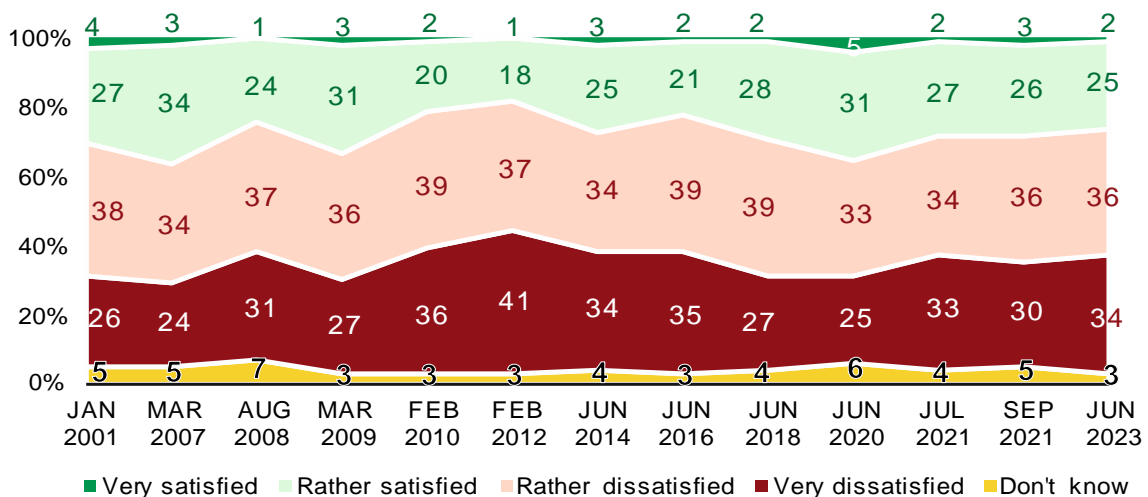


Opinions on the functioning of the healthcare system

After the increase in overall satisfaction with healthcare recorded during the coronavirus pandemic in June 2020, the ratings deteriorated in the following years. Invariably, for over twenty years since we have surveyed this issue, those who are satisfied with the healthcare system have been in the minority. Currently, slightly more than one-fourth (27%) are satisfied with the functioning of healthcare in Poland, and over two-thirds (70%) evaluate it negatively.

Are you satisfied with the performance of healthcare system in Poland?

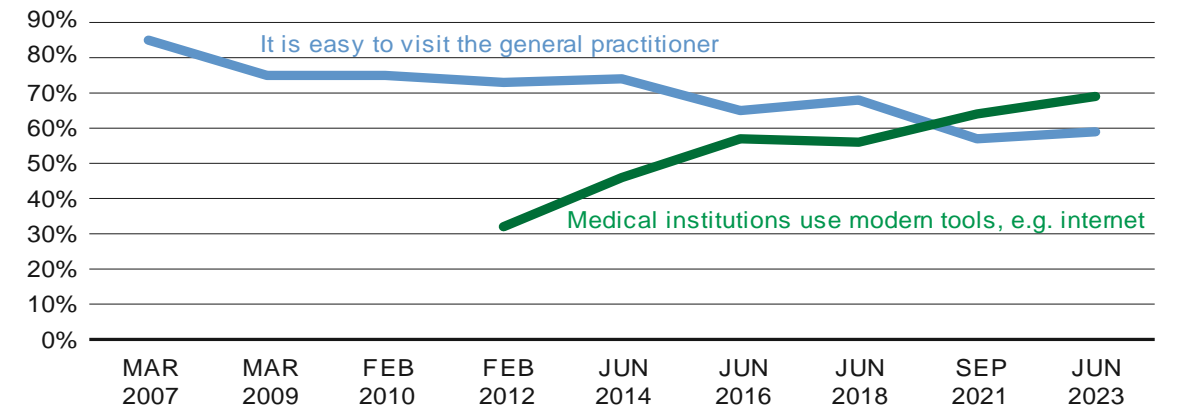


Among many aspects of the functioning of health care, Poles most appreciate the competence of physicians (70%), their commitment to work (63%), as well as the use of modern solutions in medical care (69%) and modern medical equipment (62%). The availability of primary care doctors (59%) and their diagnostic skills (i.e. recognizing what the patient's problems are and making appropriate decisions regarding further treatment) are also positively assessed (59%). More than half believe that patients treated under the National Health Fund are treated with care and kindness (54%), a similar number believe that they are treated equally, depending only on their health condition (53%), and slightly more than half positively assess the quality of information on the possibility of obtaining medical advice (51%). Less than half express satisfaction with the remaining aspects of healthcare included in the study. Nearly half of respondents believe that the administration serves patients quickly and effectively (47%), and the same number believe that they can count on immediate medical assistance even at night (47%). In all dimensions of healthcare discussed above, positive evaluations outweigh negative ones. This also applies to the availability of medical assistance outside the place of residence (39% vs. 28%), although a significant number of people have no opinion on this matter (33%). Other aspects are assessed negatively rather than positively. As in previous years, the dimensions of the functioning of healthcare under the National Health Fund that were rated the worst are: the availability of specialist doctors (84% of negative ratings), the appropriate number of medical staff in hospitals (66%), and the availability of necessary diagnostic tests (67%). The ability to make appointments at a convenient time (58%) and in a convenient location (52%) is also perceived negatively. A slight predominance of negative over positive assessments also applies to the functioning of night and holiday care (40% negative vs. 35% positive).

After the deterioration in the ratings of most aspects of healthcare two years ago, many of them have improved this year. Taking into account long-term trends, two things stand out. A positive change concerns the growing belief that modern solutions, e.g. the Internet, are used in health care. However, the assessment of the availability of primary care doctors is clearly worse than in previous decades. Back in 2007, the vast majority of respondents (85%) believed that it was easy to get to a general practitioner, while currently 59% of respondents believe so.

Do you agree with the following statements about medical services offered in public healthcare system funded by National Health Fund?

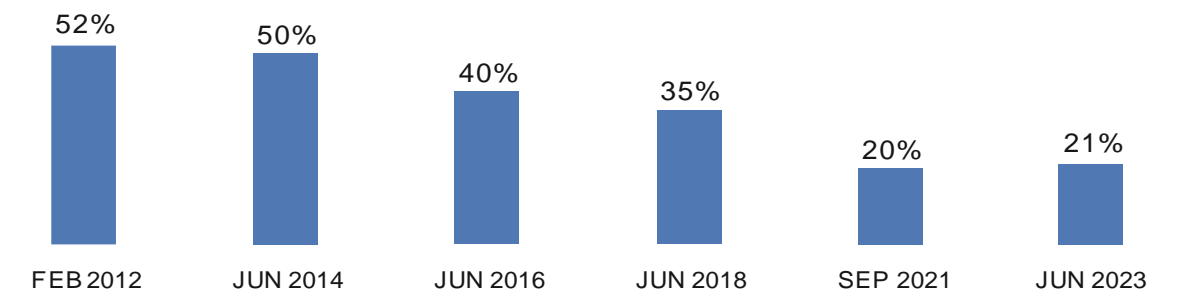
Affirmative answers



Given the feeling of insufficient availability of benefits and services reimbursed under the National Health Fund, it is not surprising that those who believe that treatment in Poland is free of charge are in the minority (21%), and the vast majority is of the opposite opinion (74%). The belief that treatment in Poland is free has decreased significantly over the last decade.

In your opinion, is treatment in Poland free of charge?

Affirmative answers



More information about this topic can be found in CBOS report in Polish: “Opinions on the Functioning of the Health Care System”, October 2023. Fieldwork dates for the sample: June 2023, N=1054, mixed-mode interviews. The random sample is representative for adult population of Poland.