



Health Consumer Powerhouse

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SURVEY**

How user friendly is your country's healthcare system in 2008?

About this survey



SURVEY OBJECTIVE:

“To compare the extent to which the national healthcare systems of Europe take the patient and the consumer into consideration”.

Dear health campaigner,

For the fourth year running, Health Consumer Powerhouse (HCP) is asking health campaigners across Europe to help it compile the annual **EUROHEALTH CONSUMER INDEX**. The Index is designed to measure the user-friendliness of national healthcare systems across Europe.

If you would like to contribute your views on the condition of your country's healthcare system in 2008, this year's questionnaire for the Index is short — only ten questions — and should take no more than about 5 (or, at most, 10) minutes of your time to complete. All responses will be anonymous. You will find the questions on the next four pages.

To thank you for contributing your opinions to the study, and to allow you to read the results, PatientView, the survey manager, will send you the weblink to the EuroHealth Consumer Index upon publication in October 2008. Also, if you are not already a member of the Health and Social Campaigners' Network International, PatientView will make you one.

The survey's closing date is Wednesday October 1st 2008 (but HCP would welcome your opinions before then, in order to draw up some initial trends).

Yours faithfully,

Johan Hjertqvist and Dr Arne Björnberg
Health Consumer Powerhouse
Brussels, Stockholm, and Winnipeg.

If you have any questions about this survey, please contact:

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Tel: 0044-(0)1547-520-965



How user friendly is your country's healthcare system in 2008?

The Questionnaire (page 1; questions 1 to 3): on information and the services available to patients

First, could you please indicate in which European country you are based?

(If you are a patient group with a European/international remit, could you respond on behalf of the country in which you, as a respondent, reside.)

[Please select your country from the menu below]

Question 1/10:

Can patients in your country readily get access to, and read, their own medical records?

[Please specify only what you think is the single most-relevant option]

Yes, the information is readily available to patients.

The information available, but it is difficult for patients to obtain.

The information is available, but patients are only permitted to read it with an 'intermediary', such as a medical professional, present to explain it.

No, patients in my country do not have access to such information.

Do you wish to add any comments on this subject?

Question 2/10:

Does your country have a healthcare information service that is publicly available, 24 hours a day, 7 days a week?

[The service could be web-based or a telephone service, and the sort of information it provides would help members of the public who consult it make decisions of the nature: "I will now take an aspirin, and wait to see if I get better", or "I must hurry to the A&E department of the nearest hospital".]

[Please specify only what you think is the single most-relevant option]

Yes.

Such a service exists, but few members of the public know about it.

Such a service exists, but it is hard to access.

No.

Do you wish to add any comments on this subject?

Question 3/10:

Do patients in your country have the statutory right to request a second opinion on a non-trivial medical problem, without having to pay extra (except for any regular co-payment fee for an appointment)?

[Please specify only what you think is the single most-relevant option]

Yes.

Patients do have such a right, but it is difficult to access, due to a lack of information about the right given out to the public.

Patients do have such a right, but it is difficult to access, due to bureaucracy within the healthcare system.

Patients do have such a right, but medical professionals discourage patients from using it.

No.

Do you wish to add any comments on this subject?



How user friendly is your country's healthcare system in 2008?

The questionnaire (page 2; questions 4 to 8): on waiting times

Question 4/10:

Can I always get an appointment with my primary-care doctor today?

[Please specify only what you think is the single most-relevant option]

Yes, always.

Yes, but the doctor may not be the patient's own or usual doctor.

Yes, Monday to Friday, but not when the GP practice is closed (for instance at weekends and holidays).

Only in certain parts of the country.

Only if the patient is able to persuade the practice telephonist that they should be seen on the same day.

It depends on the medical condition.

The process of getting an appointment is bureaucratic.

No, a wait of more than one day is normal for all **NON-EMERGENCY** appointments.

Other/any comments?

Question 5/10:

Can patients in your country see a specialist without first having to gain a referral from a primary-care doctor?

[Please specify only what you think is the single most-relevant option]

Yes.

Only in certain parts of the country.

Only if the patient is able to persuade the specialist's telephonist that they should be seen without going through a primary-care doctor.

Only if the patient is willing to go through the healthcare system's

bureaucratic processes.

It depends on the medical condition.

No.

Other/any comments?



Question 6/10:

Which of the following would be the more typical waiting time in your country for an operation for a **NON-LIFE-THREATENING CONDITION**, such as for a hip-joint replacement or a non-acute heart bypass?

[Please regard “waiting time” as the period between when a doctor/specialist decides that the operation is needed, and when the patient actually receives the operation — without the patient having to pay extra.]

[Please specify only what you think is the single most-relevant option]

The vast majority of patients (over 90%) would get the operation **WITHIN** three months.

Most patients (over 50%) would get the operation **WITHIN** three months.

Most patients (over 50%) would typically **WAIT MORE THAN** three months.

Other/any comments?



Question 7/10:

Which of the following would be the more **TYPICAL** waiting time in your country for chemotherapy or radiotherapy for cancer patients?

[Please regard “waiting time” as the period between when a doctor decides that treatment is needed, and when the patient actually receives it — without the patient having to pay extra.]

[Please specify only what you think is the single most-relevant option]

The vast majority of patients (over 90%) would get the treatment **WITHIN** three weeks.

Most patients (over 50%) would get the treatment **WITHIN** three weeks.

Most patients (over 50%) would typically **WAIT MORE THAN** three weeks.

Other/any comments?



Question 8/10:

Which of the following would be the more **TYPICAL** waiting time in your country for a magnetic resonance imaging (MRI) scan?

[Please regard “waiting time” as the period between when a doctor decides that an MRI scan is needed, and when the patient actually receives it — without the patient having to pay extra.]

[Please specify only what you think is the single most-relevant option]

Typically **LESS THAN 7** days.

Typically **MORE THAN 7** days, but **LESS THAN 21** days.

Typically **MORE THAN 21** days.

Other/any comments?



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The questionnaire (Page 3; question 9): on patient involvement in policymaking

Question 9/10:

Are patient organisations in your country involved in healthcare decisionmaking?

[Please specify only what you think is the single most-relevant option]

	Yes.	Sometimes (or perhaps only occasionally, in an advisory capacity).	No.	I do not know/not relevant.
At national/government level.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
At regional level.				
At local level.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Do you wish to add any comments on this subject?

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**How user friendly is your country's healthcare system in 2008?
The Questionnaire (last page; last question)**

The tenth and final question looks at one aspect of the financial probity of medical professionals.

Question 10/10:

Would patients in your country be expected to make unofficial payments [sometimes described as 'under-the table' payments] to doctors for their services (in addition to any official co-payment of appointment fees)?

[Please specify only what you think is the single most-relevant option]

Yes, frequently.

Sometimes/it depends on the the services provided, or on the doctor.

No.

Any comments?

If you would like to be sent the weblink to the EuroHealth Consumer Index upon publication in October 2008, or take part in future PatientView studies in your organisation's area of interest, please note your details below [please note the details even if you are already a member of PatientView's HSCNetwork International].

Your own
name:

Your preferred
email for

contact:

**Your group's
name:**

**Your position
in the group:**

**Your group's
main specialty:**

**Your group's
web address:**

Thank you for expressing your opinions. That concludes the 2008 survey.

**You will now be taken to the contact page of the PatientView website,
in case you wish to pass on any overall comments.**

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