

Von: "From PatientView " <info@patient-view.com>

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Betreff: Survey: Request for you to provide your vision of the future of EU healthcare systems--from Health Consumer Powerhouse

Dear health campaigner,

I am writing to explain why I would very much like you to participate in the following short, 12-question survey (which should only take about five minutes of your valuable time). To thank you for participating in the survey, you will be sent a copy of the survey findings (due to be released around February 2005).

The need for this survey is urgent

Healthcare systems in Europe are currently under increasing pressure. Changing demographics, the growth in the incidence of chronic disease, and the introduction of expensive new medical technologies are all forcing policymakers to ration healthcare more than before. Ever-larger sections of the patient population are being denied (or are unable to access) the care they need.

Changes are necessary, and many organisations like your own are now becoming involved in the subject of the future of our healthcare systems. The problem is: little information exists about the views of patients and the public on the issue. Do patients judge, for instance, that they have the right to certain basic levels of care? How much do they believe they should contribute out-of-pocket to their healthcare (if at all)? Do patients consider that healthcare systems should be financed in a different way, or are they happy with the present arrangements?

This survey—we hope—will help clarify what patients and the public think about the future of their healthcare systems.

How we intend to use the results from this survey

Health Consumer Powerhouse [see below for some more information on us plans to use the survey results to raise the patient (user) perspective in healthcare policymaking. The results should also permit contributing organisations to frame policies on the crucial subject of patient equity within sustainable healthcare systems.

I strongly urge you to participate in this fascinating survey. Please return your completed questionnaire by December 12th 2005, at the latest.

I would like to thank Baxter World Trade for providing an unrestricted educational grant to cover the administrative costs of running this important survey.

How to respond:

You can return this survey by:

Hitting the reply or forward key in your email messaging, and ticking the appropriate boxes.

Or by posting your completed survey to the survey manager at: 'Future Patient Needs' survey, PatientView, Woodhouse Place, Upper Woodhouse, Knighton, Powys, LD7 1NG, Wales.

Or by faxing your completed survey to the survey manager, Louise Oatham, on: 00-44-(0)1547-528-501.

Yours sincerely,
Johan Hjertqvist
Founder and President
Health Consumer Powerhouse

about health consumer powerhouse (HCP)

HCP is a research-oriented, pan-European think tank based in Brussels and Stockholm. The organisation produces the EuroConsumer Index, a new tool for measuring the user-friendliness of Europe's healthcare systems. HCP firmly believes that although health consumers remain ignored as a resource for policymaking today, they are destined to become key players in tomorrow's healthcare systems. Johan Hjertqvist, founder of HCP, was the former head of the Timbro Health Policy Unit, a Swedish think tank.

For more on HCP: <http://www.healthpowerhouse.com/?p=about>

Future Patient Needs Within Sustainable Healthcare Systems:
The Opinions of Health Campaigners

the questionnaire

Healthcare systems in 2020

Question 1: Do you (or the people your organisation represents) believe that any of the following will have come true within your country's healthcare system by 2020?
[You may specify more than one item]

- A.) Patients' rights are incorporated into national consumer rights' legislation.
- B.) Patients are guaranteed a minimum level of healthcare services.
- C.) Patients have the right to professional assistance if they want to end their lives.
- D.) To keep personal, out-of-pocket healthcare costs to a minimum, patients are more actively engaged in the management of their own healthcare than they were back in 2005.
- E.) Patients have access to a plentiful supply of homecare, telemedicine, and tests.
- F.) Patients are obliged to maintain medical savings accounts to pay for their chronic care.
- G.) If patients wish to be fully covered by insurance and/or national healthcare schemes,

they must consent to exercise regularly, stop smoking, and be vaccinated (in accordance with government regulations).

H.) Patients can pay extra insurance/tax if they want to access top-up services not automatically available from the national healthcare system.

I.) Doctors and nurses have become merged into a single category of professional healthcare provider.

J.) Pharmacists act as treatment managers, helping patients understand and choose the best treatment (in close co-operation with professional care givers).

K.) It depends.

L.) I do not know.

If you wish to make a comment:

Question 2: Which of the following systems will probably be paying for the major part of healthcare costs in your country by 2020?

[You may specify more than one item]

A.) Compulsory national tax-paid healthcare systems (as today, in some countries).

B.) Compulsory payments to a European Union-wide healthcare system.

C.) Compulsory national insurance schemes (as today, in some countries).

D.) Optional national insurance schemes (as today, in some countries).

E.) No national healthcare system is available any longer, and each individual (or their family) has to pay as they go.

F.) In a return to 19th century norms, an expanded charity sector pays for the healthcare costs of people below a certain income level.

G.) It depends.

H.) I do not know.

If you wish to make a comment:

Question 3: Will the average patient in your country readily pay for any of the following items out of pocket by 2020?

[You may specify more than one item]

A.) Better treatments than those offered by the national healthcare system.

B.) Co-payments to upgrade the care or services supplied by the national healthcare system (such as a private room in a hospital, or fast-track access that jumps waiting lists)

C.) New treatments that have not yet obtained reimbursement approval from the government.

D.) Co-payments to help other, less-fortunate people access care or treatment.

E.) Information (particularly up-to-date guidance on the best treatment regimes for each individual patient's circumstances—in short, a healthcare shopping guide).

F.) Because the state no longer subsidises healthcare, patients have to pay for every item of their healthcare themselves (just as people in 2005 had to buy their own food themselves).

G.) It depends.

H.) I do not know.

If you wish to make a comment:

Question 4: Who in your country will probably be responsible for deciding most of the quality standards for healthcare provision by 2020?

[You may specify more than one item]

- A.) Carer, disability and/or patient organisations.
- B.) Consumer organisations with an interest in healthcare.
- C.) Statutory organisations representing the interests of patients.
- D.) Health professionals and their organisations.
- E.) Health providers (hospitals and primary care networks).
- F.) The national Ministry of Health and its agencies.
- G.) Local government.
- H.) European Union bodies.
- I.) International bodies (such as the World Health Organization).
- J.) Public pressure (through the publication of official, government-run audit surveys of healthcare providers).
- K.) Public pressure (through the publication of privately-run audit surveys of healthcare providers—for a 2005 example in the US, see <http://www.healthgrades.com>).
- L.) Peer pressure within the healthcare profession (for a 2005 example in the US, see <http://www.bestdoctors.com>).
- M.) Private health insurance companies.
- N.) Pharmaceutical companies.
- O.) Care will be so specialised that quality standards will not be possible to formulate.
- P.) It depends.
- Q.) I do not know.

If you wish to make a comment:

Patient mobility in 2020

Question 5: Do you (or the people your organisation represents) believe that the average patient in your country will regard travelling long distances and staying overnight to receive their healthcare—whether abroad or within the home country—as entirely normal in 2020?

[Please specify only one item]

- A.) Yes.
- B.) Yes—but only in the case of surgery or a major interventional procedure.
- C.) Possibly—it depends.
- D.) No.
- E.) I do not know.

If you wish to make a comment:

Question 6: If the average patient in your country has the option of travelling to another country to receive their healthcare in 2020, which of the following factors will probably motivate the patient into so doing?

[You may specify more than one item]

- A.) The patient's personal costs are reduced.
- B.) The patient can access treatment or care more quickly than in the home country (waiting lists are bypassed).
- C.) The patient can access doctors or hospitals with a better reputation than those in the home country.
- D.) The patient can access interventions that are more technologically advanced than those in the home country.
- E.) The patient can gain more control of the treatment method when travelling abroad for care.
- F.) The patient gains the possibility of combining care with rehabilitation programmes when travelling abroad.
- G.) The patient's national healthcare system will probably have made the decision on the patient's behalf.
- H.) It depends.
- I.) The average patient is unlikely to travel abroad for care or treatment in 2020.
- J.) I do not know.

If you wish to make a comment:

Medical records in 2020

Question 7: Who do you (or the people your organisation represents) believe will be responsible for managing the content of patients' medical records in your country by 2020?

[You may specify more than one item]

- A.) The patient (or the closest members of their family).
- B.) The patient's individual professional carer (the 'family' doctor).
- C.) Any professional carer responsible for the patient will have a role in such management.
- D.) The official healthcare budget holder.
- E.) Local government.
- F.) The national government.
- G.) A European Union body.
- H.) A private health insurance company.
- I.) It depends.
- J.) I do not know.

If you wish to make a comment:

Question 8: By 2020, who in your country will probably own (as opposed to manage)

the patient's medical records?
[Please specify only one item]

- A.) The patient (or the closest members of their family).
- B.) The patient's individual professional carer (the 'family' doctor).
- C.) Any professional carer responsible for the patient will have a share in such ownership.
- D.) The official healthcare budget holder.
- E.) Local government.
- F.) The national government.
- G.) A European Union body.
- H.) A private health insurance company.
- I.) It depends.
- J.) I do not know.

If you wish to make a comment:

Question 9: By 2020, who in your country will probably be able to access the medical records of individual patients without having to ask the patient for permission?
[You may specify more than one item]

- A.) The patient.
- B.) The closest members of the patient's family.
- C.) The patient's individual professional carer (the 'family' doctor).
- D.) Any professional carer responsible for the patient.
- E.) The official healthcare budget holder.
- F.) Local government.
- G.) The national government.
- H.) A European Union body.
- I.) A private health insurance company.
- J.) Research clinicians.
- K.) Anybody—patients' medical records are now public-domain data.
- L.) It depends.
- M.) I do not know.

If you wish to make a comment:

Prescription medicines

Question 10: Where do you (or the people your organisation represents) believe that patients in your country will obtain their prescription medicines by 2020?
[You may specify more than one item]

- A.) Retail pharmacists.
- B.) Supermarkets, or any retail outlet that wants to sell them.
- C.) Direct mail and/or the Internet.
- D.) The 'family' doctor's practice.

- E.) Patient organisations.
- F.) Medicines are no longer classified as either prescription or 'over the counter'—all medicines are now available over the counter.
- G.) It depends.
- H.) I do not know.

If you wish to make a comment:

Rights to Information

Question 11: Where do you (or the people your organisation represents) believe that patients in your country will find information about treatments and treatment options (including alternative medicines) by 2020?

[Please specify no more than three items]

- A.) Official Websites and/or telephone hot lines run by national and/or local government.
- B.) Official Websites and/or telephone hot lines run by EU bodies.
- C.) Other, non-official Websites.
- D.) Trained healthcare professionals (pharmacists, doctors, nurses, etc).
- E.) Healthcare providers (including hospitals).
- F.) Patient organisations.
- G.) Pharmaceutical companies.
- H.) Private health insurance companies.
- I.) The media.
- J.) Friends and family.
- K.) It depends.
- L.) I do not know.

If you wish to make a comment:

Question 12: If patients are to feel safe about, and willing to trust, information on treatments and treatment options, what type of regulations would you like to be in place in your country by 2020?

[You may specify more than one item]

- A.) Quality labelling, such as environmental ISO certification of hospitals/clinics.
- B.) EU guidelines.
- C.) National advertising standards legislation.
- D.) All information is pre-vetted by national government-appointed regulators.
- E.) All information is approved by national government-appointed regulators.
- F.) Policing by patient organisations.
- G.) Policing by consumer organisations.
- H.) The current situation is about right.
- I.) By 2020, patients will be knowledgeable enough not to need safety assurances.
- J.) It depends.
- K.) I do not know.

If you wish to make a comment:

Lastly, some profiling questions:

A.) Whose views are you expressing in this survey?

Personal.

My organisation.

B.) What are the geographic areas of interest for your organisation?

Local.

National.

International.

C.) In what country is your organisation based?

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D.) In what area of expertise does your organisation specialise?

.....

E.) What is your own position in the organisation?

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Do you wish your responses to:

Remain anonymous.

Or be attributed to your organisation in the report that will be sent to all respondents
(please confirm the name of your organisation):

Thank you for your time. That concludes the survey.

The aggregated survey results will be sent to you in February 2006