

IPSOS GLOBAL HEALTH SERVICE MONITOR 2022

A Global Advisor survey

September 2022

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GAME CHANGERS



01

HEALTH CONCERNS



GLOBAL HEALTH SERVICE MONITOR

A global perspective on the major issues for personal health and healthcare systems today, including how people rate the services available to them and what they think needs to be improved.

- This 34-country survey explores the public view on personal health challenges and how well-equipped healthcare systems are to deal with them. New to the survey this year are **Indonesia, Ireland, Portugal, Romania, Thailand, and United Arab Emirates**.
- This is the third wave of this study that has taken place since the start of the Coronavirus pandemic and **concern about the virus is still a major issue**. It has, however, dropped significantly since 2021.
- Despite the additional strain that the pandemic has placed on healthcare systems, positive ratings and levels of trust in healthcare services have, on average, **not been damaged and even seen some rises**.
- However, there is widespread recognition that the health sector faces certain challenges. A majority worldwide think their country's **healthcare system is overstretched**. Overall, people think **waiting times** and a **lack of staff** are the main challenges for health services to address.
- **Access** and **equality** is another issue. Many countries say that **cost** is a barrier to providing everyone with a good standard of care, and opinions vary on whether health services **treat everyone equally**.
- Looking forward, more people **expect their country's healthcare systems to improve** than worsen, but optimism is not evenly widespread across all the countries surveyed.

GLOBAL HEALTH CONCERNS

1. CORONAVIRUS

 **47%**

Covid-19 has dropped 23 points since 2021 but remains the top concern

- It is still the #1 health problem in 19 of 34 countries. (In 2021 it was top in 25).
- Concern is highest in **Peru, Japan, Thailand** and **Indonesia**

2. MENTAL HEALTH

 **36%**

Five percentage point increase in those who consider mental health a top health problem (2022 vs. 2021)

- Mental health has now **overtaken cancer** to become the second highest concern globally.
- **Sweden, Chile** and **Ireland** are the countries most likely to be worried about mental health

3. CANCER

 **34%**

The percentage mentioning Cancer has not changed since 2021

- Highest levels of concern are seen in **Portugal** (79%), followed by **Belgium, Italy, Romania** and **Spain**.



Stress is the 4th concern with **26%** on average.

- **Switzerland & Argentina** are the two most concerned countries (39%).



22% say that obesity is a top concern.

- This rises to 55% (+3 on 2021) in **Mexico**.



Drug abuse (**16%**) and diabetes (**16%**) feature as prominent health problems albeit to a lesser extent.



Health problems: Global overview

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Covid-19 is still the top health concern globally, but is dropping sharply (down 23 points from 2021 to 47%).

Most notable is the steady increase in prominence of mental health. Two years of five-point increases means it now surpasses cancer for the first time as the second biggest concern, at 36%.

Base: 23,507 online adults in 34 countries, 22 July – 5 August 2022. Online samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.

		2018	2020	2021
Coronavirus/ Covid-19	47%	N/A	72%	70%
Mental Health	36%	27%	26%	31%
Cancer	34%	52%	37%	34%
Stress	26%	25%	21%	22%
Obesity	22%	33%	18%	19%
Diabetes	16%	22%	13%	13%
Drug abuse	16%	23%	12%	13%
Alcohol abuse	13%	18%	10%	11%
Heart disease	13%	17%	12%	11%
Smoking	11%	15%	8%	9%
Dementia	5%	7%	4%	4%
Hospital superbugs	3%	3%	3%	2%
Sexually transmitted diseases (STDs)	3%	7%	3%	2%
Other	2%	1%	1%	1%



Coronavirus

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Coronavirus has slipped significantly since 2021 but still stays number one, overall. As the chart illustrates, there are some big differences in perceptions by country.

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		2020	2021
Global country average	47%	72%	70%
Japan	73%	74%	85%
Peru	66%	89%	90%
Thailand	64%	N/A	N/A
Indonesia	63%	N/A	N/A
Mexico	62%	78%	85%
Brazil	62%	82%	84%
Australia	62%	65%	75%
Malaysia	61%	89%	93%
China	61%	78%	66%
South Korea	60%	80%	75%
Germany	57%	66%	69%
Turkey	55%	82%	78%
United Arab Emirates	51%	N/A	N/A
France	49%	72%	72%
Canada	49%	73%	70%
Colombia	48%	N/A	73%
Saudi Arabia	47%	74%	78%
India	47%	81%	76%
Italy	47%	73%	69%
Spain	45%	87%	74%
United States	43%	66%	68%
Netherlands	42%	77%	66%
Great Britain	40%	76%	66%
Switzerland	39%	N/A	65%
Chile	39%	71%	53%
Poland	36%	63%	46%
Belgium	34%	67%	56%
Ireland	32%	N/A	N/A
Argentina	30%	76%	71%
South Africa	28%	63%	83%
Romania	27%	N/A	N/A
Portugal	27%	N/A	N/A
Sweden	22%	52%	49%
Hungary	18%	47%	33%



Mental Health

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

The last couple of years have seen two successive five-point rises in the proportion citing mental health, now making it the second biggest concern globally, surpassing cancer.

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		2018	2020	2021
Global country average	36%	27%	26%	31%
Sweden	63%	59%	59%	63%
Chile	62%	26%	50%	59%
Ireland	58%	N/A	N/A	N/A
Portugal	55%	N/A	N/A	N/A
Spain	51%	23%	16%	35%
United States	51%	44%	33%	35%
Brazil	49%	18%	27%	40%
Switzerland	48%	N/A	N/A	28%
Canada	46%	49%	42%	43%
Colombia	46%	17%	N/A	42%
Australia	44%	50%	47%	47%
Great Britain	43%	50%	43%	40%
Peru	39%	41%	36%	37%
Argentina	37%	15%	25%	28%
South Africa	37%	16%	22%	27%
South Korea	35%	48%	27%	27%
Belgium	33%	23%	22%	35%
Poland	33%	19%	23%	30%
Netherlands	33%	N/A	27%	33%
Indonesia	32%	N/A	N/A	N/A
Malaysia	31%	16%	22%	33%
Germany	31%	37%	26%	32%
China	30%	40%	24%	25%
India	30%	18%	27%	25%
Thailand	29%	N/A	N/A	N/A
Italy	28%	18%	10%	19%
Turkey	27%	17%	25%	19%
United Arab Emirates	24%	N/A	N/A	N/A
Hungary	23%	14%	12%	18%
France	20%	10%	10%	12%
Romania	20%	N/A	N/A	N/A
Saudi Arabia	19%	20%	12%	14%
Mexico	15%	6%	8%	11%
Japan	15%	24%	14%	9%



Cancer

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

In 2018, cancer was the number one concern globally at 52%. It now stands third, behind mental health and Covid-19, and has seen little movement since 2020.

Portugal has cancer as its top concern over any other by a significant amount, whereas the rest of the world shows less variation.

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		2018	2020	2021
Global country average	34%	52%	37%	34%
Portugal	79%	N/A	N/A	N/A
Belgium	59%	60%	63%	55%
Italy	53%	75%	53%	53%
Spain	49%	68%	49%	53%
Romania	49%	N/A	N/A	N/A
Poland	47%	68%	59%	53%
France	46%	69%	51%	45%
Turkey	44%	61%	41%	37%
Ireland	44%	N/A	N/A	N/A
Hungary	43%	56%	38%	41%
Peru	43%	53%	41%	36%
Great Britain	41%	50%	46%	41%
Netherlands	40%	N/A	48%	43%
Sweden	35%	36%	39%	36%
Colombia	34%	50%	N/A	31%
Chile	33%	38%	33%	34%
Switzerland	32%	N/A	N/A	29%
Canada	30%	58%	35%	26%
Brazil	29%	57%	27%	31%
United States	29%	42%	26%	22%
China	28%	55%	29%	35%
Mexico	27%	38%	29%	30%
Germany	26%	45%	30%	25%
Japan	26%	59%	30%	22%
Argentina	25%	37%	31%	27%
Saudi Arabia	24%	34%	20%	19%
Australia	23%	39%	30%	24%
South Korea	21%	37%	19%	21%
India	21%	38%	20%	18%
South Africa	20%	44%	24%	23%
Thailand	19%	N/A	N/A	N/A
Malaysia	18%	35%	18%	16%
United Arab Emirates	16%	N/A	N/A	N/A
Indonesia	16%	N/A	N/A	N/A



Stress

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Concerns about stress remain steady globally, with more than 20% rating it as a top worry.

The four-point increase recorded this year is significant and puts stress at its highest level since the beginning of this tracker.

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		2018	2020	2021
Global country average	26%	25%	21%	22%
Argentina	39%	34%	29%	34%
Switzerland	39%	N/A	N/A	31%
South Korea	35%	48%	35%	33%
Sweden	35%	39%	33%	28%
Peru	35%	29%	26%	35%
Colombia	34%	35%	N/A	30%
Turkey	34%	31%	31%	28%
Romania	34%	N/A	N/A	N/A
Belgium	31%	31%	26%	30%
Japan	31%	37%	33%	28%
Chile	30%	23%	25%	27%
Poland	29%	25%	30%	26%
Italy	29%	26%	18%	21%
France	28%	33%	23%	23%
Spain	28%	25%	18%	19%
Hungary	27%	32%	25%	23%
Brazil	27%	19%	18%	22%
Thailand	27%	N/A	N/A	N/A
India	25%	26%	19%	20%
China	24%	25%	16%	26%
South Africa	24%	17%	18%	17%
Netherlands	23%	N/A	19%	18%
Mexico	23%	18%	19%	15%
Portugal	22%	N/A	N/A	N/A
Indonesia	22%	N/A	N/A	N/A
Malaysia	18%	14%	17%	18%
Ireland	18%	N/A	N/A	N/A
United States	17%	13%	15%	14%
Saudi Arabia	16%	12%	8%	7%
United Arab Emirates	15%	N/A	N/A	N/A
Germany	14%	24%	17%	16%
Canada	14%	14%	13%	16%
Great Britain	14%	12%	9%	11%
Australia	11%	9%	14%	12%



Obesity

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

In fifth place, obesity is still less prominent than it was in 2018 though concern increased by three points this year.

Since 2018 Mexico has consistently stood out as the country most worried about obesity. Mexicans have it as their second highest concern, behind Coronavirus.

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		2018	2020	2021
Global country average	22%	33%	18%	19%
Mexico	55%	76%	52%	52%
Chile	38%	59%	36%	43%
Portugal	35%	N/A	N/A	N/A
Great Britain	29%	50%	27%	28%
Netherlands	28%	N/A	21%	28%
Malaysia	27%	52%	20%	18%
Romania	26%	N/A	N/A	N/A
Sweden	25%	30%	21%	23%
Argentina	25%	31%	20%	21%
Peru	25%	28%	26%	21%
Poland	25%	34%	11%	18%
Belgium	24%	23%	22%	20%
Spain	23%	43%	15%	22%
United States	23%	40%	25%	20%
France	23%	33%	17%	20%
Ireland	23%	N/A	N/A	N/A
Hungary	22%	29%	14%	22%
Saudi Arabia	22%	37%	15%	15%
United Arab Emirates	22%	N/A	N/A	N/A
Turkey	20%	44%	19%	22%
Colombia	20%	23%	N/A	16%
Australia	19%	46%	22%	17%
China	19%	28%	13%	17%
Germany	18%	30%	14%	17%
Canada	17%	31%	12%	12%
Switzerland	16%	N/A	N/A	12%
Brazil	15%	24%	11%	13%
South Korea	15%	20%	10%	11%
Italy	13%	24%	8%	9%
Thailand	11%	N/A	N/A	N/A
India	10%	21%	7%	9%
South Africa	9%	21%	7%	7%
Indonesia	6%	N/A	N/A	N/A
Japan	5%	12%	4%	4%

02

HEALTHCARE PERCEPTIONS



VIEWS OF HEALTHCARE SERVICES



50%

on average say their country's healthcare services are "good"

this ranges from:

79% in Saudi Arabia

to **14%** in Poland

55% of Britons say their system provides equal care to all, placing it seventh. UAE (67%), Saudi Arabia (66%) & Portugal (62%) are top



59%



think vaccinations against infectious diseases should be compulsory

83%

in Great Britain say the system is overstretched



vs. **61%** global country average



Nearly 9 in 10

in South Africa say that most people in their country cannot afford good healthcare (85%)



Future Healthcare

Quality of care going into the future fluctuates a lot, from 78% (UAE) to 8% (Hungary)

Quality of healthcare

Q: How would you rate the quality of healthcare that you and your family have access to in your country?

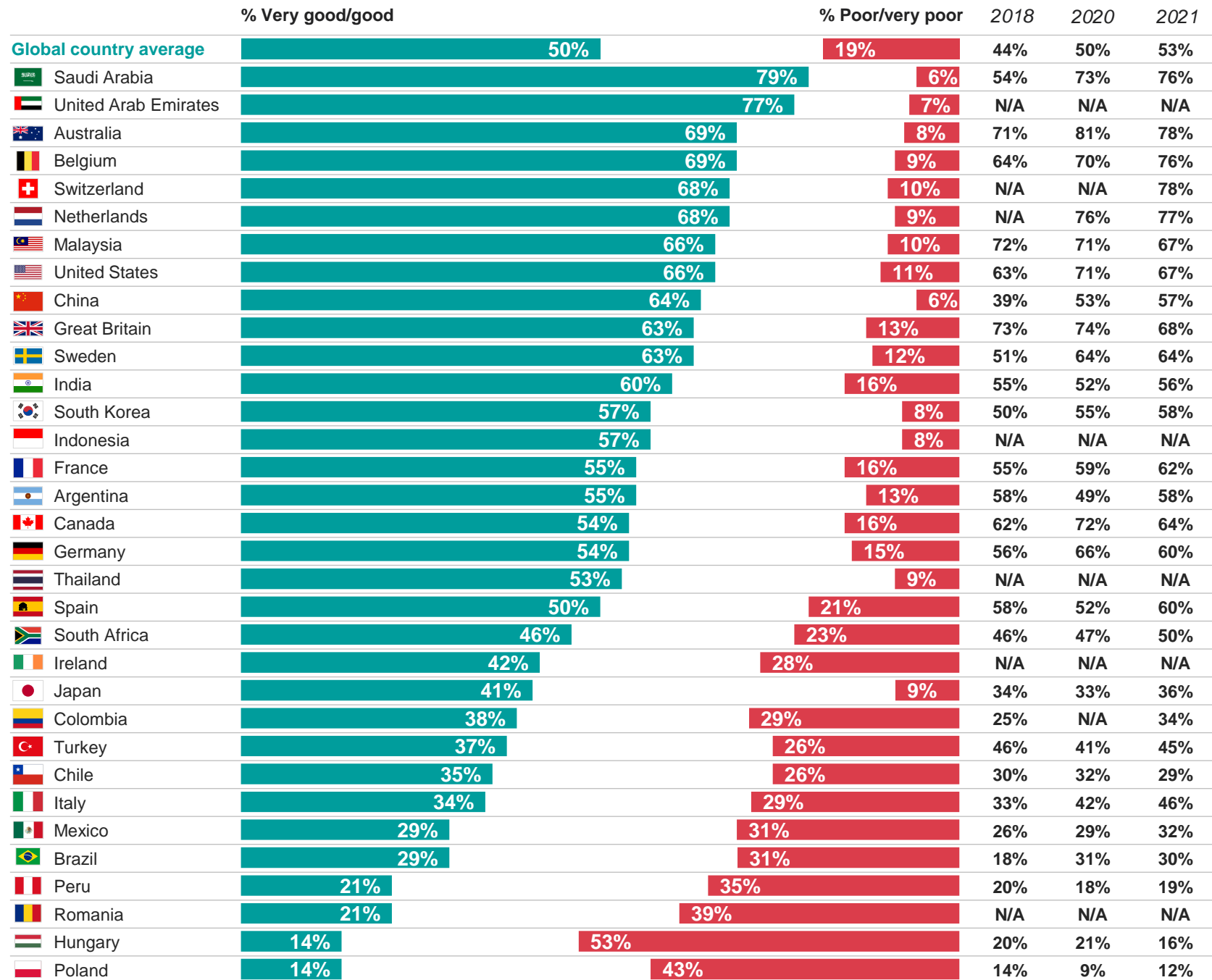
By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments.

Though a majority of countries rate their systems by at least the same positive margin as the global average, we still observe a few outliers, particularly in Latin America and Central Europe.

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Quality of healthcare in the future

Q: Over the coming years, do you expect the quality of healthcare that you and your family will have access to locally will improve, stay the same, or get worse?

Only a minority expect major changes in the coming years.

Latin American countries stand out by rating their systems negatively but expressing optimism for the future.

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	% Improve	% Get worse	2018	2020	2021
Global country average	33%	20%	34%	32%	34%
United Arab Emirates	78%	5%	N/A	N/A	N/A
Saudi Arabia	72%	6%	57%	67%	77%
Colombia	71%	9%	66%	N/A	66%
Brazil	62%	8%	61%	64%	66%
Peru	59%	8%	63%	68%	59%
China	57%	3%	48%	39%	61%
Chile	54%	16%	55%	54%	58%
India	53%	9%	53%	52%	56%
Argentina	52%	11%	53%	56%	60%
Mexico	52%	8%	47%	58%	56%
Indonesia	52%	3%	N/A	N/A	N/A
Thailand	44%	7%	N/A	N/A	N/A
South Africa	39%	21%	35%	41%	39%
Portugal	35%	29%	N/A	N/A	N/A
Malaysia	33%	8%	49%	45%	41%
Spain	29%	23%	44%	45%	38%
Turkey	24%	36%	44%	31%	27%
Australia	23%	19%	22%	28%	27%
United States	21%	16%	18%	21%	17%
Sweden	19%	25%	28%	19%	25%
Switzerland	19%	20%	N/A	N/A	24%
South Korea	18%	12%	24%	17%	21%
Great Britain	18%	39%	8%	14%	13%
Belgium	17%	27%	22%	19%	20%
Canada	16%	32%	15%	17%	17%
Romania	16%	21%	N/A	N/A	N/A
France	15%	43%	14%	13%	11%
Germany	15%	32%	10%	16%	11%
Ireland	15%	31%	N/A	N/A	N/A
Netherlands	13%	29%	N/A	15%	15%
Poland	10%	28%	18%	10%	16%
Italy	9%	31%	14%	18%	17%
Japan	9%	15%	15%	11%	11%
Hungary	8%	45%	12%	12%	10%

Trust in healthcare

Q: I trust the healthcare system in my country to provide me with the best treatment.

To what extent do you agree or disagree with this statement?

A majority globally have trust in their local healthcare system, but variation by country is significant with trust ranging from 91% in Portugal and 10% in Hungary.

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The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

	% Strongly/Tend to agree	% Tend to/Strongly disagree	2018	2020	2021
Global country average	53%	22%	40%	50%	51%
Portugal	91%	4%	N/A	N/A	N/A
Saudi Arabia	71%	11%	46%	67%	71%
United Arab Emirates	71%	14%	N/A	N/A	N/A
China	69%	8%	46%	74%	70%
Netherlands	66%	12%	N/A	67%	67%
India	66%	14%	51%	54%	59%
Switzerland	65%	15%	N/A	N/A	74%
Malaysia	64%	10%	63%	75%	68%
Spain	64%	16%	64%	62%	65%
Thailand	62%	16%	N/A	N/A	N/A
Great Britain	61%	13%	63%	68%	65%
Belgium	61%	11%	54%	59%	59%
Sweden	61%	19%	48%	59%	56%
Australia	60%	14%	61%	74%	69%
France	60%	17%	50%	58%	57%
Indonesia	60%	9%	N/A	N/A	N/A
Canada	53%	18%	56%	64%	59%
South Korea	53%	13%	36%	54%	55%
Argentina	53%	17%	47%	50%	55%
Japan	53%	13%	37%	48%	49%
Germany	51%	21%	45%	58%	55%
Ireland	50%	28%	N/A	N/A	N/A
United States	48%	22%	43%	52%	49%
South Africa	46%	30%	37%	42%	42%
Italy	45%	23%	36%	45%	52%
Turkey	42%	35%	43%	43%	45%
Brazil	41%	31%	20%	33%	37%
Colombia	41%	34%	26%	N/A	36%
Mexico	40%	30%	31%	38%	40%
Chile	37%	33%	34%	30%	33%
Poland	31%	38%	22%	18%	25%
Peru	27%	38%	24%	28%	28%
Romania	24%	46%	N/A	N/A	N/A
Hungary	10%	70%	13%	16%	11%

Cost of healthcare

Q: Many people in my country cannot afford good healthcare.

To what extent do you agree or disagree with this statement?

A majority of respondents in the 34 countries surveyed acknowledge that many people in their countries cannot afford good healthcare.

Sweden and South Korea tend to disagree with a plurality saying it is not the case.

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The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

	% Strongly/Tend to agree	% Tend to/Strongly disagree	2018	2020	2021
Global country average	61%	18%	59%	59%	58%
South Africa	85%	7%	83%	88%	83%
Hungary	83%	9%	77%	83%	80%
Chile	82%	8%	81%	85%	81%
Peru	82%	8%	77%	86%	81%
Romania	82%	5%	N/A	N/A	N/A
Brazil	80%	7%	74%	83%	90%
Argentina	78%	12%	70%	81%	80%
Colombia	77%	11%	78%	N/A	83%
Mexico	77%	10%	75%	76%	80%
Poland	73%	12%	73%	83%	74%
Thailand	72%	12%	N/A	N/A	N/A
India	70%	13%	72%	73%	73%
Ireland	70%	13%	N/A	N/A	N/A
United States	69%	10%	75%	69%	67%
Indonesia	69%	12%	N/A	N/A	N/A
Turkey	67%	20%	57%	64%	63%
United Arab Emirates	62%	18%	N/A	N/A	N/A
Saudi Arabia	58%	18%	56%	64%	52%
Spain	57%	22%	52%	58%	57%
France	55%	19%	60%	58%	49%
Portugal	54%	23%	N/A	N/A	N/A
Italy	53%	16%	54%	53%	55%
China	53%	20%	63%	55%	51%
Malaysia	51%	20%	51%	50%	56%
Belgium	51%	16%	32%	55%	54%
Japan	50%	17%	44%	48%	53%
Australia	50%	23%	46%	42%	43%
Great Britain	50%	26%	30%	28%	37%
Switzerland	45%	28%	N/A	N/A	42%
Germany	39%	29%	40%	37%	37%
Netherlands	39%	31%	N/A	29%	33%
Canada	38%	29%	27%	29%	33%
South Korea	24%	38%	28%	25%	26%
Sweden	24%	47%	25%	24%	19%

Equality of care

Q: The healthcare system in my country provides the same standard of care to everyone.

To what extent do you agree or disagree with this statement?

There is neither a majority globally to agree or to disagree with this statement, but countries whose citizens agree tend to be the ones where satisfaction with the current system is highest, and vice versa.

Base: 23,507 online adults in 34 countries, 22 July – 5 August 2022.

Online samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population.

The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

	% Strongly/Tend to agree	% Tend to/Strongly disagree	2018	2020	2021
Global country average	42%	34%	31%	37%	39%
United Arab Emirates	67%	17%	N/A	N/A	N/A
Saudi Arabia	66%	12%	41%	57%	65%
Portugal	62%	16%	N/A	N/A	N/A
China	61%	12%	43%	67%	54%
Malaysia	59%	14%	57%	62%	59%
India	56%	24%	40%	41%	45%
Great Britain	55%	22%	54%	63%	56%
Spain	54%	23%	52%	51%	61%
Thailand	52%	19%	N/A	N/A	N/A
South Korea	49%	18%	33%	49%	49%
Canada	49%	26%	50%	54%	53%
Australia	49%	25%	47%	53%	50%
Sweden	47%	29%	40%	40%	50%
Netherlands	46%	23%	#N/A	52%	47%
France	46%	31%	30%	38%	42%
Switzerland	45%	31%	N/A	N/A	51%
Indonesia	44%	28%	N/A	N/A	N/A
Belgium	43%	28%	34%	34%	35%
Japan	41%	21%	26%	35%	35%
Italy	39%	33%	28%	36%	44%
Germany	36%	40%	23%	37%	33%
Argentina	35%	40%	34%	32%	34%
Turkey	34%	47%	35%	36%	41%
Mexico	34%	41%	24%	22%	25%
Ireland	31%	47%	N/A	N/A	N/A
Brazil	29%	51%	18%	23%	23%
United States	28%	45%	24%	24%	27%
South Africa	27%	56%	17%	20%	23%
Colombia	27%	52%	17%	N/A	19%
Peru	25%	51%	19%	18%	19%
Poland	23%	57%	17%	13%	19%
Romania	22%	56%	N/A	N/A	N/A
Chile	19%	63%	19%	13%	16%
Hungary	15%	70%	13%	19%	14%

Healthcare capacity

Q: The healthcare system in my country is overstretched.

To what extent do you agree or disagree with this statement?

A majority of respondents in the 34 countries surveyed think their country's healthcare system is overstretched.

No country disagrees by a majority, though China, Poland and Japan disagree by a plurality.

Base: 23,507 online adults in 34 countries, 22 July – 5 August 2022.

Online samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population.

The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

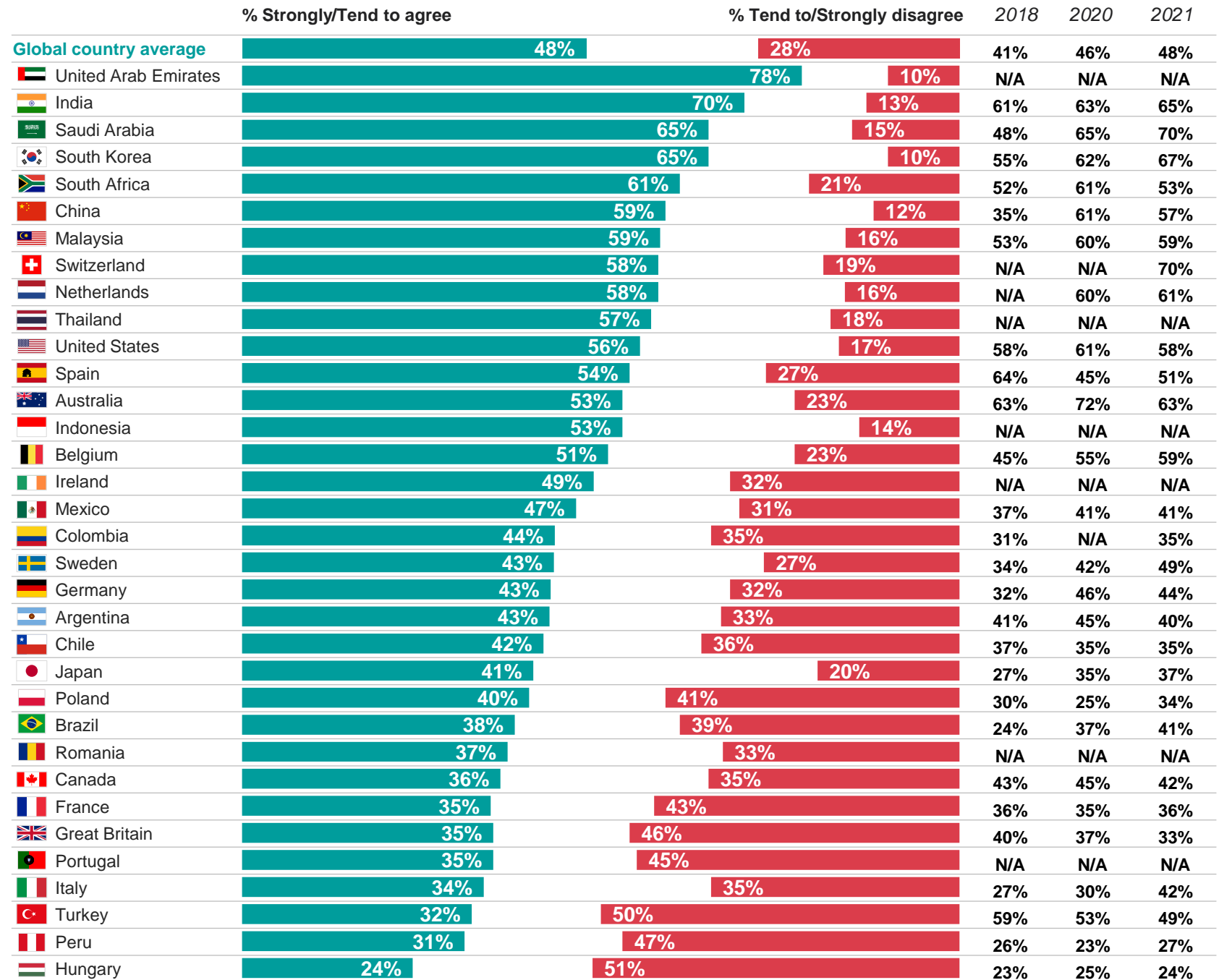
	% Strongly/Tend to agree	% Tend to/Strongly disagree	2018	2020	2021
Global country average	61%	15%	54%	55%	56%
Portugal	87%	6%	N/A	N/A	N/A
Great Britain	83%	4%	85%	81%	85%
Sweden	82%	5%	74%	77%	76%
France	78%	8%	70%	73%	66%
Ireland	78%	10%	N/A	N/A	N/A
Hungary	76%	10%	80%	77%	73%
Netherlands	74%	7%	N/A	65%	67%
Canada	73%	6%	67%	64%	74%
Australia	72%	8%	60%	52%	58%
Spain	71%	11%	70%	75%	71%
Chile	70%	11%	70%	65%	67%
Italy	70%	7%	64%	61%	63%
Peru	69%	11%	60%	75%	72%
Romania	69%	10%	N/A	N/A	N/A
Brazil	67%	12%	66%	69%	71%
Colombia	65%	14%	69%	N/A	75%
Belgium	64%	7%	33%	57%	57%
Thailand	63%	14%	N/A	N/A	N/A
Argentina	59%	16%	60%	67%	59%
South Africa	59%	12%	57%	62%	64%
Turkey	59%	22%	46%	46%	53%
Germany	59%	13%	55%	35%	44%
India	58%	12%	46%	51%	54%
United Arab Emirates	57%	21%	N/A	N/A	N/A
Saudi Arabia	56%	12%	41%	56%	53%
Mexico	53%	16%	57%	51%	52%
United States	51%	13%	48%	48%	55%
Indonesia	47%	23%	N/A	N/A	N/A
Switzerland	46%	20%	N/A	N/A	39%
Malaysia	42%	25%	42%	39%	44%
China	31%	35%	43%	31%	27%
South Korea	30%	26%	24%	27%	29%
Poland	27%	43%	32%	22%	25%
Japan	15%	27%	15%	12%	13%

Getting an appointment

Q: I find it easy to get an appointment with doctors in my local area.

To what extent do you agree or disagree with this statement?

Though a plurality globally find it easy to get an appointment in their local area, opinions are quite divided in several countries.



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The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

Waiting times

Q: Waiting times to get an appointment with doctors are too long in my country.

To what extent do you agree or disagree with this statement?

A majority globally agree that waiting times are too long.

Switzerland is the only country where (slightly) more people disagree than agree.

Base: 23,507 online adults in 34 countries, 22 July – 5 August 2022.

Online samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population.

The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

	% Strongly/Tend to agree	% Tend to/Strongly disagree	2018	2020	2021
Global country average	64%	14%	62%	62%	60%
Portugal	88%	5%	N/A	N/A	N/A
Hungary	86%	5%	78%	80%	83%
Peru	81%	9%	75%	84%	74%
Poland	81%	8%	77%	83%	81%
Brazil	78%	8%	73%	79%	84%
Chile	76%	9%	77%	77%	76%
Colombia	75%	9%	74%	N/A	78%
Great Britain	75%	7%	62%	68%	73%
Turkey	75%	14%	51%	66%	69%
Spain	73%	7%	70%	74%	72%
Argentina	71%	10%	64%	68%	70%
Italy	70%	8%	70%	72%	73%
Mexico	70%	13%	74%	71%	73%
Romania	70%	10%	N/A	N/A	N/A
Canada	68%	9%	62%	61%	65%
Germany	67%	11%	65%	60%	61%
Ireland	67%	15%	N/A	N/A	N/A
France	66%	14%	53%	57%	51%
Belgium	65%	11%	38%	56%	57%
Thailand	64%	12%	N/A	N/A	N/A
Malaysia	63%	13%	61%	62%	56%
Sweden	62%	12%	59%	60%	59%
Indonesia	58%	13%	N/A	N/A	N/A
India	57%	19%	55%	55%	55%
Japan	57%	13%	47%	58%	57%
Australia	56%	19%	43%	41%	43%
Netherlands	53%	17%	N/A	47%	46%
South Africa	50%	23%	54%	56%	55%
United Arab Emirates	50%	25%	N/A	N/A	N/A
Saudi Arabia	47%	26%	50%	49%	43%
United States	43%	24%	41%	36%	40%
China	41%	23%	54%	47%	39%
South Korea	37%	31%	38%	37%	35%
Switzerland	34%	35%	N/A	N/A	28%

Compulsory vaccinations

Q: Vaccinating against serious infectious diseases should be compulsory.

To what extent do you agree or disagree with this statement?

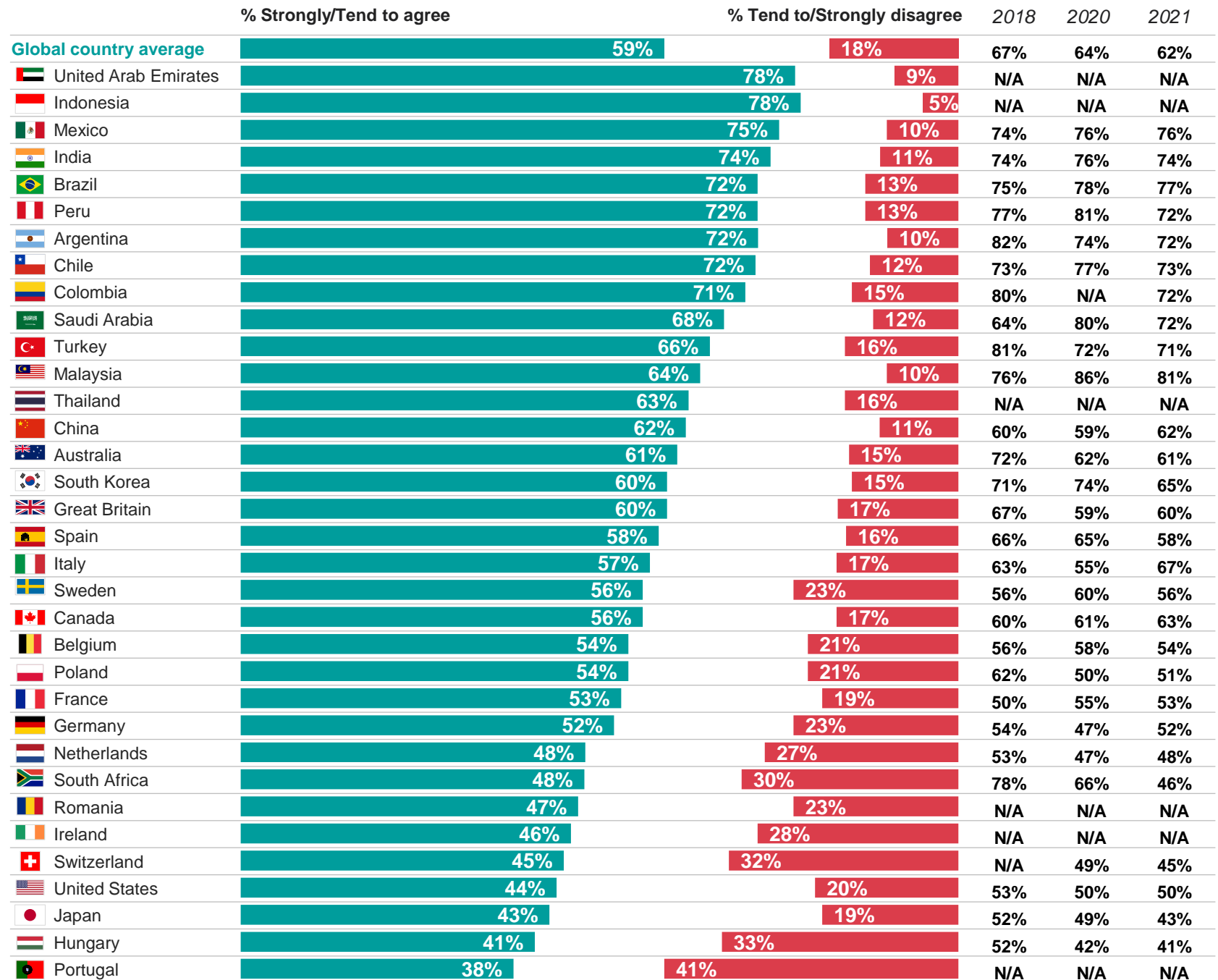
A majority declare themselves to be in favour of compulsory vaccinations.

The only country where more people disagree than agree is Portugal.

Base: 23,507 online adults in 34 countries, 22 July – 5 August 2022.

Online samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population.

The "Global Country Average" reflects the average result for all the countries where the survey was conducted.



Healthcare information

Q: In my country, information about how to look after my health is readily available when I need it.

To what extent do you agree or disagree with this statement?

A majority feel well informed globally but people in countries with lower levels of satisfaction with their respective systems also tend to be less satisfied with the information they get.

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Online samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population.

The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

	% Strongly/Tend to agree	% Tend to/Strongly disagree	2018	2020	2021
Global country average	56%	17%	50%	55%	57%
China	72%	6%	62%	76%	71%
United Arab Emirates	72%	12%	N/A	N/A	N/A
Sweden	70%	7%	31%	67%	72%
Saudi Arabia	70%	11%	46%	68%	71%
Great Britain	69%	9%	41%	77%	75%
Australia	68%	8%	78%	76%	68%
Malaysia	66%	9%	59%	74%	68%
Netherlands	66%	9%	N/A	66%	64%
South Korea	66%	8%	56%	59%	60%
Switzerland	65%	13%	N/A	74%	65%
Thailand	64%	12%	N/A	N/A	N/A
India	63%	15%	56%	56%	57%
United States	62%	10%	54%	66%	65%
Germany	61%	10%	66%	67%	61%
Belgium	60%	10%	54%	56%	60%
France	60%	14%	56%	61%	60%
Canada	59%	12%	66%	62%	59%
Spain	58%	16%	55%	59%	58%
South Africa	57%	19%	N/A	N/A	N/A
Indonesia	57%	15%	53%	57%	53%
Japan	56%	12%	N/A	N/A	N/A
Ireland	56%	19%	46%	46%	56%
Turkey	51%	27%	63%	54%	59%
Mexico	51%	18%	42%	47%	51%
Argentina	49%	14%	50%	50%	49%
Colombia	46%	27%	N/A	39%	46%
Poland	45%	27%	35%	38%	45%
Italy	42%	25%	35%	43%	42%
Brazil	41%	30%	37%	43%	41%
Chile	39%	27%	32%	40%	39%
Romania	38%	25%	N/A	N/A	N/A
Peru	37%	34%	27%	36%	37%
Portugal	37%	29%	N/A	N/A	N/A
Hungary	35%	33%	36%	32%	35%

Health service information

Q: In my country, information about healthcare services is readily available when I need it.

To what extent do you agree or disagree with this statement?

Similarly to information about ones health, information about services available are lower in the countries with lower satisfaction levels.

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The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

	% Strongly/Tend to agree	% Tend to/Strongly disagree	2018	2020	2021
Global country average	55%	19%	47%	52%	55%
United Arab Emirates	73%	13%	N/A	N/A	N/A
China	72%	7%	53%	71%	73%
Saudi Arabia	72%	12%	44%	67%	72%
Australia	70%	8%	77%	71%	70%
Sweden	70%	8%	58%	70%	72%
Great Britain	68%	10%	69%	73%	70%
Switzerland	66%	12%	63%	71%	70%
Malaysia	66%	9%	N/A	76%	66%
Netherlands	66%	9%	N/A	69%	67%
South Korea	66%	8%	54%	61%	63%
India	65%	15%	50%	52%	60%
Thailand	64%	15%	N/A	N/A	N/A
Germany	61%	14%	54%	62%	61%
Belgium	61%	10%	62%	63%	61%
United States	58%	12%	61%	63%	62%
France	56%	17%	50%	56%	56%
Canada	55%	15%	50%	58%	55%
Spain	55%	18%	64%	62%	55%
Indonesia	55%	14%	N/A	N/A	N/A
Ireland	54%	18%	N/A	N/A	N/A
Turkey	52%	27%	66%	63%	59%
South Africa	51%	23%	45%	47%	51%
Argentina	51%	18%	47%	52%	48%
Japan	50%	11%	42%	42%	50%
Mexico	45%	26%	31%	41%	45%
Chile	43%	23%	35%	36%	43%
Colombia	42%	32%	N/A	33%	42%
Italy	39%	25%	24%	33%	39%
Poland	39%	32%	34%	41%	39%
Brazil	37%	34%	30%	33%	37%
Portugal	37%	36%	N/A	N/A	N/A
Peru	35%	37%	24%	29%	35%
Romania	34%	30%	N/A	N/A	N/A
Hungary	31%	34%	35%	29%	31%

03

HEALTHCARE CHALLENGES



CHALLENGES TO HEALTHCARE SYSTEMS

1. WAITING TIME



42%

Proportion saying access to treatment/waiting times is a healthcare challenge is little changed (+1)

- Highest levels of concern in **Hungary, Chile, and Portugal (65%)**

2. LACK OF STAFF



42%

Three-point increase in not enough staff being a healthcare challenge vs 2021 survey

- Concern has increased the most in **Turkey (+15 pts.)**

3. COST OF TREATMENT



31%

Of those in our 34-country survey worry about the cost of accessing treatment

- Highest levels of concern in **Indonesia, the U.S., and Chile**

Bureaucracy is the fourth concern with 25% on average

- **Argentina (43%) & Mexico (41%)** rank first on this measure
- Bureaucracy ranges from 43% down to 10% (**United Arab Emirates**)

Lack of investment in preventive health remains the fifth concern with 22%

- **Portugal (46%) & Brazil (43%)** rank first on this measure

Lack of investment in the system in general is now ranked sixth with 20%

- **Argentina (44%)** leads on this measure with **Brazil (40%)** second
- **Indonesia (5%)** ranks the lowest

Healthcare challenges

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Global Country average

Access to treatment/waiting times emerge as the main problems that people around the world think their country's healthcare system faces – on average four in ten select these. *Not enough staff* is joint first for the first time since 2018.

Cost of accessing treatment is the third most selected issue globally (31%).

While no country has *bureaucracy* as their top healthcare challenge, it is widely recognised among the main issues.

		2018	2020	2021
Access to treatment/ waiting times	42%	40%	40%	41%
Not enough staff	42%	36%	39%	39%
Cost of accessing treatment	31%	32%	31%	31%
Bureaucracy	25%	26%	26%	26%
Lack of investment in preventative health	22%	21%	24%	23%
Lack of investment	20%	19%	20%	19%
Ageing population	19%	20%	21%	21%
Poor quality treatment	17%	21%	16%	16%
Lack of choice	9%	8%	8%	8%
Poor safety	9%	8%	7%	7%
Low standards	7%	8%	7%	6%
Other	2%	3%	3%	3%

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Access to treatment/ waiting times

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

All countries

		2018	2020	2021
Global country average	42%	41%	40%	41%
Hungary	65%	65%	59%	61%
Chile	65%	64%	64%	61%
Portugal	65%	N/A	N/A	N/A
Poland	63%	70%	68%	68%
Sweden	58%	52%	55%	51%
Turkey	58%	38%	46%	45%
Colombia	57%	59%	N/A	52%
Italy	56%	59%	60%	55%
Peru	52%	46%	48%	51%
Spain	51%	52%	43%	52%
Ireland	51%	N/A	N/A	N/A
Mexico	50%	48%	51%	55%
Canada	47%	49%	47%	48%
Malaysia	47%	43%	53%	43%
Great Britain	46%	32%	43%	52%
Thailand	46%	N/A	N/A	N/A
Argentina	43%	35%	38%	45%
Brazil	42%	35%	37%	45%
South Africa	42%	41%	39%	40%
Indonesia	41%	N/A	N/A	N/A
Belgium	40%	26%	32%	36%
Germany	39%	37%	35%	39%
Australia	37%	37%	36%	38%
Romania	35%	N/A	N/A	N/A
Netherlands	34%	N/A	36%	34%
France	29%	29%	29%	29%
China	26%	26%	24%	25%
South Korea	25%	26%	20%	24%
Japan	23%	20%	23%	24%
United States	23%	22%	17%	22%
India	22%	22%	21%	24%
Saudi Arabia	18%	21%	23%	24%
Switzerland	18%	N/A	N/A	12%
United Arab Emirates	16%	N/A	N/A	N/A

Base: 23,507 online adults in 34 countries, 22 July – 5 August 2022.
Online samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population.
The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

Not enough staff

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

All countries

		2018	2020	2021
Global country average	42%	36%	39%	39%
Sweden	76%	68%	68%	71%
France	69%	67%	69%	63%
Netherlands	67%	N/A	61%	66%
Belgium	67%	38%	57%	57%
Canada	63%	54%	54%	61%
Hungary	61%	63%	54%	58%
Germany	59%	61%	58%	58%
Australia	58%	37%	40%	47%
Portugal	58%	N/A	N/A	N/A
Great Britain	56%	54%	49%	56%
Spain	56%	49%	55%	51%
Switzerland	53%	N/A	N/A	44%
Ireland	51%	N/A	N/A	N/A
Italy	49%	38%	41%	45%
South Africa	46%	41%	39%	38%
Japan	43%	33%	47%	52%
Turkey	42%	36%	30%	27%
Malaysia	37%	34%	37%	38%
Thailand	36%	N/A	N/A	N/A
Chile	35%	39%	30%	27%
Romania	35%	N/A	N/A	N/A
United States	34%	14%	16%	28%
South Korea	33%	27%	30%	31%
Poland	30%	23%	28%	26%
Argentina	25%	25%	28%	24%
Peru	25%	21%	25%	25%
Brazil	24%	23%	17%	19%
Saudi Arabia	23%	15%	17%	21%
Mexico	23%	20%	21%	19%
China	21%	23%	12%	21%
India	18%	17%	19%	22%
Colombia	17%	17%	N/A	22%
Indonesia	16%	N/A	N/A	N/A
United Arab Emirates	14%	N/A	N/A	N/A

Base: 23,507 online adults in 34 countries, 22 July – 5 August 2022. Online samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.

Cost of accessing treatment

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

All countries

		2018	2020	2021
Global country average	31%	32%	31%	31%
Indonesia	68%	N/A	N/A	N/A
United States	55%	64%	59%	52%
Chile	52%	46%	62%	58%
United Arab Emirates	45%	N/A	N/A	N/A
India	40%	44%	45%	44%
Argentina	39%	35%	34%	40%
Saudi Arabia	39%	32%	41%	35%
Romania	39%	N/A	N/A	N/A
Malaysia	38%	49%	42%	41%
Switzerland	38%	N/A	N/A	37%
South Africa	38%	39%	32%	37%
Colombia	37%	37%	N/A	35%
Poland	37%	34%	35%	34%
Turkey	37%	32%	39%	32%
Peru	36%	29%	37%	37%
Belgium	34%	27%	39%	36%
Mexico	33%	26%	36%	40%
Japan	31%	44%	32%	28%
Ireland	30%	N/A	N/A	N/A
China	27%	32%	24%	31%
Thailand	27%	N/A	N/A	N/A
South Korea	26%	32%	27%	25%
Australia	25%	38%	29%	25%
Brazil	25%	18%	22%	24%
Hungary	24%	18%	20%	21%
Netherlands	23%	N/A	26%	24%
France	21%	34%	28%	24%
Italy	19%	28%	20%	18%
Portugal	18%	N/A	N/A	N/A
Germany	16%	19%	17%	17%
Canada	12%	10%	11%	10%
Sweden	9%	11%	11%	11%
Spain	9%	15%	8%	10%
Great Britain	9%	8%	9%	9%

Base: 23,507 online adults in 34 countries, 22 July – 5 August 2022. Online samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

Bureaucracy

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

All countries

		2018	2020	2021
Global country average	26%	26%	26%	26%
Argentina	43%	39%	40%	43%
Mexico	41%	46%	42%	38%
Peru	39%	38%	45%	39%
Romania	38%	N/A	N/A	N/A
Indonesia	38%	N/A	N/A	N/A
Colombia	36%	40%	N/A	36%
Switzerland	32%	N/A	N/A	28%
Italy	31%	33%	34%	35%
Chile	31%	36%	34%	34%
Thailand	31%	N/A	N/A	N/A
Netherlands	30%	N/A	32%	32%
Germany	29%	32%	36%	36%
Sweden	29%	28%	29%	29%
Brazil	28%	26%	28%	31%
Spain	26%	23%	23%	28%
Poland	26%	32%	28%	27%
Ireland	26%	N/A	N/A	N/A
United States	23%	33%	35%	30%
France	22%	20%	25%	23%
Great Britain	21%	26%	28%	23%
China	20%	24%	23%	24%
Canada	20%	21%	25%	23%
Portugal	20%	N/A	N/A	N/A
Australia	18%	19%	23%	21%
Turkey	17%	23%	18%	21%
Hungary	17%	19%	19%	19%
Belgium	16%	20%	20%	20%
Malaysia	16%	17%	17%	19%
South Korea	16%	21%	22%	15%
India	16%	17%	16%	14%
Saudi Arabia	16%	17%	11%	12%
Japan	13%	7%	10%	15%
South Africa	11%	14%	14%	16%
United Arab Emirates	10%	N/A	N/A	N/A

Base: 23,507 online adults in 34 countries, 22 July – 5 August 2022. Online samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.

HEALTHCARE CHALLENGES

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

	Global Country Average	Argentina	Australia	Belgium	Brazil	Canada	Chile	China	Colombia	France	Germany	Great Britain	Hungary	India	Indonesia	Ireland	Italy	Japan	Malaysia	Mexico	Netherlands	Peru	Poland	Portugal	Romania	Saudi Arabia	South Africa	South Korea	Spain	Sweden	Switzerland	Thailand	Turkey	United Arab Emirates	United States
Access to treatment/ long waiting times	42%	43%	37%	40%	42%	47%	65%	26%	57%	29%	39%	46%	65%	22%	41%	51%	56%	23%	47%	50%	34%	52%	63%	65%	35%	18%	42%	25%	51%	58%	18%	46%	58%	16%	23%
Not enough staff	42%	25%	58%	67%	24%	63%	35%	21%	17%	69%	59%	56%	61%	18%	16%	51%	49%	43%	37%	23%	67%	25%	30%	58%	35%	23%	46%	33%	56%	76%	53%	36%	42%	14%	34%
Cost of accessing treatment	31%	39%	25%	34%	25%	12%	52%	27%	37%	21%	16%	9%	24%	40%	68%	30%	19%	31%	38%	33%	23%	36%	37%	18%	39%	39%	38%	26%	9%	9%	38%	27%	37%	45%	55%
Bureaucracy	25%	43%	18%	16%	28%	20%	31%	20%	36%	22%	29%	21%	17%	16%	38%	26%	31%	13%	16%	41%	30%	39%	26%	20%	38%	16%	11%	16%	26%	29%	32%	31%	17%	10%	23%
Lack of investment in preventative health	22%	35%	16%	18%	43%	18%	27%	23%	40%	18%	18%	19%	23%	22%	17%	17%	20%	16%	16%	36%	14%	42%	22%	46%	28%	15%	23%	17%	32%	13%	11%	11%	14%	14%	17%
Lack of investment	20%	44%	17%	22%	40%	16%	18%	15%	32%	29%	14%	32%	10%	20%	5%	23%	29%	9%	14%	28%	11%	28%	10%	37%	34%	12%	12%	9%	34%	11%	8%	8%	13%	16%	8%
Ageing population	19%	4%	27%	28%	6%	29%	7%	46%	6%	26%	22%	27%	12%	17%	3%	17%	20%	52%	14%	5%	30%	2%	24%	27%	11%	17%	5%	51%	22%	17%	31%	15%	11%	13%	15%
Poor quality treatment	17%	8%	8%	6%	29%	7%	18%	13%	24%	6%	11%	9%	22%	30%	34%	14%	15%	4%	19%	21%	7%	26%	35%	5%	28%	18%	44%	5%	8%	11%	11%	23%	27%	16%	17%
Poor safety	9%	10%	7%	4%	9%	7%	13%	15%	10%	5%	6%	5%	5%	13%	7%	7%	7%	7%	11%	9%	4%	10%	6%	5%	6%	16%	6%	9%	7%	5%	7%	16%	8%	16%	13%
Lack of choice	9%	8%	5%	5%	11%	4%	7%	14%	9%	8%	4%	4%	4%	22%	11%	6%	7%	5%	12%	13%	3%	11%	6%	0%	6%	9%	12%	9%	7%	6%	6%	15%	20%	13%	6%
Low standards of cleanliness	7%	4%	4%	4%	7%	3%	3%	10%	3%	5%	7%	5%	12%	25%	14%	5%	6%	1%	13%	7%	3%	7%	5%	1%	21%	12%	20%	3%	4%	2%	3%	8%	7%	11%	4%
Other	2%	1%	3%	3%	1%	3%	3%	1%	2%	2%	3%	4%	3%	1%	2%	2%	2%	2%	3%	2%	3%	2%	2%	3%	1%	3%	2%	2%	2%	4%	4%	2%	2%	5%	5%

Base: 23,507 online adults in 34 countries, 22 July – 5 August 2022.

Online samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population.

The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

METHODOLOGY

These are the results of a 34-market survey conducted by Ipsos on its Global Advisor online platform. Ipsos interviewed a total of 23,507 adults aged 18-74 in the United States, Canada, Malaysia, South Africa, and Turkey, 20-74 year olds in Thailand, 21-74 in Indonesia, and 16-74 year olds in 27 other markets between Friday, July 22 and Friday, August 5, 2022.

The sample consists of approximately 1,000 individuals in each of Australia, Brazil, Canada, mainland China, France, Germany, Great Britain, Italy, Japan, Spain, and the U.S., and 500 individuals in each of Argentina, Belgium, Chile, Colombia, Hungary, India, Indonesia, Ireland, Malaysia, Mexico, the Netherlands, Peru, Poland, Portugal, Romania, Saudi Arabia, South Africa, South Korea, Sweden, Switzerland, Thailand, Turkey, and the United Arab Emirates.

The samples in Argentina, Australia, Belgium, Canada, France, Germany, Great Britain, Hungary, Italy, Japan, the Netherlands, Poland, Portugal, Romania, South Korea, Spain, Sweden, Switzerland, and the U.S. can be taken as representative of their general adult population under the age of 75.

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The samples in Brazil, Chile, mainland China, Colombia, India, Indonesia, Ireland, Malaysia, Mexico, Peru, Saudi Arabia, South Africa, Thailand, Turkey, and United Arab Emirates are more urban, more educated, and/or more affluent than the general population. The survey results for these countries should be viewed as reflecting the views of the more “connected” segment of their population.

The data is weighted so that each country’s sample composition best reflects the demographic profile of the adult population according to the most recent census data.

The “Global Country Average” reflects the average result for all the countries and markets where the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

Where results do not sum to 100 or the ‘difference’ appears to be +/-1 more/less than the actual, this may be due to rounding, multiple responses, or the exclusion of “don’t know” or not stated responses.

The precision of Ipsos online polls is calculated using a credibility interval with a poll of 1,000 accurate to +/- 3.5 percentage points and of 500 accurate to +/- 5.0 percentage points. For more information on Ipsos’ use of credibility intervals, please visit the Ipsos website.

The publication of these findings abides by local rules and regulations.