



Flash Eurobarometer 404

EUROPEAN CITIZENS' DIGITAL HEALTH LITERACY

REPORT

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This survey has been requested by the European Commission, Directorate-General Communication Networks, Content and Technology (DG CONNECT) and co-ordinated by the Directorate-General for Communication (DG COMM "Strategy, Corporate Communication Actions and Eurobarometer" Unit).

This document does not represent the point of view of the European Commission.
The interpretations and opinions contained in it are solely those of the authors.

Flash Eurobarometer 404 - TNS Political & Social

Flash Eurobarometer 404

European citizens' digital health literacy

Conducted by TNS Political & Social at the request of
the European Commission, Directorate-General Communication
Networks, Content and Technology (DG CONNECT)

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM "Strategy, Corporate Communication Actions and
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INTRODUCTION

One of the core objectives of the European Union (EU) is to improve the health of European citizens.

eHealth has the potential to empower citizens to better manage their health and disease, improve prevention, enable more accurate diagnosis and treatment and facilitate the communication between healthcare professionals and patients.

It can also contribute to a more equal access to healthcare while facilitating access to health information.

The eHealth Action Plan 2012-2020 identified the lack of awareness of eHealth opportunities and challenges for users as one of the barriers to wider uptake of eHealth solutions and proposed to support activities aiming at increasing citizens' digital health literacy¹.

This Flash Eurobarometer report No. 404 "European citizens' digital health literacy" aims to support this objective by assessing the extent to which Europeans already use the Internet and online resources to help manage their own health.

The report looks at the type of health-related information people most commonly look for, where they look for it and why they look for it. It then studies how satisfied they are with the health-related information they found, and how likely they would be to use the Internet to look for health-related information in the future.

This report also explores the reasons given by people who have not relied on the Internet, as to why they have not used the Internet to search for health-related information so far, what alternative means they have used, and whether they would use the Internet to look for health-related information in the future.

Finally, the report provides an overview of the level of Internet usage among Europeans, and also of the health of European citizens and other health-related issues (e.g. doctor visits, frequency of physical exercise).

¹ Digital health literacy is the ability to seek, find, understand and appraise health information from electronic sources and apply the knowledge gained to addressing or solving a health problem.

This survey was carried out by TNS Political & Social network in the 28 Member States of the European Union between the 18th and the 20th of September 2014. Some 26,566 respondents from different social and demographic groups were interviewed via telephone (landline and mobile phone) in their mother tongue on behalf of the European Commission, DG CONNECT. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit)². A technical note on the manner in which interviews were conducted by the Institutes within the TNS Political & Social network is appended to this report. Also included are the interview methods and confidence intervals³.

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

ABBREVIATIONS			
BE	Belgium	LT	Lithuania
BG	Bulgaria	LU	Luxembourg
CZ	Czech Republic	HU	Hungary
DK	Denmark	MT	Malta
DE	Germany	NL	The Netherlands
EE	Estonia	AT	Austria
EL	Greece	PL	Poland
ES	Spain	PT	Portugal
FR	France	RO	Romania
HR	Croatia	SI	Slovenia
IE	Ireland	SK	Slovakia
IT	Italy	FI	Finland
CY	Republic of Cyprus*	SE	Sweden
LV	Latvia	UK	The United Kingdom
EU28		European Union – 28 Member States	

* Cyprus as a whole is one of the 27 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU28 average.

* * * * *

We wish to thank the people throughout Europe who have given their time to take part in this survey. Without their active participation, this study would not have been possible.

² http://ec.europa.eu/public_opinion/index_en.htm

³ The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.

EXECUTIVE SUMMARY

Use of the Internet to search for health-related information

- Around six out of ten respondents have used the Internet to search for health-related information within the last year. Of these, over half say they did so at least once a month.
- This percentage is highest in the 25-34 years age group and then decreases steadily.

Type of health-related information searched for on the Internet

- The main type of information searched for is general information on health-related topics or ways to improve one's health and more specifically especially information on **lifestyle choices** such as nutrition, physical activity, smoking, etc.
- In second place comes the search for information on a specific injury, disease, illness or condition and in particular the search for **information on the symptoms**.

Sources used and person for whom the information was searched

- No matter what kind of health-related information they look for on the Internet, the ranking of the different sources used is very similar, with search engines clearly ahead, followed by specific and dedicated websites including blogs and forums.
- A vast majority of respondents who used the Internet to look for general health-related information did so for themselves, no matter what kind of health-related information they looked for.

Quality of the information found on the Internet

- Over three quarters of all respondents agree that the Internet is a **good tool for improving their knowledge** of health-related topics.
- Nearly nine out of ten people who looked for health information online say they were **satisfied** with the information they found.
- Roughly half of the people who were not satisfied with the information they found say it was **not reliable**, that it was **commercially oriented**, or that it was **not detailed enough**.
- Eight out of ten people think that the health-related information they found online was **useful** and that it was **easy to understand**.
- 40% however, did not think the information came from a **trustworthy source**.
- The levels of satisfaction across the different elements varied significantly between the Member States.
- Relatively high numbers of people express satisfaction in the UK, Spain, Belgium, Austria and Finland, while relatively few do so in Slovakia, Slovenia, Lithuania, and Cyprus.
- A very substantial majority of people who previously used the Internet to look for health-related information say they would do so again.

Citizens' understanding of online health-related information

- Over nine out of ten people who used the Internet say they **know how to navigate** the Internet to find answers to health-related questions.
- More than nine out of ten respondents agree that their research on the Internet **helps them improve their knowledge** of health-related topics.
- Nine out of ten people agree that they **know how to use** the health-related information they find on the Internet.
- Over 80% also agree that they **know where to find** reliable health-related information on the Internet and that they can **distinguish high-quality information from low-quality** health-related information on the Internet.
- However, almost four out of ten people **do not trust** information from the Internet to make health-related decisions.

Alternative sources of health-related information

- Four out of ten people who did not use the Internet say that they don't need to search for health-related information, while a third say that they don't have access to the Internet.
- Two-thirds of people who did not use the Internet to look for health-related information did not look for health-related information through any means.
- Most people who obtained health information through means other than the Internet say they usually ask their doctor for this sort of information.
- Three out of ten people who did not previously use the Internet to look for health-related information say that they are likely to use the Internet next time.

MAIN FINDINGS

I. USE OF THE INTERNET TO SEARCH FOR HEALTH-RELATED INFORMATION

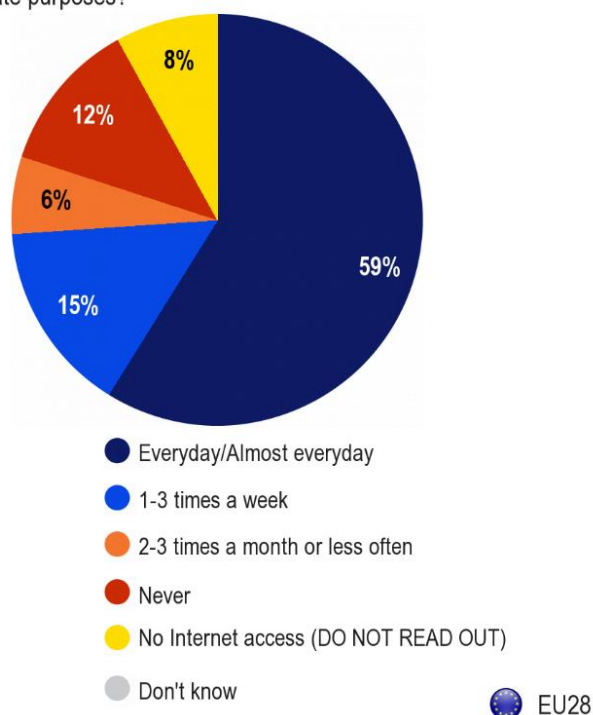
1.1. FREQUENCY OF INTERNET USE

– Eight out of ten people have used the Internet for private purposes within the last year –

Overall, at EU level, eight out of ten respondents (80%) have used the Internet for private purposes within the last 12 months. Around six out of ten (59%) have done so every day or almost every day on average. An additional fifth of respondents (21%) used the Internet, but less frequently: 15% used it 1-3 times a week and 6% used it 2-3 times a month or less.

One person in five (20%) has never used the Internet, including 8% who spontaneously⁴ say that they have no Internet access.

Q1. On average, within the last 12 months, how often have you used the Internet for private purposes?
































Base: All respondents

Looking at overall usage, respondents in the Netherlands (94%), Denmark (92%) and Sweden (92%) are the most likely to say they used the Internet over the last 12 months. Conversely, respondents in Romania (65%), Slovenia (70%) and Bulgaria (71%) are the least likely to have done so.

⁴ This item was not part of the list of potential answers provided by the interviewer. For methodological reasons, the mention "Do not read out" is systematically added next to spontaneous answers, throughout this report.

In all but three Member States, over 50% of respondents say that they used the Internet every day or almost every day, with the highest proportions in Sweden (82%), the Netherlands (79%), Denmark (77%) and Finland (71%). Conversely, Romania (44%), Italy (46%) and Slovenia (49%) are the three countries where less than half of respondents used the Internet on a daily basis.

Q1 On average, within the last 12 months, how often have you used the Internet for private purposes?

		Everyday/ Almost everyday	Two or three times a week	Approxim ately once a week	Two or three times a month	Less often	Never	No Internet access (DO NOT READ OUT)	Total - Has used the Internet	Total - Has NOT used the Internet
	EU28	59%	11%	4%	3%	3%	12%	8%	80%	20%
	SE	82%	5%	2%	1%	2%	4%	4%	92%	8%
	NL	79%	10%	2%	1%	2%	3%	3%	94%	6%
	DK	77%	8%	3%	2%	2%	4%	4%	92%	8%
	FI	71%	7%	4%	2%	2%	8%	6%	86%	14%
	EE	67%	8%	2%	2%	1%	8%	12%	80%	20%
	LV	67%	8%	3%	2%	2%	13%	5%	82%	18%
	UK	65%	12%	2%	3%	2%	10%	6%	84%	16%
	IE	64%	11%	4%	3%	2%	11%	5%	84%	16%
	ES	64%	8%	2%	2%	4%	13%	7%	80%	20%
	FR	64%	13%	5%	2%	1%	7%	8%	85%	15%
	BE	63%	11%	4%	2%	2%	9%	9%	82%	18%
	CZ	63%	12%	4%	2%	2%	12%	5%	83%	17%
	LU	63%	10%	5%	2%	4%	11%	5%	84%	16%
	AT	60%	14%	5%	2%	2%	6%	11%	83%	17%
	SK	60%	9%	4%	2%	3%	12%	10%	78%	22%
	DE	59%	13%	4%	2%	3%	7%	12%	81%	19%
	PL	58%	11%	4%	2%	4%	16%	5%	79%	21%
	CY	57%	7%	3%	3%	3%	18%	9%	73%	27%
	MT	57%	8%	4%	2%	2%	17%	10%	73%	27%
	LT	56%	9%	4%	2%	3%	16%	10%	74%	26%
	HR	55%	8%	4%	2%	3%	19%	9%	72%	28%
	PT	55%	10%	3%	1%	3%	17%	11%	72%	28%
	EL	53%	9%	4%	3%	3%	22%	6%	72%	28%
	BG	52%	10%	2%	3%	4%	24%	5%	71%	29%
	HU	52%	10%	4%	3%	3%	15%	13%	72%	28%
	SI	49%	9%	6%	1%	5%	22%	8%	70%	30%
	IT	46%	15%	5%	4%	4%	17%	9%	74%	26%
	RO	44%	11%	3%	3%	4%	27%	8%	65%	35%

Base: All respondents

The socio-demographic data show that:

- Men are more likely than women (65% vs. 54%) to have used the Internet every day.
- Unsurprisingly, younger people are much more likely to have used the Internet every day: 84% of 15-24 year-olds did so, compared to only 34% of people aged 55 and over.
- 71% of people who finished their education aged 20 or over used the Internet every day, versus 25% of those who left school aged 15 or below.
- While three quarters of employees (75%) used the Internet every day, less than half of people who are not working (47%) did so.
- 82% of people who say they know how to navigate the Internet to find the answers to their health questions used the Internet every day, compared with 64% of respondents who say they don't know how to do this.
- While 63% of people in a good state of health used the Internet every day, only 37% of people in a poor state of health did so.

Q1 On average, within the last 12 months, how often have you used the Internet for private purposes?

	Everyday / Almost everyday	Two or three times a week	Approximately once a week	Two or three times a month	Less often	Never	No Internet access (DO NOT READ OUT)	Don't know
UE28	59%	11%	4%	3%	3%	12%	8%	0%
Sex								
Homme	65%	12%	3%	2%	2%	10%	6%	0%
Femme	54%	11%	4%	3%	3%	14%	11%	0%
Age								
15-24	84%	8%	2%	2%	2%	1%	1%	0%
25-39	79%	10%	4%	2%	2%	2%	1%	0%
40-54	62%	16%	4%	3%	3%	9%	3%	0%
55 +	34%	10%	4%	3%	3%	26%	20%	0%
Education (End of)								
15-	25%	8%	3%	3%	4%	31%	26%	0%
16-19	53%	14%	4%	4%	3%	14%	8%	0%
20+	71%	11%	3%	2%	3%	6%	4%	0%
Still studying	85%	8%	1%	2%	2%	2%	0%	0%
Respondent occupation scale								
Self-employed	69%	12%	4%	3%	3%	6%	3%	0%
Employee	75%	13%	4%	2%	2%	3%	1%	0%
Manual workers	53%	17%	4%	4%	5%	13%	4%	0%
Not working	47%	9%	3%	3%	3%	20%	15%	0%
Know how to navigate the Internet								
Total 'Agree'	82%	12%	3%	2%	1%	0%	0%	0%
Total 'Disagree'	64%	18%	8%	4%	6%	0%	0%	0%
Level of health								
Total 'Good'	63%	12%	4%	2%	3%	10%	6%	0%
Total 'Bad'	37%	8%	3%	4%	3%	27%	18%	0%

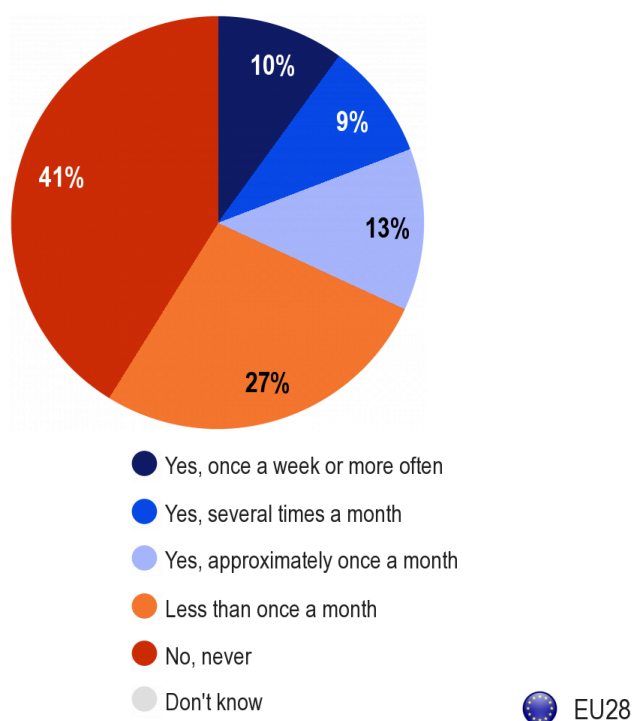
Base: All respondents

1.2. FREQUENCY OF USE OF THE INTERNET TO SEARCH FOR HEALTH-RELATED INFORMATION**– Around six out of ten people have used the Internet to search for health-related information –**

A majority of respondents (59%) say that they have used the Internet to search for health-related information within the last 12 months. Of these, 10% have done so once a week or more, 9% several times a month, 13% approximately once a month, and around a quarter (27%) have used the Internet less than once a month to search for health-related information.

Conversely, roughly four out of ten people (41%) have never used the Internet for this purpose.






























Q2TT. Within the last 12 months, have you used the Internet to search for health-related information? This could include information on an injury, a disease, illness, nutrition, improving health, etc.



Base: All respondents

In the three following Member States, at least seven out of ten people have used the Internet to search for health-related information within the last year: the Netherlands (73%), Sweden (70%) and Denmark (70%). At the other end of the scale, Romania (47%) and Malta (49%) are the only countries in which less than half of the respondents say they have used the Internet for this purpose.

Q2TT Within the last 12 months, have you used the Internet to search for health-related information?
This could include information on an injury, a disease, illness, nutrition, improving health, etc.

		Yes, once a week or more often	Yes, several times a month	Yes, approx- imately once a month	Yes, approx- imately once every two months	Yes, a few times within the past year	No, never	Don't know	Total 'Yes'
	EU28	10%	9%	13%	5%	22%	41%	0%	59%
	NL	12%	12%	17%	7%	25%	26%	1%	73%
	SE	8%	7%	19%	9%	27%	29%	1%	70%
	DK	13%	14%	16%	8%	19%	28%	2%	70%
	IE	12%	10%	13%	3%	31%	31%	0%	69%
	FI	11%	8%	17%	4%	27%	33%	0%	67%
	FR	9%	5%	14%	5%	30%	37%	0%	63%
	AT	10%	9%	16%	6%	20%	39%	0%	61%
	UK	8%	8%	11%	7%	26%	40%	0%	60%
	PL	9%	13%	16%	4%	18%	39%	1%	60%
	LU	12%	12%	11%	6%	19%	40%	0%	60%
	SK	16%	13%	15%	3%	12%	41%	0%	59%
	IT	10%	12%	12%	5%	20%	41%	0%	59%
	LV	10%	8%	14%	6%	21%	41%	0%	59%
	DE	10%	7%	12%	7%	21%	42%	1%	57%
	HU	15%	9%	18%	3%	12%	43%	0%	57%
	HR	11%	11%	15%	4%	16%	43%	0%	57%
	BE	7%	8%	12%	6%	23%	44%	0%	56%
	EL	8%	9%	15%	4%	20%	44%	0%	56%
	EE	7%	7%	13%	7%	21%	44%	1%	55%
	CZ	11%	9%	16%	4%	15%	45%	0%	55%
	CY	12%	9%	13%	4%	17%	45%	0%	55%
	ES	8%	9%	12%	5%	21%	45%	0%	55%
	SI	13%	10%	13%	5%	13%	46%	0%	54%
	BG	12%	8%	12%	2%	16%	49%	1%	50%
	PT	9%	8%	14%	4%	15%	50%	0%	50%
	LT	8%	8%	13%	7%	14%	49%	1%	50%
	MT	11%	10%	12%	3%	13%	51%	0%	49%
	RO	13%	13%	9%	3%	9%	53%	0%	47%

Base: All respondents

The socio-demographic results show that:

- There is no significant difference between male and female respondents on this issue.
- Unsurprisingly, young people are more likely to have used the Internet to search for health-related information: 77% of 15-24 year-olds have done so, compared with 34% of people aged 55 and over.
- While 71% of people who finished their education aged 20 or above mention having used the Internet to search for health-related information, only 23% of people who left school aged 15 or under say the same thing.
- Three quarters of employees (75%) have used the Internet for this purpose, as opposed to 47% of people who are not working.
- Seven out of ten people (70%) who agree that the Internet is a good tool to improve their knowledge of health-related topics have used the Internet to search for health-related information, versus 29% of people who disagree.
- Over six out of ten respondents (62%) who believe they have a good level of health have searched for health-related information via the Internet, in contrast with four out of ten (40%) of those who have a bad level of health.
- Amongst respondents who claim to have a good knowledge of health-related topics, 61% have used the Internet to search for health-related information, versus 53% of people who believe they have a bad knowledge of these topics.

Q2TT Within the last 12 months, have you used the Internet to search for health-related information? This could include information on an injury, a disease, illness, nutrition, improving health, etc

	Yes, once a week or more often	Yes, several times a month	Yes, approximately once a month	Yes, approximately once every two months	Yes, a few times within the past year	No, never	Don't know	Total 'Yes'
EU28	10%	9%	13%	5%	22%	41%	0%	59%
Sex								
Male	9%	8%	14%	5%	23%	41%	0%	59%
Female	11%	10%	13%	5%	20%	41%	0%	59%
Age								
15-24	15%	13%	17%	7%	25%	23%	0%	77%
25-39	13%	13%	18%	7%	27%	22%	0%	78%
40-54	10%	9%	14%	6%	26%	35%	0%	65%
55 +	5%	5%	8%	3%	13%	66%	0%	34%
Education (End of)								
15-	4%	3%	5%	2%	9%	77%	0%	23%
16-19	8%	9%	12%	5%	21%	45%	0%	55%
20+	12%	11%	17%	6%	25%	29%	0%	71%
Still studying	16%	12%	16%	7%	27%	22%	0%	78%
Respondent occupation scale								
Self-employed	12%	9%	14%	6%	25%	34%	0%	66%
Employee	12%	11%	17%	7%	28%	25%	0%	75%
Manual workers	7%	8%	13%	4%	20%	47%	1%	52%
Not working	8%	8%	11%	4%	16%	53%	0%	47%
Internet is a useful tool								
Total 'Agree'	12%	11%	16%	6%	25%	30%	0%	70%
Total 'Disagree'	3%	3%	5%	3%	15%	71%	0%	29%
Level of health								
Total 'Good'	10%	9%	14%	6%	23%	38%	0%	62%
Total 'Bad'	9%	7%	8%	3%	13%	59%	1%	40%
Knowledge of health-related topics								
Total 'Good'	11%	10%	14%	5%	21%	39%	0%	61%
Total 'Bad'	5%	7%	12%	5%	24%	46%	1%	53%

Base: All respondents

1.3. MAIN TYPE OF HEALTH-RELATED INFORMATION SEARCHED FOR ON THE INTERNET

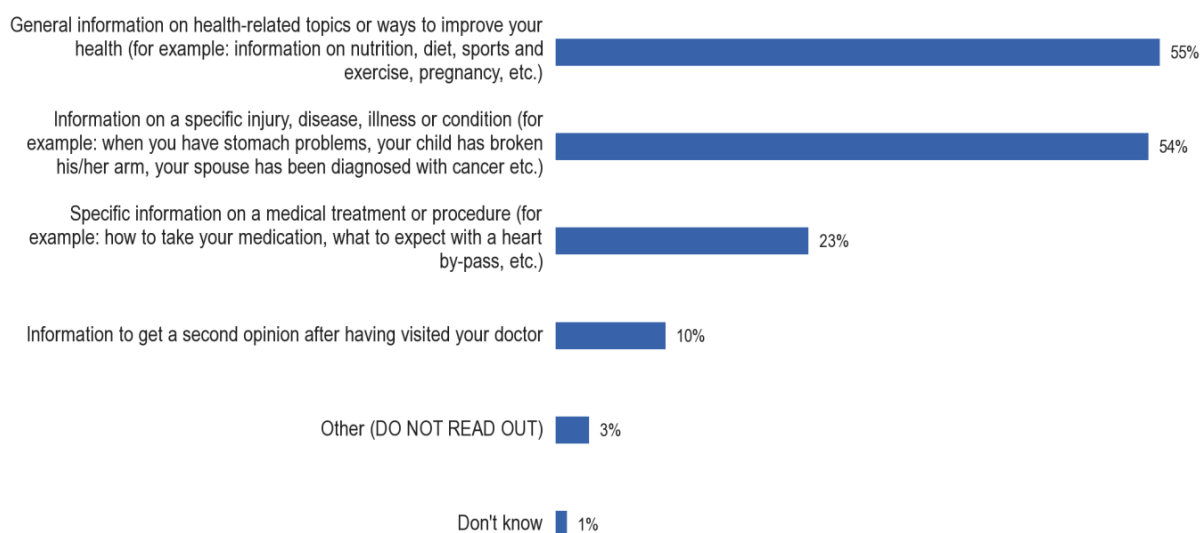
– Over half of the respondents used the Internet to look for general health information or for information about a specific injury or illness –

People who said that they had used the Internet to search for health-related information within the last 12 months were then asked what type of information they had looked for. They were allowed to give up to two answers from a list of four options.

Over half of the respondents (55%) say that they looked for general information on health-related topics or ways to improve their health. A similar proportion (54%) looked for information on a specific injury, disease, illness or condition.

Just under a quarter of people (23%) looked for specific information on a medical treatment or procedure, while a tenth of respondents (10%) used the Internet to look for information to get a second opinion after visiting their doctor.

Q3. Within the last 12 months, what type of health-related information did you look for on the Internet? You searched the Internet for... (MAX. 2 ANSWERS)



EU28

Base: Respondents who used the Internet to search for health-related information within the last 12 months (N=15598)






























Looking for general information on health-related topics or ways to improve one's health is most common among respondents in Croatia (65%), Greece (65%) and Hungary (64%). On the other hand, in Lithuania (48%) as well as in France, Romania and Sweden (all 49%), just under half of the respondents who have used the Internet to search for health-related information within the last 12 months did so to look for such general information.

The highest proportion of respondents who looked for **information on a specific injury or condition** can be observed in Finland (70%), followed by the Netherlands, Sweden and the UK (all 61%). Conversely, around a third of people used the Internet for this purpose in Slovenia (32%), Cyprus (35%) and Malta (35%).

The proportion of respondents who used the Internet to look for **specific information on a medical treatment or procedure** ranges from 29% in Romania and 28% in Lithuania, to just 7% in Greece and 16% in both Cyprus and Hungary.

In most Member States, a relatively low proportion of respondents mention having looked for information **to get a second opinion after visiting their doctor**, with the highest proportions in Bulgaria, the Czech Republic, Malta, and Spain (all 14%).

Q3 Within the last 12 months, what type of health-related information did you look for on the Internet?
You searched the Internet for... (MAX. 2 ANSWERS)

		General information on health-related topics or ways to improve your health	Information on a specific injury, disease, illness or condition	Specific information on a medical treatment or procedure	Information to get a second opinion after having visited your doctor	Other (DO NOT READ OUT)	Don't know
	EU28	55%	54%	23%	10%	3%	1%
	BE	55%	56%	25%	12%	2%	2%
	BG	54%	45%	18%	14%	4%	0%
	CZ	60%	50%	27%	14%	2%	0%
	DK	52%	60%	23%	6%	3%	1%
	DE	50%	59%	26%	11%	2%	1%
	EE	53%	53%	25%	4%	5%	0%
	IE	56%	56%	23%	8%	2%	1%
	EL	65%	39%	7%	11%	3%	0%
	ES	62%	58%	21%	14%	2%	0%
	FR	49%	57%	21%	7%	5%	0%
	HR	65%	48%	20%	10%	2%	0%
	IT	60%	42%	21%	12%	2%	0%
	CY	58%	35%	16%	10%	3%	1%
	LV	51%	49%	21%	12%	3%	1%
	LT	48%	39%	28%	9%	3%	0%
	LU	59%	51%	22%	11%	6%	0%
	HU	64%	49%	16%	4%	3%	1%
	MT	63%	35%	24%	14%	1%	0%
	NL	53%	61%	27%	4%	3%	0%
	AT	56%	60%	24%	11%	2%	1%
	PL	55%	50%	20%	8%	3%	0%
	PT	58%	52%	26%	12%	4%	1%
	RO	49%	40%	29%	12%	6%	1%
	SI	53%	32%	22%	6%	3%	1%
	SK	52%	39%	24%	4%	2%	0%
	FI	54%	70%	27%	2%	1%	0%
	SE	49%	61%	26%	5%	3%	0%
	UK	57%	61%	24%	12%	1%	1%
Highest percentage per country		<i>Lowest percentage per country</i>					
		Highest percentage per item		Lowest percentage per item			

Base: Respondents who used the Internet to search for health-related information within the last 12 months (N=15598)

According to the **socio-demographic data**:

- Nearly two-thirds (64%) of respondents aged 15-24 mention having used the Internet to look for general information, while this proportion falls to 46% among people aged 55 and over. However, respondents aged 55 and over were more likely than 15-24 year-olds to look for specific information on a medical treatment or procedure (27% vs. 16%).
- Respondents who finished their education aged 20 or over are somewhat more likely to have looked for general health-related information than those who left school aged 15 or below (54% vs. 45%).
- Individuals with a long-term disease or health problem are more likely to have looked for specific information on a specific injury, disease, illness or condition (59% vs. 51%) or for specific information on a medical treatment or procedure (29% vs. 19%), but less likely to have used the Internet to look for general health-related information (47% vs. 60%).
- People who exercise at least once a week are more likely to have looked for general health-related information than those who exercise less than once a week (59% vs. 49%).

Q3 Within the last 12 months, what type of health-related information did you look for on the Internet?

You searched the Internet for...

(MAX TWO ANSWERS)

	General information on health-related topics or ways to improve your health	Information on a specific injury, disease, illness or condition	Specific information on a medical treatment or procedure	Information to get a second opinion after having visited your doctor	Other (DO NOT READ OUT)	Don't know
EU28	55%	54%	23%	10%	3%	1%
Age						
15-24	64%	51%	16%	10%	2%	0%
25-39	60%	52%	22%	11%	2%	1%
40-54	50%	57%	25%	10%	3%	1%
55 +	46%	55%	27%	9%	4%	1%
Education (End of)						
15-	45%	53%	26%	14%	3%	1%
16-19	54%	53%	22%	11%	3%	1%
20+	54%	55%	24%	10%	3%	1%
Still studying	65%	52%	17%	8%	2%	0%
Long-term disease or health problem						
Total 'Yes'	47%	59%	29%	12%	3%	1%
Total 'No'	60%	51%	19%	9%	3%	1%
Exercise or do sport						
Once a week or more	59%	53%	22%	9%	3%	0%
Less than once a week	49%	57%	23%	11%	3%	1%

Base: Respondents who used the Internet to search for health-related information within the last 12 months (N=15598)

II. HEALTH-RELATED INFORMATION SEARCHED FOR ON THE INTERNET

Respondents who mentioned having used the Internet to search for each of the four types of information detailed above were then asked a series of four questions related specifically to that type of information: the specific information searched for, the frequency, the source used, as well as the person for whom this information was searched.

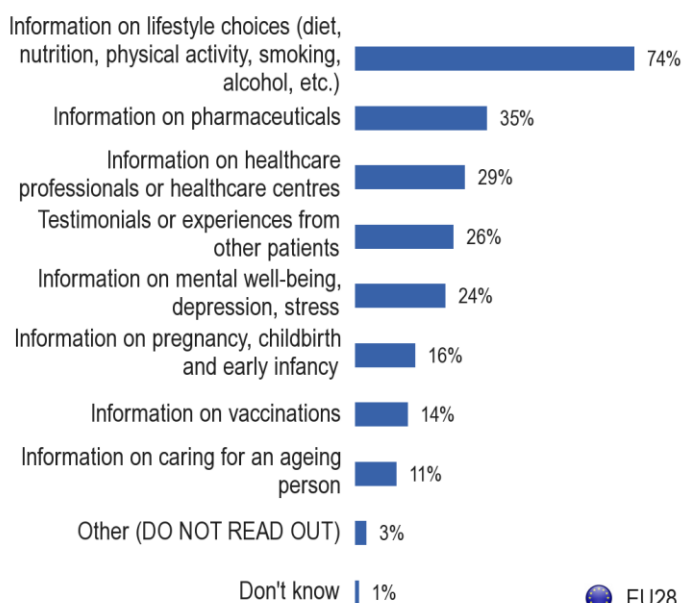
2.1. SPECIFIC INFORMATION LOOKED FOR, IN EACH OF THE MAIN CATEGORIES OF HEALTH-RELATED INFORMATION

Respondents were asked to detail which specific information they had searched, for each of the two main categories of health-related information. They were allowed to give multiple answers from a list of seven or eight options, which varied from category to category.

2.1.1. General information on health-related topics or ways to improve their health

Around three quarters (74%) of respondents who previously answered they had used the Internet to search for general information on health-related topics or ways to improve their health mentioned that they were looking for **information on lifestyle choices, such as diet, nutrition, physical activity, smoking, alcohol, etc.** This was by far the most commonly sought type of information. Over a third (35%) of people looked for information on pharmaceuticals, while around three out of ten (29%) looked for information on healthcare professionals or centres. Around a quarter of respondents say that they looked for testimonials or experiences from other patients (26%) or for information on mental well-being (24%).

Q4. More specifically, when trying to access general information on health-related topics or ways to improve your health, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)



Base: Respondents who searched the Internet for general information on health-related topics within the last 12 months (N=8591)

According to the socio-demographic data:

- Interest in different types of information appears to vary according to age: respondents in the younger age band (15-24 year-olds) are the most likely to say that they looked for information about mental wellbeing and lifestyle choices, or for testimonials. 25-39 year-olds are the most likely to have looked for information about childbirth and vaccinations. And 40-54 year-olds are the most likely to have looked for information about pharmaceuticals and healthcare professionals.
- Respondents who consider their level of health to be bad are more likely to have looked for information on pharmaceuticals (49% vs. 34%), on mental wellbeing (35% vs. 23%) and on healthcare professionals (39% vs. 29%). In contrast, people who consider they are in good health are more likely to have looked for information on lifestyle choices (75% vs. 67%), pregnancy and childbirth (17% vs. 7%), and vaccinations (15% vs. 7%).

Q4 More specifically, when trying to access general information on health-related topics or ways to improve your health, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)

	Information on lifestyle choices (diet, nutrition, physical activity, smoking, alcohol, etc.)	Information on pharmaceuticals	Information on healthcare professionals or healthcare centres	Testimonials or experiences from other patients	Information on mental well-being, depression, stress	Information on pregnancy, childbirth and early infancy	Information on vaccinations	Information on caring for an ageing person	Other (DO NOT READ OUT)	Don't know
EU28	74%	35%	29%	26%	24%	16%	14%	11%	3%	1%
Age										
15-24	85%	28%	25%	31%	27%	13%	14%	7%	3%	0%
25-39	73%	34%	31%	26%	22%	30%	19%	7%	2%	1%
40-54	68%	41%	32%	24%	23%	8%	11%	13%	4%	1%
55 +	71%	37%	28%	21%	23%	3%	9%	18%	5%	2%
Level of health										
Total 'Good'	75%	34%	29%	25%	23%	17%	15%	10%	3%	1%
Total 'Bad'	67%	49%	39%	35%	35%	7%	7%	13%	4%	2%

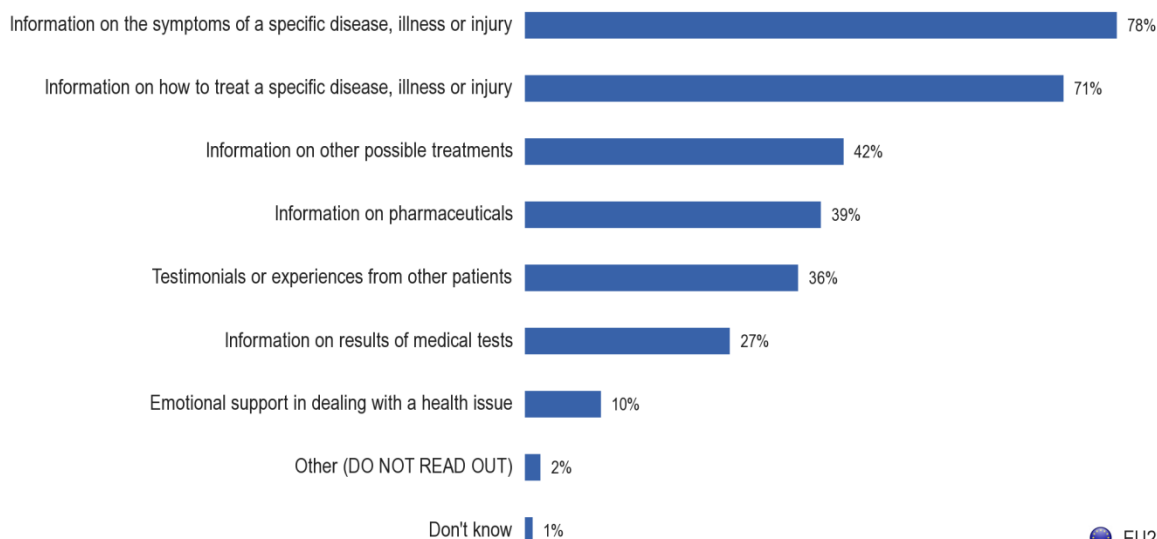
Base: Respondents who searched the Internet for general information on health-related topics within the last 12 months (N=8591)

2.1.2. Information on a specific injury, disease, illness or condition

Over three quarters (78%) of people who used the Internet to find information on a specific injury, disease, illness or condition looked for **information on the symptoms of a specific disease or illness**, while seven out of ten people (71%) looked for **information on how to treat the problem**.

Roughly four out of ten people looked for information on other possible treatments (42%), on pharmaceuticals (39%), or for testimonials or experiences from other patients (36%). Around a quarter of the respondents searched for information on medical tests (27%), and a tenth of respondents (10%) looked for emotional support in dealing with a health issue.

Q8. More specifically, when trying to find information on a specific injury, disease, illness, or condition, which of the following type of information were you looking for? (MULTIPLE ANSWERS POSSIBLE)



EU28

Base: Respondents who searched the Internet for information on a specific injury, disease or condition within the last 12 months (N=8395)

According to the socio-demographic data:

- Among respondents who searched the Internet to find information on a specific injury, disease, illness or condition, women are somewhat more likely than men to have used the Internet to look for information on pharmaceuticals (42% vs. 35%).
- Respondents with long-term health problems are more likely to have used the Internet to look for information on the results of medical tests (30% vs. 25%), on pharmaceuticals (42% vs. 37%) and on possible treatments (48% vs. 38%).

Q8 More specifically, when trying to find information on a specific injury, disease, illness, or condition, which of the following type of information were you looking for? (MULTIPLE ANSWERS POSSIBLE)

	Information on the symptoms of a specific disease, illness or injury	Information on how to treat a specific disease, illness or injury	Information on other possible treatments	Information on pharmaceuticals	Testimonials or experiences from other patients	Information on results of medical tests	Emotional support in dealing with a health issue	Other (DO NOT READ OUT)	Don't know
EU28	78%	71%	42%	39%	36%	27%	10%	2%	1%
Sex									
Male	76%	70%	41%	35%	33%	27%	9%	2%	1%
Female	80%	71%	42%	42%	39%	27%	11%	1%	1%
Long-term disease or health problem									
Total 'Yes'	76%	71%	48%	42%	37%	30%	12%	1%	1%
Total 'No'	79%	70%	38%	37%	36%	25%	9%	2%	0%

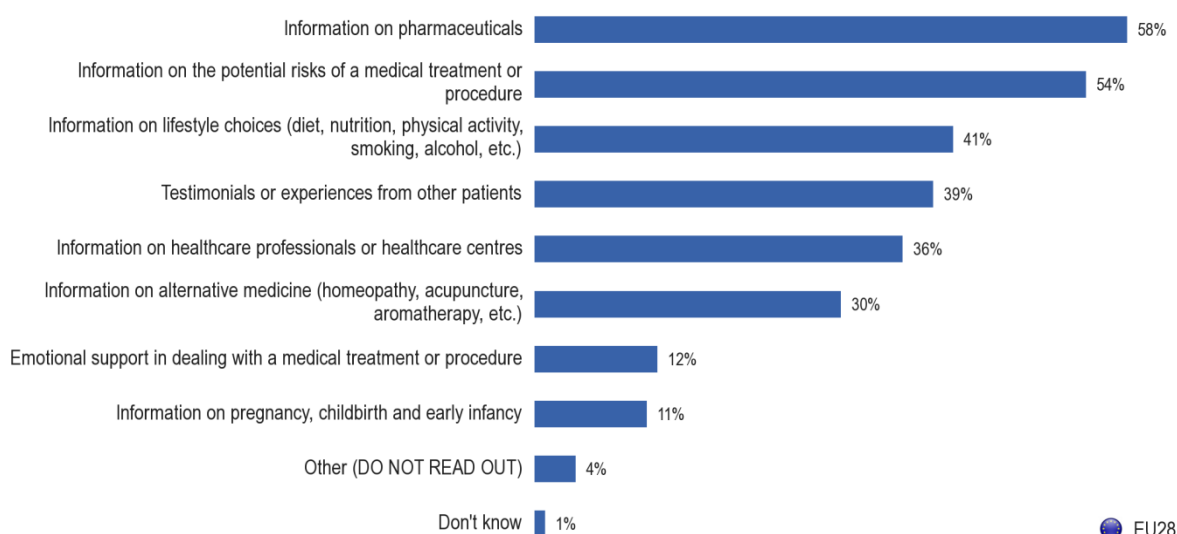
Base: Respondents who searched the Internet for information on a specific injury, disease or condition within the last 12 months (N=8395)

2.1.3. Specific information on a medical treatment or procedure

More than half of respondents who used the Internet to find specific information about a medical treatment or procedure looked for **information on pharmaceuticals** (58%) or on the **potential risks of a medical treatment or procedure** (54%).

Roughly four out of ten people say that they looked for information on lifestyle choices (41%) or for testimonials or experiences from other patients (39%). Around one third of people looked for information on healthcare professionals or healthcare centres (36%) or on alternative medicine (30%).

Q16. More specifically, when trying to find specific information on a medical treatment or procedure, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)



Base: Respondents who searched the Internet to find specific information on a medical treatment or procedure within the last 12 months (N=3561)

According to the socio-demographic data:

- Among respondents who searched the Internet to find specific information about a medical treatment or procedure, women are somewhat more likely than men to have looked for information on lifestyle choices (43% vs. 38%), pregnancy or childbirth (14% vs. 7%), testimonials (41% vs. 36%) or information on alternative medicine (35% vs. 24%).
- Individuals who say they exercise once a week or more often are more likely to have looked for information on lifestyle choices (44% vs. 33%).

Q16 More specifically, when trying to find specific information on a medical treatment or procedure, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)

	Information on pharmaceuticals	Information on the potential risks of a medical treatment or procedure	Information on lifestyle choices	Testimonials or experiences from other patients	Information on healthcare professionals or healthcare centres	Information on alternative medicine	Emotional support in dealing with a medical treatment or procedure	Information on pregnancy, childbirth and early infancy	Other (DO NOT READ OUT)	Don't know
EU28	58%	54%	41%	39%	36%	30%	12%	11%	4%	1%
Sex										
Male	59%	55%	38%	36%	34%	24%	11%	7%	5%	1%
Female	57%	54%	43%	41%	37%	35%	12%	14%	3%	2%
Exercise or do sport										
Once a week or more	58%	57%	44%	39%	36%	31%	12%	11%	4%	1%
Less than once a week	60%	49%	33%	36%	34%	26%	13%	12%	5%	2%

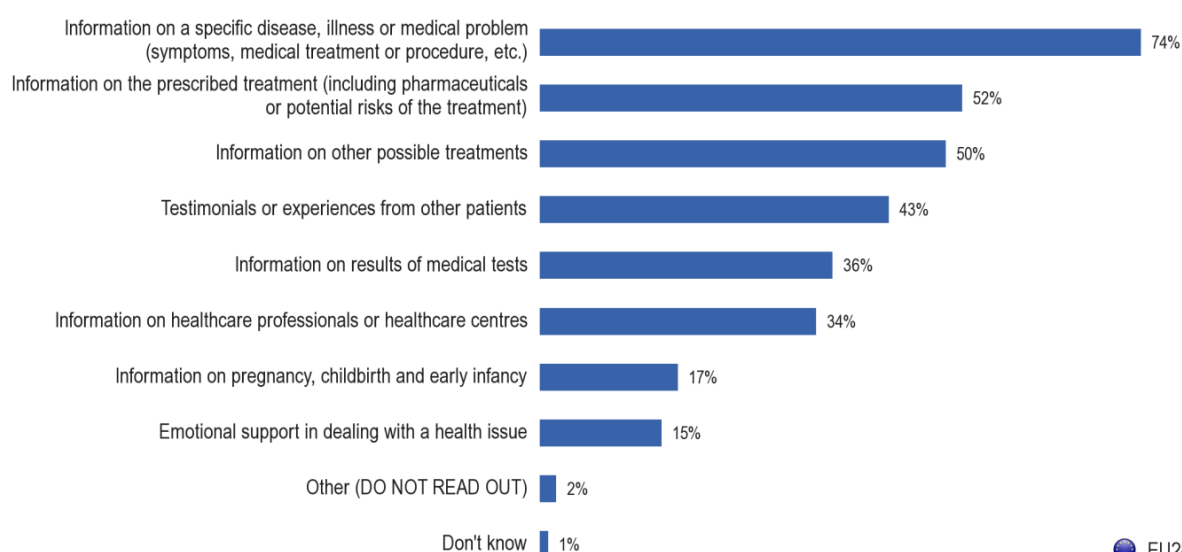
Base: Respondents who searched the Internet to find specific information on a medical treatment or procedure within the last 12 months (N=3561)

2.1.4. Second opinion after visiting the doctor

Roughly three quarters (74%) of people who used the Internet to get a second opinion after visiting their doctor, looked for **information on a specific disease or illness**. Approximately half of the respondents also say that they looked for **information on their prescribed treatment** (52%), or on **other possible treatments** (50%).

Over four out of ten people (43%) looked for testimonials or experiences from other patients, and over a third say that they looked for information on the results of medical tests (36%), or on healthcare professionals or healthcare centres (34%). Around a sixth of respondents looked for information on pregnancy or childbirth (17%), or for emotional support in dealing with a health issue (15%).

Q12. More specifically, when trying to get a second opinion after having visited your doctor, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)




EU28

Base: Respondents who searched the Internet to get a second opinion after having visited the doctor within the last 12 months (N=1563)

According to the socio-demographic data:

- Individuals who left education aged 20 or over are more likely to have looked for information on their prescribed treatment (53% vs. 33% of people who left school aged 15 or below), or for information on a specific condition (77% vs. 64%).
- People who agree that the Internet is a good tool to improve their knowledge of health-related topics are more likely to have looked for most types of information, including information on how to treat a specific condition (76% vs. 62%) and on their prescribed treatment (54% vs. 36%).

Q12 More specifically, when trying to get a second opinion after having visited your doctor, which of the following types of information did you look for?
(MULTIPLE ANSWERS POSSIBLE)

	Information on a specific disease, illness or medical problem	Information on the prescribed treatment	Information on other possible treatments	Testimonials or experiences from other patients	Information on results of medical tests	Information on healthcare professionals or healthcare centres	Information on pregnancy, childbirth and early infancy	Emotional support in dealing with a health issue	Other (DO NOT READ OUT)	Don't know
EU28	74%	52%	50%	43%	36%	34%	17%	15%	2%	1%
 Education (End of)										
15-	64%	33%	50%	37%	37%	24%	17%	20%	4%	0%
16-19	74%	53%	57%	43%	34%	28%	18%	16%	1%	2%
20+	77%	53%	46%	45%	37%	40%	18%	14%	2%	0%
Still studying	68%	69%	55%	37%	32%	27%	5%	15%	-	-
Internet is a useful tool										
Total 'Agree'	76%	54%	51%	44%	36%	34%	17%	16%	2%	1%
Total 'Disagree'	62%	36%	48%	36%	33%	32%	18%	9%	1%	-

Base: Respondents who searched the Internet to get a second opinion after having visited the doctor within the last 12 months (N=1563)

2.2. FREQUENCY OF SEARCH

– The frequency of search for health-related information depends on the type of information searched for, with the highest frequency for general information on health-related topics –

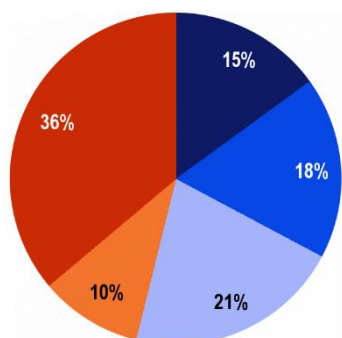
Respondents who searched for health-related information on the Internet were asked how often they did so, for each of the type of information they had mentioned. Although the base sizes are different, the graphics below show the differences in frequency of search, according to the type of information searched for.

About half of respondents who searched for general information on health-related topics or ways to improve their health (54%) and of those who tried to find specific information on a medical treatment or procedure (46%) did so **once a month or more often** on average.

This proportion was lower among respondents who looked for information on a specific injury, disease, illness or condition (at least once a month: 40%). Just above a quarter of respondents (29%) who searched for information to get a second opinion after having visited their doctor did so on a monthly basis or more frequently.

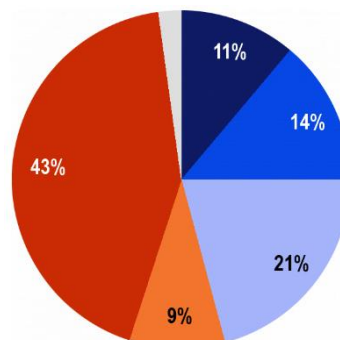
On average, within the last 12 months, how often have you used the Internet...

Q5. ...to access general information on health-related topics or ways to improve your health?



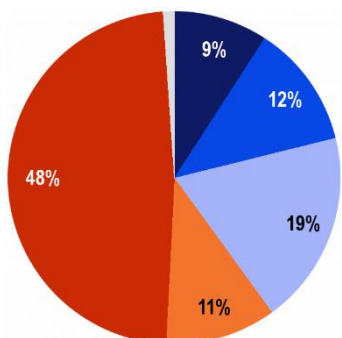
Base: Respondents who searched the Internet for general information on health-related topics within the last 12 months (N=8591)

Q17. ...to find specific information on a medical treatment or procedure?



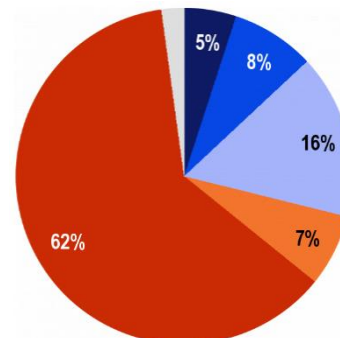
Base: Respondents who searched the Internet to find specific information on a medical treatment or procedure within the last 12 months (N=3561)

Q9. ...to find information on a specific injury, disease, illness or condition?



Base: Respondents who searched the Internet for information on a specific injury, disease or condition within the last 12 months (N=8395)

Q13. ...to get a second opinion after having visited your doctor?



Base: Respondents who searched the Internet to get a second opinion after having visited the doctor within the last 12 months (N=1563)

- Once a week or more often
- Several times a month
- Approximately once a month
- Approximately once every two months
- A few times within the past year
- Don't know



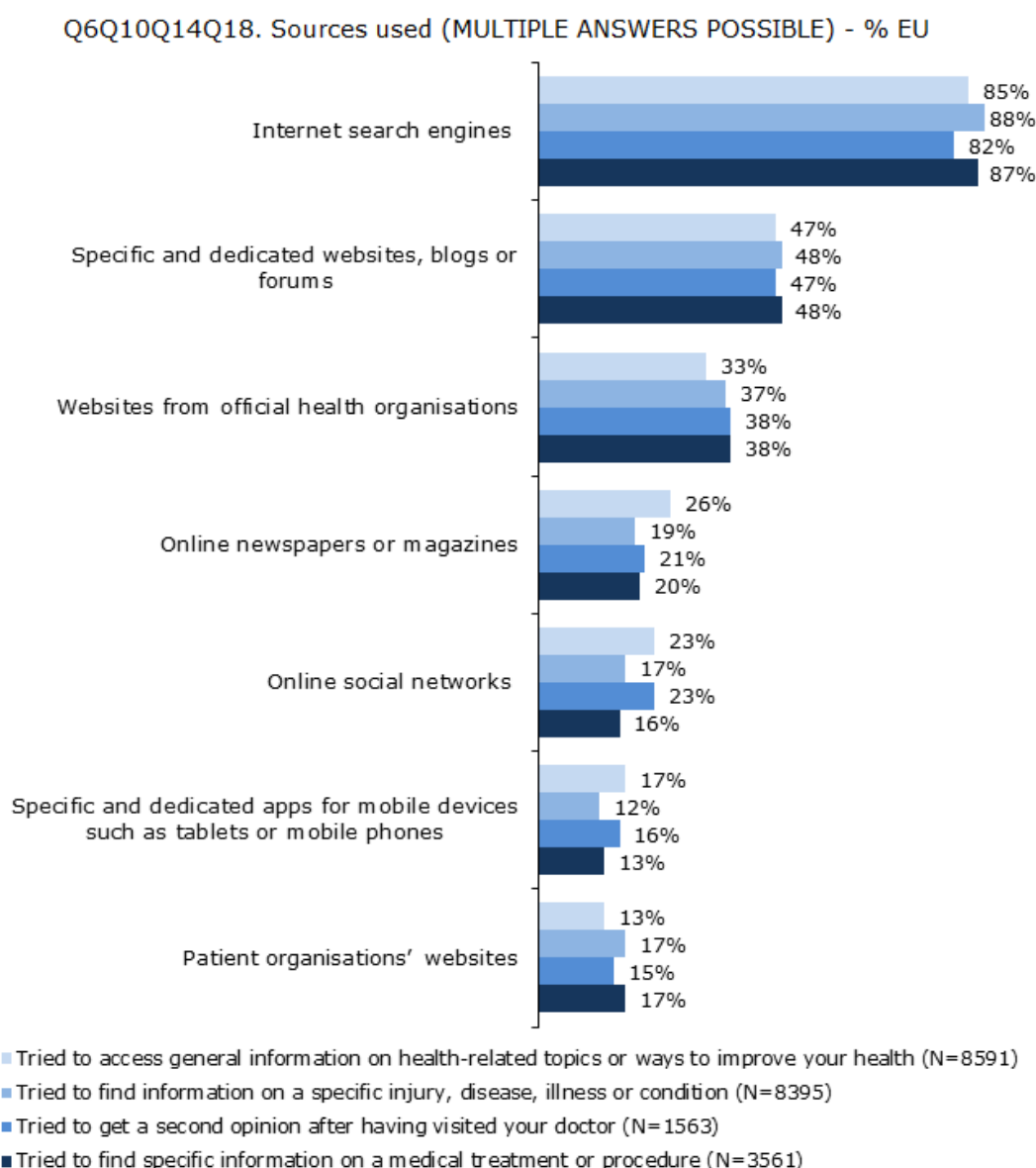
2.3. SOURCES USED

– The source used to find health-related information on the Internet doesn't vary much, with search engines clearly on top –

No matter what kind of health-related information they are looking for on the Internet, the ranking of the different sources used (from a list of seven options) is very similar.

The graph below shows the distribution of sources used, depending on the type of health-related information searched for online⁵. **Search engines** clearly represent the source most frequently used, no matter what type of information was searched for: between 82% and 87% of respondents who have searched for each different type of health-related information online have indeed used search engines to do so.

Specific and dedicated websites (including blogs and forums) constitute the second most used source, for all types of health-related information, with roughly half of people who looked for each different type of health-related information online. **Websites from official health organisations** like the Ministry of Health, the World Health Organisation, etc. are used by around one-third of respondents (between 33% and 38%). **Online newspapers or magazines** and **online social networks** come next, followed by **specific mobile apps** and **patient organisations' websites**.



Base: Respondents that searched the Internet for information on health-related topics (N=8591), on a specific injury, disease or condition (N=8395), to get a second opinion after having visited the doctor (N=1563), on a medical treatment or procedure (N=3561) within the last 12 months.

⁵ Please note that this graph presents proportions calculated on the basis of respondents who have used each type of information.

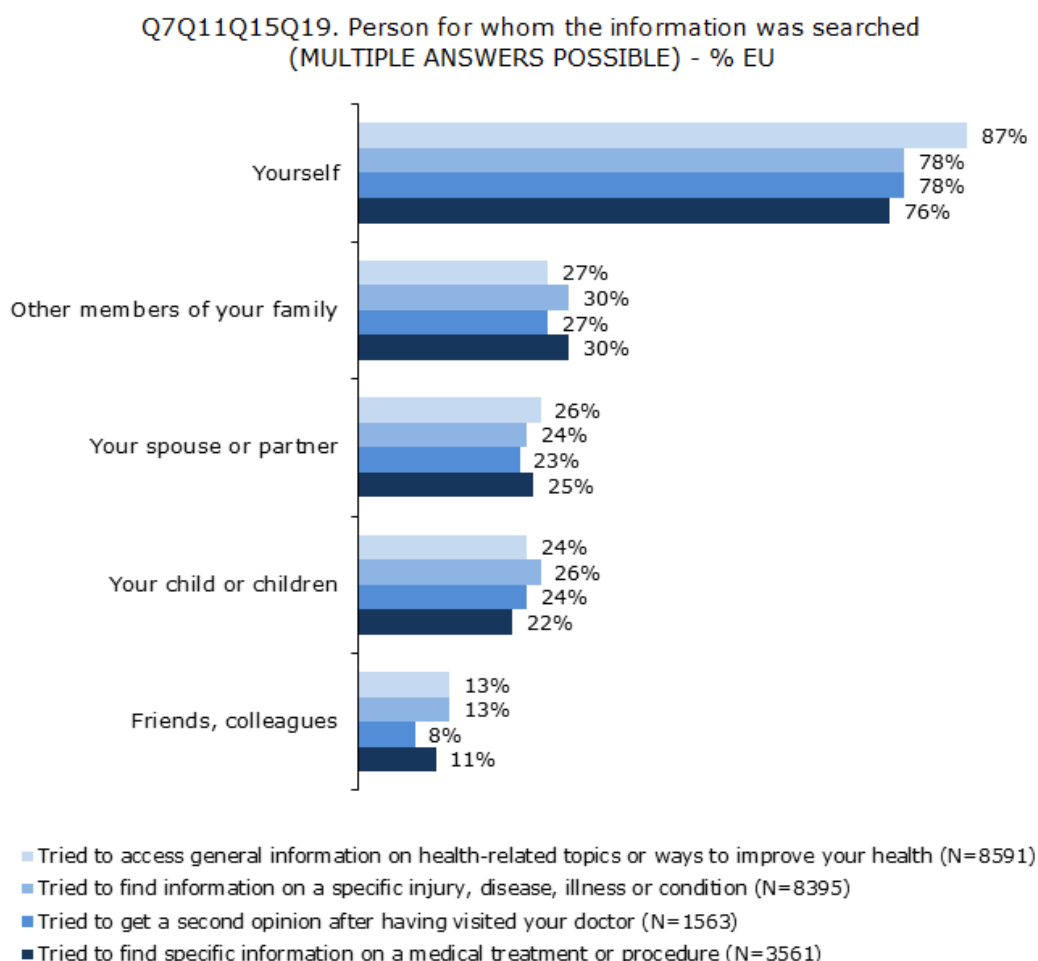
2.4. PERSON FOR WHOM THE INFORMATION WAS SEARCHED

– No matter the type of information respondents search for on the Internet, it is always above all for themselves –

The graph below shows for who the information was searched, depending on the type of health-related information searched for online⁶. Unsurprisingly, respondents most often look for health-related information **for themselves**, whether it is general information (87%), information on a specific injury or condition (78%), a second opinion (78%) or information on a medical treatment or procedure (76%).

When looking at each type of information separately, the graph below shows that similar proportions of respondents look for information on behalf of **other members of their family** (between 27% and 30% depending on the type of information searched for), for **their spouse or partner** (between 23% and 26%) or **for their children** (between 22% and 26%).

Only a minority of respondents look for health-related information **on behalf of a friend or colleague** (between 8% and 13% depending on the type of information searched for).



Base: Respondents that searched the Internet for information on health-related topics (N=8591), on a specific injury, disease or condition (N=8395), to get a second opinion after having visited the doctor (N=1563), on a medical treatment or procedure (N=3561) within the last 12 months.

⁶ Please note that this graph presents proportions calculated on the basis of respondents who have used each type of information.

III. SATISFACTION WITH THE INFORMATION FOUND ON THE INTERNET

As in the previous chapter of the report, the questions in the third chapter were asked only to respondents who said that they had used the Internet to search for health-related information within the past 12 months.

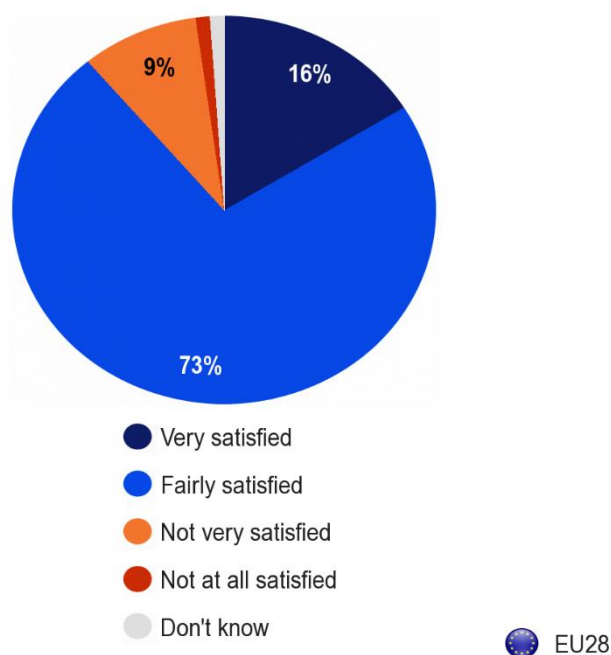
3.1. SATISFACTION WITH THE INFORMATION FOUND ON THE INTERNET

3.1.1. Overall satisfaction with the information found on the Internet

– The level of satisfaction with health-related information found on the Internet is high in all EU countries –

This group of respondents was first asked how satisfied they were with the health-related information they found on the Internet. Nearly nine out of ten people (89%) say they were satisfied with the information they found, with most of them being fairly satisfied (73%) and a limited proportion being very satisfied (16%). Just 10% of people were not satisfied, including only 1% who were not at all satisfied.

Q22. Overall, how satisfied or not are you with the health-related information you found on the Internet?

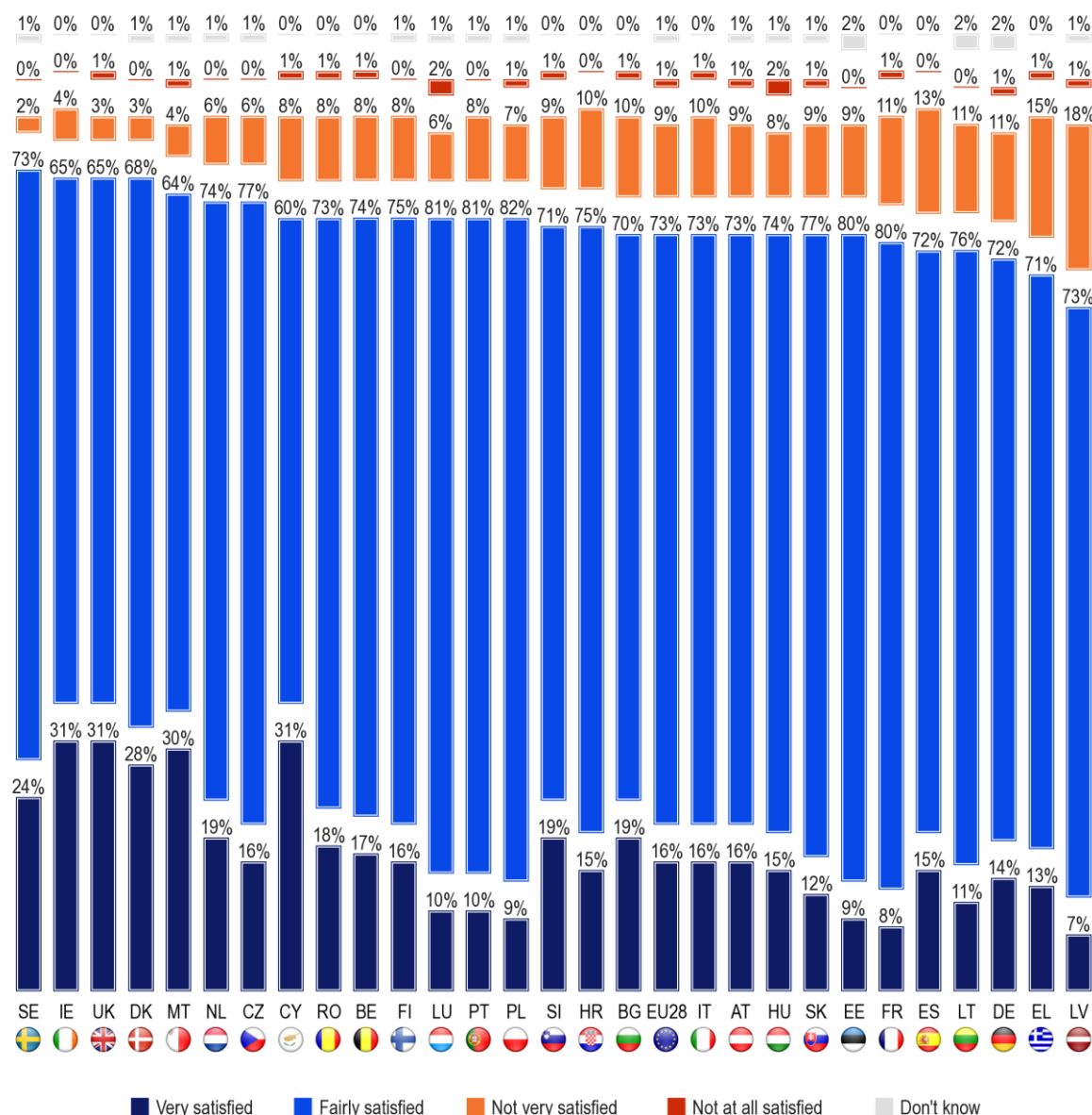


Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

At least 90% of people in 16 Member States say that they are satisfied with the health-related information they found on the Internet. Overall satisfaction is highest in Sweden (97%), Ireland (96%) and the UK (96%). Additionally, at least three out of ten people feel very satisfied in Cyprus, Ireland and the UK (all 31%) and in Malta (30%).

Overall levels of dissatisfaction can be noted in Latvia (19%), Greece (16%), Spain (13%) and Germany (12%).

Q22. Overall, how satisfied or not are you with the health-related information you found on the Internet?



Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

According to the socio-demographic data:

- No significant differences can be observed when looking at gender, age, level of education or other usual socio-demographic factors.
- While 92% of people who consider they know how to navigate the Internet to find the answers to their health questions were satisfied with the information they found, this proportion drops to 60% for people who consider they don't.
- Almost all respondents (94%) who think that the Internet is a good tool to improve their knowledge of health-related topics were satisfied with the information they found, as opposed to about half (48%) of people who don't agree that the Internet is a good tool.

Q22 Overall, how satisfied or not are you with the health-related information you found on the Internet?

	Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	Don't know	Total 'satisfied'	Total 'not satisfied'
EU28	16%	73%	9%	1%	1%	89%	10%
Sex							
Male	17%	72%	10%	1%	0%	89%	11%
Female	16%	75%	7%	1%	1%	91%	8%
Age							
15-24	16%	75%	8%	1%	0%	91%	9%
25-39	16%	74%	10%	0%	0%	90%	10%
40-54	18%	72%	8%	1%	1%	90%	9%
55 +	16%	74%	8%	1%	1%	90%	9%
Education (End of)							
15-	25%	63%	10%	2%	0%	88%	12%
16-19	18%	73%	7%	1%	1%	91%	8%
20+	15%	74%	10%	0%	1%	89%	10%
Still studying	14%	77%	8%	1%	0%	91%	9%
Know how to navigate the Internet							
Total 'Agree'	17%	75%	7%	0%	1%	92%	7%
Total 'Disagree'	5%	55%	31%	7%	2%	60%	38%
Internet is a useful tool							
Total 'Agree'	18%	76%	6%	0%	0%	94%	6%
Total 'Disagree'	3%	45%	43%	6%	3%	48%	49%

Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

3.1.2. Reasons of dissatisfaction with the information found on the Internet

– Half of the people dissatisfied with the health-related information they found online consider it is not reliable –

People who were not satisfied with the information they found on the Internet were then asked to explain their reasons. They were allowed to give multiple answers from a list of eight options.

Roughly half of the people who were not satisfied consider the information they found was not reliable (50%), was commercially oriented (48%) or was not detailed enough (46%).

Over three out of ten respondents feel dissatisfied because the information was not tailored to their specific needs (39%), because it lacked illustrations or visual elements (33%), because it was difficult to understand (33%) or because they could not find the information they were looking for (32%).

A tenth of people (10%) regret that the information was not available in a language they speak.

Q23. For what reasons are you not satisfied with the health-related information you found on the Internet? (MULTIPLE ANSWERS POSSIBLE)



Base: Respondents that are not satisfied with the health-related information they found on the Internet (N=1479)

In eight Member States, a majority of people say that they were not satisfied with the information they found because it was **unreliable**. The proportion of people giving this answer ranges from 12% in Estonia and 17% in Malta up to 61% in both Belgium and the UK and 75% in Luxembourg.

Feeling that the information was **commercially oriented** was the most common reason given in 12 countries, with the highest proportion observed in the Czech Republic (74%), followed by the UK (71%). Relatively fewer people give this answer in Cyprus (11%) and Estonia (12%).

In five countries, a majority of people were not satisfied because the information they found was **not detailed enough**. More than seven out of ten people mention this reason in Belgium (73%), Poland (73%) and Latvia (71%), while relatively few do so in Malta (10%) and Slovenia (20%).






























In Sweden (61%) and Denmark (56%), a majority of respondents say they were not satisfied because they did not find information **tailored to their specific needs**. Relatively high proportions of people also give this explanation in Belgium (68%) and the Czech Republic (64%). Malta (8%) again has an exceptionally low proportion of people who mention this reason.

A majority of people in Portugal (53%) and Cyprus (45%) say that they were dissatisfied with the information they found because it was **hard to understand**.

Respondents in Sweden (56%), the UK (54%) and Belgium (50%) are more likely to say that the information they found **lacked illustrations or visuals**, while Belgium (58%) again stands out as having the highest proportion who say they **could not find what they were looking for**.

In five countries, at least a fifth of people say that the information they found was **not in a language that they could speak**: the Czech Republic (32%), Bulgaria (24%), Latvia (24%), Poland (24%), and Finland (24%).

Q23 For what reasons are you not satisfied with the health-related information you found on the Internet? (MULTIPLE ANSWERS POSSIBLE)

	The information was not reliable	You had the feeling the information was commercially oriented, encouraging you to buy something	The information was not detailed enough	You did not find information tailored to your specific needs	The information you found lacked illustrations, visual information	The information was difficult to understand / not clear enough	You did not manage to find what you were looking for	The information was not available in a language you speak	Other (DO NOT READ OUT)	Don't know
 EU28	50%	48%	46%	39%	33%	33%	32%	10%	5%	1%
 BE	61%	51%	73%	68%	50%	48%	58%	8%	6%	1%
 BG	37%	58%	50%	30%	34%	33%	19%	24%	1%	3%
 CZ	52%	74%	48%	64%	32%	42%	52%	32%	14%	0%
 DK	39%	36%	51%	56%	21%	42%	51%	19%	22%	0%
 DE	37%	54%	48%	37%	37%	28%	29%	9%	2%	1%
 EE	12%	12%	43%	27%	18%	8%	23%	6%	26%	6%
 IE	43%	54%	34%	35%	22%	27%	34%	18%	3%	0%
 EL	35%	39%	38%	26%	18%	32%	29%	1%	1%	0%
 ES	54%	48%	51%	51%	27%	33%	29%	18%	8%	0%
 FR	60%	39%	45%	51%	43%	43%	46%	6%	2%	2%
 HR	37%	61%	43%	56%	24%	31%	39%	13%	2%	0%
 IT	60%	33%	31%	24%	22%	22%	18%	7%	7%	0%
 CY	43%	11%	23%	35%	38%	45%	5%	16%	0%	6%
 LV	46%	46%	71%	44%	33%	28%	32%	24%	4%	2%
 LT	24%	47%	38%	25%	18%	19%	19%	14%	4%	4%
 LU	75%	43%	51%	45%	25%	32%	27%	7%	6%	0%
 HU	39%	54%	43%	19%	2%	23%	30%	4%	8%	0%
 MT	17%	32%	10%	8%	0%	21%	0%	0%	34%	8%
 NL	52%	47%	45%	43%	16%	41%	35%	5%	4%	0%
 AT	57%	65%	44%	54%	41%	39%	44%	10%	3%	4%
 PL	49%	46%	73%	33%	44%	33%	32%	24%	0%	0%
 PT	53%	47%	52%	28%	35%	53%	45%	13%	2%	0%
 RO	43%	61%	35%	35%	29%	28%	23%	4%	10%	0%
 SI	33%	28%	20%	17%	6%	30%	24%	1%	13%	0%
 SK	42%	31%	24%	24%	10%	19%	17%	13%	5%	0%
 FI	51%	47%	61%	44%	34%	38%	46%	24%	3%	0%
 SE	53%	53%	32%	61%	56%	47%	32%	0%	21%	0%
 UK	61%	71%	45%	29%	54%	48%	33%	3%	6%	6%

Highest percentage per country

Lowest percentage per country

Highest percentage per item



Lowest percentage per item

Base: Respondents that are not satisfied with the health-related information they found on the Internet (N=1479)

The socio-demographic data show that:

- Among respondents that are not satisfied with the health-related information they found on the Internet, younger respondents are more likely than older ones to say they were not satisfied because of a lack of visuals, because the information was too commercial, or because it was unreliable.
- Individuals who left education aged 15 or under are much more likely than those who left aged 20 or over to say that they were unsatisfied because of a lack of visual information (53% vs. 29%). Conversely, people with a higher level of education are more likely to say they were dissatisfied because the information they found was too commercial (52% vs. 39%).
- People who consider they do not know how to navigate the Internet to find the answers to their health questions are more likely to say they were not satisfied because the information they found was difficult to understand (51% vs. 28%).
- Individuals who say they have good knowledge of health-related topics are more likely to say that the information they found was not detailed enough (50% vs. 37%).

Q23 For what reasons are you not satisfied with the health-related information you found on the Internet? (MULTIPLE ANSWERS POSSIBLE)

	The information was not reliable	You had the feeling the information was commercially oriented, encouraging you to buy something	The information was not detailed enough	You did not find information tailored to your specific needs	The information you found lacked illustrations, visual information	The information was difficult to understand/ not clear enough	You did not manage to find what you were looking for	The information was not available in a language you speak	Other (DO NOT READ OUT)	Don't know
EU28	50%	48%	46%	39%	33%	33%	32%	10%	5%	1%
 Age										
15-24	69%	52%	48%	39%	40%	33%	39%	5%	0%	2%
25-39	53%	50%	49%	37%	37%	28%	27%	7%	3%	0%
40-54	44%	42%	45%	43%	27%	38%	35%	15%	7%	1%
55 +	35%	47%	40%	38%	26%	36%	30%	15%	8%	2%
 Education (End of)										
15-	49%	39%	53%	41%	53%	44%	24%	11%	3%	4%
16-19	46%	43%	39%	33%	35%	37%	30%	13%	6%	2%
20+	50%	52%	48%	43%	29%	29%	32%	10%	5%	0%
Still studying	58%	43%	49%	32%	33%	36%	43%	6%	1%	3%
Know how to navigate the Internet										
Total 'Agree'	51%	48%	48%	38%	32%	28%	32%	10%	4%	1%
Total 'Disagree'	47%	48%	40%	41%	39%	51%	34%	11%	6%	2%
Knowledge of health-related topics										
Total 'Good'	48%	50%	50%	39%	33%	32%	31%	11%	5%	1%
Total 'Bad'	57%	44%	37%	38%	33%	37%	36%	8%	4%	2%

Base: Respondents that are not satisfied with the health-related information they found on the Internet (N=1479)

3.1.3. Quality of the information found on the Internet

– Respondents are generally very positive about the health-related information they found on the Internet –

All respondents who used the Internet to look for health-related information were asked about the quality of the information they found. They were asked to react to a series of seven satisfaction elements.

Eight out of ten people (80%) think that the information they found was useful, while roughly three-quarters say that it was easy to understand (77%) and easy to find (74%).

Around two-thirds of respondents consider that the information they found was relevant to their personal situation (67%) and had an appropriate level of detail (66%). Six out of ten people say that it came from a trustworthy source (60%) and that it was thorough (59%).

Q20. Let's talk about the quality of the information you found on the Internet... (MULTIPLE ANSWERS POSSIBLE)



Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

Respondents in the UK consistently express a very high level of satisfaction with the information they found, while those in Slovakia and Slovenia express a consistently low level of satisfaction.

At least seven out of ten people in 24 Member States say that the information they found was **useful**, with very high proportions of people taking this view in the UK (94%) and Portugal (92%). The four exceptions where relatively fewer people say that the information they found was useful can be noted in Slovenia (53%), Slovakia (55%), Lithuania (58%) and Italy (62%).






























At least six out of ten people in all except five Member States say that the information they found on the Internet was **easy to understand**. Again the highest proportion of people who say this can be observed in the UK (94%), followed by Spain (91%). Less than six out of ten people take this view in Slovakia (44%), Slovenia (48%), Cyprus (56%), Lithuania (57%) and Estonia (58%).

Similarly, at least six out of ten people in all except five Member States say that the information they found was **easy to find**, with higher proportions of people taking this view in the UK (93%), Spain (91%) and Belgium (87%). The five exceptions where relatively fewer people say that the information they found was easy to find can be noted in Slovakia (33%), Slovenia (35%), Lithuania (54%), Poland (55%) and Cyprus (58%).

At least half of respondents in 16 Member States say that the information they found on the Internet **came from a trustworthy source**. The highest proportions of respondents who mention this can be observed in the UK (89%), Finland (76%) and Sweden (75%). Conversely, less than one quarter of respondents share this view in Slovakia (18%) and Slovenia (24%).

The pattern is similar for the other measures of satisfaction. Relatively high numbers of people express satisfaction in the UK, Spain, Belgium, Austria and Finland, while relatively few do so in Slovakia, Slovenia, Lithuania, and Cyprus.

Q20 Let's talk about the quality of the information you found on the Internet... (MULTIPLE ANSWERS POSSIBLE)

		It was useful	It was easy to understand	It was easy to find	It was relevant to your personal situation	It had an appropriate level of detail (enough/not too much)	It came from a trustworthy source	It was thorough	Other (DO NOT READ OUT)	None of the above (DO NOT READ OUT)	Don't know	Average number of answers given
	EU28	80%	77%	74%	67%	66%	60%	59%	1%	1%	0%	4,9
	BE	87%	83%	87%	78%	78%	72%	73%	1%	0%	0%	5,6
	BG	81%	74%	71%	57%	52%	47%	53%	1%	2%	1%	4,4
	CZ	89%	89%	80%	69%	76%	70%	58%	1%	0%	0%	5,3
	DK	80%	77%	77%	76%	62%	73%	46%	0%	1%	1%	5,0
	DE	78%	73%	68%	69%	59%	50%	60%	1%	1%	1%	4,6
	EE	72%	58%	60%	49%	48%	44%	42%	3%	3%	2%	3,9
	IE	85%	78%	79%	79%	70%	66%	62%	1%	0%	0%	5,2
	EL	73%	60%	63%	48%	51%	41%	38%	1%	2%	0%	3,8
	ES	87%	91%	91%	70%	80%	74%	62%	0%	0%	0%	5,5
	FR	85%	84%	77%	70%	74%	68%	62%	1%	0%	0%	5,2
	HR	71%	62%	65%	40%	41%	28%	32%	1%	2%	0%	3,4
	IT	62%	63%	61%	52%	53%	46%	48%	2%	1%	0%	3,9
	CY	78%	56%	58%	47%	44%	38%	30%	1%	3%	2%	3,6
	LV	85%	72%	69%	66%	55%	48%	42%	0%	2%	0%	4,4
	LT	58%	57%	54%	44%	39%	32%	46%	7%	3%	2%	3,6
	LU	78%	76%	72%	66%	69%	61%	53%	2%	2%	0%	4,8
	HU	73%	61%	60%	32%	50%	38%	47%	2%	2%	0%	3,7
	MT	77%	71%	71%	69%	68%	60%	71%	0%	1%	0%	4,9
	NL	86%	82%	79%	77%	65%	67%	66%	1%	1%	1%	5,3
	AT	88%	84%	77%	82%	74%	64%	70%	0%	0%	0%	5,4
	PL	73%	65%	55%	47%	47%	41%	36%	1%	1%	0%	3,7
	PT	92%	85%	84%	74%	73%	68%	66%	0%	0%	0%	5,4
	RO	76%	73%	76%	63%	57%	50%	55%	0%	1%	0%	4,5
	SI	53%	48%	35%	29%	27%	24%	30%	0%	4%	0%	2,5
	SK	55%	44%	33%	25%	27%	18%	19%	2%	2%	1%	2,3
	FI	88%	85%	82%	84%	78%	76%	69%	0%	1%	1%	5,7
	SE	84%	84%	80%	82%	78%	75%	60%	0%	0%	1%	5,5
	UK	94%	94%	93%	92%	89%	89%	85%	0%	0%	0%	6,3

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

According to the socio-demographic data:

- Women are somewhat more likely than men to give six or seven positive answers (54% vs. 49%).
- People who are not working are the most likely to give six or seven positive answers (51%), while self-employed people are the least likely to do so (43%).
- Most people (53%) who consider they know how to navigate the Internet to find the answers to their health-related questions, give six or seven positive answers, vs. 27% of people who consider they don't.
- 61% of people who trust the information from the Internet to make health-related decisions give six or seven positive answers, vs. 37% of those who do not.
- Most people (54%) who believe the Internet is a good tool to improve their knowledge of health-related topics give six or seven positive answers, compared to roughly a quarter (24%) of those who do not regard it as a good tool.
- People with good knowledge of health-related topics (55%) are more likely to give six or seven positive answers than those with poor knowledge of these issues (36%).

Q20B Let's talk about the quality of the information you found on the Internet... (MULTIPLE ANSWERS POSSIBLE)

	It was easy to understand	It was useful	It had an appropriate level of detail (enough/not too much)	It was thorough	It was relevant to your personal situation	It came from a trustworthy source	It was easy to find	Average	1 to 5 positive answers or less	6 to 7 positive answers
EU28	77%	80%	66%	59%	67%	60%	74%	4.9	48%	52%
Sex										
Male	75%	79%	64%	57%	66%	59%	73%	4.8	50%	49%
Female	79%	81%	67%	60%	68%	61%	75%	5.0	45%	54%
Respondent occupation scale										
Self-employed	73%	78%	58%	50%	60%	53%	71%	4.5	56%	43%
Employee	79%	82%	68%	62%	70%	61%	76%	5.0	45%	54%
Manual workers	74%	78%	63%	55%	65%	60%	71%	4.7	48%	50%
Not working	78%	79%	66%	58%	66%	62%	73%	4.8	48%	51%
Know how to navigate the Internet										
Total 'Agree'	78%	81%	67%	60%	68%	61%	75%	4.9	46%	53%
Total 'Disagree'	63%	69%	45%	43%	54%	47%	57%	3.8	73%	27%
Trust the information										
Total 'Agree'	81%	84%	72%	66%	73%	69%	77%	5.2	38%	61%
Total 'Disagree'	72%	73%	56%	48%	58%	48%	69%	4.3	61%	37%
Internet is a useful tool										
Total 'Agree'	78%	82%	68%	61%	69%	62%	75%	5.0	45%	54%
Total 'Disagree'	68%	55%	41%	37%	48%	41%	64%	3.6	75%	24%
Knowledge of health-related topics										
Total 'Good'	79%	81%	68%	62%	69%	63%	75%	5.0	45%	55%
Total 'Bad'	68%	73%	55%	45%	58%	46%	67%	4.2	62%	36%

Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

3.2. CITIZENS' UNDERSTANDING OF ONLINE HEALTH-RELATED INFORMATION

– Views of health-related information found on the Internet are generally positive –

Respondents were then given nine statements and asked whether they agree or disagree with them.

A very substantial proportion of people (94%) agree that they **know how to navigate the Internet to find answers to health-related questions**, out of which 51% totally agree and the rest tend to agree. Only 6% do not agree.

More than nine out of ten respondents (92%) agree that **their research on the Internet helps them improve their knowledge of health-related topics**. Of these, 42% totally agree, and 50% tend to agree. Just 7% of respondents do not agree.

Nine out of ten people (90%) agree that they **know how to use the health-related information they find on the Internet**, with 36% totally agreeing and 54% tending to agree. Nearly a tenth (9%) do not agree.

More than eight out of ten respondents (83%) agree that **there is sufficient information on health-related topics available on the Internet**, with 37% totally agreeing, and 46% tending to agree. 15% of respondents do not agree with this.

A similar proportion (83%) also agree that they **know where to find reliable health-related information on the Internet**, with 32% totally agreeing, and 51% tending to agree. 16% do not agree with this.

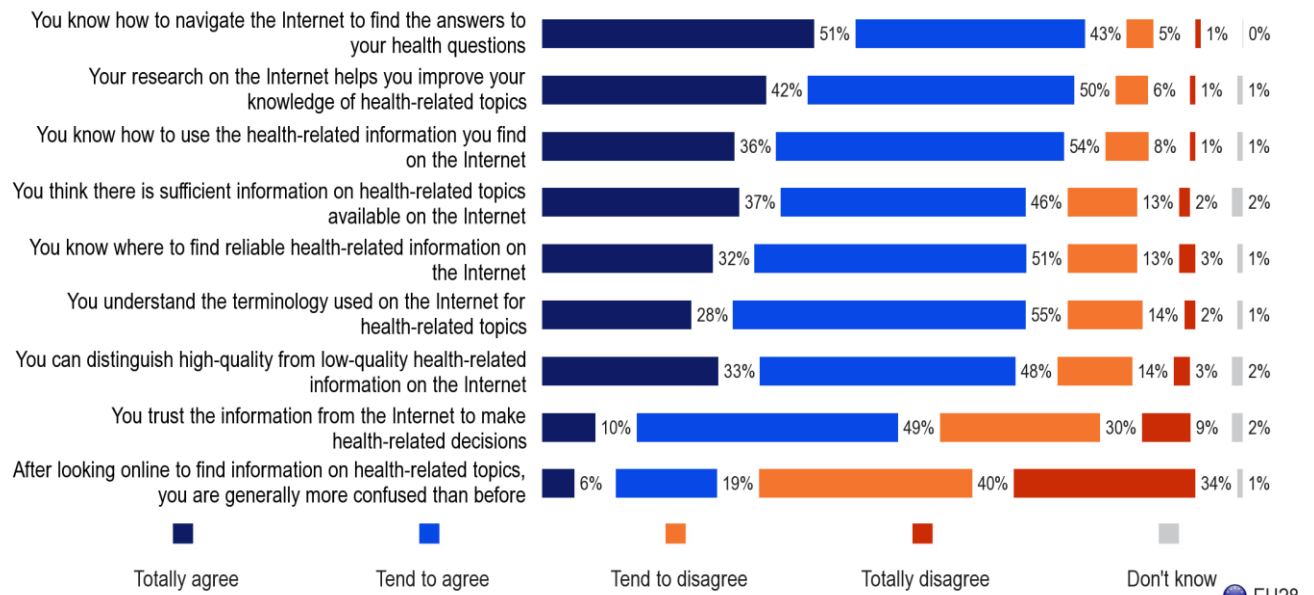
The same proportion of respondents (83%) agree that **they understand the terminology used on the Internet for health-related topics**: 28% totally agree and 55% tend to agree. Again, 16% disagree.

Roughly eight out of ten people (81%) agree that **they can distinguish high-quality information from low-quality health-related information on the Internet**, with 33% totally agreeing, and 48% tending to agree. 17% of people do not agree.

However, a lower proportion of respondents (59%) agree that **they trust information from the Internet to make health-related decisions**, and of these, only 10% totally agree, with 49% tending to agree. Almost four out of ten (39%) people do not agree, of whom 30% tend to disagree and 9% totally disagree.

Only a quarter of respondents (25%) agree that **after looking online for health-related information, they generally feel more confused than before**, with 6% totally agreeing and 19% tending to agree. 74% of people disagree with this statement, with 40% tending to disagree and 34% totally disagreeing.

Q21. For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

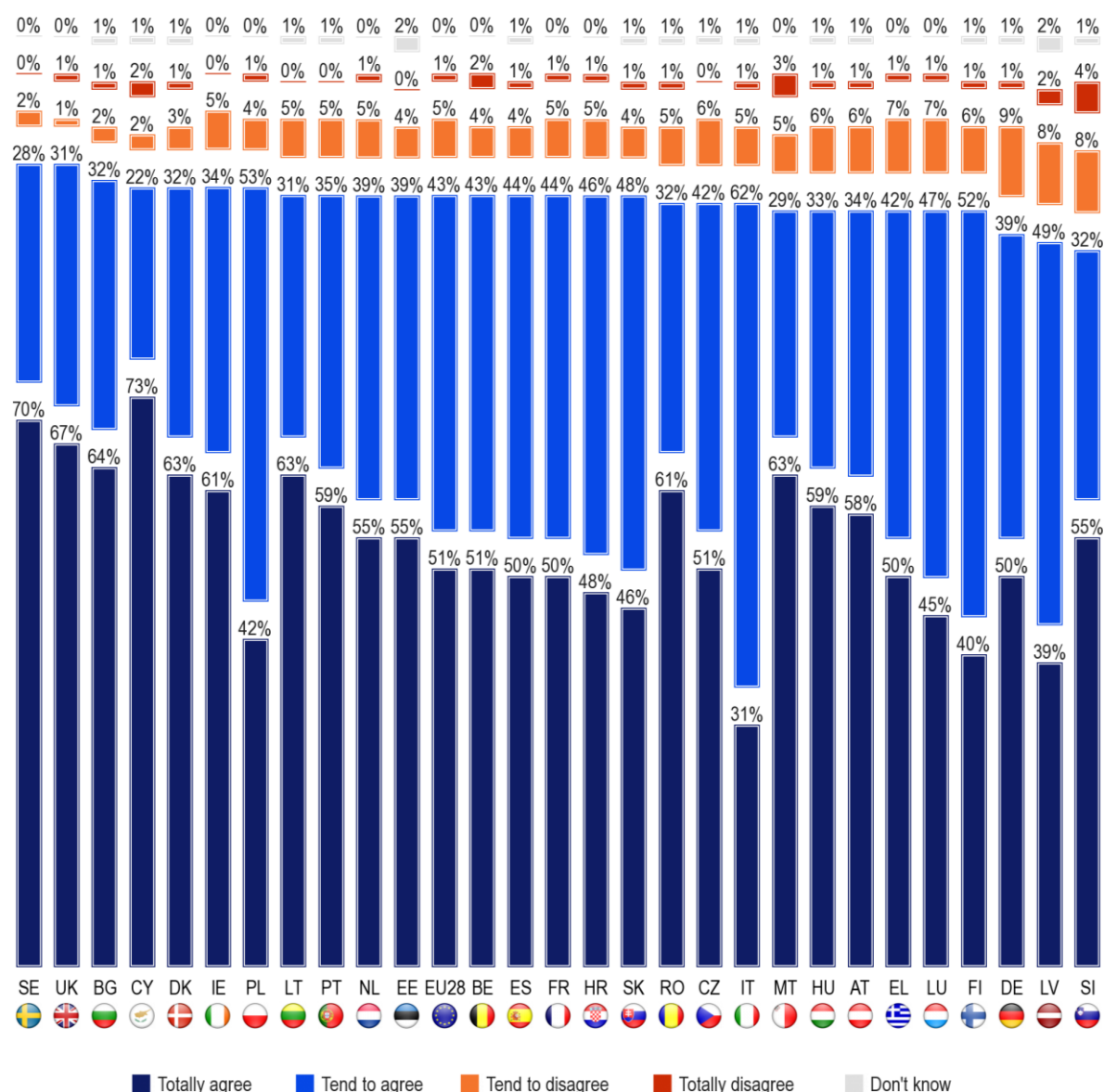


Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

In all but three Member States, more than nine out of ten respondents agree that **they know how to navigate the Internet to find answers to their health-related questions**, with the highest proportions in Sweden and the UK (both 98%). The highest proportion of respondents who 'totally agree' with this statement can be observed in Cyprus (73%) and Sweden (70%). The three exceptions, where overall agreement falls below 90%, still have noticeably high levels of agreement: Slovenia (87%), Latvia (88%) and Germany (89%).

Q21.1. For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You know how to navigate the Internet to find the answers to your health questions

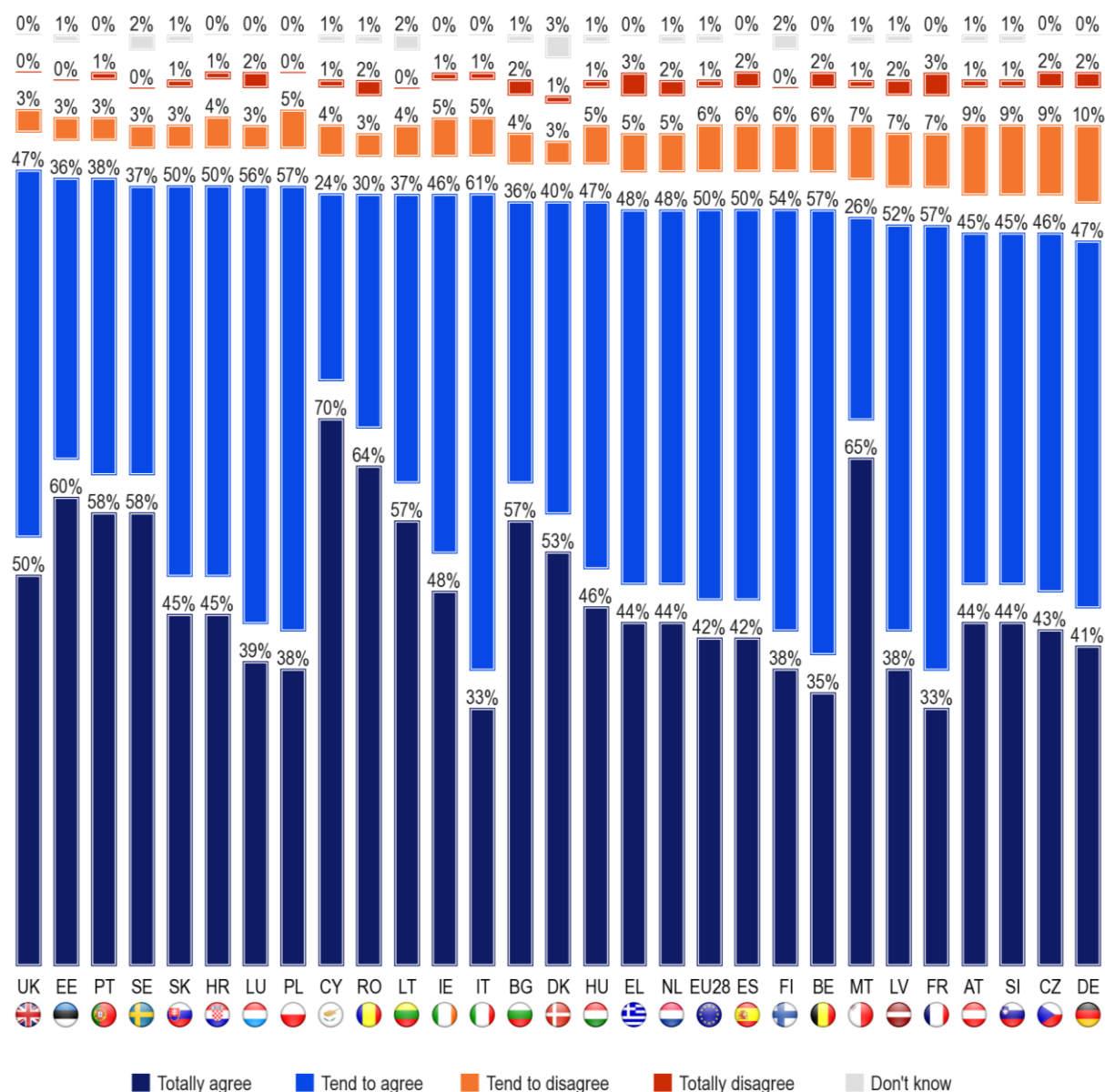


Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

At least nine out of ten respondents in all but four EU countries agree that **their research on the Internet helps them to improve their knowledge of health-related topics**. Respondents in the UK (97%), Estonia (96%) and Portugal (96%) express the highest levels of overall agreement. The highest proportions of respondents who 'totally agree' can be found in Cyprus (70%) and Malta (65%). Agreement dips just below 90% only in Germany (88%), Austria, the Czech Republic and Slovenia (all 89%).

Q21.8. For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

Your research on the Internet helps you improve your knowledge of health-related topics

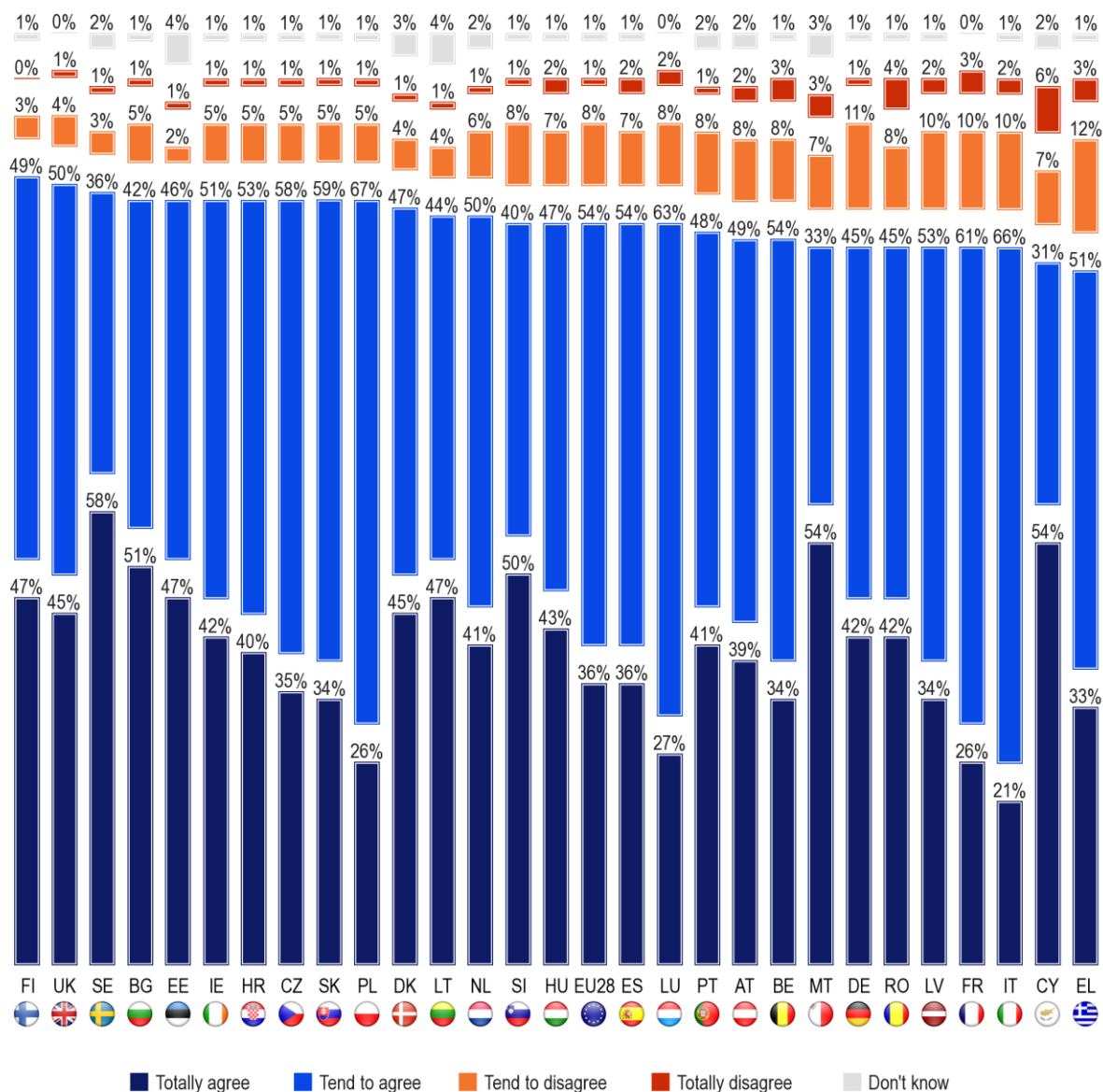


Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

At least nine out of ten people in 17 countries agree that **they know how to use the health-related information they find on the Internet**. Respondents in Finland (96%) and the UK (95%) express the highest levels of overall agreement. The highest proportion of respondents who 'totally agree' with this statement can be observed in Sweden (58%). Conversely, overall agreement is lowest in Greece (84%) and Cyprus (85%).

Q21.6. For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You know how to use the health-related information you find on the Internet

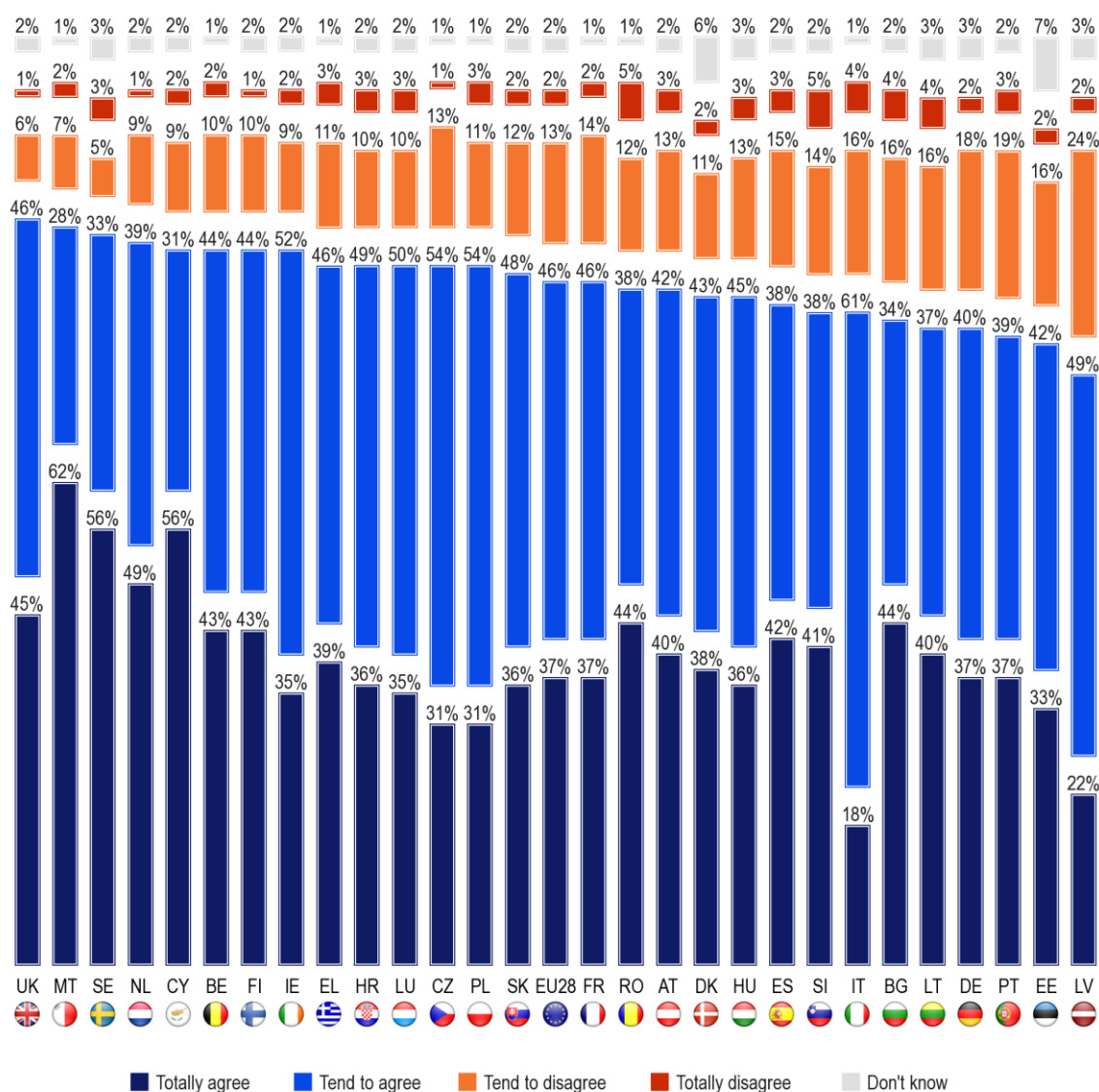


Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

In 20 countries, at least eight out of ten respondents agree that **there is sufficient information on health-related topics available on the Internet**. The UK (91%) and Malta (90%) have the highest levels of overall agreement. The highest proportion of respondents who 'totally agree' can be found in Malta (62%) and Cyprus (56%). A relatively lower proportion of people agree that there is sufficient information on health-related topics available on the Internet in Latvia (71%) and Estonia (75%).

Q21.2. For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You think there is sufficient information on health-related topics available on the Internet

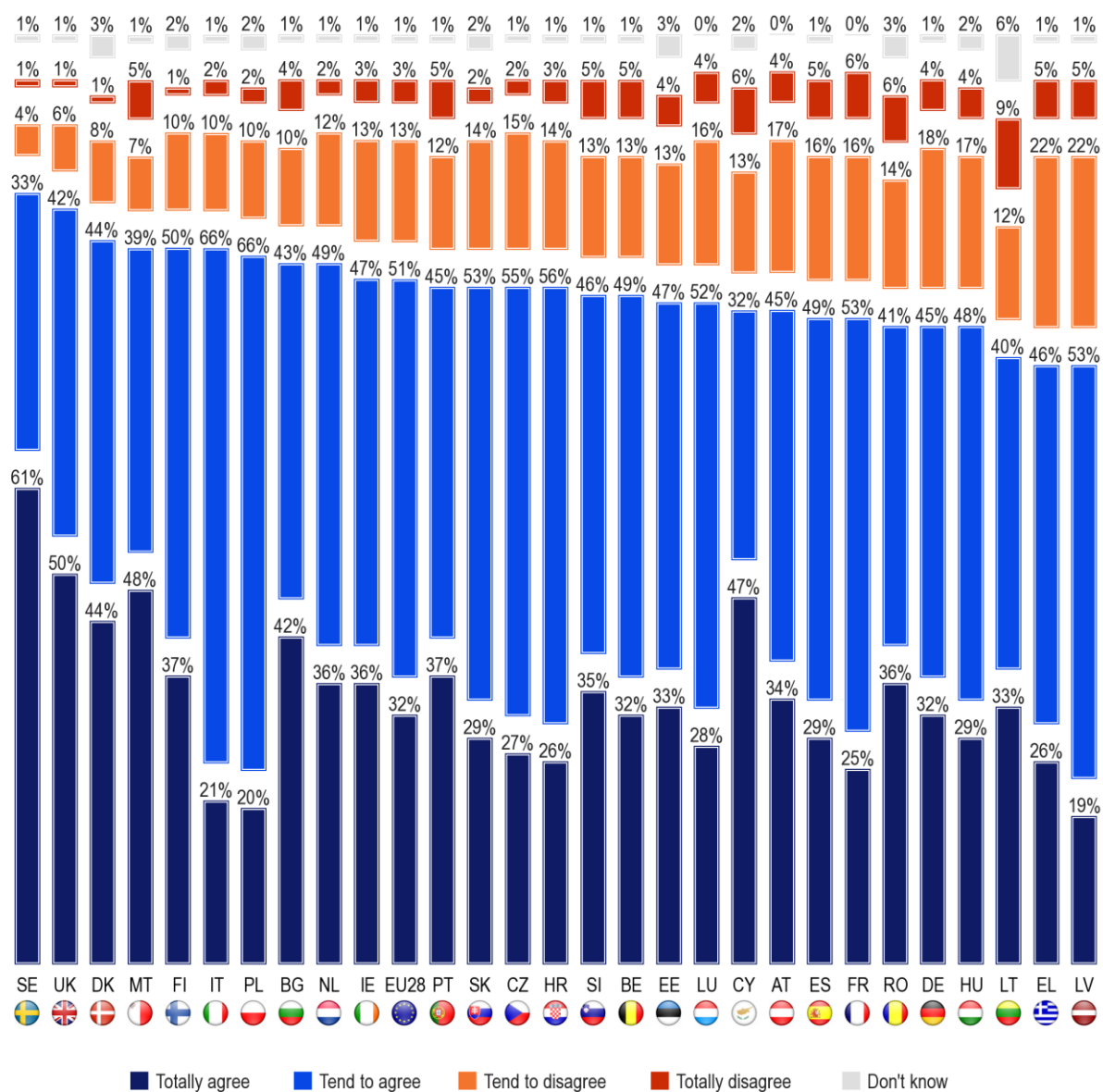


Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

At least eight out of ten people in 18 countries agree that **they know where to find reliable health-related information on the Internet**. The highest overall agreement (94%) and 'total agreement' (61%) levels can be observed in Sweden, followed by the UK (92%, and 50% respectively). A relatively lower proportion of people agree that they know where to find reliable health-related information on the Internet in Latvia and Greece (both 72%).

Q21.3. For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You know where to find reliable health-related information on the Internet

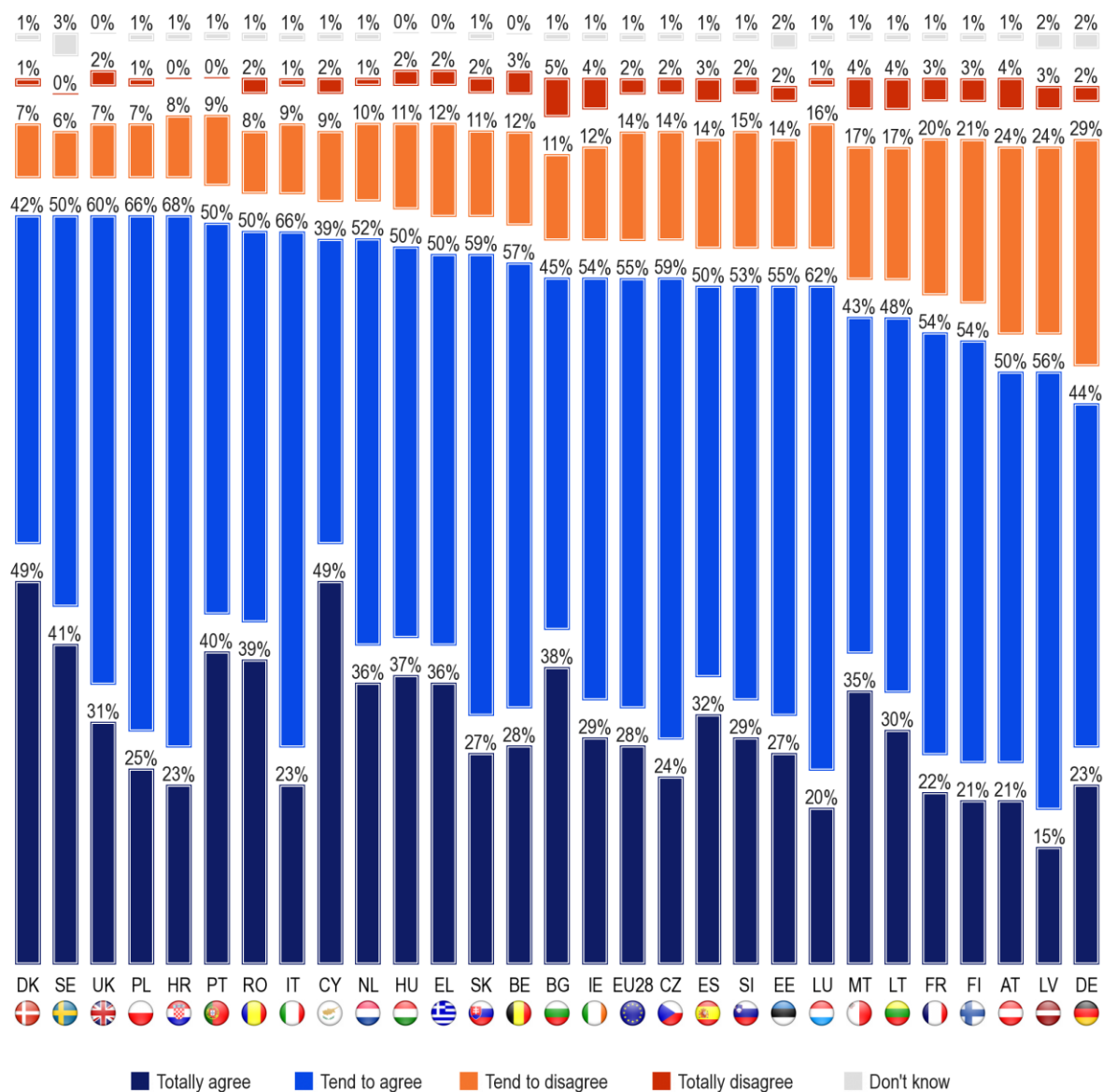


Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

In 21 Member States, more than 80% of people agree that **they understand the terminology used on the Internet for health-related topics**. More specifically, 91% of people agree with this in Denmark, Sweden, the UK, Poland and Croatia. The percentage of people who 'totally agree' is highest in Denmark and Cyprus (both 49%). In Germany, only 67% of people agree with this statement, as do 71% in Latvia and in Austria.

Q21.4. For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You understand the terminology used on the Internet for health-related topics

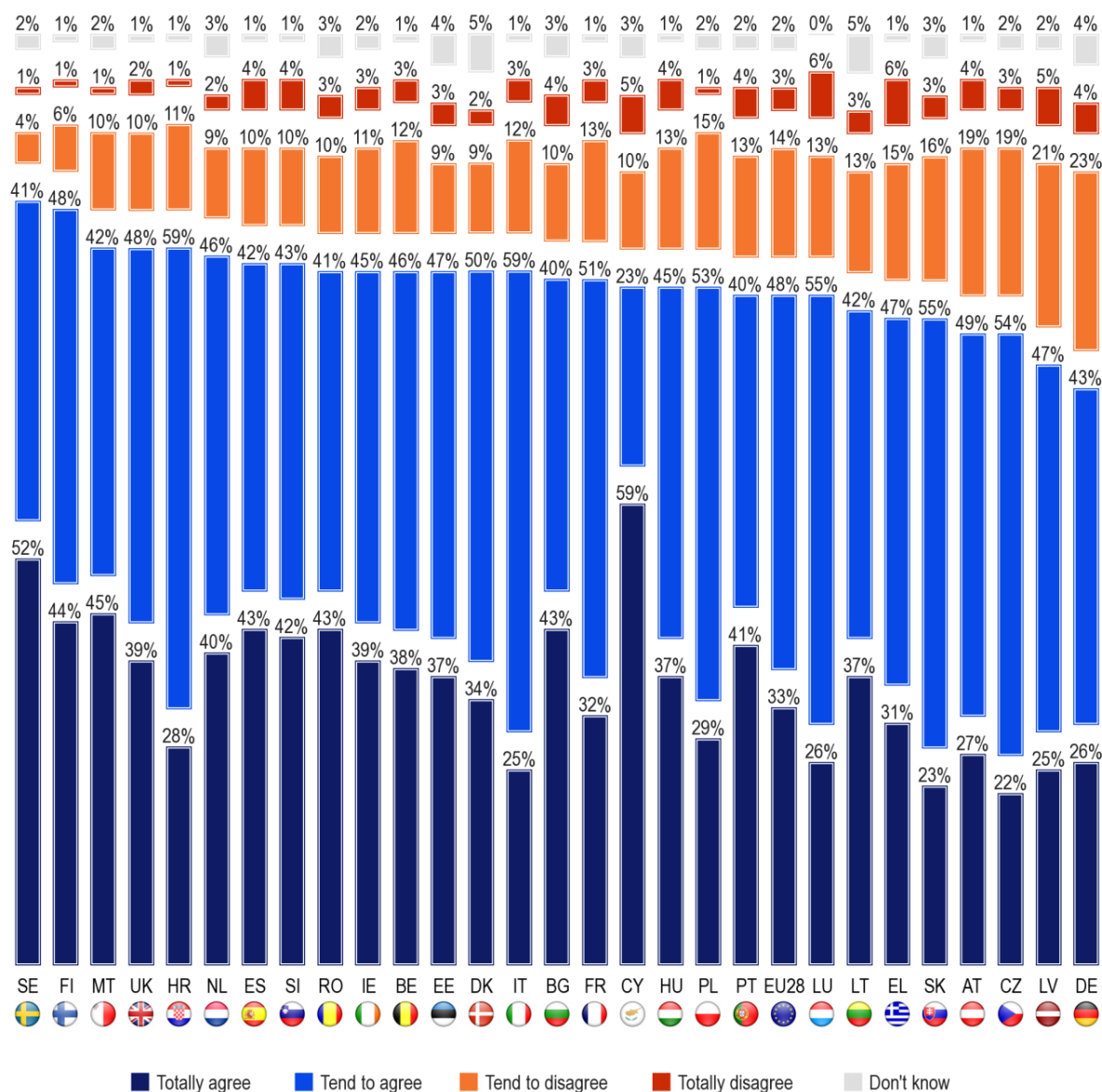


Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

Also in 21 Member States, more than eight out of ten people agree that **they can distinguish high-quality from low-quality health-related information on the Internet**. Overall agreement is highest in Sweden (93%) and Finland (92%), while the percentage of people who 'totally agree' is highest in Cyprus (59%). Conversely, the lowest proportions of people who are in agreement can again be observed in Germany (69%) and Latvia (72%).

Q21.5. For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You can distinguish high-quality from low-quality health-related information on the Internet

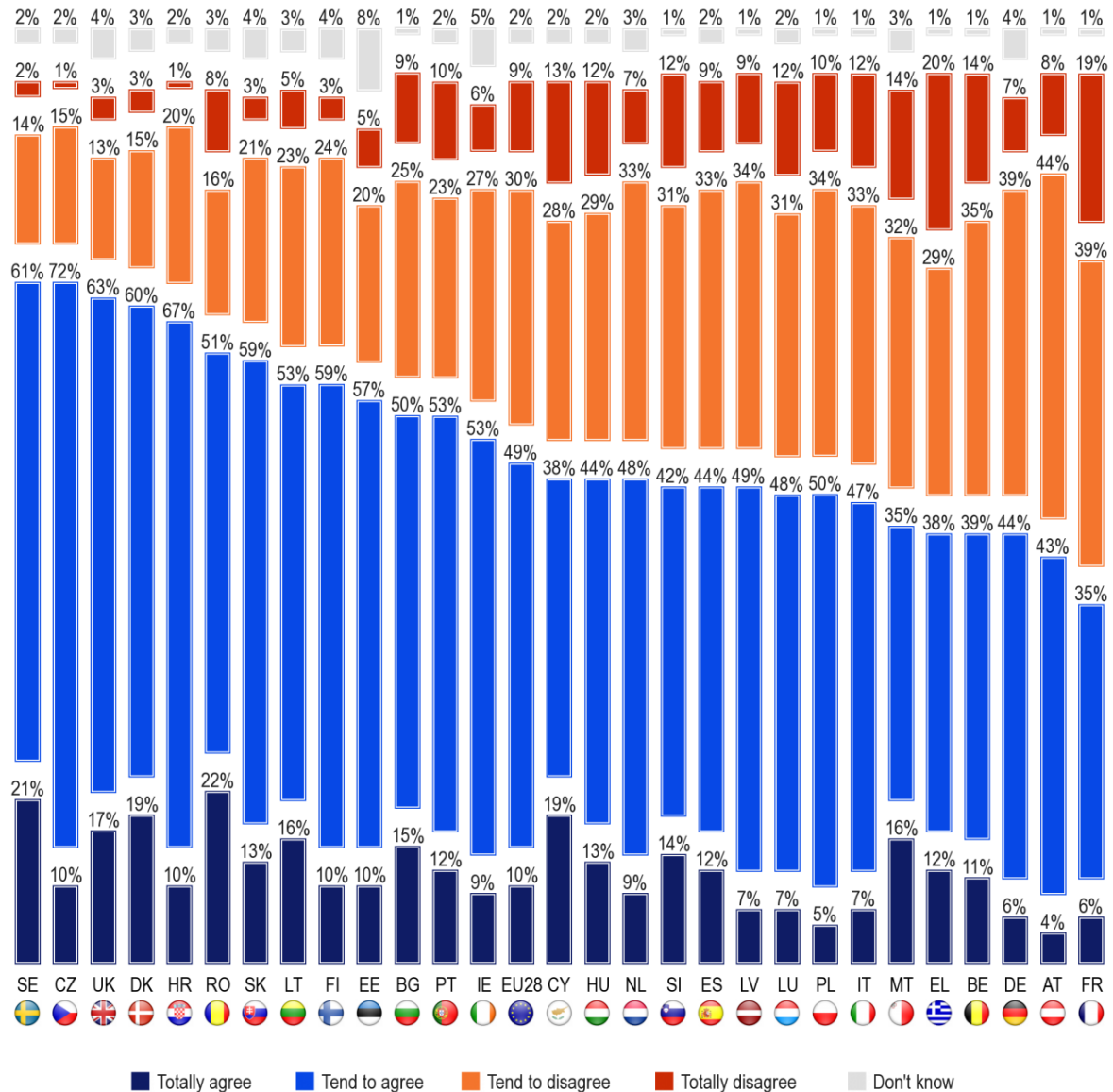


Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

In 13 Member States, at least 60% of people agree that **they can trust information from the Internet to make health-related decisions**. Overall agreement on this point is highest in Sweden and the Czech Republic (both 82%). However, the percentage of respondents who say that they 'totally agree' is noticeably low across the EU relatively to the previous questions, never climbing higher than 22% (in Romania). More people disagree than agree in two countries: France (58% disagree vs. 41% agree) and Austria (52% vs. 47%).

Q21.7. For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You trust the information from the Internet to make health-related decisions

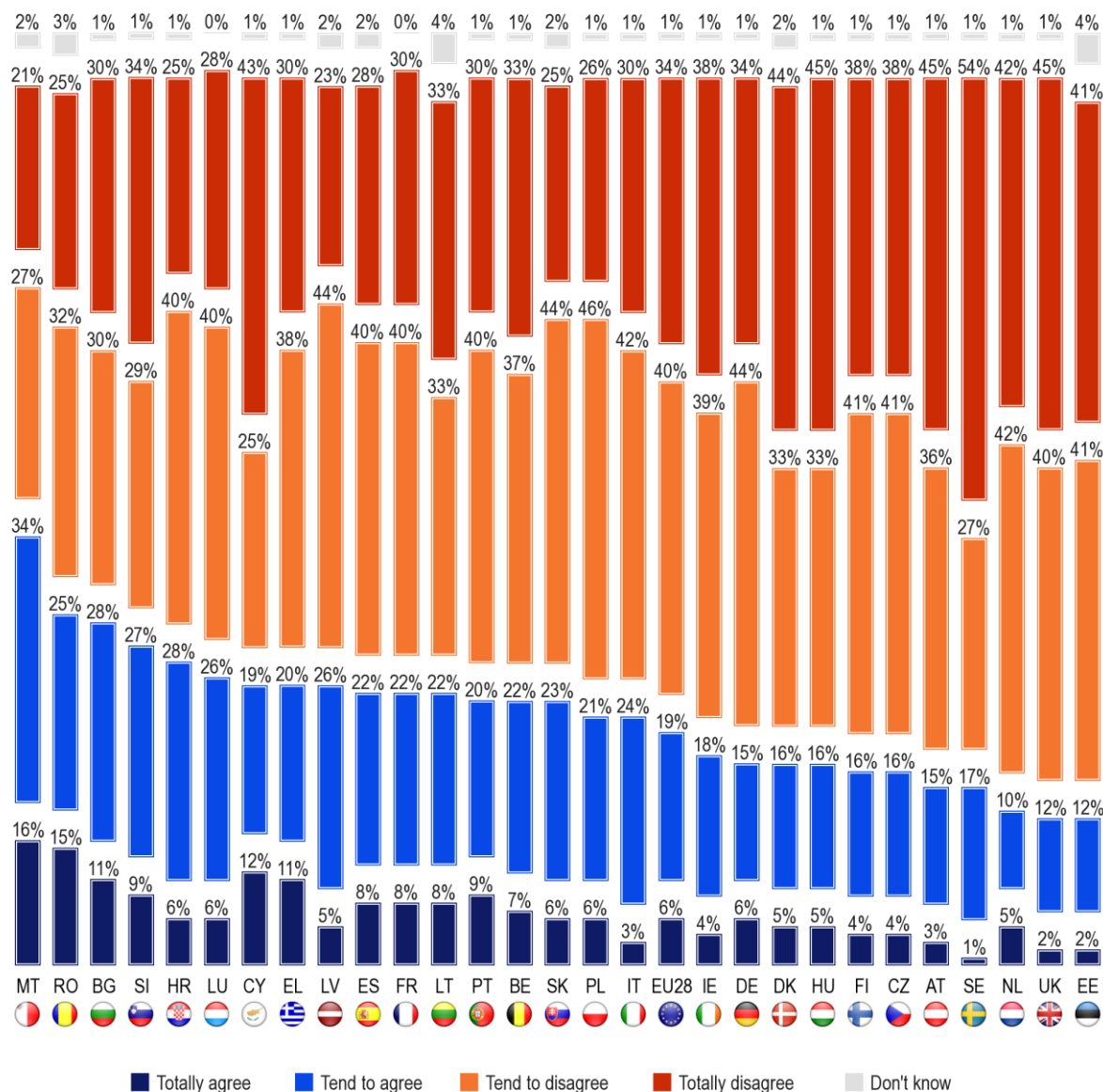


Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

Malta is the only country where more people agree (50%) than disagree (48%) that **after looking online for health-related information, they generally feel more confused than before**. Overall agreement is also relatively higher in Romania (40%) and Bulgaria (39%). Elsewhere, relatively high proportions of people disagree, such as in the UK (85%) and the Netherlands (84%).

Q21.9. For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

After looking online to find information on health-related topics, you are generally more confused than before



Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)


The socio-demographic data show that:


- Respondents who agree with a certain statement in this section are generally more likely to agree with other statements.
- People aged 40 and over (61-62%) are somewhat more likely than those aged 39 and below (55-57%) to say that they trust the information from the Internet to make health-related decisions.
- 62% of people who have good knowledge of health-related topics say that they trust the information from the Internet to make health-related decisions, compared with 43% of people who consider they have poor knowledge.
- Respondents with a higher level of education (who left education at 20 years old or more) are more likely to understand the terminology used on the Internet for health-related topics (86% vs 78%-81%) and to be able to distinguish high-quality from low-quality health-related information on the Internet (84% vs 75%-79%).

Q21 For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

Total 'Agree'

	You know how to navigate the Internet to find the answers to your health questions	Your research on the Internet helps you improve your knowledge of health-related topics	You know how to use the health-related information you find on the Internet	You think there is sufficient information on health-related topics available on the Internet	You know where to find reliable health-related information on the Internet
EU28	94%	92%	90%	83%	83%


 Age					
15-24	94%	92%	90%	82%	82%
25-39	95%	93%	90%	82%	82%
40-54	94%	93%	91%	84%	83%
55 +	92%	91%	86%	82%	83%


 Education (End of)					
15-	92%	90%	83%	88%	82%
16-19	93%	93%	90%	84%	83%
20+	94%	93%	91%	81%	83%
Still studying	96%	94%	90%	83%	82%


Knowledge of health-related topics

Total 'Good'	95%	94%	92%	84%	85%
Total 'Bad'	88%	86%	79%	75%	69%

	You understand the terminology used on the Internet for health-related topics	You can distinguish high-quality from low-quality health-related information on the Internet	You trust the information from the Internet to make health-related decisions	After looking online to find information on health-related topics, you are generally more confused than before
EU28	83%	81%	59%	25%

 Sex				
Male	82%	81%	60%	23%
Female	84%	83%	57%	26%

 Age				
15-24	81%	82%	55%	24%
25-39	84%	85%	57%	25%
40-54	85%	81%	62%	24%
55 +	81%	77%	61%	26%

 Education (End of)				
15-	78%	75%	57%	29%
16-19	81%	79%	62%	27%
20+	86%	84%	57%	23%
Still studying	79%	84%	56%	24%

Knowledge of health-related topics

Total 'Good'	86%	85%	62%	23%
Total 'Bad'	67%	67%	43%	34%

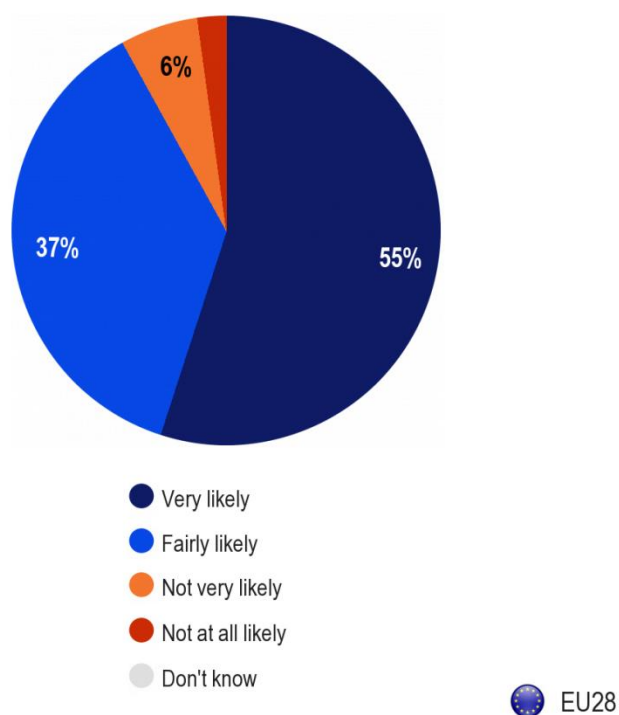
Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

3.3. LIKELINESS TO USE THE INTERNET TO SEARCH FOR HEALTH-RELATED INFORMATION IN THE FUTURE

– Most respondents say they would be likely to use the Internet again in the future to look for health information –

People who have already used the Internet to search for health-related information are highly likely to say that they would do so again: indeed, 92% of respondents say they would use the Internet next time they want to get health-related information, with 55% of these highly likely to do so. Just 8% of respondents say they are not likely to use the Internet again for this purpose.

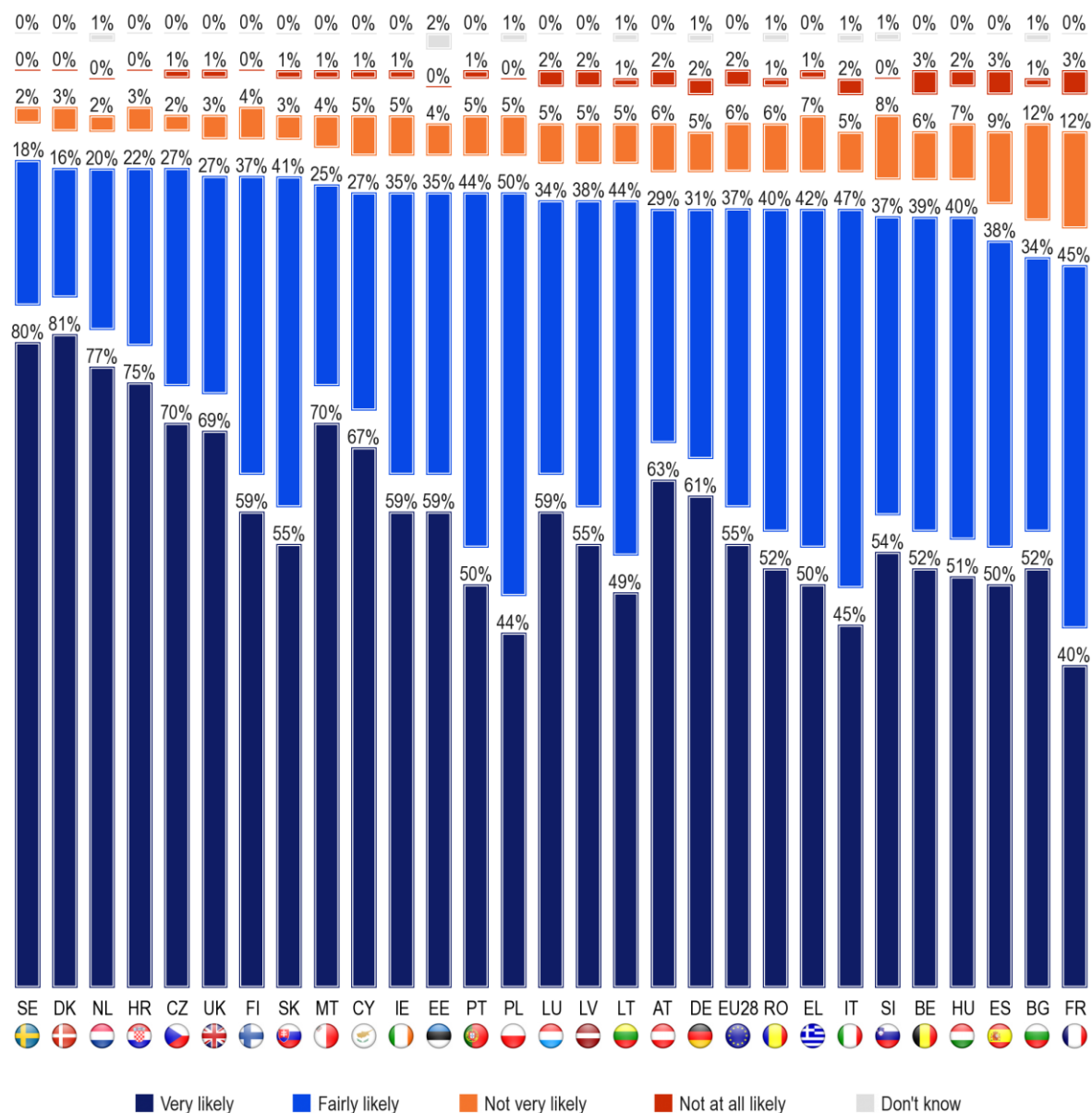
Q25. Next time you want to get information on health-related questions, how likely are you to use the Internet?



Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

At least nine out of ten people in all but three Member States say that they are likely to use the Internet the next time they want information on health-related questions. People in Sweden (98%), Denmark, the Netherlands, Croatia and the Czech Republic (all 97%) are highly likely to say this. The three countries where fewer than 90% of people say they are likely to use the Internet again for health-related research are France (85%), Bulgaria (86%) and Spain (88%).

Q25. Next time you want to get information on health-related questions, how likely are you to use the Internet?



Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

The socio-demographic data show that:

- Respondents who say they know how to navigate the Internet to find health-related information are more likely to say that they would probably use the Internet next time they need to get health-related information (94% vs. 73%). The same applies to people who say they know how to use the information they find on the Internet (94% vs. 73%).
- People who think that the information they find on the Internet helps them improve their knowledge of health-related topics are more likely to say they would use the Internet next time (95% vs. 64%).
- Most people who think the Internet is a good tool to help improve their knowledge of health-related topics (95%) say that they are likely to use the Internet next time, vs. 57% of those who do not think so.

Q25 Next time you want to get information on health-related questions, how likely are you to use the Internet?

	Very likely	Fairly likely	Not very likely	Not at all likely	Don't know	Total 'likely'	Total 'not likely'
EU28	55%	37%	6%	2%	0%	92%	8%
Know how to navigate the Internet							
Total 'Agree'	57%	37%	5%	1%	0%	94%	6%
Total 'Disagree'	33%	40%	19%	7%	1%	73%	26%
Know how to use information							
Total 'Agree'	58%	36%	5%	1%	0%	94%	6%
Total 'Disagree'	28%	45%	20%	7%	0%	73%	27%
Info improves knowledge							
Total 'Agree'	58%	37%	4%	1%	0%	95%	5%
Total 'Disagree'	26%	38%	23%	13%	0%	64%	36%
Internet is a useful tool							
Total 'Agree'	59%	36%	4%	1%	0%	95%	5%
Total 'Disagree'	19%	38%	29%	13%	1%	57%	42%

Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

3.4. NEXT STEPS AFTER USING THE INTERNET TO SEARCH FOR HEALTH-RELATED INFORMATION IN THE FUTURE

– After searching online for health-related information, respondents most commonly spoke to friends or relatives, or made a doctor's appointment –

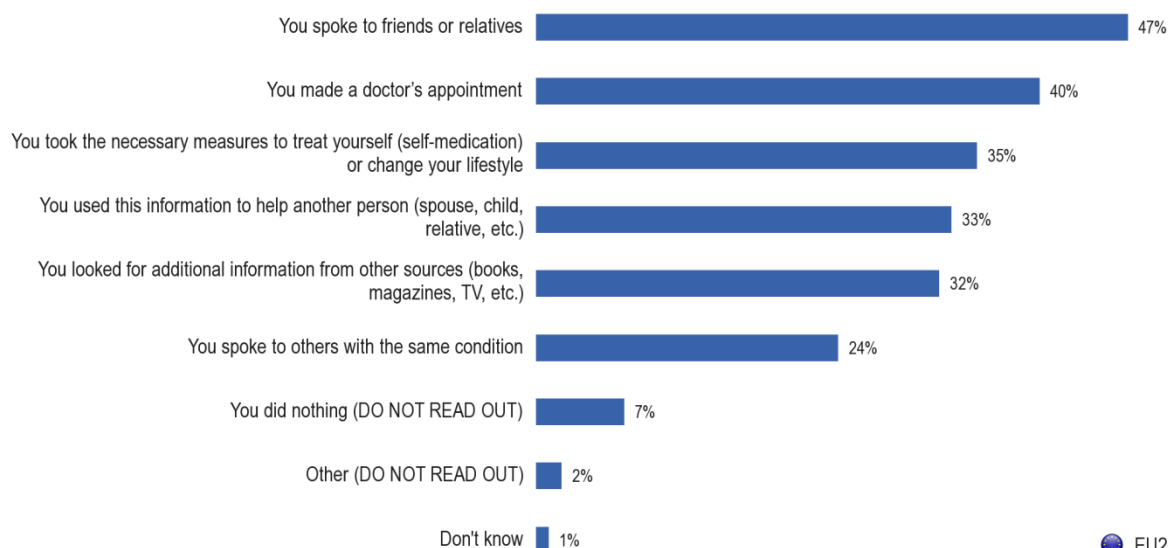
Respondents were asked to think back to the last time they used the Internet to search for health-related information and to say what they did next. They were allowed to give multiple answers from a list of six options.

Nearly half of the respondents (47%) say that they spoke to friends or relatives, while four out of ten (40%) made a doctor's appointment.

Roughly a third of respondents took the necessary measures to treat themselves (35%), used the information to help another person (33%), or looked for additional information from other sources (32%).

Just under a quarter of people say they spoke to others with the same condition (24%), while 7% of respondents say spontaneously that they did nothing.

Q24. Think back to the last time you used the Internet to search for health-related information; what did you do next? (MULTIPLE ANSWERS POSSIBLE)



Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)






























In 10 countries, at least half of the respondents say that they **spoke to friends or relatives** after using the Internet to search for health-related information. People in the Czech Republic (63%), Austria (59%) and Portugal (58%) are the most likely to have done this. Conversely, in Estonia only 22% of people spoke to friends or relatives, as did 29% in Slovenia and 30% in Cyprus.

People in Greece (50%) are the most likely to say that they **made a doctor's appointment**, followed by those in Romania (49%) and Latvia (48%). Only around a quarter of people took this approach in Finland (23%), in Croatia, Denmark and Sweden (all 25%).

In addition to **speaking with friends or relatives**, respondents in the Czech Republic also stand out as being most likely to have **taken the necessary measures to treat**

themselves (62%), to have **used the information to treat another person** (46%), and to have **spoken with others with the same condition** (43%). People in Austria (49%) are most likely to have **looked for additional information from other sources**.

Q24 Think back to the last time you used the Internet to search for health-related information; what did you do next? (MULTIPLE ANSWERS POSSIBLE)

		You spoke to friends or relatives	You made a doctor's appointment	You took the necessary measures to treat yourself (self-medication) or change your lifestyle	You used this information to help another person (spouse, child, relative, etc.)	You looked for additional information from other sources (books, magazines, TV, etc.)	You spoke to others with the same condition	You did nothing (DO NOT READ OUT)	Other (DO NOT READ OUT)	Don't know
	EU28	47%	40%	35%	33%	32%	24%	7%	2%	1%
	BE	57%	43%	44%	43%	41%	30%	5%	1%	1%
	BG	46%	44%	35%	36%	34%	26%	4%	1%	1%
	CZ	63%	34%	62%	46%	38%	43%	6%	1%	2%
	DK	44%	25%	23%	30%	19%	18%	11%	7%	3%
	DE	47%	38%	31%	31%	36%	24%	6%	1%	2%
	EE	22%	30%	29%	21%	21%	9%	15%	5%	2%
	IE	42%	37%	37%	27%	33%	18%	5%	2%	1%
	EL	33%	50%	17%	24%	23%	22%	6%	0%	0%
	ES	57%	41%	31%	37%	32%	29%	10%	2%	0%
	FR	53%	42%	34%	32%	35%	27%	9%	2%	1%
	HR	43%	25%	30%	34%	34%	29%	5%	2%	1%
	IT	40%	39%	26%	25%	30%	21%	8%	1%	1%
	CY	30%	40%	22%	24%	19%	15%	11%	3%	4%
	LV	50%	48%	36%	39%	33%	26%	4%	1%	0%
	LT	31%	33%	22%	23%	23%	19%	7%	5%	2%
	LU	57%	41%	40%	37%	34%	27%	3%	3%	1%
	HU	34%	27%	29%	27%	31%	19%	5%	4%	1%
	MT	33%	39%	25%	21%	17%	11%	8%	1%	2%
	NL	49%	37%	30%	30%	24%	15%	8%	4%	1%
	AT	59%	39%	39%	41%	49%	38%	5%	2%	1%
	PL	35%	47%	30%	33%	32%	19%	3%	1%	2%
	PT	58%	45%	44%	45%	44%	32%	7%	1%	1%
	RO	39%	49%	33%	31%	26%	25%	3%	3%	1%
	SI	29%	29%	17%	17%	23%	19%	9%	3%	1%
	SK	33%	34%	27%	22%	27%	25%	2%	2%	1%
	FI	54%	23%	55%	40%	29%	24%	6%	2%	0%
	SE	38%	25%	36%	31%	27%	14%	10%	3%	1%
	UK	55%	44%	59%	43%	32%	22%	5%	2%	1%

Highest percentage per country

Lowest percentage per country

Highest percentage per item



Lowest percentage per item

Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

According to the socio-demographic data:

- Women are somewhat more likely than men to say that they spoke to friends or relatives (50% vs. 44%).
- Younger respondents (15-24 year-olds) are the most likely to say that they looked for additional information from other sources (40% vs. 29-32% for other age groups) and that they spoke to friends or relatives (55% vs. 43-48%).
- Quite logically, individuals who say they don't know how to use the health-related information they find on the Internet are more likely to say that they made a doctor's appointment (51% vs. 39%).
- People who say they trust the information they find on the Internet are more likely to have used the information to help another person (38% vs. 26%).
- Respondents who think that the Internet is a good tool to help improve their knowledge of health-related topics are more inclined to have taken the necessary measures to treat themselves (37% vs. 19%) and also to have spoken with friends or relatives (48% vs. 36%).

Q24 Think back to the last time you used the Internet to search for health-related information; what did you do next? (MULTIPLE ANSWERS POSSIBLE)

	You made a doctor's appointment	You spoke to friends or relatives	You took the necessary measures to treat yourself (self-medication) or change your lifestyle	You used this information to help another person (spouse, child, relative, etc.)	You looked for additional information from other sources (books, magazines, TV, etc.)	You spoke to others with the same condition	You did nothing (DO NOT READ OUT)	Other (DO NOT READ OUT)	Don't know
EU28	40%	47%	35%	33%	32%	24%	7%	2%	1%
 Sex									
Male	40%	44%	36%	32%	32%	22%	7%	2%	1%
Female	41%	50%	35%	35%	33%	25%	6%	2%	1%
 Age									
15-24	38%	55%	41%	32%	40%	22%	5%	1%	0%
25-39	44%	48%	37%	36%	32%	26%	5%	2%	1%
40-54	40%	45%	34%	34%	30%	23%	7%	2%	2%
55 +	37%	43%	30%	29%	29%	23%	11%	2%	1%
Know how to use information									
Total 'Agree'	39%	48%	36%	34%	33%	23%	6%	2%	1%
Total 'Disagree'	51%	45%	27%	23%	28%	27%	8%	1%	1%
Trust the information									
Total 'Agree'	39%	49%	42%	38%	34%	25%	6%	2%	1%
Total 'Disagree'	43%	45%	26%	26%	31%	22%	8%	2%	2%
Internet is a useful tool									
Total 'Agree'	40%	48%	37%	35%	33%	24%	6%	2%	1%
Total 'Disagree'	43%	36%	19%	19%	25%	21%	12%	2%	2%

Base: Respondents that used the Internet to search for health-related information within the last 12 months (N=15598)

IV. ALTERNATIVE SOURCES TO SEARCH FOR HEALTH-RELATED INFORMATION

The questions in this next chapter of the report were directed at respondents who did not use the Internet to search for health-related information during the past 12 months.

4.1. REASONS FOR NOT USING THE INTERNET TO SEARCH FOR HEALTH-RELATED INFORMATION

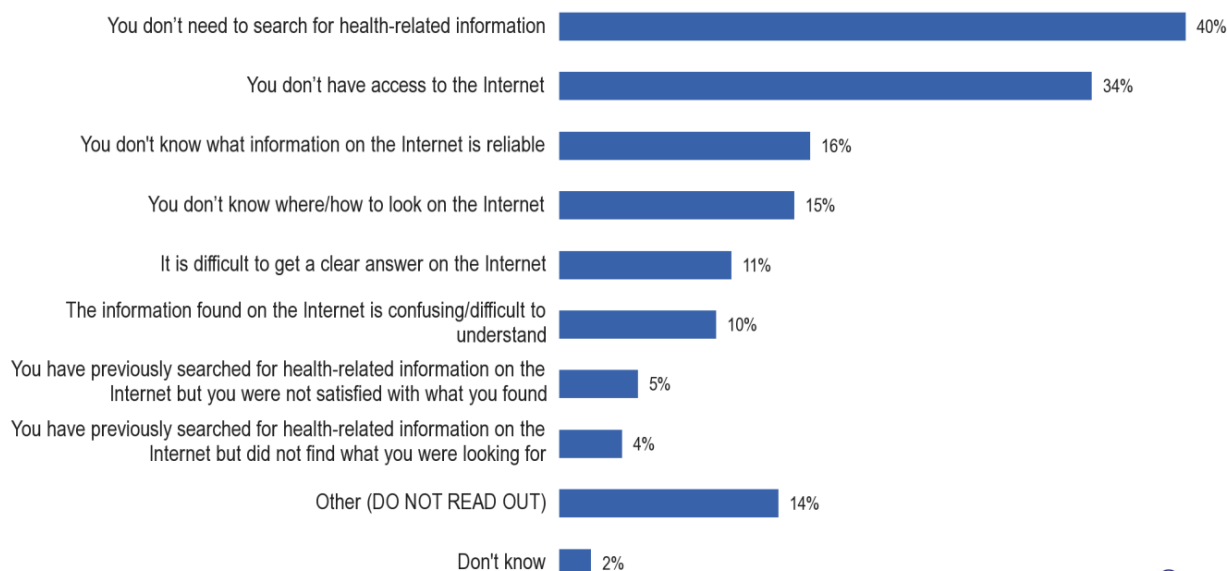
– Not needing health information and having no Internet access are the main reasons given for not having used the Internet to look for health-related information –

When asked why they didn't use the Internet to look for health-related information, four out of ten people (40%) in this group say that they simply don't need to search for health-related information, while roughly a third (34%) say that they don't have access to the Internet.

Besides these two main reasons, around one person in six say that they don't know what information on the Internet is reliable (16%) or that they don't know where or how to look on the Internet (15%). A tenth of respondents say it is difficult to get a clear answer on the Internet (11%) or that information found on the Internet is confusing (10%).

Relatively few respondents say that they did not use the Internet to search for health-related information because they did so previously and were not satisfied with what they found (5%) or that they did so previously but could not find what they were looking for (4%). 14% of people spontaneously give other reasons.

Q26. For what reasons did you not use the Internet to search for health-related information? (MULTIPLE ANSWERS POSSIBLE)



EU28

Base: Respondents who did not use the Internet to search for health-related information within the last 12 months (N=10884)






























In 17 countries, a majority of people say that they did not use the Internet to search for health-related information because **they don't need to do so**. People in Denmark (65%) and the UK (60%) are the most likely to say this, while those in Romania (20%) and Hungary (24%) are the least likely.

In the other 11 Member States, a majority of people say that they **don't have access to the Internet**. At least four out of ten people give this reason in Hungary (48%), Croatia (44%), Italy (43%), Slovenia (43%), and Greece (42%). Only around a fifth of respondents say that they lack Internet access in the Netherlands (18%), Denmark (19%) and Sweden (21%).

People in the UK stand out as being the most likely to say that they **don't know what information on the Internet is reliable** (30%), that it's difficult to get a clear answer on the Internet (24%), that information found on the Internet is **confusing** (22%), and that they **searched previously but couldn't find what they were looking for** (10%).

In Malta, **not knowing where or how to look on the Internet** (28%) is the most often mentioned answer. Over a fifth of people also give this reason in Belgium and Portugal (22%). A tenth of people in Belgium (10%) also say that **they searched previously but were not satisfied with what they found**.

Q26 For what reasons did you not use the Internet to search for health-related information? (MULTIPLE ANSWERS POSSIBLE)

		You don't need to search for health-related information	You don't have access to the Internet	You don't know what information on the Internet is reliable	You don't know where/how to look on the Internet	It is difficult to get a clear answer on the Internet	The information found on the Internet is confusing/difficult to understand	You have previously searched for health-related information on the Internet but you were not satisfied with what you found	You have previously searched for health-related information on the Internet but did not find what you were looking for	Other (DO NOT READ OUT)	Don't know	Average number of answers given
	EU28	40%	34%	16%	15%	11%	10%	5%	4%	14%	2%	1,3
	BE	42%	31%	29%	22%	23%	20%	10%	9%	11%	5%	1,9
	BG	35%	38%	5%	11%	3%	4%	1%	1%	14%	4%	1,0
	CZ	54%	26%	13%	9%	6%	6%	4%	4%	11%	3%	1,2
	DK	65%	19%	2%	8%	3%	4%	0%	1%	13%	2%	1,0
	DE	34%	35%	16%	8%	11%	8%	5%	3%	17%	4%	1,2
	EE	48%	32%	4%	6%	2%	1%	0%	0%	14%	1%	0,9
	IE	38%	26%	17%	18%	10%	12%	5%	5%	15%	4%	1,3
	EL	23%	42%	13%	20%	9%	7%	4%	2%	12%	4%	1,2
	ES	44%	31%	23%	25%	14%	16%	9%	5%	18%	1%	1,7
	FR	49%	28%	24%	16%	14%	10%	7%	4%	10%	2%	1,5
	HR	37%	44%	5%	7%	2%	2%	1%	2%	12%	2%	1,0
	IT	26%	43%	8%	15%	5%	7%	2%	2%	13%	1%	1,1
	CY	21%	32%	5%	15%	4%	3%	1%	0%	27%	4%	0,8
	LV	48%	31%	13%	6%	8%	7%	6%	4%	15%	1%	1,2
	LT	34%	35%	3%	6%	1%	2%	1%	1%	25%	3%	0,8
	LU	33%	22%	25%	20%	17%	12%	9%	7%	18%	6%	1,5
	HU	24%	48%	4%	7%	1%	1%	0%	0%	22%	1%	0,9
	MT	28%	24%	5%	28%	1%	2%	1%	1%	17%	1%	0,9
	NL	46%	18%	15%	9%	9%	7%	5%	2%	25%	3%	1,1
	AT	38%	33%	23%	12%	17%	11%	9%	6%	18%	2%	1,5
	PL	44%	35%	12%	12%	8%	7%	3%	2%	11%	1%	1,2
	PT	36%	37%	13%	22%	10%	9%	5%	3%	23%	2%	1,3
	RO	20%	37%	4%	16%	2%	1%	0%	0%	25%	3%	0,8
	SI	27%	43%	3%	9%	5%	1%	1%	1%	14%	0%	0,9
	SK	38%	34%	5%	10%	2%	3%	0%	2%	15%	2%	0,9
	FI	57%	35%	21%	13%	12%	9%	5%	4%	9%	2%	1,5
	SE	58%	21%	12%	8%	7%	7%	3%	2%	14%	4%	1,2
	UK	60%	28%	30%	18%	24%	22%	8%	10%	7%	3%	2,0

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: Respondents who did not use the Internet to search for health-related information within the last 12 months (N=10884)

The socio-demographic information shows that:

- Among respondents who did not use the Internet to search for health-related information, men are more likely than women to say that they don't need to look for health-related information (48% vs. 33%), while women are more likely to say that they don't have access to the Internet (41% vs. 26%).

- Younger respondents (15-24 year-olds) are much more likely than people aged over 55 to say that they don't need to look for health-related information (71% vs. 27%), whereas people aged over 55 are more likely to say that they don't have access to the Internet (49% vs. 6%).
- Individuals who finished their education aged 20 or over are more likely than those who left school aged 15 or under to say that they don't need to look for health-related information (49% vs. 24%). But people who left school aged 15 or under are more likely to say that they don't have access to the Internet (55% vs. 23%) and that they don't know where or how to look on the Internet (23% vs. 9%).
- Self-employed people (60%) are twice as likely as people who are not working (30%) to say that they don't need to look for health-related information. Conversely, people who are not working are the most likely to say that they don't have access to the Internet, while employees are the least likely to give this reason (46% vs. 9%).
- Respondents who say they are in a poor state of health are more likely to say that they don't have access to the Internet (52% vs. 30%).

Q26 For what reasons did you not use the Internet to search for health-related information? (MULTIPLE ANSWERS POSSIBLE)

	You don't need to search for health-related information	You don't have access to the Internet	You don't know what information on the Internet is reliable	You don't know where/how to look on the Internet	It is difficult to get a clear answer on the Internet	The information found on the Internet is confusing/difficult to understand	You have previously searched for health-related information on the Internet but you were not satisfied with what you found	You have previously searched for health-related information on the Internet but did not find what you were looking for	Other (DO NOT READ OUT)	Don't know
EU28	40%	34%	16%	15%	11%	10%	5%	4%	14%	2%
Sex										
Male	48%	26%	17%	12%	11%	10%	5%	4%	14%	2%
Female	33%	41%	16%	17%	11%	10%	4%	4%	14%	2%
Age										
15-24	71%	6%	24%	7%	21%	16%	11%	8%	9%	1%
25-39	60%	10%	22%	7%	16%	14%	9%	6%	15%	2%
40-54	52%	18%	22%	14%	14%	12%	6%	5%	14%	2%
55 +	27%	49%	12%	18%	8%	8%	3%	2%	15%	3%
Education (End of)										
15-	24%	55%	12%	23%	8%	11%	3%	3%	14%	3%
16-19	41%	30%	18%	14%	11%	10%	5%	5%	14%	3%
20+	49%	23%	19%	9%	12%	8%	6%	3%	16%	2%
Still studying	73%	5%	19%	7%	22%	14%	10%	5%	7%	1%
Respondent occupation scale										
Self-employed	60%	16%	21%	8%	14%	7%	5%	5%	15%	1%
Employee	59%	9%	24%	8%	17%	12%	8%	5%	15%	3%
Manual workers	52%	20%	20%	13%	12%	13%	4%	3%	14%	2%
Not working	30%	46%	13%	18%	9%	9%	4%	3%	14%	3%
Level of health										
Total 'Good'	45%	30%	17%	13%	12%	10%	5%	4%	14%	2%
Total 'Bad'	19%	52%	12%	20%	9%	9%	3%	3%	15%	3%

Base: Respondents who did not use the Internet to search for health-related information within the last 12 months (N=10884)

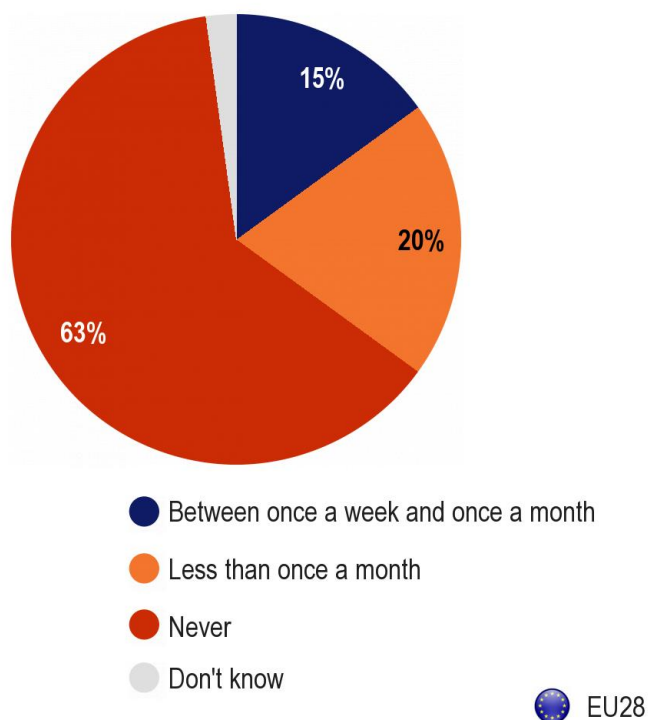
4.2. ALTERNATIVE SOURCES FOR HEALTH-RELATED INFORMATION

4.2.1. Frequency of search for health-related information

– Most respondents who did not use the Internet to look for health-related information did not try to find health information through any means –

Nearly two-thirds of people (63%) who did not use the Internet to look for health-related information over the past 12 months did not look for health-related information through any other means either. This is consistent with the high proportion of respondents who mentioned that they don't need to search for health-related information in the previous section. However, around a third (35%) of the people in this group say they did look for this type of information, through other means. Of these, 15% looked at least once a month, and 20% less than once a month.






























Q27. Within the last 12 months, how often have you looked for health-related information, whatever the means used? This could include information on an injury, disease, illness, nutrition, improving health, etc.



Base: Respondents who did not use the Internet to search for health-related information within the last 12 months (N=10884)

In 14 countries, at least four out of ten people who did not use the Internet to search for health-related information within the last 12 months mention they looked for such information through other means. People in Slovenia (60%) are by far the most likely to have done this, followed by those in Bulgaria and Croatia (both 49%). Only around a fifth of people in Denmark (19%) and Spain (20%) say they search for health-related information elsewhere than online.

Q27 Within the last 12 months, how often have you looked for health-related information, whatever the means used? This could include information on an injury, disease, illness, nutrition, improving health, etc.

		Once a week or more often	Several times a month	Approximately once a month	Approximately once every two months	A few times within the past year	Never	Don't know	Total 'Yes'	Total 'No'
	EU28	6%	3%	6%	4%	16%	63%	2%	35%	63%
	SI	14%	12%	10%	8%	16%	40%	0%	60%	40%
	BG	9%	5%	12%	4%	19%	49%	2%	49%	49%
	HR	8%	7%	9%	4%	21%	50%	1%	49%	50%
	HU	14%	7%	10%	3%	12%	54%	0%	46%	54%
	IT	7%	6%	9%	4%	19%	53%	2%	45%	53%
	IE	4%	3%	6%	3%	28%	56%	0%	44%	56%
	PT	6%	4%	8%	5%	20%	52%	5%	43%	52%
	RO	13%	5%	10%	4%	10%	56%	2%	42%	56%
	MT	16%	6%	10%	1%	8%	57%	2%	41%	57%
	SK	11%	5%	9%	3%	13%	56%	3%	41%	56%
	AT	9%	4%	7%	4%	17%	58%	1%	41%	58%
	LV	4%	3%	10%	3%	21%	58%	1%	41%	58%
	EL	5%	4%	9%	5%	18%	58%	1%	41%	58%
	LU	9%	3%	7%	2%	19%	59%	1%	40%	59%
	LT	13%	4%	6%	3%	13%	56%	5%	39%	56%
	CY	8%	6%	5%	6%	14%	60%	1%	39%	60%
	FI	5%	2%	6%	2%	23%	58%	4%	38%	58%
	CZ	6%	5%	8%	2%	16%	62%	1%	37%	62%
	DE	7%	2%	6%	5%	17%	62%	1%	37%	62%
	EE	4%	8%	7%	3%	13%	62%	3%	35%	62%
	FR	4%	2%	6%	5%	18%	63%	2%	35%	63%
	PL	8%	3%	7%	3%	13%	65%	1%	34%	65%
	SE	2%	2%	3%	2%	20%	69%	2%	29%	69%
	UK	2%	2%	3%	1%	20%	71%	1%	28%	71%
	BE	3%	2%	5%	2%	15%	72%	1%	27%	72%
	NL	3%	2%	4%	1%	17%	72%	1%	27%	72%
	ES	2%	2%	4%	3%	9%	78%	2%	20%	78%
	DK	3%	1%	2%	2%	11%	78%	3%	19%	78%

Base: Respondents who did not use the Internet to search for health-related information within the last 12 months (N=10884)

According to the socio-demographic data:

- Among respondents who did not use the Internet to search for health-related information, women are more likely than men (40% vs. 30%) to have looked for this type of information through other means.
- People who are not working (38%) are the most likely, and self-employed people (25%) the least likely, to have done this.
- Individuals who visited their doctor at least six times over the last year are more likely to have looked for health-related information through other means than online: 46%, vs. 21% of people who did not visit their doctor.

Q27 Within the last 12 months, how often have you looked for health-related information, whatever the means used?
This could include information on an injury, disease, illness, nutrition, improving health, etc.

	Once a week or more often	Several times a month	Approximately once a month	Approximately once every two months	A few times within the past year	Never	Don't know	Total 'Yes'
EU28	6%	3%	6%	4%	16%	63%	2%	35%
Sex								
Male	4%	2%	5%	4%	15%	69%	1%	30%
Female	8%	4%	7%	3%	18%	58%	2%	40%
Respondent occupation scale								
Self-employed	3%	1%	4%	3%	14%	74%	1%	25%
Employee	4%	2%	4%	3%	21%	65%	1%	34%
Manual workers	3%	3%	5%	4%	14%	70%	1%	29%
Not working	7%	4%	8%	4%	15%	60%	2%	38%
Visits to doctor last 12 months								
Never	3%	1%	3%	3%	11%	78%	1%	21%
1-5 times	5%	2%	6%	3%	18%	64%	2%	34%
6 times or more	10%	7%	10%	4%	15%	52%	2%	46%

Base: Respondents who did not use the Internet to search for health-related information within the last 12 months (N=10884)

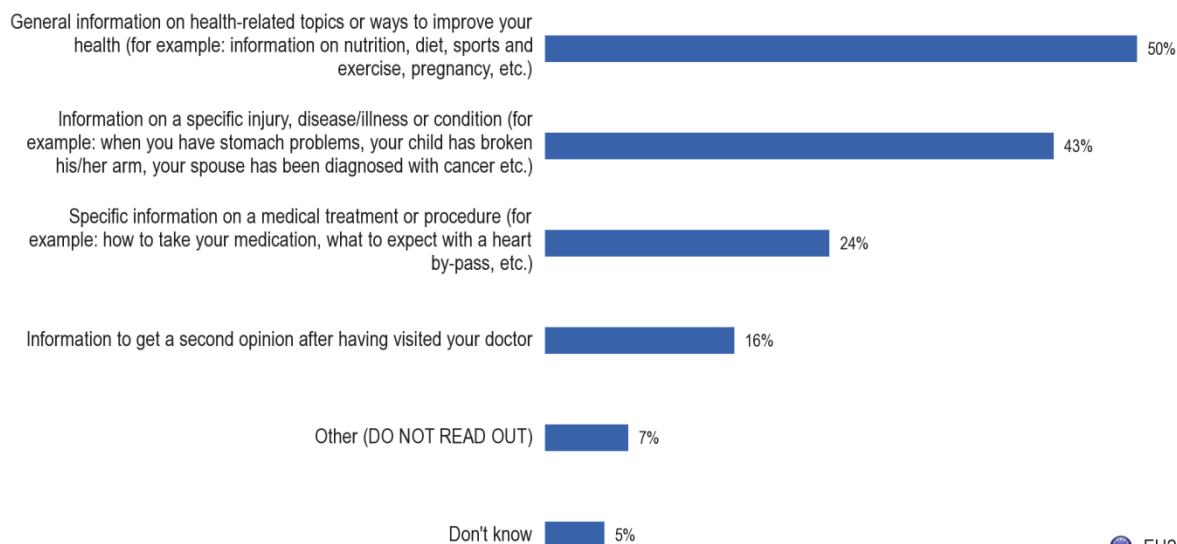
4.2.2. Main types of health-related information searched for

- **Most people looked for general health information or information on a specific injury or condition –**

Interestingly, the type of information looked for through means other than the Internet are very similar to the ones looked for on the Internet (ranking and proportions): indeed, half of the respondents (50%) who looked for health-related information through means other than the Internet say that they looked for general information on health-related topics.

Additionally, over four out of ten respondents (43%) looked for information on a specific injury or condition, while around a quarter (24%) looked for specific information on a medical treatment or procedure. 16% looked for a second opinion after seeing their doctor.

Q28. And what type of health-related information did you look for? (MULTIPLE ANSWERS POSSIBLE)
































Base: Respondents who searched for health-related information within the last 12 months but not on the Internet (N=3833)

In 21 Member States, a majority of people who searched for health-related information within the last 12 months but not on the Internet, say that they looked for **general information on health-related topics or ways to improve their health**. People in Slovenia (61%) and Hungary (59%) are the most likely to have done this, while those in Sweden (36%), Bulgaria (37%) and Denmark (37%) are the least likely to have done so.

In the other eight countries, a majority of people say that they looked for **information on a specific injury or condition**. People in Austria (60%) and Sweden (56%) are the most likely to have looked for this type of information, while those in Slovenia (24%) and Cyprus (26%) are the least likely to have done so.

Over three out of ten people in the Czech Republic (39%), Austria (32%) and Romania (30%) say that they looked for **specific information on a medical treatment or procedure**. Spain (34%) clearly stands out as the country in which most respondents mention having looked for a **second opinion after seeing their doctor**.

Q28 And what type of health-related information did you look for? (MULTIPLE ANSWERS POSSIBLE)

		General information on health-related topics or ways to improve your health	Information on a specific injury, disease/illness or condition	Specific information on a medical treatment or procedure	Information to get a second opinion after having visited your doctor	Other (DO NOT READ OUT)	Don't know
	EU28	50%	43%	24%	16%	7%	5%
	BE	54%	39%	26%	18%	11%	5%
	BG	37%	50%	28%	15%	4%	5%
	CZ	57%	50%	39%	24%	3%	5%
	DK	37%	54%	21%	18%	5%	4%
	DE	54%	45%	24%	17%	6%	3%
	EE	38%	47%	25%	4%	10%	1%
	IE	44%	48%	26%	12%	6%	3%
	EL	40%	34%	25%	17%	10%	3%
	ES	56%	46%	20%	34%	8%	3%
	FR	45%	45%	18%	15%	11%	9%
	HR	44%	31%	28%	11%	9%	4%
	IT	56%	43%	23%	13%	5%	4%
	CY	48%	26%	18%	20%	2%	3%
	LV	42%	50%	27%	23%	5%	1%
	LT	45%	39%	25%	10%	12%	4%
	LU	52%	44%	26%	24%	14%	2%
	HU	59%	51%	23%	8%	6%	2%
	MT	58%	38%	20%	9%	6%	4%
	NL	47%	38%	23%	9%	8%	7%
	AT	56%	60%	32%	22%	5%	2%
	PL	51%	40%	17%	16%	7%	5%
	PT	48%	47%	31%	17%	7%	7%
	RO	42%	36%	30%	15%	11%	2%
	SI	61%	24%	17%	9%	4%	1%
	SK	41%	31%	28%	10%	9%	1%
	FI	58%	51%	25%	10%	4%	4%
	SE	36%	56%	25%	8%	7%	5%
	UK	48%	42%	27%	13%	7%	10%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: Respondents who searched for health-related information within the last 12 months but not on the Internet (N=3833)

The socio-demographic data show that:

- Amongst respondents who searched for health-related information, but not on the Internet, women are more likely than men to have looked for all types of health-related information.
- 15-24 year-olds are the most likely to have looked for general health information (59% vs. 49-50% for the other age groups). But they are the least likely to have looked for specific information on a medical treatment or procedure (8% vs. 23-26%).
- Quite logically, people who say their state of health is good are more likely to have looked for general health information (52% vs. 45%), whereas those who say their state of health is bad are more likely to have sought specific information on a medical treatment or procedure (32% vs. 22%).
- Respondents who visited their doctor at least six times over the past 12 months are more likely than people who didn't see their doctor at all, to have looked for specific information on a medical treatment or procedure (32% vs. 18%), but less likely to have looked for general health information (52% vs. 47%).

Q28 And what type of health-related information did you look for? (MULTIPLE ANSWERS POSSIBLE)

	General information on health-related topics or ways to improve your health	Information on a specific injury, disease/illness or condition	Specific information on a medical treatment or procedure	Information to get a second opinion after having visited your doctor	Other (DO NOT READ OUT)	Don't know
EU28	50%	43%	24%	16%	7%	5%
Sex						
Male	48%	39%	21%	14%	8%	6%
Female	52%	46%	26%	17%	7%	4%
Age						
15-24	59%	38%	8%	13%	10%	4%
25-39	49%	43%	23%	13%	6%	3%
40-54	49%	44%	26%	20%	5%	4%
55 +	50%	44%	26%	15%	8%	6%
Level of health						
Total 'Good'	52%	43%	22%	15%	7%	5%
Total 'Bad'	45%	46%	32%	20%	6%	4%
Visits to doctor last 12 months						
Never	52%	41%	18%	13%	9%	7%
1-5 times	51%	42%	21%	15%	7%	5%
6 times or more	47%	47%	32%	19%	6%	4%

Base: Respondents who searched for health-related information within the last 12 months but not on the Internet (N=3833)

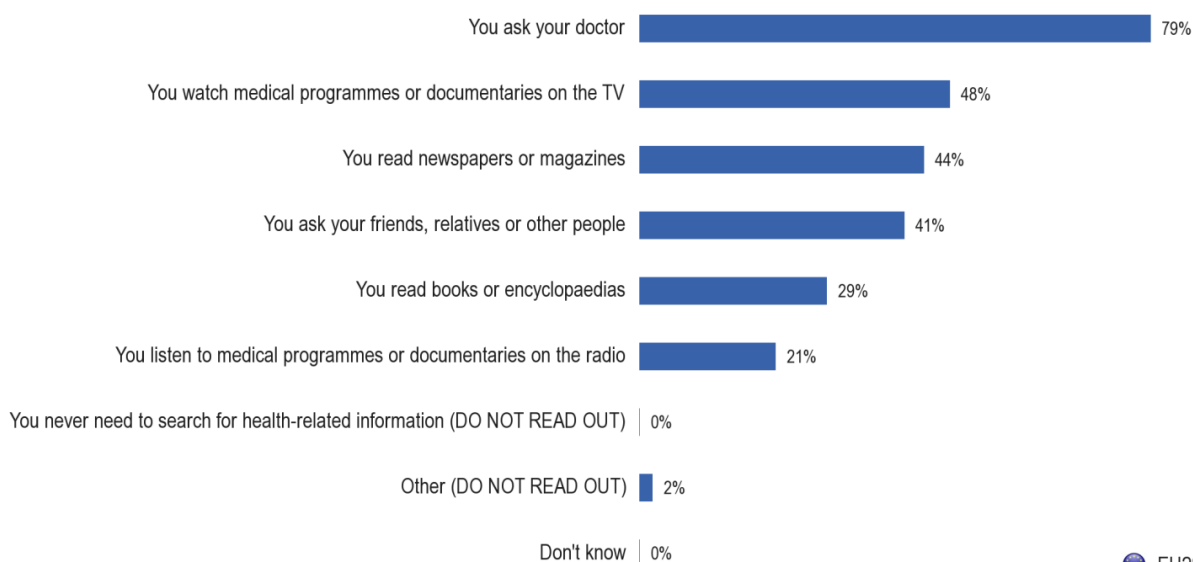
4.2.3. Main sources of health-related information

– Most people who did not use the Internet to find health information say they usually ask their doctor when they need such information –

People who used means other than the Internet to look for health-related information were asked what they usually do when they need such information.

Asking their doctor is by far the most often mentioned answer, by around eight out of ten people (79%). Additionally, around half (48%) say that they watch medical programmes or documentaries on TV. Over four out of ten people also say that they read newspapers or magazines (44%), or ask friends or relatives or others (41%). Nearly three out of ten people (29%) say that they read books, while a fifth (21%) listen to medical programmes or documentaries on the radio.

Q29. When you need to search for health-related information, what do you usually do? (MULTIPLE ANSWERS POSSIBLE)



EU28

Base: Respondents who searched for health-related information within the last 12 months but not on the Internet (N=3833)

In all but one Member State, a majority of people who searched for health-related information elsewhere than on the Internet say that they **ask their doctor** when they need health-related information. The exception is Hungary, where more respondents watch medical programmes or documentaries on TV (56% vs. 49%). People in Portugal and Spain (both 88%) are the most likely to say that they ask their doctor, while those in Hungary and Slovakia (both 49%) are the least likely.






























In nine countries, at least 50% of people say that they **watch medical programmes or documentaries on TV**, with people in Portugal (67%) and Luxembourg (64%) the most likely to do this. Respondents in Cyprus (17%) and Slovenia (27%) are relatively unlikely to obtain their information in this way.

In eight Member States, at least 50% of people say that they **read newspapers or magazines** to search for health-related information. People in Austria (67%) and Finland (60%) are the most likely to do this, while those in Greece (18%) and Malta (22%) are the least likely to do so.

People in the Czech Republic (59%) and Austria (58%) are the most likely to **ask friends, relatives or other people**, while those in Malta (18%), Estonia (24%) and Greece (24%) are the least likely to do so.

Finally, respondents in Austria (44%) are the most likely to seek health-related information in **books**, while those in Estonia (36%) are the most likely to say they **listen to medical programmes or documentaries on the radio**.

Q29 When you need to search for health-related information, what do you usually do? (MULTIPLE ANSWERS POSSIBLE)

		You ask your doctor	You watch medical programmes or documentaries on the TV	You read newspapers or magazines	You ask your friends, relatives or other people	You read books or encyclopaedias	You listen to medical programmes or documentaries on the radio	You never need to search for health-related information (DO NOT READ OUT)	Other (DO NOT READ OUT)	Don't know
	EU28	79%	48%	44%	41%	29%	21%	0%	2%	0%
	BE	85%	49%	52%	47%	27%	34%	0%	1%	2%
	BG	82%	46%	44%	45%	21%	21%	1%	2%	0%
	CZ	77%	45%	50%	59%	39%	28%	0%	4%	0%
	DK	66%	33%	35%	49%	28%	9%	0%	12%	0%
	DE	79%	48%	58%	45%	33%	16%	0%	2%	0%
	EE	82%	40%	56%	24%	21%	36%	0%	2%	0%
	IE	77%	40%	47%	32%	26%	30%	3%	3%	0%
	EL	81%	34%	18%	24%	23%	9%	1%	2%	0%
	ES	88%	48%	48%	49%	30%	28%	1%	1%	0%
	FR	81%	44%	40%	50%	29%	27%	0%	1%	0%
	HR	80%	41%	29%	29%	19%	23%	1%	0%	0%
	IT	83%	47%	32%	26%	22%	13%	0%	1%	0%
	CY	72%	17%	26%	32%	19%	18%	2%	1%	1%
	LV	84%	54%	46%	47%	34%	30%	0%	2%	0%
	LT	64%	56%	46%	33%	31%	27%	1%	6%	0%
	LU	76%	64%	52%	47%	35%	21%	0%	9%	0%
	HU	49%	56%	45%	26%	28%	26%	3%	5%	1%
	MT	81%	41%	22%	18%	16%	29%	1%	3%	1%
	NL	81%	36%	24%	45%	29%	14%	3%	1%	0%
	AT	82%	55%	67%	58%	44%	33%	2%	1%	0%
	PL	75%	52%	54%	39%	41%	32%	0%	1%	0%
	PT	88%	67%	46%	54%	34%	25%	1%	0%	0%
	RO	77%	50%	31%	34%	22%	17%	0%	5%	0%
	SI	62%	27%	32%	28%	23%	22%	1%	3%	0%
	SK	49%	31%	43%	33%	25%	26%	2%	6%	0%
	FI	76%	58%	60%	57%	27%	30%	0%	2%	4%
	SE	67%	32%	41%	45%	28%	20%	2%	11%	1%
	UK	81%	48%	46%	52%	32%	17%	0%	4%	0%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: Respondents who searched for health-related information within the last 12 months but not on the Internet (N=3833)

The socio-demographic data show that:

- Among respondents who searched for health-related information elsewhere than on the Internet, women are more likely than men to use most sources of health-related information.
- People aged 55 and over are more likely to source information from newspapers and magazines (52% vs. 22% of 15-24 year-olds), from radio programmes (27% vs. 3%), and from TV programmes (56% vs. 21%).
- People with a higher level of education are more likely to look for information in books or to ask friends and relatives, while those with a lower level of education are more likely to rely on TV programmes.
- Respondents who are not working (53%) or who are manual workers (52%) are much more inclined to source medical information from TV programmes than self-employed people (28%) or employees (34%).
- Individuals who say they are in a poor state of health are more likely to say they usually read newspapers or magazines (54% vs. 42%) or watch medical TV programmes (60% vs. 45%).

Q29 When you need to search for health-related information, what do you usually do? (MULTIPLE ANSWERS POSSIBLE)

	You ask your doctor	You watch medical programmes or documentaries on the TV	You read newspapers or magazines	You ask your friends, relatives or other people	You read books or encyclopaedias	You listen to medical programmes or documentaries on the radio	You never need to search for health-related information (DO NOT READ OUT)	Other (DO NOT READ OUT)	Don't know
EU28	79%	48%	44%	41%	29%	21%	0%	2%	0%
Sex									
Male	78%	40%	38%	42%	22%	17%	1%	3%	0%
Female	79%	53%	48%	41%	34%	24%	0%	2%	0%
Age									
15-24	81%	21%	22%	44%	23%	3%	1%	2%	0%
25-39	75%	26%	25%	52%	17%	10%	0%	6%	0%
40-54	75%	47%	41%	41%	28%	18%	0%	2%	0%
55 +	81%	56%	52%	39%	33%	27%	0%	2%	0%
Education (End of)									
15-	82%	59%	47%	32%	24%	22%	0%	1%	0%
16-19	77%	48%	45%	44%	28%	21%	1%	2%	0%
20+	80%	42%	43%	43%	36%	24%	0%	3%	0%
Still studying	75%	27%	29%	59%	28%	2%	0%	2%	1%
Respondent occupation scale									
Self-employed	75%	28%	39%	39%	35%	15%	1%	5%	0%
Employee	75%	34%	33%	46%	24%	13%	1%	2%	0%
Manual workers	76%	52%	44%	49%	21%	14%	0%	2%	0%
Not working	81%	53%	48%	39%	31%	25%	0%	2%	0%
Level of health									
Total 'Good'	79%	45%	42%	41%	29%	20%	0%	2%	0%
Total 'Bad'	79%	60%	54%	44%	32%	28%	0%	2%	0%

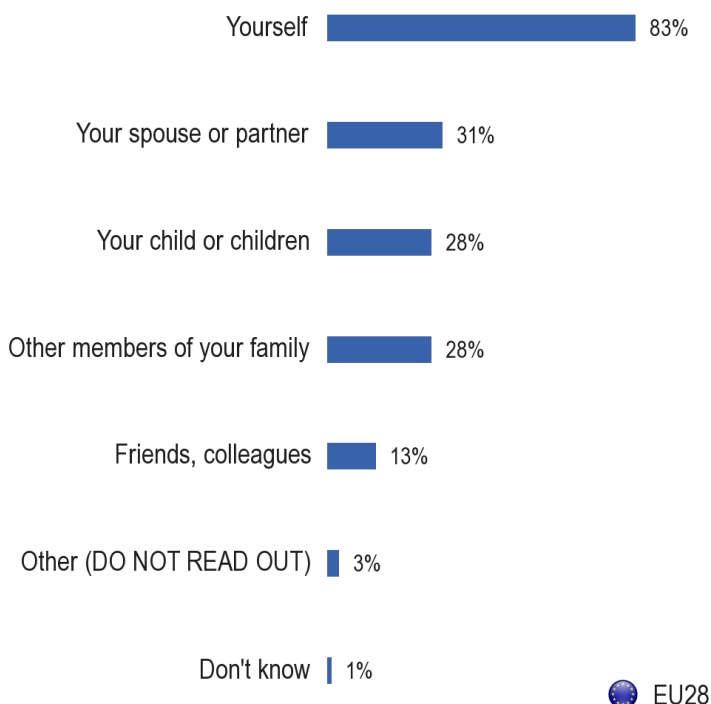
Base: Respondents who searched for health-related information within the last 12 months but not on the Internet (N=3833)

4.2.4. Person for whom the information was searched

– A large majority of people searching for health information through other means than the Internet are looking on their own behalf –

A substantial majority (83%) of people who tried to find information on health by means other than the Internet mention they did so for themselves. Additionally, around three out of ten people say they were looking on behalf of their spouse or partner (31%), their children (28%), or other members of their family (28%). Roughly an eighth of respondents (13%) were looking for a friend or colleague.

Q30. When trying to find information on health, for whom do you usually search this type of information? (MULTIPLE ANSWERS POSSIBLE)
































Base: Respondents who searched for health-related information within the last 12 months but not on the Internet (N=3833)

In all Member States, at least 65% of people who were trying to find information on health by means other than the Internet say that they were **looking for themselves**. The proportion of respondents who did so ranges from 93% in Estonia and 90% in Finland, to 65% in Cyprus and 69% in the Netherlands.

At least four out of ten people in Austria (47%), Cyprus (42%) and Romania (40%) say they were looking on behalf of **their spouse or partner**. In contrast, relatively fewer people did so in Sweden (15%) or Latvia (17%).

People in France (40%) and Portugal (39%) are most likely to say they were looking on behalf of **their children**, while respondents in Greece (44%) and also in Belgium and Portugal (both 41%) are the most likely to say they were looking for **other members of their family**. Finally, 23% of people in both Belgium and Luxembourg say they were looking for **a friend or colleague**.

Q30 When trying to find information on health, for whom do you usually search this type of information?
(MULTIPLE ANSWERS POSSIBLE)

		Yourself	Your spouse or partner	Your child or children	Other members of your family	Friends, colleagues	Other (DO NOT READ OUT)	Don't know
	EU28	83%	31%	28%	28%	13%	3%	1%
	BE	81%	38%	33%	41%	23%	4%	3%
	BG	80%	28%	30%	37%	12%	2%	2%
	CZ	78%	32%	35%	37%	19%	2%	2%
	DK	85%	19%	30%	23%	11%	2%	1%
	DE	83%	34%	23%	23%	14%	3%	1%
	EE	93%	21%	9%	14%	3%	1%	0%
	IE	81%	20%	15%	22%	11%	2%	1%
	EL	75%	33%	37%	44%	18%	2%	2%
	ES	76%	27%	32%	34%	13%	3%	1%
	FR	71%	30%	40%	32%	15%	2%	3%
	HR	82%	24%	18%	15%	10%	0%	2%
	IT	89%	34%	31%	29%	9%	5%	0%
	CY	65%	42%	34%	34%	19%	8%	5%
	LV	78%	17%	28%	32%	13%	1%	2%
	LT	87%	30%	27%	25%	10%	3%	1%
	LU	80%	35%	33%	39%	23%	8%	1%
	HU	80%	24%	26%	32%	7%	2%	0%
	MT	77%	24%	23%	35%	5%	5%	2%
	NL	69%	27%	31%	20%	9%	1%	4%
	AT	89%	47%	37%	28%	18%	2%	0%
	PL	89%	32%	17%	20%	10%	1%	0%
	PT	83%	41%	39%	41%	17%	1%	1%
	RO	83%	40%	37%	28%	11%	1%	1%
	SI	87%	18%	13%	19%	7%	1%	0%
	SK	74%	30%	21%	34%	13%	2%	1%
	FI	90%	18%	16%	12%	11%	3%	3%
	SE	86%	15%	14%	12%	10%	2%	2%
	UK	88%	19%	18%	21%	13%	2%	2%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

Base: Respondents who searched for health-related information within the last 12 months but not on the Internet (N=3833)

According to the socio-demographic data:

- Amongst respondents who tried to find health-related information by means other than the Internet, women are more likely than men to search for their children (32% vs. 23%) or for other members of their family (30% vs. 25%).
- Unsurprisingly, respondents aged 40-54 are the most likely to look for health-related information for their children, while 15-24 year-olds are the least likely to do this (42% vs. 3%).
- Individuals who visited their doctor at least six times last year are more likely than people who did not visit their doctor at all to have looked for information for themselves (88% vs. 67%).

**Q30 When trying to find information on health, for whom do you usually search this type of information?
(MULTIPLE ANSWERS POSSIBLE)**

	Yourself	Your spouse or partner	Your child or children	Other members of your family	Friends, colleagues	Other (DO NOT READ OUT)	Don't know
EU28	83%	31%	28%	28%	13%	3%	1%
Sex							
Male	84%	31%	23%	25%	11%	2%	2%
Female	82%	31%	32%	30%	14%	3%	1%
Age							
15-24	87%	10%	3%	32%	17%	1%	1%
25-39	71%	29%	36%	26%	11%	5%	0%
40-54	79%	33%	42%	35%	12%	2%	1%
55 +	86%	33%	26%	25%	12%	2%	2%
Visits to doctor last 12 months							
Never	67%	33%	34%	29%	17%	4%	1%
1-5 times	82%	32%	28%	29%	13%	2%	1%
6 times or more	88%	28%	26%	26%	11%	2%	2%

Base: Respondents who searched for health-related information within the last 12 months but not on the Internet (N=3833)

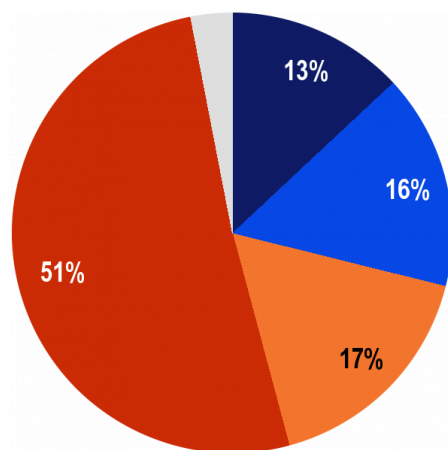
4.3. LIKELINESS TO USE THE INTERNET TO SEARCH FOR HEALTH-RELATED INFORMATION IN THE FUTURE

- **Two-thirds of people who did not use the Internet previously to look for health-related information say they are also unlikely to use the Internet in the future –**

Less than one third (29%) of people who did not previously use the Internet to look for health-related information say that they would be likely to use the Internet next time they want to find information on health-related topics.

Over two-thirds of people (68%) say they are unlikely to use the Internet, and most of these (51%) say they are not at all likely to do so.

Q31. Next time you want to get information on health-related questions, how likely are you to use the Internet?



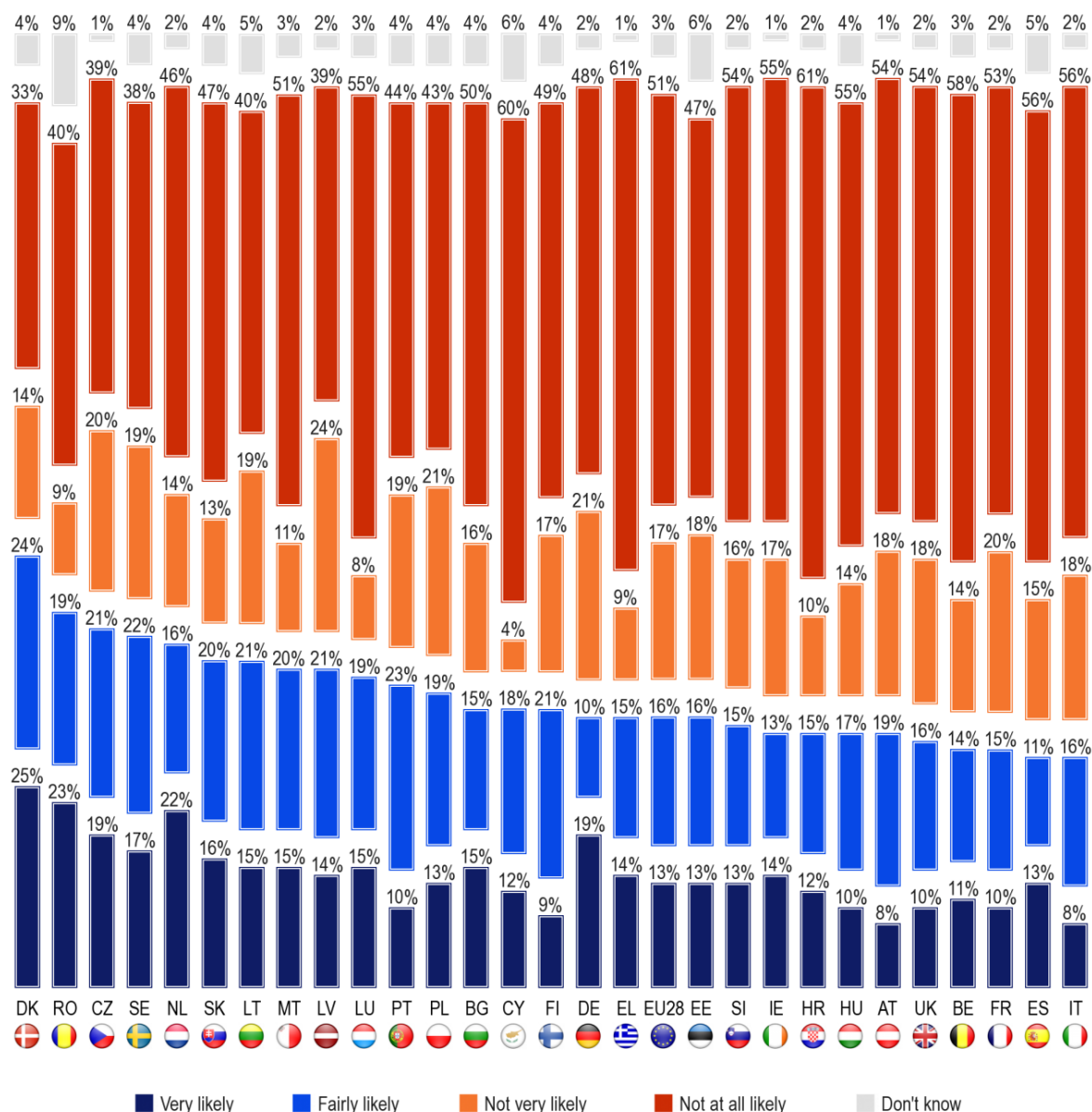
- Very likely
- Fairly likely
- Not very likely
- Not at all likely
- Don't know

 EU28

Base: Respondents who did not use the Internet to search for health-related information within the last 12 months (N=10884)

In only three Member States at least four out of ten people say they are likely to use the Internet next time: Denmark (49%), Romania (42%) and the Czech Republic (40%). In other Member States, relatively few respondents say they would use the Internet next time, with the lowest proportion observed in Italy and Spain (both 24%). In 15 countries, at least 50% of respondents say they are not at all likely to use the Internet next time, with people in Croatia and Greece (both 61%) the most inclined to say this.

Q31. Next time you want to get information on health-related questions, how likely are you to use the Internet?



Base: Respondents who did not use the Internet to search for health-related information within the last 12 months (N=10884)

The socio-demographic data show that:

- Among respondents who did not use the Internet to search for health-related information within the last 12 months, men are more likely than women (34% vs. 24%) to say that they are likely to use the Internet next time.
- Younger respondents (15-24 year-olds) are the most likely, and people aged 55 and over the least likely, to say they would use the Internet next time (52% vs. 19%).
- Nearly half of the people (46%) who think the Internet is a good tool to help improve their knowledge of health-related topics say they are likely to use it next time to find health-related information, compared with only 7% of respondents who don't.

- 40% of people who did not visit their doctor over the last 12 months say they are likely to use the Internet next time, as opposed to 22% of individuals who visited their doctor six times or more.

Q31 Next time you want to get information on health-related questions, how likely are you to use the Internet?

	Very likely	Fairly likely	Not very likely	Not at all likely	Don't know	Total 'likely'	Total 'unlikely'
EU28	13%	16%	17%	51%	3%	29%	68%
Sex							
Male	17%	17%	19%	44%	3%	34%	63%
Female	10%	14%	16%	57%	3%	24%	73%
Age							
15-24	26%	26%	26%	20%	2%	52%	46%
25-39	24%	19%	24%	30%	3%	43%	54%
40-54	18%	21%	21%	37%	3%	39%	58%
55 +	8%	11%	13%	65%	3%	19%	78%
Education (End of)							
15-	6%	10%	12%	68%	4%	16%	80%
16-19	14%	17%	18%	48%	3%	31%	66%
20+	16%	17%	22%	42%	3%	33%	64%
Still studying	34%	20%	23%	20%	3%	54%	43%
Respondent occupation scale							
Self-employed	21%	18%	19%	40%	2%	39%	59%
Employee	22%	21%	23%	33%	1%	43%	56%
Manual workers	16%	18%	21%	39%	6%	34%	60%
Not working	9%	13%	15%	60%	3%	22%	75%
Internet is a useful tool							
Total 'Agree'	22%	24%	16%	35%	3%	46%	51%
Total 'Disagree'	2%	5%	23%	69%	1%	7%	92%
Visits to doctor last 12 months							
Never	22%	18%	14%	43%	3%	40%	57%
1-5 times	13%	16%	19%	49%	3%	29%	68%
6 times or more	9%	13%	15%	60%	3%	22%	75%

Base: Respondents who did not use the Internet to search for health-related information within the last 12 months (N=10884)

V. SEARCH FOR HEALTH-RELATED INFORMATION: COMPARISON BETWEEN THE INTERNET AND ALTERNATIVE MEANS

5.1. MAIN TYPE OF INFORMATION SEARCHED

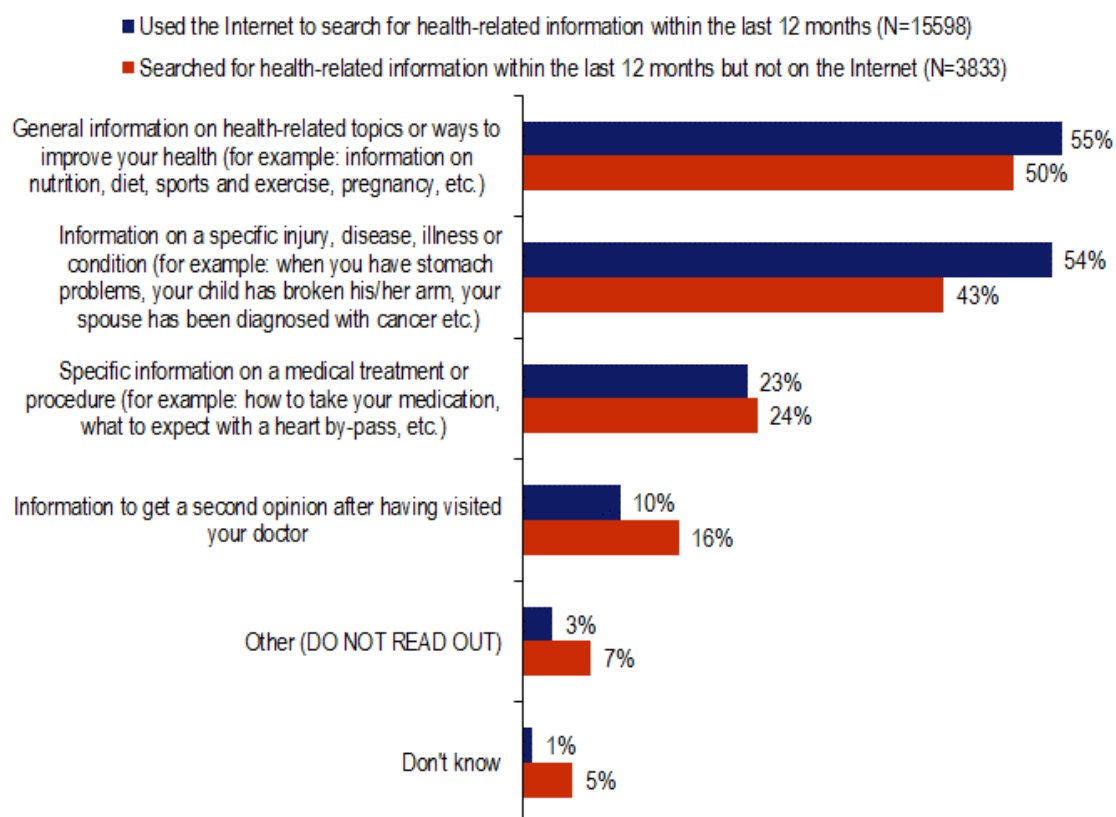
- **The type of health-related information searched for is quite similar, whether it was through the Internet or via other means –**

This section of the report compares the responses of people who say they used the Internet to search for health information, with those who searched for health information by other means. As indicated in each graph, the bases of these two segments are quite different, with the former being much larger than the latter.

People who used the Internet (55%) are more likely to have looked for general health-related information than those who did not use the Internet (50%). Respondents who used the Internet (54% vs. 43%) are also more likely to have looked for information on a specific injury or condition.

There is little difference between the two groups (23% vs. 24%) when it comes to searching for information on a specific treatment or procedure. However, respondents who did not use the Internet (16% vs. 10%) are more likely to say they looked for a second opinion.

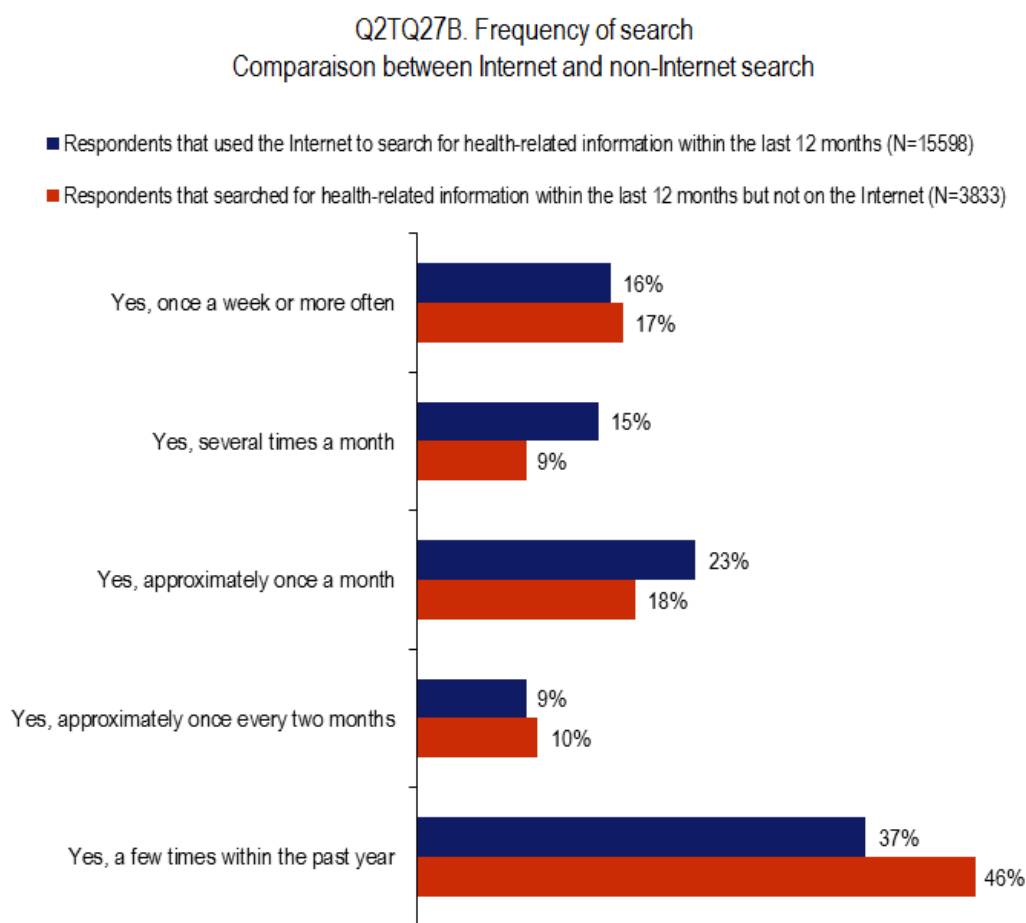
Q3Q28. Type of health-related information searched (MAX. TWO ANSWERS) - % EU



5.2. FREQUENCY OF SEARCH

– Overall, people searching for health-related information on the Internet do so on a more frequent basis than those searching through other means –

The proportion of respondents who searched for health-related information on a weekly basis is very similar, whether they did so via the Internet or through other means (once a week or more often: 16% vs. 17% resp.). However, people who used the Internet to search for information are more likely than respondents who searched in other ways to have done so several times a month (15% vs. 9%) or approximately once a month (23% vs. 18%). Respondents who used other means of searching besides the Internet are more likely to have looked for health information only a few times over the past year (46% vs. 37%).



Base: Respondents who used the Internet within the last 12 months for private purposes (N=21206)

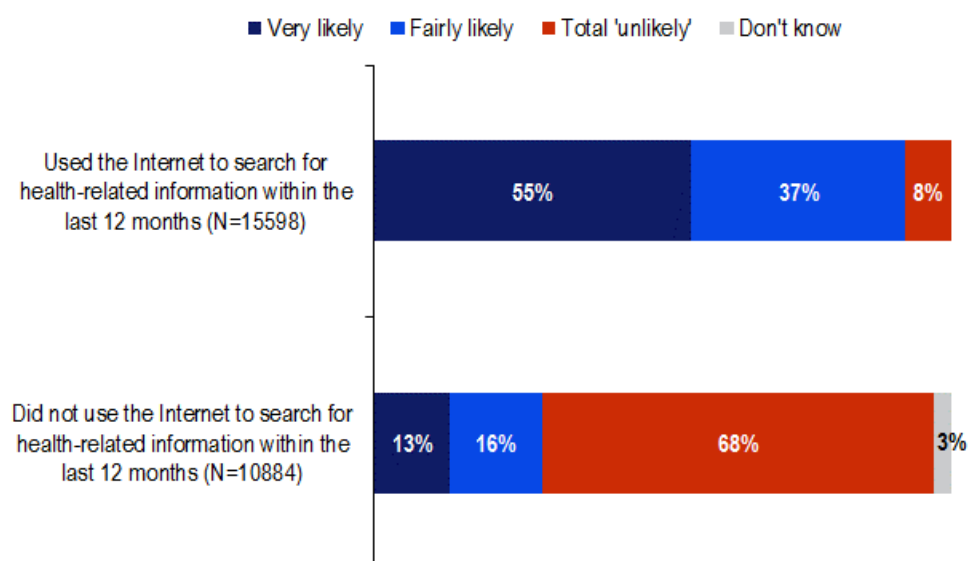
5.3. LIKELINESS TO USE THE INTERNET TO SEARCH FOR HEALTH-RELATED INFORMATION IN THE FUTURE

- While those who have already searched for health-related information on the Internet seem quite convinced, those who haven't don't appear very likely to do so in the future –

People **who used the Internet** to look for health-related information during the last 12 months are highly likely to say that they would do so in the future: 92% say they are likely to do this, of which 55% are very likely to do so, while only 8% think they are unlikely to use the Internet again. This finding is consistent with the very high level of satisfaction observed in section III of this report.

In contrast, only around three out of ten people (29%) who **did not use the Internet** previously say they are likely to use it in the future. Over two-thirds of people (68%) in this group feel that they are unlikely to use the Internet in the future. In order to convince them to use the Internet, the main barriers detailed in section IV will have to be overcome: besides the lack of Internet access, some reassurance about the reliability of the information found on the Internet, as well as some kind of education about where and how to look for health-related information on the Internet are needed to convince these respondents to use the Internet in the future.

Q25Q31. Likelihood to use the Internet to search for health-related information in the future - % EU



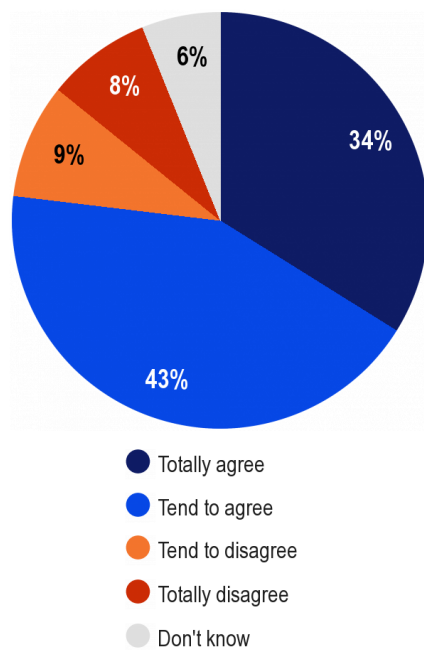
VI. CITIZENS' HEALTH-RELATED KNOWLEDGE AND INFORMATION ON CITIZENS' HEALTH

6.1. PERCEPTION OF INTERNET AS A TOOL TO IMPROVE KNOWLEDGE OF HEALTH-RELATED TOPICS

– Over three-quarters of people feel that the Internet is a good tool for improving their knowledge of health topics –

Over three-quarters of respondents (77%) agree that the Internet is a good tool for improving their knowledge of health-related topics, with 34% totally agreeing, and 43% tending to agree. Just 17% of people do not agree that the Internet is a good tool for this.

Q32. Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with the following statement: "The Internet is a good tool to help improve my knowledge of health-related topics"



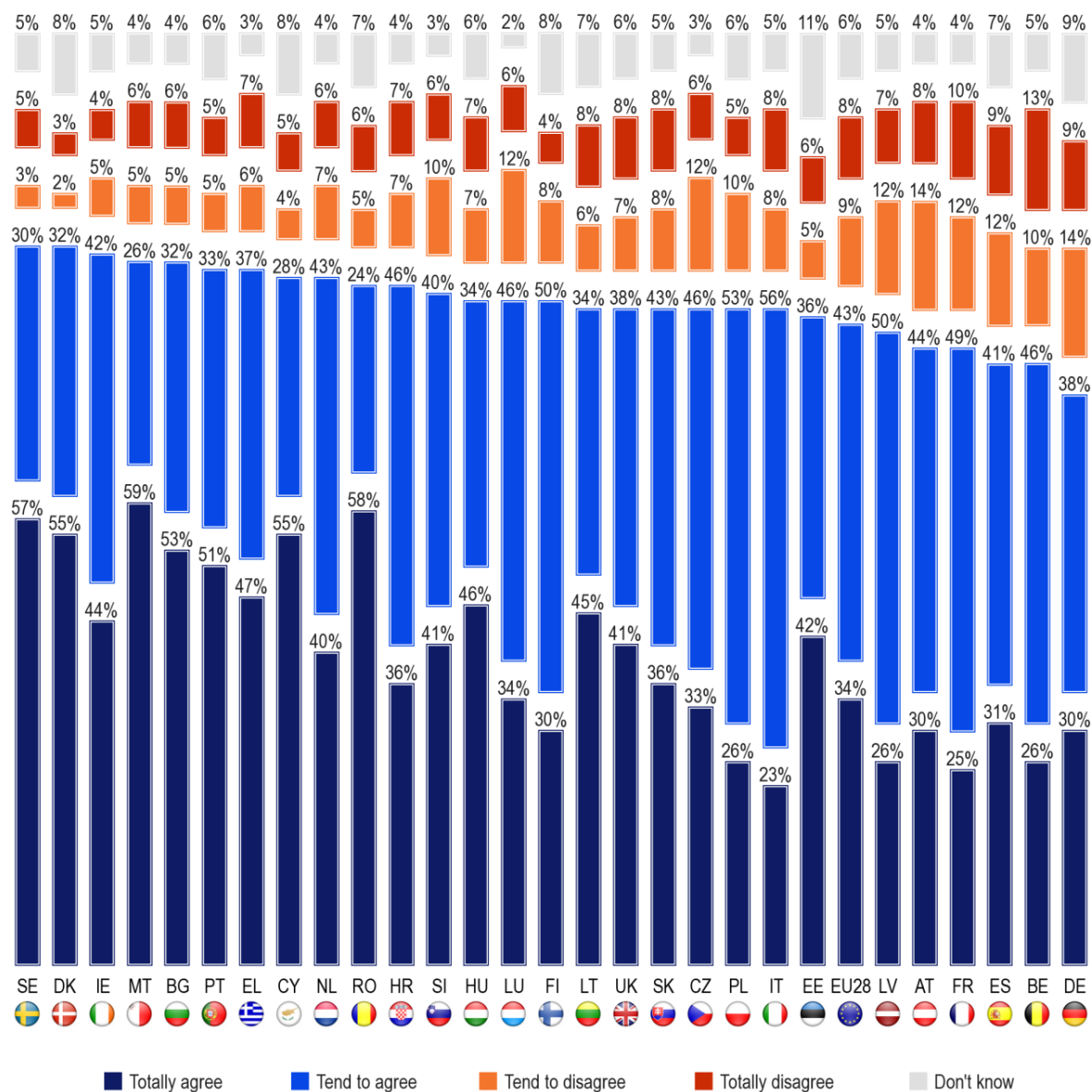
 EU28

Base: All respondents

In all but five Member States, at least three quarters of people agree that the Internet is a good tool for improving their knowledge of health-related topics. The level of agreement on this point is highest in Sweden (87%), Denmark (87%), and Ireland (86%). Only 68% of people in Germany agree, however, as do 72% in both Belgium and Spain.

At least a fifth of people do not think that the Internet is a good tool in Belgium (23%), Germany (23%), Austria (22%), France (22%) and Spain (21%).

Q32. Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with the following statement: "The Internet is a good tool to help improve my knowledge of health-related topics"



Base: All respondents

The socio-demographic data show that:

- People aged 55 and over are much less inclined to think that the Internet is a good tool than people in younger age groups (63% vs. 82-86%).
- Respondents who finished their education aged 20 or above are more likely to say that the Internet is a good tool than those who left school aged 15 or under (81% vs. 58%).
- Unsurprisingly, while 83% of people who used the Internet for private purposes during the last 12 months say that the Internet is a good tool, only 52% of people who did not use it agree.
- Interestingly, while almost all respondents (98%) who say they trust the information they find online think that the Internet is a good tool, this proportion also remains very high (81%) amongst people who do not trust the information they find online.
- 80% of respondents who say they have good knowledge of health-related topics think that the Internet is a good tool, as opposed to 68% of people say their knowledge is poor.

Q32 Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with the following statement: "The Internet is a good tool to help improve my knowledge of health-related topics"

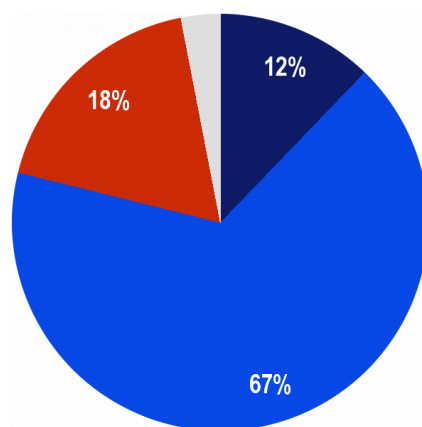
	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'agree'	Total 'disagree'
EU28	34%	43%	9%	8%	6%	77%	17%
Age							
15-24	38%	48%	11%	3%	0%	86%	14%
25-39	37%	48%	9%	5%	1%	85%	14%
40-54	36%	46%	9%	6%	3%	82%	15%
55 +	29%	34%	10%	14%	13%	63%	24%
Education (End of)							
15-	27%	31%	8%	17%	17%	58%	25%
16-19	34%	43%	9%	8%	6%	77%	17%
20+	35%	46%	10%	5%	4%	81%	15%
Still studying	40%	48%	9%	3%	0%	88%	12%
Know how to navigate the Internet							
Total 'Agree'	42%	51%	6%	1%	0%	93%	7%
Total 'Disagree'	20%	42%	30%	7%	1%	62%	37%
Trust the information							
Total 'Agree'	52%	46%	2%	0%	0%	98%	2%
Total 'Disagree'	25%	56%	15%	3%	1%	81%	18%
Knowledge of health-related topics							
Total 'Good'	37%	43%	8%	7%	5%	80%	15%
Total 'Bad'	23%	45%	14%	11%	7%	68%	25%

Base: All respondents

6.2. PERCEIVED LEVEL OF KNOWLEDGE OF HEALTH-RELATED TOPICS**– Around eight out of ten respondents feel that they have a good knowledge of health-related topics –**

Around eight out of ten people (79%) say that they have good general knowledge of health-related topics, most of these (67%) assessing this knowledge level to be fairly good. Less than a fifth of respondents (18%) say that their knowledge of health-related topics is bad.

Q36. How would you assess your general knowledge of health-related topics? Would you say it is...?



- Very good
- Fairly good
- Total 'bad'
- Don't know

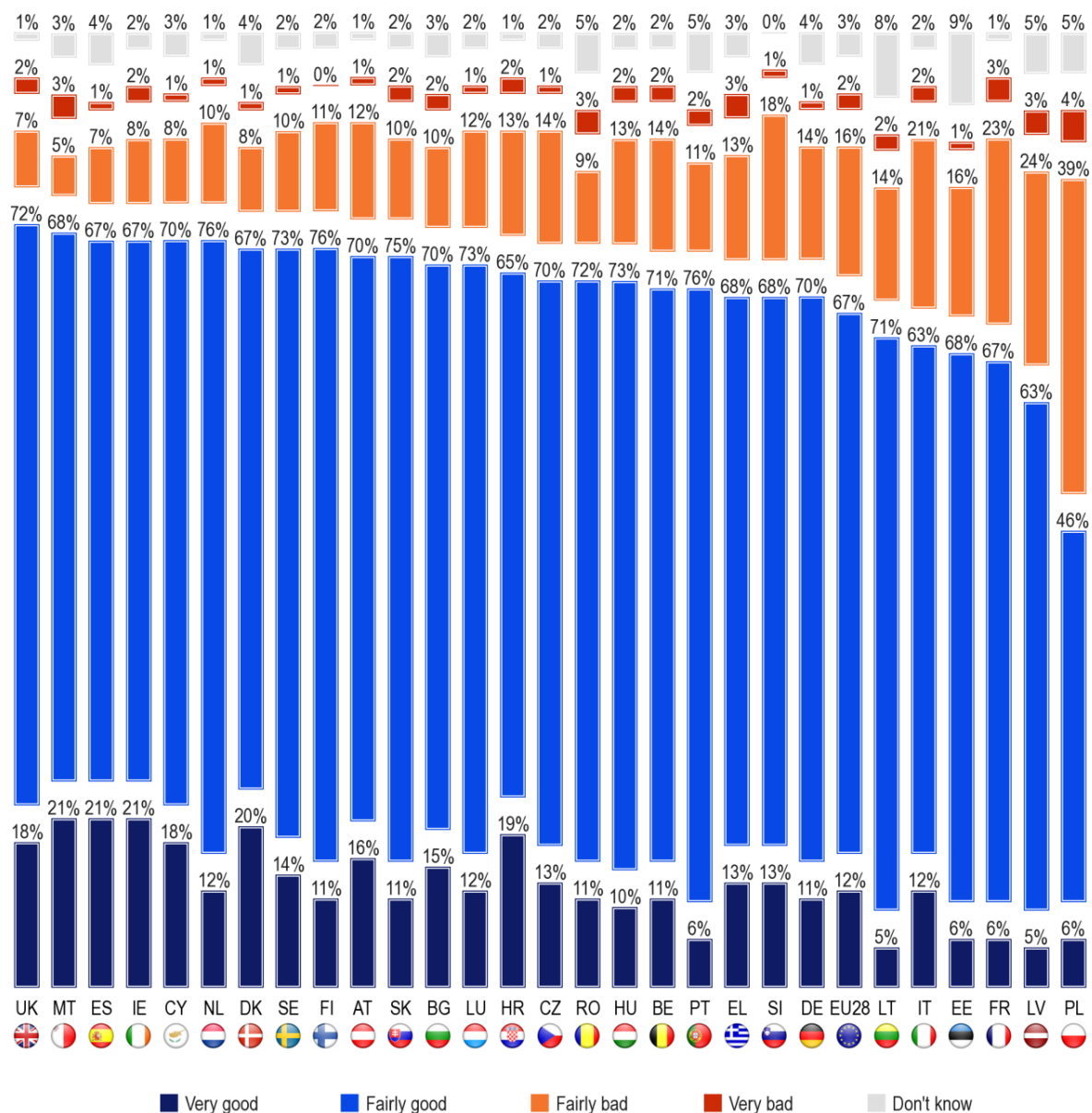
 EU28

Base: All respondents

In 22 out of 28 Member States, over 80% of people feel that they have good knowledge of health-related topics. People in the UK (90%) are most likely to say this, followed by those in Malta (89%), those in Spain, Ireland, Cyprus and in the Netherlands (all 88%).

However, a relatively higher proportion of people in the remaining six countries consider their knowledge of health-related topics as good: 52% of people in Poland feel that their knowledge is good, followed by 68% in Latvia, 73% in France, 74% in Estonia, 75% in Italy and 76% in Lithuania.

Q36. How would you assess your general knowledge of health-related topics? Would you say it is...?



Base: All respondents

According to the socio-demographic data:

- Women are somewhat more likely than men (83% vs. 77%) to feel that they have good knowledge of health-related topics.
- Respondents with a higher level of education are rather more likely to say that they have good knowledge of health-related topics (82% vs. 76%).
- While 84% of employees say that their level of knowledge is good, only 73% of manual workers do so.
- Among those who have used the Internet to search for health-related information, the proportion of those who assess their general knowledge of health-related topics to be 'good' is slightly higher than among those who have not used the Internet to search for this kind of information (83% vs. 77%).
- 84% of people who say they know how to navigate the Internet believe that they have good knowledge of health-related topics, as opposed to 64% of people who say they do not know how to navigate the Internet.
- While 81% of people who say they are in a good state of health think that they have good knowledge of health-related topics, only 71% of respondents who say they are in a poor state of health give this answer.

Q36 How would you assess your general knowledge of health-related topics? Would you say it is...?

	Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'good'	Total 'bad'
EU28	12%	67%	16%	2%	3%	79%	18%
Sex							
Male	12%	65%	19%	2%	2%	77%	21%
Female	13%	70%	12%	2%	3%	83%	14%
Education (End of)							
15-	14%	62%	14%	4%	6%	76%	18%
16-19	11%	69%	16%	2%	2%	80%	18%
20+	14%	68%	15%	1%	2%	82%	16%
Still studying	11%	67%	19%	2%	1%	78%	21%
Respondent occupation scale							
Self-employed	15%	63%	19%	2%	1%	78%	21%
Employee	13%	71%	14%	1%	1%	84%	15%
Manual workers	12%	61%	22%	3%	2%	73%	25%
Not working	12%	67%	15%	2%	4%	79%	17%
Used the Internet to search for health-related information							
Yes	12%	71%	15%	1%	1%	83%	16%
No	13%	64%	17%	3%	3%	77%	20%
Knows how to navigate the Internet							
Total 'Agree'	12%	72%	14%	1%	1%	84%	15%
Total 'Disagree'	4%	60%	32%	3%	1%	64%	35%
Level of health							
Total 'Good'	12%	69%	15%	2%	2%	81%	17%
Total 'Bad'	13%	58%	19%	6%	4%	71%	25%

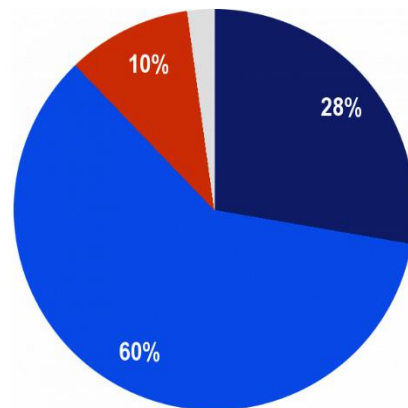
Base: All respondents

6.3. PERCEIVED LEVEL OF HEALTH IN GENERAL

– Nearly 90% of Europeans consider they are in good health –

Nearly nine out of ten respondents (88%) say that their level of health is good, with 28% assessing it as very good and 60% as fairly good. Just 10% of people say their level of health is bad.

Q33. How would you rate your level of health in general? Would you say it is...?



- Very good
- Fairly good
- Total 'bad'
- Don't know

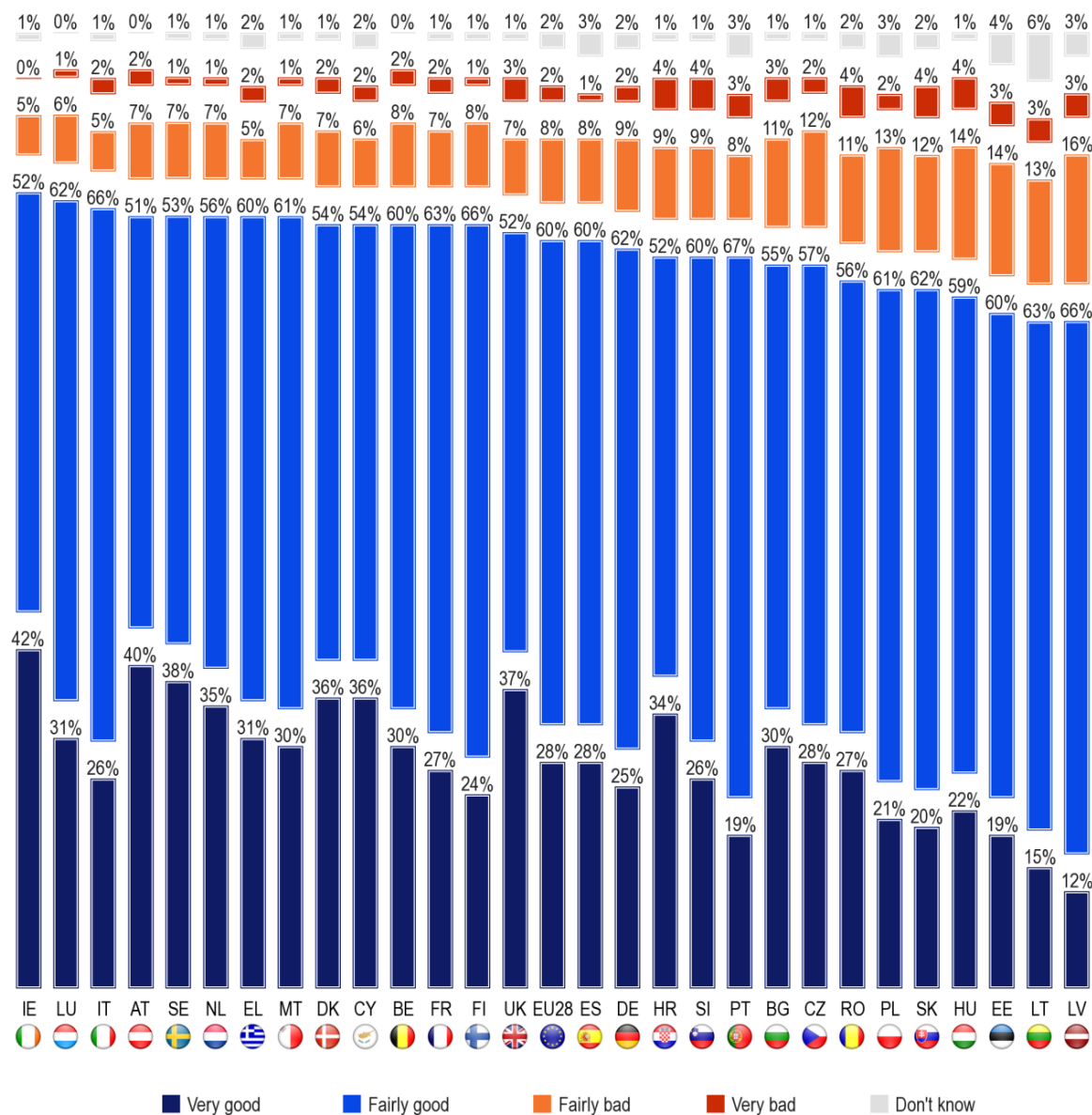
EU28

Base: All respondents

In 13 Member States, at least 90% of people consider their level of health in general as good. Respondents in Ireland (94%), Luxembourg (93%) and Italy (92%) are the most likely to say this. Respondents in Ireland (42%) and Austria (40%) are the most likely to consider that their level of health is even very good.

At the other end of the scale, less than 80% of people say their health is good in three countries: Latvia (78%), Lithuania (78%) and Estonia (79%).

Q33. How would you rate your level of health in general? Would you say it is...?



Base: All respondents

The socio-demographic data show that:

- Almost all 15-24 year-olds (96%) say their health is good, compared to 80% of people aged 55 and over.
- While 95% of employees say that their health is good, only 82% of people who are not working feel this way.
- Unsurprisingly, while 96% of respondents who did not visit their doctor at all over the past 12 months say they are in good health, only 69% of people who visited their doctor six times or more say this.

Q33 How would you rate your level of health in general? Would you say it is...?

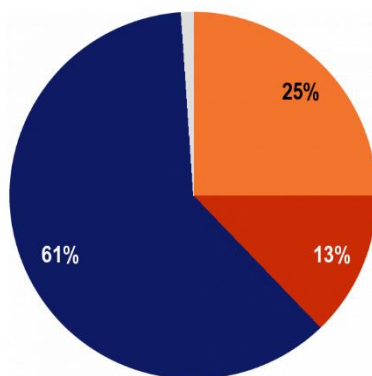
	Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'good'	Total 'bad'
EU28	28%	60%	8%	2%	2%	88%	10%
Age							
15-24	41%	55%	3%	0%	1%	96%	3%
25-39	36%	58%	4%	1%	1%	94%	5%
40-54	26%	62%	9%	2%	1%	88%	11%
55 +	19%	61%	13%	4%	3%	80%	17%
Respondent occupation scale							
Self-employed	36%	57%	5%	1%	1%	93%	6%
Employee	33%	62%	4%	0%	1%	95%	4%
Manual workers	30%	60%	7%	1%	2%	90%	8%
Not working	24%	58%	12%	4%	2%	82%	16%
Visits to doctor last 12 months							
Never	46%	50%	2%	1%	1%	96%	3%
1-5 times	30%	63%	5%	1%	1%	93%	6%
6 times or more	11%	58%	21%	7%	3%	69%	28%

Base: All respondents

6.4.EXISTENCE OF LONG-TERM DISEASES OR HEALTH PROBLEMS**– Nearly four out of ten respondents say that they have a long-term disease or health problem –**

Around four out of ten respondents (38%) mention having a long-term disease or health problem, of which 25% say they have one health problem and 13% say they have multiple problems. Conversely, six out of ten respondents (61%) have no long-term problems.

Q34. Do you have any long-term disease or a health problem? By long term, I mean a problem which has lasted or is expected to last for 6 months or longer.



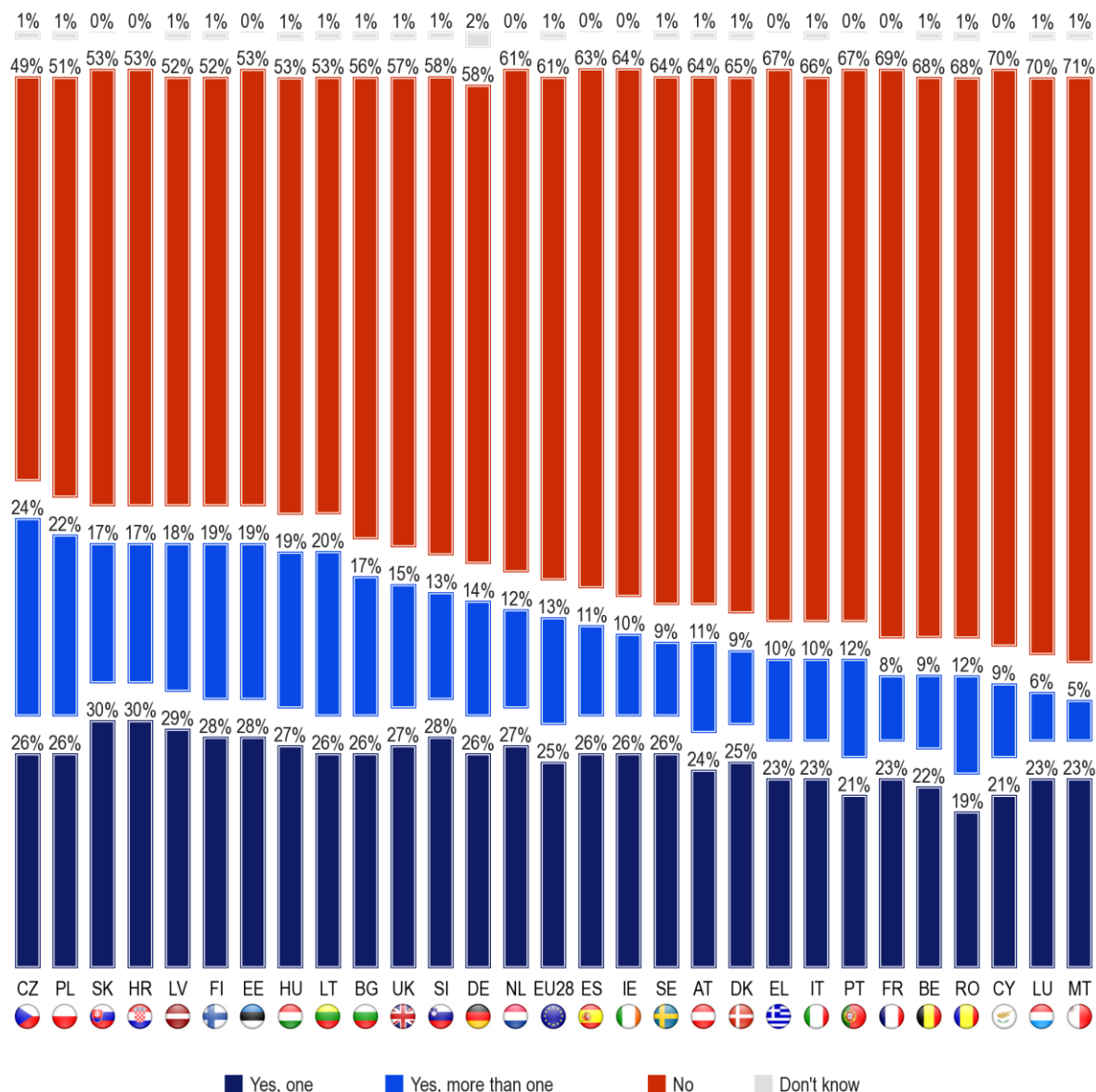
- Yes, one
- Yes, more than one
- No
- Don't know

 EU28

Base: All respondents

In 13 countries, at least four out of ten respondents say that they have at least one long-term health problem. People in the Czech Republic (50%) are the most likely to say this, followed by those in Poland (48%), and in Slovakia, Croatia, Latvia, Finland and Estonia (all 47%). At the other end of the scale, only 28% of people in Malta declare suffering from at least one long-term health problem, followed by 29% in Luxembourg and 30% in Cyprus.

Q34. Do you have any long-term disease or a health problem? By long term, I mean a problem which has lasted or is expected to last for 6 months or longer.







Base: All respondents

According to the socio-demographic data:

- Women are more likely than men (41% vs. 35%) to say that they have one or several long-term health problems.
- Quite logically, 55% of people aged 55 and over mention having a long-term health problem, while this proportion falls to 19% among 15-24 year-olds.

- Over half (53%) of people who left school aged 15 or under say they have a long-term health problem, compared with around a third (35%) of those who finished their education aged 20 or over.
- Unsurprisingly, people who are not working (47%) are more likely to say they have a long-term health problem than employees or self-employed people (both 29%).
- A higher proportion of individuals who did not use the Internet for private purposes over the past year declare having a long-term health problem (55% vs. 34% of those who used the Internet).
- As could be expected, 73% of people who visited their doctor at least six times over the past year mention having a long-term health problem, compared with 15% of people who did not visit their doctor at all.

Q34 Do you have any long-term disease or a health problem? By long term, I mean a problem which has lasted or is expected to last for 6 months or longer.

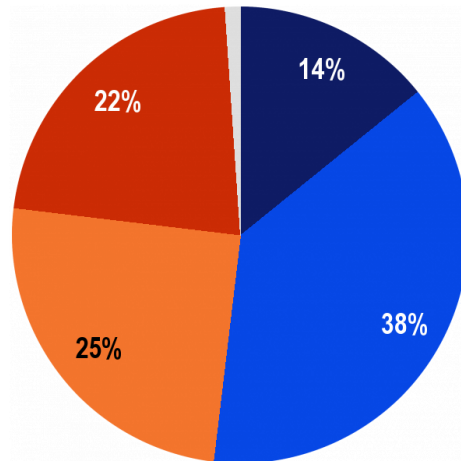
	Yes, one	Yes, more than one	No	Don't know	Total 'Yes'
EU28	25%	13%	61%	1%	38%
 Sex					
Male	24%	11%	64%	1%	35%
Female	25%	16%	58%	1%	41%
 Age					
15-24	15%	4%	81%	0%	19%
25-39	20%	6%	73%	1%	26%
40-54	25%	12%	62%	1%	37%
55 +	32%	23%	44%	1%	55%
 Education (End of)					
15-	30%	23%	46%	1%	53%
16-19	27%	14%	58%	1%	41%
20+	24%	11%	64%	1%	35%
Still studying	12%	5%	83%	0%	17%
 Respondent occupation scale					
Self-employed	22%	7%	69%	2%	29%
Employee	22%	7%	71%	0%	29%
Manual workers	27%	7%	65%	1%	34%
Not working	27%	20%	52%	1%	47%
Uses Internet for private purposes					
Yes	24%	10%	65%	1%	34%
No	30%	25%	44%	1%	55%
Visits to doctor last 12 months					
Never	12%	3%	85%	0%	15%
1-5 times	23%	8%	68%	1%	31%
6 times or more	39%	34%	26%	1%	73%

Base: All respondents

6.5.FREQUENCY OF VISITS TO THE DOCTOR**– 85% of people visited their doctor at least once during the past year –**

A substantial majority of Europeans (85%) say they have personally visited their doctor over the last 12 months. Of these, 38% went 1 or 2 times, 25% went 3 to 5 times, and 22% went six times or more. Just 14% of respondents did not go to the doctor at all.

Q35. How many times have you personally been to the doctor within the last 12 months?



- Never
- 1-2 times
- 3-5 times
- 6 times or more
- Don't know






























 EU28

Base: All respondents

People in Austria, Luxembourg and Germany (all 90%) are the most likely to say that they visited their doctor at least once, with those in Poland (32%) and Hungary (30%) being the most likely to say that they went six times or more.

Conversely, respondents in Sweden (28%), the Netherlands (23%), Slovenia (22%) and Romania (22%) are the most likely to say that they did not visit their doctor at all.

Q35 How many times have you personally been to the doctor within the last 12 months?

		Never	1-2 times	3-5 times	6 times or more	Don't know	Total - At least once
	EU28	14%	38%	25%	22%	1%	85%
	AT	9%	36%	28%	26%	1%	90%
	LU	9%	42%	28%	20%	1%	90%
	DE	9%	38%	29%	23%	1%	90%
	PT	10%	47%	25%	17%	1%	89%
	FR	11%	39%	28%	21%	1%	88%
	ES	12%	40%	28%	19%	1%	87%
	BE	12%	39%	24%	24%	1%	87%
	CZ	13%	35%	26%	26%	0%	87%
	PL	14%	31%	23%	32%	0%	86%
	IT	12%	36%	26%	24%	2%	86%
	SK	14%	36%	25%	24%	1%	85%
	LV	15%	36%	24%	25%	0%	85%
	MT	13%	41%	26%	18%	2%	85%
	IE	18%	38%	25%	19%	0%	82%
	UK	18%	41%	21%	20%	0%	82%
	HU	17%	36%	16%	30%	1%	82%
	HR	17%	36%	24%	22%	1%	82%
	BG	17%	36%	22%	24%	1%	82%
	DK	18%	43%	25%	13%	1%	81%
	LT	17%	37%	22%	22%	2%	81%
	CY	20%	45%	18%	16%	1%	79%
	EE	20%	43%	19%	17%	1%	79%
	FI	20%	45%	24%	10%	1%	79%
	EL	21%	48%	17%	13%	1%	78%
	SI	22%	40%	23%	15%	0%	78%
	NL	23%	39%	21%	17%	0%	77%
	RO	22%	36%	19%	22%	1%	77%
	SE	28%	42%	20%	10%	0%	72%

Base: All respondents

The socio-demographic data show that:

- Women are somewhat more likely than men (88% vs. 81%) to say they visited their doctor at least once within the last year.
- Respondents who are not working (89%) are the most likely to say that they saw their doctor at least once, while self-employed people (75%) are the least likely to have done so.
- Unsurprisingly, 95% of people who say their state of health is poor went to see their doctor at least once, as opposed to 83% of people who say their health is good.

Q35 How many times have you personally been to the doctor within the last 12 months?

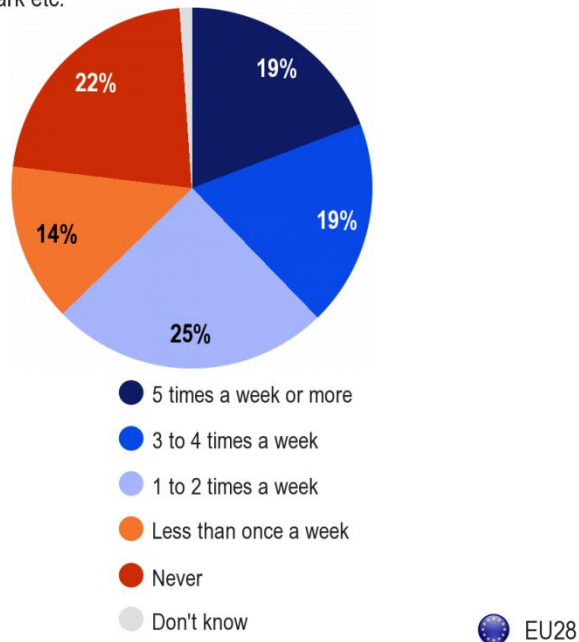
	Never	1-2 times	3-5 times	6 times or more	Don't know
EU28	14%	38%	25%	22%	1%
Sex					
Male	18%	41%	23%	17%	1%
Female	11%	36%	26%	26%	1%
Respondent occupation scale					
Self-employed	24%	40%	22%	13%	1%
Employee	16%	45%	24%	15%	0%
Manual workers	18%	41%	21%	19%	1%
Not working	10%	33%	27%	29%	1%
Level of health					
Total 'Good'	16%	41%	25%	17%	1%
Total 'Bad'	4%	14%	21%	60%	1%

Base: All respondents

6.6.FREQUENCY OF EXERCISING OR PLAYING SPORTS**– Nearly two-thirds of people say they exercise at least once a week –**

Just under two-thirds of Europeans (63%) say that they exercise at least once a week, and 77% say they exercise sometimes. Of these, 19% exercise five times a week or more, 19% do so 3-4 times a week, 25% do so 1-2 times a week, and 14% exercise less than once a week. Roughly a fifth of respondents (22%) say they never exercise.

Q37. How often do you exercise or play sports? By 'exercise', I mean any form of physical activity which you do in a sports context or sports-related setting, such as swimming, training in a fitness centre or a sports club, running in the park etc.
































Base: All respondents

People in Finland (84%) are the most likely to say that they exercise once a week or more, followed by those in Ireland and Austria (both 79%). At least three out of ten people exercise five times a week or more in Latvia (32%), as well as in Ireland and Malta (both 31%).

In contrast, only 45% of people in Romania say they exercise once a week or more, as do 50% in Croatia and 52% in Bulgaria. In Romania, 40% of people say they never exercise.

Q37 How often do you exercise or play sports? By 'exercise', I mean any form of physical activity which you do in a sports context or sports-related setting, such as swimming, training in a fitness centre or a sports club, running in the park etc.

		5 times a week or more	3 to 4 times a week	1 to 2 times a week	1 to 3 times a month	Less often	Never	Don't know	Once a week or more often	Less than once a week / never
	EU28	19%	19%	25%	6%	8%	22%	1%	63%	36%
	FI	26%	31%	27%	5%	5%	5%	1%	84%	15%
	IE	31%	25%	23%	4%	5%	12%	0%	79%	21%
	AT	24%	26%	29%	7%	5%	9%	0%	79%	21%
	DK	18%	29%	27%	4%	6%	16%	0%	74%	26%
	SE	15%	25%	33%	6%	5%	16%	0%	73%	27%
	DE	20%	22%	30%	7%	7%	13%	1%	72%	27%
	LV	32%	15%	22%	9%	7%	15%	0%	69%	31%
	LU	15%	23%	30%	7%	7%	18%	0%	68%	32%
	NL	15%	19%	34%	4%	4%	24%	0%	68%	32%
	SI	28%	21%	19%	8%	13%	11%	0%	68%	32%
	ES	26%	21%	20%	4%	7%	22%	0%	67%	33%
	PT	22%	15%	29%	6%	7%	21%	0%	66%	34%
	MT	31%	15%	19%	4%	8%	23%	0%	65%	35%
	UK	22%	22%	21%	5%	8%	22%	0%	65%	35%
	LT	29%	17%	17%	6%	6%	24%	1%	63%	36%
	EL	20%	23%	18%	7%	8%	24%	0%	61%	39%
	HU	28%	16%	16%	6%	11%	23%	0%	60%	40%
	PL	21%	17%	22%	8%	10%	20%	2%	60%	38%
	SK	23%	16%	21%	9%	16%	15%	0%	60%	40%
	EE	18%	18%	23%	7%	6%	27%	1%	59%	40%
	CZ	18%	15%	25%	7%	12%	23%	0%	58%	42%
	FR	10%	17%	30%	7%	9%	27%	0%	57%	43%
	CY	22%	18%	17%	6%	6%	31%	0%	57%	43%
	BE	11%	17%	28%	6%	9%	29%	0%	56%	44%
	IT	14%	17%	24%	7%	7%	30%	1%	55%	44%
	BG	26%	11%	15%	7%	14%	27%	0%	52%	48%
	HR	20%	12%	18%	7%	10%	33%	0%	50%	50%
	RO	21%	9%	15%	4%	10%	40%	1%	45%	54%

Base: All respondents

According to the socio-demographic data:

- Men are somewhat more likely than women (66% vs. 60%) to exercise at least once a week.
- 81% of 15-24 year-olds exercise at least once a week, compared to 55% of people aged 55 and over.
- Two-thirds of people (67%) who left education aged 20 or above exercise at least once a week, compared to 47% of those who left school at 15 or below.
- While 67% of people who used the Internet for private purposes within the last year say they exercise at least once a week, this proportion falls to 46% among those who did not use the Internet.
- Interestingly, 65% of people who assess their level of health as good exercise at least once a week, as opposed to 37% who say their health is bad.

Q37 How often do you exercise or play sports? By 'exercise', I mean any form of physical activity which you do in a sports context or sports-related setting, such as swimming, training in a fitness centre or a sports club, running in the park etc.

	5 times a week or more	3 to 4 times a week	1 to 2 times a week	1 to 3 times a month	Less often	Never	Don't know	Once a week or more often	Less than once a week
EU28	19%	19%	25%	6%	8%	22%	1%	63%	14%
Sex									
Male	21%	20%	25%	7%	8%	19%	0%	66%	15%
Female	18%	18%	24%	5%	8%	26%	1%	60%	13%
Age									
15-24	22%	30%	29%	6%	6%	7%	0%	81%	12%
25-39	14%	22%	31%	8%	8%	16%	1%	67%	16%
40-54	17%	17%	26%	7%	10%	22%	1%	60%	17%
55 +	23%	14%	18%	4%	7%	33%	1%	55%	11%
Education (End of)									
15-	20%	12%	15%	4%	6%	43%	0%	47%	10%
16-19	20%	16%	23%	6%	9%	25%	1%	59%	15%
20+	17%	21%	29%	7%	9%	17%	0%	67%	16%
Still studying	21%	32%	32%	6%	4%	5%	0%	85%	10%
Uses Internet for private purposes									
Yes	18%	21%	28%	7%	8%	17%	1%	67%	15%
No	24%	9%	13%	3%	7%	43%	1%	46%	10%
Level of health									
Total 'Good'	19%	20%	26%	6%	8%	20%	1%	65%	14%
Total 'Bad'	16%	8%	13%	5%	12%	45%	1%	37%	17%

Base: All respondents

ANNEXES

TECHNICAL SPECIFICATIONS

FLASH EUROBAROMETER 404

"European citizens' digital health literacy"

TECHNICAL SPECIFICATIONS

Between the 18 and the 20 of September 2014, TNS Political & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 404 about "European citizens' digital health literacy".

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for Communication Networks, Content and Technology (DG CONNECT). It is a general public survey co-ordinated by the Directorate-General for Communication (DG COMM "Strategy, Corporate Communication Actions and Eurobarometer" Unit). The FLASH EUROBAROMETER 404 covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over. All interviews were carried using the TNS e-Call center (our centralized CATI system). In every country respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

TNS has developed its own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face to face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process (at the 95% level of confidence)											
<i>various sample sizes are in rows</i>						<i>various observed results are in columns</i>					
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.004	18/09/2014	20/09/2014	8.939.546
BG	Bulgaria	TNS BBSS	1.004	18/09/2014	20/09/2014	6.537.510
CZ	Czech Rep.	TNS Aisa s.r.o	1.000	18/09/2014	20/09/2014	9.012.443
DK	Denmark	TNS Gallup A/S	1.000	18/09/2014	20/09/2014	4.561.264
DE	Germany	TNS Infratest	1.000	18/09/2014	20/09/2014	64.336.389
EE	Estonia	TNS Emor	1.000	18/09/2014	20/09/2014	945.733
IE	Ireland	IMS Millward Brown	1.000	18/09/2014	20/09/2014	3.522.000
EL	Greece	TNS ICAP	1.000	18/09/2014	20/09/2014	8.693.566
ES	Spain	TNS Demoscopia S.A	1.000	18/09/2014	20/09/2014	39.127.930
FR	France	TNS Sofres	1.007	18/09/2014	20/09/2014	47.756.439
HR	Croatia	HENDAL	1.000	18/09/2014	20/09/2014	3.749.400
IT	Italy	TNS ITALIA	1.000	18/09/2014	20/09/2014	51.862.391
CY	Rep. of Cyprus	CYMAR	501	18/09/2014	20/09/2014	705.360
LV	Latvia	TNS Latvia	1.001	18/09/2014	20/09/2014	1.447.866
LT	Lithuania	TNS LT	1.000	18/09/2014	20/09/2014	2.829.740
LU	Luxembourg	TNS Dimarso	505	18/09/2014	20/09/2014	434.878
HU	Hungary	TNS Hoffmann Kft	1.007	18/09/2014	20/09/2014	8.320.614
MT	Malta	MISCO International Ltd	511	18/09/2014	20/09/2014	335.476
NL	Netherlands	TNS NIPO	1.003	18/09/2014	20/09/2014	13.371.980
AT	Austria	TNS Austria	1.001	18/09/2014	20/09/2014	7.009.827
PL	Poland	TNS OBOP	1.000	18/09/2014	20/09/2014	32.413.735
PT	Portugal	TNS EUROTESTE	1.005	18/09/2014	20/09/2014	8.080.915
RO	Romania	TNS CSOP	1.006	18/09/2014	20/09/2014	18.246.731
SI	Slovenia	RM PLUS	1.005	18/09/2014	20/09/2014	1.759.701
SK	Slovakia	TNS AISA Slovakia	1.002	18/09/2014	20/09/2014	4.549.956
FI	Finland	TNS Gallup Oy	1.000	18/09/2014	20/09/2014	4.440.004
SE	Sweden	TNS SIFO	1.000	18/09/2014	20/09/2014	7.791.240
UK	United Kingdom	TNS UK	1.004	18/09/2014	20/09/2014	51.848.010
TOTAL EU28			26.566	18/09/2014	20/09/2014	412.630.644

QUESTIONNAIRE

eHealth literacy

ASK ALL

SECTION A. Frequency of using the Internet to search for health-related information

Q1 On average, within the last 12 months, how often have you used the Internet for private purposes?

(READ OUT - ONE ANSWER ONLY)

Everyday/Almost everyday	1
Two or three times a week	2
Approximately once a week	3
Two or three times a month	4
Less often	5
Never	6
No Internet access (DO NOT READ OUT)	7
DK/NA	8

NEW

ASK Q2 IF Q1=1-5 OR 8. IF Q1=6 OR 7 GO TO SECTION F

Q2 Within the last 12 months, have you used the Internet to search for health-related information? This could include information on an injury, a disease, illness, nutrition, improving health, etc

(READ OUT - ONE ANSWER ONLY)

Yes, once a week or more often	1
Yes, several times a month	2
Yes, approximately once a month	3
Yes, approximately once every two months	4
Yes, a few times within the past year	5
No, never	6
DK/NA	7

NEW

ASK SECTION B (QUESTION Q3) IF Q2=1 TO 5 (respondent has used the Internet to search for health-related information). IF Q2=6 GO TO SECTION F. IF Q2=7 GO TO SECTION G.

SECTION B. Themes and topics

Q3: ROTATE ITEMS 1 TO 4

Q3 Within the last 12 months, what type of health-related information did you look for on the Internet? You searched the Internet for...

(READ OUT - MAX TWO ANSWERS)

General information on health-related topics or ways to improve your health (for example: information on nutrition, diet, sports and exercise, pregnancy, etc.)

1,

Information on a specific injury, disease, illness or condition (for example: when you have stomach problems, your child has broken his/her arm, your spouse has been diagnosed with cancer etc.)

2,

Information to get a second opinion after having visited your doctor

3,

Specific information on a medical treatment or procedure (for example: how to take your medication, what to expect with a heart by-pass, etc.)

4,

Other (DO NOT READ OUT)

5,

DK/NA

6,

NEW

ROTATE SECTIONS C1 TO C4 – MAXIMUM 2 SECTIONS ASKED TO EACH RESPONDENT

ASK SECTION C1 (QUESTIONS Q4 TO Q7) IF Q3=1 (respondents searched the Internet for general information on health-related topics or how to improve their health)

SECTION C1. Personal experience in using the Internet to access general information

Q4: ROTATE ITEMS 1 TO 8

INTERVIEWER READ OUT: Let's discuss your use of the Internet to access general information on health-related topics or ways to improve your health (for example: information on nutrition, diet, sports and exercise, pregnancy, etc.)

Q4	More specifically, when trying to access general information on health-related topics or ways to improve your health, which of the following types of information did you look for?
----	---

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Information on mental well-being, depression, stress	1,
Information on lifestyle choices (diet, nutrition, physical activity, smoking, alcohol, etc.)	2,
Information on pregnancy, childbirth and early infancy	3,
Information on pharmaceuticals	4,
Information on caring for an ageing person	5,
Testimonials or experiences from other patients	6,
Information on healthcare professionals or healthcare centres	7,
Information on vaccinations	8,
Other (DO NOT READ OUT)	9,
DK/NA	10,

NEW

Q5	On average, within the last 12 months, how often have you used the Internet to access general information on health-related topics or ways to improve your health?
----	--

(READ OUT - ONE ANSWER ONLY)

Once a week or more often	1
Several times a month	2
Approximately once a month	3
Approximately once every two months	4
A few times within the past year	5
DK/NA	6

NEW

--

Q6: ROTATE ITEMS 1 TO 7

Q6	Which sources did you use when trying to access general information on health-related topics or ways to improve your health?
----	--

(READ OUT - MULTIPLE ANSWERS POSSIBLE)
--

Internet search engines	1,
Online newspapers or magazines	2,
Specific and dedicated websites, blogs or forums	3,
Online social networks	4,
Patient organisations' websites	5,
Specific and dedicated apps for mobile devices such as tablets or mobile phones	6,
Websites from official health organisations such as the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc.	7,
Other (DO NOT READ OUT)	8,
DK/NA	9,

NEW

--

Q7	When trying to access general information on health-related topics or ways to improve your health, for whom did you search this type of information?
----	--

(READ OUT - MULTIPLE ANSWERS POSSIBLE)
--

Yourself	1,
Your spouse or partner	2,
Your child or children	3,
Other members of your family	4,
Friends, colleagues	5,
Other (DO NOT READ OUT)	6,
DK/NA	7,

NEW

ASK SECTION C2 (QUESTIONS Q8 TO Q11) IF Q3=2 (respondents searched the Internet for information on a specific injury, disease or condition)

SECTION C2. Personal experience in using the Internet to search for health-related information on a specific injury, disease, illness or condition

Q8: ROTATE ITEMS 1 TO 7

INTERVIEWER READ OUT: Let's discuss your use of the Internet to find information on a specific injury, disease, illness, or condition (for example: when you have stomach problems, when your child has broken his/her arm, your spouse has been diagnosed with cancer, etc.)

Q8 More specifically, when trying to find information on a specific injury, disease, illness, or condition, which of the following type of information were you looking for?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Information on the symptoms of a specific disease, illness or injury	1,
Information on how to treat a specific disease, illness or injury	2,
Information on results of medical tests	3,
Information on pharmaceuticals	4,
Testimonials or experiences from other patients	5,
Information on other possible treatments	6,
Emotional support in dealing with a health issue	7,
Other (DO NOT READ OUT)	8,
DK/NA	9,

NEW

Q9 On average, within the last 12 months, how often have you used the Internet to find information on a specific injury, disease, illness or condition?

(READ OUT - ONE ANSWER ONLY)

Once a week or more often	1
Several times a month	2
Approximately once a month	3
Approximately once every two months	4
A few times within the past year	5
DK/NA	6

NEW

Q10: ROTATE ITEMS 1 TO 7

--

Q10	Which sources did you use when trying to find information on a specific injury, disease, illness or condition?
-----	--

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Internet search engines	1,
Online newspapers or magazines	2,
Specific and dedicated websites, blogs or forums	3,
Online social networks	4,
Patient organisations' websites	5,
Specific and dedicated apps for mobile devices like tablets or mobile phones	6,
Websites from official health organisations like the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc.	7,
Other (DO NOT READ OUT)	8,
DK/NA	9,

NEW

--

Q11	When trying to find information on a specific injury, disease, illness or condition, for whom did you search this type of information?
-----	--

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Yourself	1,
Your spouse or partner	2,
Your child or children	3,
Other members of your family	4,
Friends, colleagues	5,
Other (DO NOT READ OUT)	6,
DK/NA	7,

NEW

--

ASK SECTION C3 (QUESTIONS Q12 TO Q15) IF Q3=3 (respondents searched the Internet to get a second opinion after having visited the doctor)

SECTION C3. Personal experience in using the Internet to get a second opinion after having visited the doctor

Q12: ROTATE ITEMS 1 TO 8

INTERVIEWER READ OUT: Let's discuss your use of the Internet to get a second opinion after having visited your doctor

Q12 More specifically, when trying to get a second opinion after having visited your doctor, which of the following types of information did you look for?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Information on a specific disease, illness or medical problem (symptoms, medical treatment or procedure, etc.)	1,
Information on results of medical tests	2,
Information on pregnancy, childbirth and early infancy	3,
Information on the prescribed treatment (including pharmaceuticals or potential risks of the treatment)	4,
Testimonials or experiences from other patients	5,
Information on healthcare professionals or healthcare centres	6,
Information on other possible treatments	7,
Emotional support in dealing with a health issue	8,
Other (DO NOT READ OUT)	9,
DK/NA	10,

NEW

Q13 On average, within the last 12 months, how often have you used the Internet to get a second opinion after having visited your doctor?

(READ OUT - ONE ANSWER ONLY)

Once a week or more often	1
Several times a month	2
Approximately once a month	3
Approximately once every two months	4
A few times within the past year	5
DK/NA	6

NEW

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Q14: ROTATE ITEMS 1 TO 7

Q14	Which sources did you use when trying to get a second opinion after having visited your doctor?
-----	---

(READ OUT - MULTIPLE ANSWERS POSSIBLE)
--

Internet search engines	1,
Online newspapers or magazines	2,
Specific and dedicated websites, blogs or forums	3,
Online social networks	4,
Patient organisations' websites	5,
Specific and dedicated apps for mobile devices like tablets or mobile phones	6,
Websites from official health organisations like the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc.	7,
Other (DO NOT READ OUT)	8,
DK/NA	9,

NEW

--

Q15	When trying to get a second opinion after having visited your doctor, for whom did you search this type of information?
-----	---

(READ OUT - MULTIPLE ANSWERS POSSIBLE)
--

Yourself	1,
Your spouse or partner	2,
Your child or children	3,
Other members of your family	4,
Friends, colleagues	5,
Other (DO NOT READ OUT)	6,
DK/NA	7,

NEW

ASK SECTION C4 (QUESTIONS Q16 TO Q19) IF Q3=4 (respondents searched the Internet to find specific information on a medical treatment or procedure)

SECTION C4: Personal experience in using the Internet to find specific information on a medical treatment or procedure

Q16: ROTATE ITEMS 1 TO 8

INTERVIEWER READ OUT: Let's discuss your use of the Internet to find specific information on a medical treatment or procedure (for example: how to take your medication, what to expect with a heart by-pass, etc.).

Q16 More specifically, when trying to find specific information on a medical treatment or procedure, which of the following types of information did you look for?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Information on the potential risks of a medical treatment or procedure	1,
Information on lifestyle choices (diet, nutrition, physical activity, smoking, alcohol, etc.)	2,
Information on pregnancy, childbirth and early infancy	3,
Information on pharmaceuticals	4,
Testimonials or experiences from other patients	5,
Information on healthcare professionals or healthcare centres	6,
Information on alternative medicine (homeopathy, acupuncture, aromatherapy, etc.)	7,
Emotional support in dealing with a medical treatment or procedure	8,
Other (DO NOT READ OUT)	9,
DK/NA	10,

NEW

Q17 On average, within the last 12 months, how often have you used the Internet to find specific information on a medical treatment or procedure?

(READ OUT - ONE ANSWER ONLY)

Once a week or more often	1
Several times a month	2
Approximately once a month	3
Approximately once every two months	4
A few times within the past year	5
DK/NA	6

NEW

Q18: ROTATE ITEMS 1 TO 7

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Q18	Which sources did you use when trying to find specific information on a medical treatment or procedure?
-----	---

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Internet search engines	1,
Online newspapers or magazines	2,
Specific and dedicated websites, blogs or forums	3,
Online social networks	4,
Patient organisations' websites	5,
Specific and dedicated apps for mobile devices like tablets or mobile phones	6,
Websites from official health organisations like the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc.	7,
Other (DO NOT READ OUT)	8,
DK/NA	9,

NEW

--

Q19	When trying to find specific information on a medical treatment or procedure, for whom did you search this type of information?
-----	---

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Yourself	1,
Your spouse or partner	2,
Your child or children	3,
Other members of your family	4,
Friends, colleagues	5,
Other (DO NOT READ OUT)	6,
DK/NA	7,

NEW

--

ASK SECTION D (QUESTIONS Q20 TO Q23) IF Q2=1 TO 5 (respondent has used the Internet to search for health-related information).

SECTION D. Satisfaction in terms of the information found on the Internet

Q20: ROTATE ITEMS 1 TO 7

Q20: ANSWER 9 ("None of the above") IS A SINGLE CODE

Q20 Let's talk about the quality of the information you found on the Internet...

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

It was easy to understand	1,
It was useful	2,
It had an appropriate level of detail (enough/not too much)	3,
It was thorough	4,
It was relevant to your personal situation	5,
It came from a trustworthy source	6,
It was easy to find	7,
Other (DO NOT READ OUT)	8,
None of the above (DO NOT READ OUT)	9,
DK/NA	10,

NEW

Q21: ROTATE STATEMENTS 1 TO 9

Q21 For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(READ OUT – ONE ANSWER ONLY)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA
1	You know how to navigate the Internet to find the answers to your health questions	1	2	3	4	5
2	You think there is sufficient information on health-related topics available on the Internet	1	2	3	4	5
3	You know where to find reliable health-related information on the Internet	1	2	3	4	5
4	You understand the terminology used on the Internet for health-related topics	1	2	3	4	5
5	You can distinguish high-quality from low-quality health-related information on the Internet	1	2	3	4	5
6	You know how to use the health-related information you find on the Internet	1	2	3	4	5
7	You trust the information from the Internet to make health-related decisions	1	2	3	4	5
8	Your research on the Internet helps you improve your knowledge of health-related topics	1	2	3	4	5
9	After looking online to find information on health-related topics, you are generally more confused than before	1	2	3	4	5

NEW

--

Q22	Overall, how satisfied or not are you with the health-related information you found on the Internet?
-----	--

(READ OUT – ONE ANSWER ONLY)

Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK/NA	5

NEW

ASK Q23 IF Q22=3 OR 4 (not very or not at all satisfied)
--

Q23: ROTATE ITEMS 1 TO 8

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Q23	For what reasons are you not satisfied with the health-related information you found on the Internet?
-----	---

(READ OUT - MULTIPLE ANSWERS POSSIBLE)
--

You did not manage to find what you were looking for	1,
You did not find information tailored to your specific needs	2,
The information was not available in a language you speak	3,
The information you found lacked illustrations, visual information	4,
You had the feeling the information was commercially oriented, encouraging you to buy something	5,
The information was not reliable	6,
The information was difficult to understand/not clear enough	7,
The information was not detailed enough	8,
Other (DO NOT READ OUT)	9,
DK/NA	10,

NEW

ASK SECTION E (QUESTIONS Q24 TO Q25) IF Q2=1 TO 5 (respondent has used the Internet to seek health-related information)

SECTION E. Next steps

Q24: ROTATE ITEMS 1 TO 6

Q24: ANSWER 7 IS A SINGLE CODE ("You did nothing")

Q24	Think back to the last time you used the Internet to search for health-related information; what did you do next?
-----	---

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

You made a doctor's appointment	1,
You took the necessary measures to treat yourself (self-medication) or change your lifestyle	2,
You looked for additional information from other sources (books, magazines, TV, etc.)	3,
You spoke to friends or relatives	4,
You spoke to others with the same condition	5,
You used this information to help another person (spouse, child, relative, etc.)	6,
You did nothing (DO NOT READ OUT)	7,
Other (DO NOT READ OUT)	8,
DK/NA	9,

NEW

Q25	Next time you want to get information on health-related questions, how likely are you to use the Internet?
-----	--

(READ OUT – ONE ANSWER ONLY)

Very likely	1
Fairly likely	2
Not very likely	3
Not at all likely	4
DK/NA	5

NEW

ASK SECTION F (QUESTIONS Q26 TO Q31) IF Q1=6-7 OR Q2=6 (respondent did not use the Internet to search for health-related information within the last 12 months). OTHERS GO TO SECTION G.

SECTION F. Reasons for not having used the Internet and alternative sources

Q26: ROTATE ITEMS 1 TO 8

Q26 For what reasons did you not use the Internet to search for health-related information?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

You don't need to search for health-related information	1,
You don't have access to the Internet	2,
You don't know where/how to look on the Internet	3,
You don't know what information on the Internet is reliable	4,
The information found on the Internet is confusing/difficult to understand	5,
You have previously searched for health-related information on the Internet but did not find what you were looking for	6,
You have previously searched for health-related information on the Internet but you were not satisfied with what you found	7,
It is difficult to get a clear answer on the Internet	8,
Other (DO NOT READ OUT)	9,
DK/NA	10,

NEW

Q27 Within the last 12 months, how often have you looked for health-related information, whatever the means used? This could include information on an injury, disease, illness, nutrition, improving health, etc.

(READ OUT - ONE ANSWER ONLY)

Once a week or more often	1
Several times a month	2
Approximately once a month	3
Approximately once every two months	4
A few times within the past year	5
Never	6
DK/NA	7

NEW

ASK Q28-29-30 IF Q27=1 to 5 (respondent has looked for health-related information within the past 12 months)

Q28: ROTATE ITEMS 1 TO 4

Q28 And what type of health-related information did you look for?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

General information on health-related topics or ways to improve your health (for example: information on nutrition, diet, sports and exercise, pregnancy, etc.)

1,

Information on a specific injury, disease/illness or condition (for example: when you have stomach problems, your child has broken his/her arm, your spouse has been diagnosed with cancer etc.)

2,

Information to get a second opinion after having visited your doctor

3,

Specific information on a medical treatment or procedure (for example: how to take your medication, what to expect with a heart by-pass, etc.)

4,

Other (DO NOT READ OUT)

5,

DK/NA

6,

NEW

Q29: ROTATE ITEMS 1 TO 6

Q29: ANSWER 7 ("You never need to search for health-related information") IS A SINGLE CODE

Q29 When you need to search for health-related information, what do you usually do?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

You ask your doctor

1,

You ask your friends, relatives or other people

2,

You read books or encyclopaedias

3,

You read newspapers or magazines

4,

You listen to medical programmes or documentaries on the radio

5,

You watch medical programmes or documentaries on the TV

6,

You never need to search for health-related information (DO NOT READ OUT)

7,

Other (DO NOT READ OUT)

8,

DK/NA

9,

NEW

--

Q30	When trying to find information on health, for whom do you usually search this type of information?
-----	---

(READ OUT - MULTIPLE ANSWERS POSSIBLE)
--

Yourself	1,
Your spouse or partner	2,
Your child or children	3,
Other members of your family	4,
Friends, colleagues	5,
Other (DO NOT READ OUT)	6,
DK/NA	7,

NEW

--

Q31	Next time you want to get information on health-related questions, how likely are you to use the Internet?
-----	--

(READ OUT – ONE ANSWER ONLY)

Very likely	1
Fairly likely	2
Not very likely	3
Not at all likely	4
DK/NA	5

NEW

ASK ALL

SECTION G. Background information on respondent

--

Q32	Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with the following statement: "The Internet is a good tool to help improve my knowledge of health-related topics"
-----	---

(ONE ANSWER ONLY)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK/NA	5

NEW

--

Q33	How would you rate your level of health in general? Would you say it is...?
-----	---

(READ OUT – ONE ANSWER ONLY)

Very good	1
Fairly good	2
Fairly bad	3
Very bad	4
DK/NA	5

NEW

--

Q34	Do you have any long-term disease or a health problem? By long term, I mean a problem which has lasted or is expected to last for 6 months or longer.
-----	---

(READ OUT –ONE ANSWER ONLY)

Yes, one	1
Yes, more than one	2
No	3
DK/NA	4

NEW

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Q35	How many times have you personally been to the doctor within the last 12 months?
-----	--

(READ OUT – ONE ANSWER ONLY)

Never	1
1-2 times	2
3-5 times	3
6 times or more	4
DK/NA	5

NEW

--

Q36	How would you assess your general knowledge of health-related topics? Would you say it is...?
-----	---

(READ OUT – ONE ANSWER ONLY)

Very good	1
Fairly good	2
Fairly bad	3
Very bad	4
DK/NA	5

NEW

--

Q37	How often do you exercise or play sports? By 'exercise', I mean any form of physical activity which you do in a sports context or sports-related setting, such as swimming, training in a fitness centre or a sports club, running in the park etc.
-----	---

(READ OUT – ONE ANSWER ONLY)

5 times a week or more	1
3 to 4 times a week	2
1 to 2 times a week	3
1 to 3 times a month	4
Less often	5
Never	6
DK/NA	7






























NEW

TABLES

Q1 En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet à des fins privées ?

Q1 On average, within the last 12 months, how often have you used the Internet for private purposes?






























Q1 Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet für private Zwecke genutzt?

		Tous les jours ou presque	Deux ou trois fois par semaine	Environ une fois par semaine	Deux ou trois fois par mois	Moins souvent	Jamais
		Everyday/ Almost everyday	Two or three times a week	Approximately once a week	Two or three times a month	Less often	Never
		Täglich oder fast täglich	2- bis 3-mal in der Woche	Ungefähr einmal die Woche	2- oder 3-mal pro Monat	Seltener	Nie
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
%							
	EU 28	59	11	4	3	3	12
	BE	63	11	4	2	2	9
	BG	52	10	2	3	4	24
	CZ	63	12	4	2	2	12
	DK	77	8	3	2	2	4
	DE	59	13	4	2	3	7
	EE	67	8	2	2	1	8
	IE	64	11	4	3	2	11
	EL	53	9	4	3	3	22
	ES	64	8	2	2	4	13
	FR	64	13	5	2	1	7
	HR	55	8	4	2	3	19
	IT	46	15	5	4	4	17
	CY	57	7	3	3	3	18
	LV	67	8	3	2	2	13
	LT	56	9	4	2	3	16
	LU	63	10	5	2	4	11
	HU	52	10	4	3	3	15
	MT	57	8	4	2	2	17
	NL	79	10	2	1	2	3
	AT	60	14	5	2	2	6
	PL	58	11	4	2	4	16
	PT	55	10	3	1	3	17
	RO	44	11	3	3	4	27
	SI	49	9	6	1	5	22
	SK	60	9	4	2	3	12
	FI	71	7	4	2	2	8
	SE	82	5	2	1	2	4
	UK	65	12	2	3	2	10

Q1 En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet à des fins privées ?

Q1 On average, within the last 12 months, how often have you used the Internet for private purposes?






























Q1 Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet für private Zwecke genutzt?

		Pas d'accès à Internet (NE PAS LIRE)	NSP/SR	1-3 par semaine	2-3 fois par mois ou moins souvent
		No Internet access (DO NOT READ OUT)	DK/NA	1-3 times a week	2-3 times a month or less often
		Kein Internetzugang (NICHT VORLESEN)	WN/KA	1- bis 3-mal pro Woche	2- bis 3-mal pro Monat oder seltener
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	8	0	15	6
	BE	9	0	15	4
	BG	5	0	12	7
	CZ	5	0	16	4
	DK	4	0	11	4
	DE	12	0	17	5
	EE	12	0	10	3
	IE	5	0	15	5
	EL	6	0	13	6
	ES	7	0	10	6
	FR	8	0	18	3
	HR	9	0	12	5
	IT	9	0	20	8
	CY	9	0	10	6
	LV	5	0	11	4
	LT	10	0	13	5
	LU	5	0	15	6
	HU	13	0	14	6
	MT	10	0	12	4
	NL	3	0	12	3
	AT	11	0	19	4
	PL	5	0	15	6
	PT	11	0	13	4
	RO	8	0	14	7
	SI	8	0	15	6
	SK	10	0	13	5
	FI	6	0	11	4
	SE	4	0	7	3
	UK	6	0	14	5

Q2 Au cours des 12 derniers mois, avez-vous utilisé Internet pour chercher des informations liées à la santé ? Il peut s'agir d'informations sur une blessure, une maladie, la nutrition, l'amélioration de la santé, etc.

Q2 Within the last 12 months, have you used the Internet to search for health-related information? This could include information on an injury, a disease, illness, nutrition, improving health, etc






























Q2 Haben Sie in den letzten 12 Monaten das Internet genutzt, um nach gesundheitsbezogenen Informationen zu suchen? Dazu können Informationen zu einer Verletzung, zu einer Krankheit bzw. Erkrankung, zur Ernährung, zur Verbesserung des Gesundheitszustands etc. gehören.

		%	Oui, une fois par semaine ou plus souvent	Oui, plusieurs fois par mois	Oui, environ une fois par mois	Oui, environ une fois tous les deux mois	Oui, quelques fois au cours de la dernière année
			Yes, once a week or more often	Yes, several times a month	Yes, approximately once a month	Yes, approximately once every two months	Yes, a few times within the past year
			Ja, einmal pro Woche oder häufiger	Ja, mehrmals pro Monat	Ja, ungefähr einmal pro Monat	Ja, ungefähr einmal alle zwei Monate	Ja, ein paar Mal innerhalb des letzten Jahres
			Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28		12	11	17	7	27
	BE		8	10	15	8	27
	BG		17	12	17	3	22
	CZ		13	11	20	4	18
	DK		14	15	17	9	20
	DE		12	8	15	9	26
	EE		9	9	16	8	26
	IE		14	12	15	4	37
	EL		11	13	21	6	27
	ES		10	11	14	6	27
	FR		11	6	17	5	35
	HR		16	15	21	5	22
	IT		13	17	16	7	27
	CY		16	12	18	6	23
	LV		12	10	18	7	25
	LT		10	11	18	10	19
	LU		14	15	13	7	23
	HU		21	12	26	4	17
	MT		15	13	16	4	18
	NL		13	13	18	8	27
	AT		13	10	19	7	24
	PL		11	17	20	6	23
	PT		13	11	20	5	20
	RO		20	20	14	4	14
	SI		19	14	18	6	18
	SK		21	16	20	4	15
	FI		12	10	19	5	32
	SE		8	8	20	10	30
	UK		10	9	13	8	31

Q2 Au cours des 12 derniers mois, avez-vous utilisé Internet pour chercher des informations liées à la santé ? Il peut s'agir d'informations sur une blessure, une maladie, la nutrition, l'amélioration de la santé, etc.

Q2 Within the last 12 months, have you used the Internet to search for health-related information? This could include information on an injury, a disease, illness, nutrition, improving health, etc






























Q2 Haben Sie in den letzten 12 Monaten das Internet genutzt, um nach gesundheitsbezogenen Informationen zu suchen? Dazu können Informationen zu einer Verletzung, zu einer Krankheit bzw. Erkrankung, zur Ernährung, zur Verbesserung des Gesundheitszustands etc. gehören.

		Non, jamais	NSP/SR	Une fois par mois ou plus souvent	Moins d'une fois par mois
		No, never	DK/NA	At least once a month	Less than once a month
		Nein, nie	WN/KA	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	26	0	40	34
	BE	32	0	33	35
	BG	28	1	46	25
	CZ	34	0	44	22
	DK	22	3	46	29
	DE	29	1	35	35
	EE	31	1	34	34
	IE	18	0	41	41
	EL	22	0	45	33
	ES	31	1	35	33
	FR	26	0	34	40
	HR	21	0	52	27
	IT	20	0	46	34
	CY	25	0	46	29
	LV	28	0	40	32
	LT	31	1	39	29
	LU	28	0	42	30
	HU	20	0	59	21
	MT	33	1	44	22
	NL	20	1	44	35
	AT	27	0	42	31
	PL	22	1	48	29
	PT	31	0	44	25
	RO	28	0	54	18
	SI	24	1	51	24
	SK	24	0	57	19
	FI	22	0	41	37
	SE	23	1	36	40
	UK	29	0	32	39

Q2TT Au cours des 12 derniers mois, avez-vous utilisé Internet pour chercher des informations liées à la santé ? Il peut s'agir d'informations sur une blessure, une maladie, la nutrition, l'amélioration de la santé, etc.

Q2TT Within the last 12 months, have you used the Internet to search for health-related information? This could include information on an injury, a disease, illness, nutrition, improving health, etc






























Q2TT Haben Sie in den letzten 12 Monaten das Internet genutzt, um nach gesundheitsbezogenen Informationen zu suchen? Dazu können Informationen zu einer Verletzung, zu einer Krankheit bzw. Erkrankung, zur Ernährung, zur Verbesserung des Gesundheitszustands etc. gehören.

		Oui, une fois par semaine ou plus souvent	Oui, plusieurs fois par mois	Oui, environ une fois par mois	Oui, environ une fois tous les deux mois	Oui, quelques fois au cours de la dernière année
		Yes, once a week or more often	Yes, several times a month	Yes, approximately once a month	Yes, approximately once every two months	Yes, a few times within the past year
		Ja, einmal pro Woche oder häufiger	Ja, mehrmals pro Monat	Ja, ungefähr einmal pro Monat	Ja, ungefähr einmal alle zwei Monate	Ja, ein paar Mal innerhalb des letzten Jahres
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	10	9	13	5	22
	BE	7	8	12	6	23
	BG	12	8	12	2	16
	CZ	11	9	16	4	15
	DK	13	14	16	8	19
	DE	10	7	12	7	21
	EE	7	7	13	7	21
	IE	12	10	13	3	31
	EL	8	9	15	4	20
	ES	8	9	12	5	21
	FR	9	5	14	5	30
	HR	11	11	15	4	16
	IT	10	12	12	5	20
	CY	12	9	13	4	17
	LV	10	8	14	6	21
	LT	8	8	13	7	14
	LU	12	12	11	6	19
	HU	15	9	18	3	12
	MT	11	10	12	3	13
	NL	12	12	17	7	25
	AT	10	9	16	6	20
	PL	9	13	16	4	18
	PT	9	8	14	4	15
	RO	13	13	9	3	9
	SI	13	10	13	5	13
	SK	16	13	15	3	12
	FI	11	8	17	4	27
	SE	8	7	19	9	27
	UK	8	8	11	7	26

Q2TT Au cours des 12 derniers mois, avez-vous utilisé Internet pour chercher des informations liées à la santé ? Il peut s'agir d'informations sur une blessure, une maladie, la nutrition, l'amélioration de la santé, etc.

Q2TT Within the last 12 months, have you used the Internet to search for health-related information? This could include information on an injury, a disease, illness, nutrition, improving health, etc






























Q2TT Haben Sie in den letzten 12 Monaten das Internet genutzt, um nach gesundheitsbezogenen Informationen zu suchen? Dazu können Informationen zu einer Verletzung, zu einer Krankheit bzw. Erkrankung, zur Ernährung, zur Verbesserung des Gesundheitszustands etc. gehören.

		Non, jamais	NSP/SR	Une fois par mois ou plus souvent	Moins d'une fois par mois
		No, never	DK/NA	At least once a month	Less than once a month
%		Nein, nie	WN/KA	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	41	0	32	27
	BE	44	0	27	29
	BG	49	1	32	18
	CZ	45	0	36	19
	DK	28	2	43	27
	DE	42	1	29	28
	EE	44	1	27	28
	IE	31	0	35	34
	EL	44	0	32	24
	ES	45	0	29	26
	FR	37	0	28	35
	HR	43	0	37	20
	IT	41	0	34	25
	CY	45	0	34	21
	LV	41	0	32	27
	LT	49	1	29	21
	LU	40	0	35	25
	HU	43	0	42	15
	MT	51	0	33	16
	NL	26	1	41	32
	AT	39	0	35	26
	PL	39	1	38	22
	PT	50	0	31	19
	RO	53	0	35	12
	SI	46	0	36	18
	SK	41	0	44	15
	FI	33	0	36	31
	SE	29	1	34	36
	UK	40	0	27	33

Q2T Au cours des 12 derniers mois, avez-vous utilisé Internet pour chercher des informations liées à la santé ? Il peut s'agir d'informations sur une blessure, une maladie, la nutrition, l'amélioration de la santé, etc.

Q2T Within the last 12 months, have you used the Internet to search for health-related information? This could include information on an injury, a disease, illness, nutrition, improving health, etc






























Q2T Haben Sie in den letzten 12 Monaten das Internet genutzt, um nach gesundheitsbezogenen Informationen zu suchen? Dazu können Informationen zu einer Verletzung, zu einer Krankheit bzw. Erkrankung, zur Ernährung, zur Verbesserung des Gesundheitszustands etc. gehören.

			Oui, une fois par semaine ou plus souvent	Oui, plusieurs fois par mois	Oui, environ une fois par mois	Oui, environ une fois tous les deux mois	Oui, quelques fois au cours de la dernière année	Une fois par mois ou plus souvent	Moins d'une fois par mois
			Yes, once a week or more often	Yes, several times a month	Yes, approximately once a month	Yes, approximately once every two months	Yes, a few times within the past year	Once a month or more often	Less than once a month
			Ja, einmal pro Woche oder häufiger	Ja, mehrmals pro Monat	Ja, ungefähr einmal pro Monat	Ja, ungefähr einmal alle zwei Monate	Ja, ein paar Mal innerhalb des letzten Jahres	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
			Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	%	16	15	23	9	37	54	46
	BE		12	15	22	11	40	49	51
	BG		24	17	24	4	31	65	35
	CZ		19	17	30	6	28	66	34
	DK		18	20	23	12	27	61	39
	DE		18	12	21	12	37	51	49
	EE		14	13	23	12	38	50	50
	IE		17	15	19	5	44	51	49
	EL		14	16	27	8	35	57	43
	ES		15	16	21	9	39	52	48
	FR		14	9	23	7	47	46	54
	HR		20	19	26	7	28	65	35
	IT		16	21	20	9	34	57	43
	CY		22	16	24	8	30	62	38
	LV		16	14	25	10	35	55	45
	LT		15	16	26	15	28	57	43
	LU		20	21	18	9	32	59	41
	HU		26	15	33	5	21	74	26
	MT		23	20	24	6	27	67	33
	NL		16	17	23	10	34	56	44
	AT		17	14	26	10	33	57	43
	PL		15	22	26	7	30	63	37
	PT		18	16	29	8	29	63	37
	RO		28	27	19	6	20	74	26
	SI		25	19	24	9	23	68	32
	SK		27	22	26	5	20	75	25
	FI		16	12	25	6	41	53	47
	SE		11	10	27	13	39	48	52
	UK		14	12	19	11	44	45	55

Q3 Au cours des 12 derniers mois, quel type d'informations liées à la santé avez-vous cherché sur Internet ? Vous avez cherché sur Internet... (MAX. DEUX REPONSES)

Q3 Within the last 12 months, what type of health-related information did you look for on the Internet? You searched the Internet for... (MAX TWO ANSWERS)






























Q3 Nach welcher Art von gesundheitsbezogenen Informationen haben Sie in den letzten 12 Monaten im Internet gesucht? Sie haben im Internet gesucht nach ... (MAXIMAL ZWEI NENNUNGEN)

		Des informations générales sur la santé ou sur les manières d'améliorer votre santé (par exemple, des informations sur la nutrition, les régimes, le sport et l'exercice, la grossesse, etc.)	Des informations sur une blessure, une maladie ou un état de santé spécifiques (par exemple lorsque vous avez des problèmes d'estomac, lorsque votre enfant s'est cassé le bras, lorsque votre conjoint(e) a été diagnostiqué(e) avec un cancer, etc.).
		General information on health-related topics or ways to improve your health (for example: information on nutrition, diet, sports and exercise, pregnancy, etc.)	Information on a specific injury, disease, illness or condition (for example: when you have stomach problems, your child has broken his/her arm, your spouse has been diagnosed with cancer etc.)
		Allgemeinen Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihres Gesundheitszustands (z. B. Informationen zur Ernährung, zu Diäten, Sport und Bewegung, Schwangerschaft etc.)	Informationen zu einer bestimmten Verletzung, Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden (z. B. weil Sie Magenprobleme hatten, Ihr Kind sich den Arm gebrochen hatte, bei Ihrem Ehepartner oder Lebensgefährten Krebs diagnostiziert wurde etc.)
%		Flash EB 404	Flash EB 404
	EU 28	55	54
	BE	55	56
	BG	54	45
	CZ	60	50
	DK	52	60
	DE	50	59
	EE	53	53
	IE	56	56
	EL	65	39
	ES	62	58
	FR	49	57
	HR	65	48
	IT	60	42
	CY	58	35
	LV	51	49
	LT	48	39
	LU	59	51
	HU	64	49
	MT	63	35
	NL	53	61
	AT	56	60
	PL	55	50
	PT	58	52
	RO	49	40
	SI	53	32
	SK	52	39
	FI	54	70
	SE	49	61
	UK	57	61

Q3 Au cours des 12 derniers mois, quel type d'informations liées à la santé avez-vous cherché sur Internet ? Vous avez cherché sur Internet... (MAX. DEUX REPONSES)

Q3 Within the last 12 months, what type of health-related information did you look for on the Internet? You searched the Internet for... (MAX TWO ANSWERS)






























Q3 Nach welcher Art von gesundheitsbezogenen Informationen haben Sie in den letzten 12 Monaten im Internet gesucht? Sie haben im Internet gesucht nach ... (MAXIMAL ZWEI NENNUNGEN)

		Des informations pour avoir un deuxième avis après vous être rendu(e) chez votre médecin	Des informations spécifiques sur un traitement ou une procédure médicale (par exemple comment prendre vos médicaments, à quoi s'attendre lors d'un pontage cardiaque, etc.)	Autre (NE PAS LIRE)	NSP/SR
		Information to get a second opinion after having visited your doctor	Specific information on a medical treatment or procedure (for example: how to take your medication, what to expect with a heart bypass, etc.)	Other (DO NOT READ OUT)	DK/NA
		Informationen, um nach einem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen	Bestimmten Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren (z. B. zur Einnahme Ihrer Medikamente, zum Leben mit einem Bypass etc.)	Andere (Nicht vorlesen)	WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	10	23	3	1
	BE	12	25	2	2
	BG	14	18	4	0
	CZ	14	27	2	0
	DK	6	23	3	1
	DE	11	26	2	1
	EE	4	25	5	0
	IE	8	23	2	1
	EL	11	7	3	0
	ES	14	21	2	0
	FR	7	21	5	0
	HR	10	20	2	0
	IT	12	21	2	0
	CY	10	16	3	1
	LV	12	21	3	1
	LT	9	28	3	0
	LU	11	22	6	0
	HU	4	16	3	1
	MT	14	24	1	0
	NL	4	27	3	0
	AT	11	24	2	1
	PL	8	20	3	0
	PT	12	26	4	1
	RO	12	29	6	1
	SI	6	22	3	1
	SK	4	24	2	0
	FI	2	27	1	0
	SE	5	26	3	0
	UK	12	24	1	1

Q4 Plus spécifiquement, lorsque vous avez essayé d'accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé, quels types d'informations, parmi les suivants, cherchiez-vous ? (PLUSIEURS REPONSES POSSIBLES)

Q4 More specifically, when trying to access general information on health-related topics or ways to improve your health, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)






























Q4 Konkreter gefragt: Nach welchen Arten von Informationen haben Sie gesucht, als Sie versucht haben, im Internet allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihrer Gesundheit zu erhalten? (MEHRFACHNENNUNGEN MÖGLICH)

		Des informations sur le bien-être mental, la dépression, le stress	Des informations sur les choix de modes de vie (régime, nutrition, activité physique, tabac, alcool, etc.)	Des informations sur la grossesse, l'accouchement et la petite enfance	Des informations sur les médicaments	Des informations sur les soins apportés à une personne âgée
		Information on mental well-being, depression, stress	Information on lifestyle choices (diet, nutrition, physical activity, smoking, alcohol, etc.)	Information on pregnancy, childbirth and early infancy	Information on pharmaceuticals	Information on caring for an ageing person
	%	Informationen zu geistigem Wohlbefinden, Depressionen, Stress	Informationen zur Lebensweise (Diät, Ernährung, körperliche Aktivitäten, Rauchen, Alkohol etc.)	Informationen zu Schwangerschaft, Geburt und früher Kindheit	Informationen zu Arzneimitteln	Informationen zur Betreuung eines älteren Menschen
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	24	74	16	35	11
	BE	29	69	14	35	17
	BG	14	62	19	54	14
	CZ	28	82	19	43	17
	DK	31	75	11	33	8
	DE	20	60	8	43	13
	EE	17	65	10	34	2
	IE	34	85	12	29	14
	EL	22	76	14	25	7
	ES	24	87	17	33	10
	FR	31	76	23	34	9
	HR	28	68	10	40	7
	IT	18	77	18	29	11
	CY	19	72	11	21	5
	LV	24	65	14	48	8
	LT	19	59	10	47	6
	LU	38	77	17	39	15
	HU	17	71	15	39	7
	MT	27	74	21	27	10
	NL	23	60	15	40	11
	AT	30	75	13	36	14
	PL	17	71	14	29	9
	PT	36	74	20	39	13
	RO	29	76	16	49	11
	SI	9	49	5	29	9
	SK	19	57	12	36	5
	FI	33	85	11	42	9
	SE	27	67	12	44	8
	UK	27	83	20	31	10

Q4 Plus spécifiquement, lorsque vous avez essayé d'accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé, quels types d'informations, parmi les suivants, cherchiez-vous ? (PLUSIEURS REPONSES POSSIBLES)

Q4 More specifically, when trying to access general information on health-related topics or ways to improve your health, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)






























Q4 Konkreter gefragt: Nach welchen Arten von Informationen haben Sie gesucht, als Sie versucht haben, im Internet allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihrer Gesundheit zu erhalten? (MEHRFACHNENNUNGEN MÖGLICH)

		Des témoignages ou expériences d'autres patients	Des informations sur les professionnels de santé ou les centres de santé	Des informations sur la vaccination	Autre (NE PAS LIRE)	NSP/SR
		Testimonials or experiences from other patients	Information on healthcare professionals or healthcare centres	Information on vaccinations	Other (DO NOT READ OUT)	DK/NA
		Bewertungen oder Erfahrungen von anderen Patienten	Informationen zu Fachkräften im Gesundheitswesen oder zu Gesundheitszentren	Informationen zu Impfungen	Andere (Nicht vorlesen)	WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	26	29	14	3	1
	BE	30	26	17	6	2
	BG	43	43	14	1	1
	CZ	37	34	24	1	1
	DK	20	20	15	4	2
	DE	21	26	17	5	2
	EE	17	23	12	7	1
	IE	20	28	19	2	1
	EL	19	20	9	3	0
	ES	29	33	11	3	0
	FR	25	34	12	5	0
	HR	30	17	12	3	0
	IT	20	26	13	3	0
	CY	16	8	7	5	2
	LV	35	34	10	3	1
	LT	19	28	12	4	1
	LU	31	32	19	1	2
	HU	16	20	13	5	0
	MT	19	20	17	5	2
	NL	26	23	13	7	2
	AT	36	35	20	5	1
	PL	42	38	13	1	1
	PT	26	41	16	3	1
	RO	30	30	12	3	1
	SI	19	17	4	11	0
	SK	15	17	8	7	1
	FI	23	38	23	1	3
	SE	26	19	18	4	1
	UK	25	30	15	1	3

Q5 En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé?

Q5 On average, within the last 12 months, how often have you used the Internet to access general information on health-related topics or ways to improve your health?






























Q5 Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihres Gesundheitszustands zu erhalten?

		Une fois par semaine ou plus souvent	Plusieurs fois par mois	Environ une fois par mois	Environ une fois tous les deux mois
		Once a week or more often	Several times a month	Approximately once a month	Approximately once every two months
		Einmal pro Woche oder häufiger	Mehrmals pro Monat	Ungefähr einmal im Monat	Ungefähr einmal alle zwei Monate
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	15	18	21	10
	BE	7	13	20	14
	BG	28	15	21	7
	CZ	19	18	29	8
	DK	20	21	19	12
	DE	14	13	19	14
	EE	14	17	24	10
	IE	19	15	19	10
	EL	17	16	25	10
	ES	16	14	21	9
	FR	11	17	21	13
	HR	17	21	21	12
	IT	16	20	16	9
	CY	22	25	16	9
	LV	12	19	25	16
	LT	16	25	22	12
	LU	15	15	24	7
	HU	24	23	25	6
	MT	20	14	36	9
	NL	16	16	22	8
	AT	14	21	23	9
	PL	9	29	24	7
	PT	16	20	27	7
	RO	33	22	16	6
	SI	19	26	26	10
	SK	27	21	27	6
	FI	9	17	21	13
	SE	12	13	20	14
	UK	10	16	23	11

Q5 En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé?

Q5 On average, within the last 12 months, how often have you used the Internet to access general information on health-related topics or ways to improve your health?






























Q5 Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihres Gesundheitszustands zu erhalten?

		Quelques fois au cours de la dernière année	NSP/SR	Entre une fois par semaine et une fois par mois	Moins d'une fois par mois
		A few times within the past year	DK/NA	Between once a week and once a month	Less than once a month
%		Ein paar Mal innerhalb des letzten Jahres	WN/KA	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	36	0	54	46
	BE	45	1	40	59
	BG	28	1	64	35
	CZ	25	1	66	33
	DK	26	2	60	38
	DE	39	1	46	53
	EE	35	0	55	45
	IE	36	1	53	46
	EL	32	0	58	42
	ES	39	1	51	48
	FR	38	0	49	51
	HR	28	1	59	40
	IT	39	0	52	48
	CY	25	3	63	34
	LV	25	3	56	41
	LT	24	1	63	36
	LU	35	4	54	42
	HU	21	1	72	27
	MT	21	0	70	30
	NL	36	2	54	44
	AT	33	0	58	42
	PL	31	0	62	38
	PT	29	1	63	36
	RO	21	2	71	27
	SI	17	2	71	27
	SK	18	1	75	24
	FI	40	0	47	53
	SE	39	2	45	53
	UK	40	0	49	51

Q5T En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé?

Q5T On average, within the last 12 months, how often have you used the Internet to access general information on health-related topics or ways to improve your health?






























Q5T Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihres Gesundheitszustands zu erhalten?

		Une fois par semaine ou plus souvent	Plusieurs fois par mois	Environ une fois par mois	Environ une fois tous les deux mois	Quelques fois au cours de la dernière année
		Once a week or more often	Several times a month	Approximately once a month	Approximately once every two months	A few times within the past year
		Einmal pro Woche oder häufiger	Mehrmals pro Monat	Ungefähr einmal im Monat	Ungefähr einmal alle zwei Monate	Ein paar Mal innerhalb des letzten Jahres
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	8	10	11	6	20
	BE	4	7	11	8	25
	BG	15	8	11	4	15
	CZ	11	11	18	5	15
	DK	10	11	10	6	14
	DE	7	7	9	7	20
	EE	8	9	13	5	18
	IE	10	8	11	6	20
	EL	11	10	16	7	21
	ES	10	9	13	6	24
	FR	5	8	10	6	19
	HR	11	13	14	8	18
	IT	10	12	10	5	23
	CY	13	14	10	5	14
	LV	6	10	13	8	13
	LT	8	12	10	6	12
	LU	9	9	14	4	20
	HU	15	15	16	4	13
	MT	13	9	22	6	13
	NL	9	8	12	4	19
	AT	8	12	13	5	18
	PL	5	16	13	4	17
	PT	9	11	16	4	17
	RO	16	11	8	3	10
	SI	10	14	14	5	9
	SK	14	11	14	3	10
	FI	5	9	11	7	22
	SE	6	6	10	7	19
	UK	6	9	13	6	23

Q5T En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé?

Q5T On average, within the last 12 months, how often have you used the Internet to access general information on health-related topics or ways to improve your health?






























Q5T Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihres Gesundheitszustands zu erhalten?

		NSP/SR	N'a pas cherché ce type d'informations liées à la santé	Une fois par mois ou plus souvent	Moins d'une fois par mois
		DK/NA	Didn't search for this type of health-related information	Once a month or more often	Less than once a month
		WN/KA	Nicht nach dieser Art von gesundheitsbezogenen Informationen gesucht	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	0	45	29	26
	BE	0	45	22	33
	BG	1	46	34	19
	CZ	0	40	40	20
	DK	1	48	31	20
	DE	0	50	23	27
	EE	0	47	30	23
	IE	1	44	29	26
	EL	0	35	37	28
	ES	0	38	32	30
	FR	0	52	23	25
	HR	1	35	38	26
	IT	0	40	32	28
	CY	2	42	37	19
	LV	1	49	29	21
	LT	1	51	30	18
	LU	3	41	32	24
	HU	1	36	46	17
	MT	0	37	44	19
	NL	1	47	29	23
	AT	0	44	33	23
	PL	0	45	34	21
	PT	1	42	36	21
	RO	1	51	35	13
	SI	1	47	38	14
	SK	0	48	39	13
	FI	0	46	25	29
	SE	1	51	22	26
	UK	0	43	28	29

Q6 Quelles sources avez-vous utilisées lorsque vous avez essayé d'accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé? (PLUSIEURS REPONSES POSSIBLES)

Q6 Which sources did you use when trying to access general information on health-related topics or ways to improve your health? (MULTIPLE ANSWERS POSSIBLE)






























Q6 Welche Quellen haben Sie genutzt, als Sie versucht haben, allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihres Gesundheitszustands zu erhalten? (MEHRFACHNENNUNGEN MÖGLICH)

		Des moteurs de recherche sur Internet	Des journaux ou magazines en ligne	Des sites Internet, blogs ou forums dédiés	Des réseaux sociaux en ligne	Des sites Internet d'associations de patients
		Internet search engines	Online newspapers or magazines	Specific and dedicated websites, blogs or forums	Online social networks	Patient organisations' websites
		Internet-Suchmaschinen	Online-Zeitungen oder -Zeitschriften	Spezielle Webseiten, Blogs oder Foren	Soziale Netzwerke im Internet	Webseiten von Patientenorganisationen
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	85	26	47	23	13
	BE	90	36	42	19	10
	BG	84	29	42	33	14
	CZ	88	35	49	23	7
	DK	86	26	42	19	16
	DE	92	19	33	14	10
	EE	88	16	30	12	5
	IE	81	24	40	25	13
	EL	68	24	28	20	5
	ES	89	30	63	31	17
	FR	83	28	60	21	13
	HR	70	30	45	29	9
	IT	74	21	46	17	9
	CY	60	23	27	28	1
	LV	90	27	47	29	16
	LT	77	16	27	20	4
	LU	88	31	37	22	14
	HU	75	22	34	25	6
	MT	72	18	30	27	15
	NL	86	17	43	23	19
	AT	93	28	42	22	12
	PL	80	28	53	37	11
	PT	92	34	49	33	17
	RO	73	26	43	30	12
	SI	77	20	28	18	6
	SK	80	19	22	15	8
	FI	89	39	49	30	18
	SE	91	36	45	22	12
	UK	93	27	48	27	22

Q6 Quelles sources avez-vous utilisées lorsque vous avez essayé d'accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé? (PLUSIEURS REPONSES POSSIBLES)

Q6 Which sources did you use when trying to access general information on health-related topics or ways to improve your health? (MULTIPLE ANSWERS POSSIBLE)






























Q6 Welche Quellen haben Sie genutzt, als Sie versucht haben, allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihres Gesundheitszustands zu erhalten? (MEHRFACHNENNUNGEN MÖGLICH)

		Des applications dédiées sur des appareils mobiles tels que des tablettes ou téléphones mobiles Specific and dedicated apps for mobile devices such as tablets or mobile phones Spezielle Apps für mobile Geräte, wie z. B. Tablets oder Mobiltelefone	Des sites Internet d'organismes de santé officiels tels que le ministère de la Santé, l'Organisation mondiale de la santé, le Centre européen de prévention et de contrôle des maladies (ECDC), etc. Websites from official health organisations such as the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc. Webseiten von offiziellen Gesundheitsorganisationen, wie z. B. das Gesundheitsministerium, die Weltgesundheitsorganisation (WHO), das Europäische Zentrum für die Prävention und die Kontrolle von Krankheiten (ECDC) etc.	Autre (NE PAS LIRE) Other (DO NOT READ OUT) Andere (Nicht vorlesen)	NSP/SR DK/NA WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	17	33	1	1
	BE	19	36	3	0
	BG	21	26	1	1
	CZ	15	22	1	1
	DK	14	31	1	1
	DE	6	23	2	1
	EE	2	11	2	0
	IE	14	37	0	1
	EL	18	24	1	2
	ES	26	36	1	0
	FR	19	38	1	1
	HR	11	19	0	1
	IT	15	31	0	0
	CY	12	24	1	0
	LV	14	16	2	1
	LT	4	11	1	0
	LU	26	37	1	1
	HU	5	10	2	0
	MT	21	21	1	0
	NL	16	30	1	1
	AT	14	35	1	0
	PL	12	20	1	1
	PT	20	44	1	0
	RO	22	22	0	2
	SI	3	12	1	0
	SK	3	16	1	0
	FI	16	40	1	0
	SE	19	56	1	0
	UK	31	56	0	0

Q6T Quelles sources avez-vous utilisées lorsque vous avez essayé d'accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé? (PLUSIEURS REPONSES POSSIBLES)

Q6T Which sources did you use when trying to access general information on health-related topics or ways to improve your health? (MULTIPLE ANSWERS POSSIBLE)






























Q6T Welche Quellen haben Sie genutzt, als Sie versucht haben, allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihres Gesundheitszustands zu erhalten? (MEHRFACHNENNUNGEN MÖGLICH)

		Des moteurs de recherche sur Internet	Des journaux ou magazines en ligne	Des sites Internet, blogs ou forums dédiés	Des réseaux sociaux en ligne	Des sites Internet d'associations de patients
		Internet search engines	Online newspapers or magazines	Specific and dedicated websites, blogs or forums	Online social networks	Patient organisations' websites
		Internet-Suchmaschinen	Online-Zeitungen oder -Zeitschriften	Spezielle Webseiten, Blogs oder Foren	Soziale Netzwerke im Internet	Webseiten von Patientenorganisationen
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	47	14	26	13	7
	BE	50	20	23	10	6
	BG	46	16	23	18	8
	CZ	52	21	29	14	4
	DK	45	14	22	10	8
	DE	46	10	17	7	5
	EE	47	9	16	7	2
	IE	45	13	22	14	7
	EL	44	16	18	13	3
	ES	55	19	39	19	11
	FR	40	14	29	10	6
	HR	46	20	29	19	6
	IT	44	13	27	10	5
	CY	35	13	16	16	1
	LV	46	14	24	15	8
	LT	37	8	13	10	2
	LU	52	18	22	13	8
	HU	48	14	22	16	4
	MT	45	11	19	17	9
	NL	46	9	23	12	10
	AT	52	16	23	12	7
	PL	44	15	29	21	6
	PT	53	20	28	19	10
	RO	36	13	21	15	6
	SI	40	10	15	9	3
	SK	41	10	11	8	4
	FI	48	21	26	16	10
	SE	45	18	22	11	6
	UK	54	16	27	15	12

Q6T Quelles sources avez-vous utilisées lorsque vous avez essayé d'accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé? (PLUSIEURS REPONSES POSSIBLES)

Q6T Which sources did you use when trying to access general information on health-related topics or ways to improve your health? (MULTIPLE ANSWERS POSSIBLE)






























Q6T Welche Quellen haben Sie genutzt, als Sie versucht haben, allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihres Gesundheitszustands zu erhalten? (MEHRFACHNENNUNGEN MÖGLICH)

		Des applications dédiées sur des appareils mobiles tels que des tablettes ou téléphones mobiles Specific and dedicated apps for mobile devices such as tablets or mobile phones Spezielle Apps für mobile Geräte, wie z. B. Tablets oder Mobiltelefone	Des sites Internet d'organismes de santé officiels tels que le ministère de la Santé, l'Organisation mondiale de la santé, le Centre européen de prévention et de contrôle des maladies (ECDC), etc. Websites from official health organisations such as the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc. Webseiten von offiziellen Gesundheitsorganisationen, wie z. B. das Gesundheitsministerium, die Weltgesundheitsorganisation (WHO), das Europäische Zentrum für die Prävention und die Kontrolle von Krankheiten (ECDC) etc.	Autre (NE PAS LIRE) Other (DO NOT READ OUT) Andere (Nicht vorlesen)	NSP/SR DK/NA WN/KA	N'a pas cherché ce type d'informations liées à la santé Didn't search for this type of health-related information N'a pas cherché ce type d'informations liées à la santé
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	10	18	1	0	45
	BE	10	20	2	0	45
	BG	11	14	1	0	46
	CZ	9	13	0	1	40
	DK	7	16	1	1	48
	DE	3	11	1	1	50
	EE	1	6	1	0	47
	IE	8	21	0	1	44
	EL	12	16	1	1	35
	ES	16	23	1	0	38
	FR	9	19	1	1	51
	HR	7	12	0	0	35
	IT	9	18	0	0	40
	CY	7	14	1	0	42
	LV	7	8	1	1	49
	LT	2	5	1	0	52
	LU	15	22	0	1	41
	HU	3	6	1	0	36
	MT	13	13	1	0	37
	NL	9	16	1	0	47
	AT	8	19	1	0	44
	PL	7	11	0	0	45
	PT	12	25	1	0	42
	RO	11	11	0	1	51
	SI	1	7	1	0	47
	SK	2	8	0	0	48
	FI	9	22	1	0	46
	SE	9	28	1	0	51
	UK	18	32	0	0	43

Q7 Lorsque vous cherchiez à accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q7 When trying to access general information on health-related topics or ways to improve your health, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q7 Für wen haben Sie nach Informationen gesucht, als Sie versucht haben, allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung des Gesundheitszustands zu erhalten? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Pour vous-même	Pour votre époux(se) ou partenaire	Pour votre ou vos enfant(s)
		Yourself	Your spouse or partner	Your child or children
		Sie selbst	Ihren Ehe- oder Lebenspartner	Ihr Kind oder Ihre Kinder
		Flash EB 404	Flash EB 404	Flash EB 404
 EU 28		87	26	24
 BE		88	37	33
 BG		82	22	27
 CZ		91	31	29
 DK		87	20	25
 DE		87	26	19
 EE		90	19	25
 IE		86	17	17
 EL		80	23	23
 ES		83	19	15
 FR		90	25	31
 HR		83	25	23
 IT		87	24	22
 CY		81	25	24
 LV		89	24	32
 LT		85	20	23
 LU		88	31	35
 HU		81	30	31
 MT		87	19	14
 NL		85	28	28
 AT		92	30	25
 PL		88	28	29
 PT		89	27	31
 RO		78	31	27
 SI		80	16	19
 SK		83	20	21
 FI		96	27	23
 SE		93	17	22
 UK		89	28	24

Q7 Lorsque vous cherchiez à accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q7 When trying to access general information on health-related topics or ways to improve your health, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q7 Für wen haben Sie nach Informationen gesucht, als Sie versucht haben, allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung des Gesundheitszustands zu erhalten? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Pour d'autres membres de votre famille	Pour des amis, des collègues	Autre (NE PAS LIRE)	NSP/SR
		Other members of your family	Friends, colleagues	Other (DO NOT READ OUT)	DK/NA
		Andere Mitglieder Ihrer Familie	Freunde, Kollegen	Andere (Nicht vorlesen)	WN/KA
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
 EU 28		27	13	2	0
 BE		30	17	2	0
 BG		39	28	1	0
 CZ		30	18	0	0
 DK		16	11	4	0
 DE		19	10	2	1
 EE		25	6	3	0
 IE		23	8	1	0
 EL		38	9	1	0
 ES		22	9	2	0
 FR		26	17	1	0
 HR		27	13	0	1
 IT		30	13	3	0
 CY		36	18	6	0
 LV		39	13	0	0
 LT		27	4	3	0
 LU		35	15	3	1
 HU		41	13	2	0
 MT		24	2	3	0
 NL		19	11	4	0
 AT		25	17	4	0
 PL		35	10	0	0
 PT		29	17	2	1
 RO		34	16	2	0
 SI		42	10	1	0
 SK		26	9	2	0
 FI		14	17	2	0
 SE		18	13	2	0
 UK		31	15	4	1

Q7T Lorsque vous cherchiez à accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q7T When trying to access general information on health-related topics or ways to improve your health, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q7T Für wen haben Sie nach Informationen gesucht, als Sie versucht haben, allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung des Gesundheitszustands zu erhalten? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Pour vous-même	Pour votre époux(se) ou partenaire	Pour votre ou vos enfant(s)	Pour d'autres membres de votre famille
		Yourself	Your spouse or partner	Your child or children	Other members of your family
		Sie selbst	Ihren Ehe- oder Lebenspartner	Ihr Kind oder Ihre Kinder	Andere Mitglieder Ihrer Familie
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
 EU 28		48	14	13	15
 BE		49	20	18	16
 BG		44	12	15	21
 CZ		54	19	17	18
 DK		45	11	13	9
 DE		43	13	10	10
 EE		48	10	13	13
 IE		48	9	9	13
 EL		52	15	15	25
 ES		52	12	9	14
 FR		44	12	15	13
 HR		55	16	15	17
 IT		52	14	13	18
 CY		48	15	14	21
 LV		46	12	16	20
 LT		41	10	11	13
 LU		52	18	21	21
 HU		52	19	20	26
 MT		55	12	9	15
 NL		46	15	15	10
 AT		51	17	14	14
 PL		49	15	16	19
 PT		51	16	18	17
 RO		39	15	13	17
 SI		42	9	10	22
 SK		44	11	11	13
 FI		52	15	12	8
 SE		46	8	11	9
 UK		51	16	14	18

Q7T Lorsque vous cherchiez à accéder à des informations générales sur la santé ou sur les manières d'améliorer votre santé, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q7T When trying to access general information on health-related topics or ways to improve your health, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q7T Für wen haben Sie nach Informationen gesucht, als Sie versucht haben, allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung des Gesundheitszustands zu erhalten? (MEHRFACHNENNUNGEN MÖGLICH)

		Pour des amis, des collègues	Autre (NE PAS LIRE)	NSP/SR	N'a pas cherché ce type d'informations liées à la santé
		Friends, colleagues	Other (DO NOT READ OUT)	DK/NA	Didn't search for this type of health-related information
%		Freunde, Kollegen	Andere (Nicht vorlesen)	WN/KA	Nicht nach dieser Art von gesundheitsbezogenen Informationen gesucht
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	7	1	0	45
	BE	9	1	0	45
	BG	15	1	0	46
	CZ	11	0	0	40
	DK	6	2	0	48
	DE	5	1	1	50
	EE	3	2	0	47
	IE	4	1	0	44
	EL	6	1	0	35
	ES	6	2	0	38
	FR	8	1	0	51
	HR	9	0	0	35
	IT	8	2	0	40
	CY	11	3	0	42
	LV	7	0	0	49
	LT	2	1	0	52
	LU	9	2	0	41
	HU	8	1	0	36
	MT	1	2	0	37
	NL	6	2	0	47
	AT	10	2	0	44
	PL	6	0	0	45
	PT	10	1	1	42
	RO	8	1	0	51
	SI	5	1	0	47
	SK	5	1	0	48
	FI	9	1	0	46
	SE	6	1	0	51
	UK	8	2	0	43

Q8 Plus spécifiquement, lorsque vous avez essayé de trouver des informations sur une blessure, une maladie ou un état de santé spécifiques, quels types d'informations, parmi les suivants, cherchiez-vous ? (PLUSIEURS REPONSES)

Q8 More specifically, when trying to find information on a specific injury, disease, illness, or condition, which of the following type of information were you looking for? (MULTIPLE ANSWERS POSSIBLE)






























Q8 Konkreter gefragt: Nach welchen Arten von Informationen haben Sie gesucht, als Sie versucht haben, im Internet Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des informations sur les symptômes d'une maladie ou d'une blessure spécifique	Des informations sur la manière de traiter une maladie ou une blessure spécifique	Des informations sur les résultats de tests médicaux	Des informations sur les médicaments
		Information on the symptoms of a specific disease, illness or injury	Information on how to treat a specific disease, illness or injury	Information on results of medical tests	Information on pharmaceuticals
		Informationen zu den Symptomen einer bestimmten Krankheit, Erkrankung oder Verletzung	Informationen zur Behandlung einer bestimmten Krankheit, Erkrankung oder Verletzung	Informationen zu Ergebnissen medizinischer Untersuchungen	Informationen zu Arzneimitteln
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	78	71	27	39
	BE	83	79	34	46
	BG	65	75	33	54
	CZ	77	73	23	49
	DK	73	69	19	33
	DE	78	73	34	42
	EE	67	63	13	30
	IE	72	65	20	31
	EL	70	52	18	23
	ES	89	74	29	38
	FR	80	69	27	38
	HR	74	71	22	32
	IT	73	57	29	39
	CY	70	54	14	29
	LV	67	72	16	45
	LT	56	58	13	45
	LU	74	73	28	44
	HU	68	70	21	46
	MT	75	64	32	39
	NL	79	57	16	39
	AT	78	78	35	44
	PL	72	77	31	36
	PT	81	70	29	33
	RO	66	60	30	51
	SI	43	48	14	12
	SK	54	57	14	26
	FI	86	85	24	43
	SE	83	75	13	40
	UK	83	78	23	34

Q8 Plus spécifiquement, lorsque vous avez essayé de trouver des informations sur une blessure, une maladie ou un état de santé spécifiques, quels types d'informations, parmi les suivants, cherchiez-vous ? (PLUSIEURS REPONSES)

Q8 More specifically, when trying to find information on a specific injury, disease, illness, or condition, which of the following type of information were you looking for? (MULTIPLE ANSWERS POSSIBLE)






























Q8 Konkreter gefragt: Nach welchen Arten von Informationen haben Sie gesucht, als Sie versucht haben, im Internet Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des témoignages ou expériences d'autres patients	Des informations sur d'autres traitements possibles	Un soutien moral pour faire face à un problème de santé	Autre (NE PAS LIRE)	NSP/SR
		Testimonials or experiences from other patients	Information on other possible treatments	Emotional support in dealing with a health issue	Other (DO NOT READ OUT)	DK/NA
		Bewertungen oder Erfahrungen von anderen Patienten	Informationen zu anderen möglichen Behandlungsmethoden	Emotionale Unterstützung beim Umgang mit einem gesundheitlichen Problem	Andere (Nicht vorlesen)	WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	36	42	10	2	1
	BE	48	47	17	1	0
	BG	46	58	15	2	0
	CZ	53	53	15	1	1
	DK	25	25	7	2	2
	DE	33	39	10	1	1
	EE	22	34	10	2	2
	IE	29	46	11	2	1
	EL	23	27	8	1	1
	ES	37	48	11	1	0
	FR	48	36	7	2	1
	HR	46	39	9	1	0
	IT	30	34	10	2	0
	CY	22	35	6	0	0
	LV	46	39	10	2	0
	LT	21	29	7	6	1
	LU	42	41	16	3	3
	HU	21	36	9	2	1
	MT	33	40	19	0	0
	NL	39	35	7	3	1
	AT	37	54	13	5	0
	PL	42	42	9	1	0
	PT	35	48	14	4	0
	RO	43	47	13	2	0
	SI	31	25	2	0	0
	SK	24	28	4	1	0
	FI	35	32	12	1	0
	SE	30	27	8	0	0
	UK	30	56	13	2	1

Q9 En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour trouver des informations sur une blessure, une maladie ou un état de santé spécifiques ?

Q9 On average, within the last 12 months, how often have you used the Internet to find information on a specific injury, disease, illness or condition?






























Q9 Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden?

		Une fois par semaine ou plus souvent	Plusieurs fois par mois	Environ une fois par mois	Environ une fois tous les deux mois
		Once a week or more often	Several times a month	Approximately once a month	Approximately once every two months
		Einmal pro Woche oder häufiger	Mehrmals pro Monat	Ungefähr einmal im Monat	Ungefähr einmal alle zwei Monate
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	9	12	19	11
	BE	7	13	18	11
	BG	9	13	22	11
	CZ	13	13	23	9
	DK	7	13	18	16
	DE	13	13	17	16
	EE	6	9	21	12
	IE	9	10	17	7
	EL	7	18	25	7
	ES	7	10	16	11
	FR	6	6	19	9
	HR	13	18	24	10
	IT	10	17	22	10
	CY	15	18	24	5
	LV	7	10	22	11
	LT	10	16	22	15
	LU	10	13	17	11
	HU	14	24	24	6
	MT	21	19	31	4
	NL	8	11	19	7
	AT	7	15	25	12
	PL	8	14	24	10
	PT	14	15	20	10
	RO	22	21	22	9
	SI	13	28	20	13
	SK	13	18	24	9
	FI	9	10	21	13
	SE	6	6	20	17
	UK	5	10	13	13

Q9 En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour trouver des informations sur une blessure, une maladie ou un état de santé spécifiques ?

Q9 On average, within the last 12 months, how often have you used the Internet to find information on a specific injury, disease, illness or condition?






























Q9 Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden?

		Quelques fois au cours de la dernière année	NSP/SR	Entre une fois par semaine et une fois par mois	Moins d'une fois par mois
		A few times within the past year	DK/NA	Between once a week and once a month	Less than once a month
%		Ein paar Mal innerhalb des letzten Jahres	WN/KA	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	48	1	40	59
	BE	50	1	38	61
	BG	44	1	44	55
	CZ	40	2	49	49
	DK	44	2	38	60
	DE	40	1	43	56
	EE	51	1	36	63
	IE	57	0	36	64
	EL	43	0	50	50
	ES	56	0	33	67
	FR	60	0	31	69
	HR	33	2	55	43
	IT	41	0	49	51
	CY	38	0	57	43
	LV	50	0	39	61
	LT	36	1	48	51
	LU	46	3	40	57
	HU	32	0	62	38
	MT	25	0	71	29
	NL	54	1	38	61
	AT	41	0	47	53
	PL	43	1	46	53
	PT	40	1	49	50
	RO	25	1	65	34
	SI	26	0	61	39
	SK	35	1	55	44
	FI	47	0	40	60
	SE	51	0	32	68
	UK	59	0	28	72

Q9T En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour trouver des informations sur une blessure, une maladie ou un état de santé spécifiques ?

Q9T On average, within the last 12 months, how often have you used the Internet to find information on a specific injury, disease, illness or condition?






























Q9T Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden?

		Une fois par semaine ou plus souvent	Plusieurs fois par mois	Environ une fois par mois	Environ une fois tous les deux mois	Quelques fois au cours de la dernière année
		Once a week or more often	Several times a month	Approximately once a month	Approximately once every two months	A few times within the past year
		Einmal pro Woche oder häufiger	Mehrmals pro Monat	Ungefähr einmal im Monat	Ungefähr einmal alle zwei Monate	Ein paar Mal innerhalb des letzten Jahres
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	5	7	10	6	26
	BE	4	7	10	6	28
	BG	4	6	10	5	20
	CZ	6	7	12	4	20
	DK	4	8	11	10	26
	DE	8	7	10	10	23
	EE	3	5	11	6	28
	IE	5	6	9	4	32
	EL	3	7	10	2	17
	ES	4	6	9	6	32
	FR	4	3	11	5	34
	HR	6	9	11	5	16
	IT	4	8	9	4	17
	CY	5	6	9	2	13
	LV	3	5	11	5	25
	LT	4	6	9	6	14
	LU	5	6	9	6	24
	HU	7	12	12	3	15
	MT	7	6	11	2	9
	NL	5	7	12	4	33
	AT	4	9	15	7	25
	PL	4	7	12	5	22
	PT	7	8	11	5	21
	RO	9	8	9	4	10
	SI	4	9	7	4	8
	SK	5	7	9	4	14
	FI	6	7	15	9	33
	SE	4	4	12	10	31
	UK	3	6	8	8	36

Q9T En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour trouver des informations sur une blessure, une maladie ou un état de santé spécifiques ?

Q9T On average, within the last 12 months, how often have you used the Internet to find information on a specific injury, disease, illness or condition?






























Q9T Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden?

		NSP/SR	N'a pas cherché ce type d'informations liées à la santé	Une fois par mois ou plus souvent	Moins d'une fois par mois
		DK/NA	Didn't search for this type of health-related information	Once a month or more often	Less than once a month
%		WN/KA	Nicht nach dieser Art von gesundheitsbezogenen Informationen gesucht	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	0	46	22	32
	BE	1	44	21	34
	BG	0	55	20	25
	CZ	1	50	25	24
	DK	1	40	23	36
	DE	1	41	25	33
	EE	0	47	19	34
	IE	0	44	20	36
	EL	0	61	20	19
	ES	0	43	19	38
	FR	0	43	18	39
	HR	1	52	26	21
	IT	0	58	21	21
	CY	0	65	20	15
	LV	0	51	19	30
	LT	0	61	19	20
	LU	1	49	20	30
	HU	0	51	31	18
	MT	0	65	24	11
	NL	0	39	24	37
	AT	0	40	28	32
	PL	0	50	23	27
	PT	0	48	26	26
	RO	0	60	26	14
	SI	0	68	20	12
	SK	0	61	21	18
	FI	0	30	28	42
	SE	0	39	20	41
	UK	0	39	17	44

Q10 Quelles sources avez-vous utilisées lorsque vous avez cherché à trouver des informations sur une blessure, une maladie ou un état de santé spécifiques ? (PLUSIEURS REPONSES POSSIBLES)

Q10 Which sources did you use when trying to find information on a specific injury, disease, illness or condition? (MULTIPLE ANSWERS POSSIBLE)






























Q10 Welche Quellen haben Sie genutzt, als Sie versucht haben, Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des moteurs de recherche sur Internet	Des journaux ou magazines en ligne	Des sites Internet, blogs ou forums dédiés	Des réseaux sociaux en ligne	Des sites Internet d'associations de patients
		Internet search engines	Online newspapers or magazines	Specific and dedicated websites, blogs or forums	Online social networks	Patient organisations' websites
		Internet-Suchmaschinen	Online-Zeitungen oder -Zeitschriften	Spezielle Webseiten, Blogs oder Foren	Soziale Netzwerke im Internet	Webseiten von Patientenorganisationen
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	88	19	48	17	17
	BE	92	25	50	18	23
	BG	88	19	46	28	17
	CZ	90	25	45	23	14
	DK	86	13	40	10	19
	DE	94	14	43	13	13
	EE	89	9	30	11	13
	IE	86	14	36	6	13
	EL	72	19	37	16	8
	ES	89	22	61	20	19
	FR	86	21	59	13	15
	HR	76	29	50	28	11
	IT	81	20	48	10	11
	CY	62	12	35	26	7
	LV	88	20	40	24	16
	LT	81	17	25	15	10
	LU	86	22	40	20	16
	HU	77	15	42	19	9
	MT	67	13	36	24	12
	NL	91	11	47	10	29
	AT	94	19	48	16	14
	PL	82	20	54	30	13
	PT	89	25	39	25	15
	RO	70	20	43	27	7
	SI	71	15	33	16	8
	SK	88	11	21	15	9
	FI	92	24	49	22	25
	SE	85	12	39	15	12
	UK	94	19	46	19	28

Q10 Quelles sources avez-vous utilisées lorsque vous avez cherché à trouver des informations sur une blessure, une maladie ou un état de santé spécifiques ? (PLUSIEURS REPONSES POSSIBLES)

Q10 Which sources did you use when trying to find information on a specific injury, disease, illness or condition? (MULTIPLE ANSWERS POSSIBLE)






























Q10 Welche Quellen haben Sie genutzt, als Sie versucht haben, Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des applications dédiées sur des appareils mobiles tels que des tablettes ou téléphones mobiles Specific and dedicated apps for mobile devices like tablets or mobile phones Spezielle Apps für mobile Geräte, wie z. B. Tablets oder Mobiltelefone	Des sites Internet d'organismes de santé officiels tels que le ministère de la Santé, l'Organisation mondiale de la santé, le Centre européen de prévention et de contrôle des maladies (ECDC), etc. Websites from official health organisations like the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc. Webseiten von offiziellen Gesundheitsorganisationen, wie z. B. das Gesundheitsministerium, die Weltgesundheitsorganisation (WHO), das Europäische Zentrum für die Prävention und die Kontrolle von Krankheiten (ECDC) etc.	Autre (NE PAS LIRE) Other (DO NOT READ OUT) Andere (Nicht vorlesen)	NSP/SR DK/NA WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	12	37	1	0
	BE	15	40	2	0
	BG	16	22	1	0
	CZ	14	28	0	0
	DK	7	33	2	0
	DE	6	24	1	1
	EE	3	10	1	1
	IE	8	37	0	0
	EL	15	31	0	3
	ES	17	38	1	0
	FR	12	38	1	1
	HR	13	28	0	1
	IT	10	34	1	0
	CY	14	17	3	0
	LV	12	17	1	2
	LT	5	13	1	0
	LU	21	39	4	2
	HU	4	10	0	0
	MT	6	14	2	0
	NL	9	35	3	0
	AT	8	33	1	0
	PL	12	21	0	0
	PT	15	43	0	1
	RO	16	21	2	0
	SI	6	12	1	0
	SK	5	19	0	0
	FI	12	44	1	0
	SE	8	75	2	0
	UK	18	64	1	0

Q10T Quelles sources avez-vous utilisées lorsque vous avez cherché à trouver des informations sur une blessure, une maladie ou un état de santé spécifiques ? (PLUSIEURS REPONSES POSSIBLES)

Q10T Which sources did you use when trying to find information on a specific injury, disease, illness or condition? (MULTIPLE ANSWERS POSSIBLE)






























Q10T Welche Quellen haben Sie genutzt, als Sie versucht haben, Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des moteurs de recherche sur Internet	Des journaux ou magazines en ligne	Des sites Internet, blogs ou forums dédiés	Des réseaux sociaux en ligne	Des sites Internet d'associations de patients
		Internet search engines	Online newspapers or magazines	Specific and dedicated websites, blogs or forums	Online social networks	Patient organisations' websites
%		Internet-Suchmaschinen	Online-Zeitungen oder -Zeitschriften	Spezielle Webseiten, Blogs oder Foren	Soziale Netzwerke im Internet	Webseiten von Patientenorganisationen
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	47	10	26	9	9
	BE	51	14	28	10	13
	BG	40	9	21	13	8
	CZ	45	12	23	12	7
	DK	52	8	24	6	11
	DE	55	9	25	8	8
	EE	47	5	16	6	7
	IE	48	8	20	4	7
	EL	28	7	14	6	3
	ES	51	13	35	12	11
	FR	49	12	34	7	9
	HR	36	14	24	13	5
	IT	34	8	20	4	5
	CY	22	4	12	9	3
	LV	43	10	20	12	8
	LT	31	6	10	6	4
	LU	44	11	20	10	8
	HU	37	7	20	9	5
	MT	23	5	13	8	4
	NL	55	7	29	6	18
	AT	57	12	29	10	8
	PL	41	10	27	15	6
	PT	46	13	20	13	8
	RO	28	8	17	11	3
	SI	23	5	10	5	3
	SK	35	4	8	6	4
	FI	65	17	35	16	17
	SE	52	7	24	9	7
	UK	57	12	28	11	17

Q10T Quelles sources avez-vous utilisées lorsque vous avez cherché à trouver des informations sur une blessure, une maladie ou un état de santé spécifiques ? (PLUSIEURS REPONSES POSSIBLES)

Q10T Which sources did you use when trying to find information on a specific injury, disease, illness or condition? (MULTIPLE ANSWERS POSSIBLE)






























Q10T Welche Quellen haben Sie genutzt, als Sie versucht haben, Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Des applications dédiées sur des appareils mobiles tels que des tablettes ou téléphones mobiles Specific and dedicated apps for mobile devices like tablets or mobile phones Spezielle Apps für mobile Geräte, wie z. B. Tablets oder Mobiltelefone	Des sites Internet d'organismes de santé officiels tels que le ministère de la Santé, l'Organisation mondiale de la santé, le Centre européen de prévention et de contrôle des maladies (ECDC), etc. Websites from official health organisations like the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc. Webseiten von offiziellen Gesundheitsorganisationen, wie z. B. das Gesundheitsministerium, die Weltgesundheitsorganisation (WHO), das Europäische Zentrum für die Prävention und die Kontrolle von Krankheiten (ECDC) etc.	Autre (NE PAS LIRE) Other (DO NOT READ OUT) Andere (Nicht vorlesen)	NSP/SR DK/NA WN/KA	N'a pas cherché ce type d'informations liées la santé Didn't search for this type of health-related information Nicht nach dieser Art von gesundheitsbezogenen Informationen gesucht
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
 EU 28		6	20	1	0	46
 BE		8	23	1	0	44
 BG		7	10	1	0	55
 CZ		7	14	0	0	50
 DK		4	20	1	0	40
 DE		4	14	1	1	41
 EE		2	6	1	0	47
 IE		4	21	0	0	44
 EL		6	12	0	1	61
 ES		10	22	1	0	42
 FR		7	21	0	0	43
 HR		6	14	0	0	52
 IT		4	14	1	0	58
 CY		5	6	1	0	65
 LV		6	8	0	1	51
 LT		2	5	0	0	61
 LU		11	20	2	1	49
 HU		2	5	0	0	51
 MT		2	5	1	0	65
 NL		5	21	2	0	39
 AT		5	20	1	0	40
 PL		6	11	0	0	50
 PT		8	22	0	0	48
 RO		6	9	1	0	60
 SI		2	4	0	0	68
 SK		2	7	0	0	61
 FI		8	31	1	0	30
 SE		5	46	1	0	39
 UK		11	39	0	0	39

Q11 Lorsque vous avez cherché à trouver des informations sur une blessure, une maladie ou un état de santé spécifiques, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q11 When trying to find information on a specific injury, disease, illness or condition, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q11 Für wen haben Sie die Informationen gesucht, als Sie versucht haben, Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Pour vous-même	Pour votre époux(se) ou partenaire	Pour votre ou vos enfant(s)
		Yourself	Your spouse or partner	Your child or children
		Sie selbst	Ihren Ehe- oder Lebenspartner	Ihr Kind oder Ihre Kinder
		Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	78	24	26
	BE	70	33	23
	BG	69	22	26
	CZ	78	24	27
	DK	74	20	25
	DE	83	25	21
	EE	82	15	27
	IE	78	14	21
	EL	65	23	24
	ES	75	18	19
	FR	77	26	33
	HR	78	23	27
	IT	69	21	20
	CY	66	32	37
	LV	80	19	29
	LT	78	19	27
	LU	71	27	36
	HU	76	28	30
	MT	75	14	12
	NL	75	25	28
	AT	86	26	25
	PL	81	29	33
	PT	72	16	18
	RO	74	31	24
	SI	72	8	22
	SK	76	17	24
	FI	87	26	28
	SE	80	17	32
	UK	82	25	30

Q11 Lorsque vous avez cherché à trouver des informations sur une blessure, une maladie ou un état de santé spécifiques, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q11 When trying to find information on a specific injury, disease, illness or condition, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q11 Für wen haben Sie die Informationen gesucht, als Sie versucht haben, Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Pour d'autres membres de votre famille	Pour des amis, des collègues	Autre (NE PAS LIRE)	NSP/SR
		Other members of your family	Friends, colleagues	Other (DO NOT READ OUT)	DK/NA
%		Andere Mitglieder Ihrer Familie	Freunde, Kollegen	Andere (Nicht vorlesen)	WN/KA
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	30	13	2	0
	BE	29	18	3	0
	BG	41	19	1	0
	CZ	30	18	0	0
	DK	21	10	4	0
	DE	18	15	4	0
	EE	18	4	3	0
	IE	24	12	1	0
	EL	48	16	2	0
	ES	34	9	1	0
	FR	33	13	3	0
	HR	31	13	1	0
	IT	39	15	3	1
	CY	56	20	2	0
	LV	31	14	1	0
	LT	33	10	4	0
	LU	38	14	4	3
	HU	40	9	3	0
	MT	32	4	5	0
	NL	20	10	3	0
	AT	25	13	4	0
	PL	37	11	1	0
	PT	38	17	3	1
	RO	45	16	0	1
	SI	31	4	1	0
	SK	31	5	0	0
	FI	23	20	2	1
	SE	17	11	2	0
	UK	27	14	3	1

Q11T Lorsque vous avez cherché à trouver des informations sur une blessure, une maladie ou un état de santé spécifiques, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q11T When trying to find information on a specific injury, disease, illness or condition, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q11T Für wen haben Sie die Informationen gesucht, als Sie versucht haben, Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Pour vous-même	Pour votre époux(se) ou partenaire	Pour votre ou vos enfant(s)	Pour d'autres membres de votre famille
		Yourself	Your spouse or partner	Your child or children	Other members of your family
		Sie selbst	Ihren Ehe- oder Lebenspartner	Ihr Kind oder Ihre Kinder	Andere Mitglieder Ihrer Familie
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
 EU 28		42	13	14	16
 BE		39	18	13	16
 BG		31	10	12	18
 CZ		39	12	13	15
 DK		45	12	15	13
 DE		49	14	13	11
 EE		44	8	14	9
 IE		44	8	12	13
 EL		25	9	9	19
 ES		43	10	11	19
 FR		44	15	19	19
 HR		37	11	13	15
 IT		29	9	8	16
 CY		23	11	13	20
 LV		39	9	14	15
 LT		30	7	10	13
 LU		36	14	19	19
 HU		37	14	14	19
 MT		26	5	4	11
 NL		46	15	17	12
 AT		52	16	15	15
 PL		40	15	17	19
 PT		37	8	9	20
 RO		30	13	10	18
 SI		23	2	7	10
 SK		30	7	9	12
 FI		61	18	19	16
 SE		49	10	19	10
 UK		50	15	18	16

Q11T Lorsque vous avez cherché à trouver des informations sur une blessure, une maladie ou un état de santé spécifiques, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q11T When trying to find information on a specific injury, disease, illness or condition, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q11T Für wen haben Sie die Informationen gesucht, als Sie versucht haben, Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Pour des amis, des collègues Friends, colleagues Freunde, Kollegen	Autre (NE PAS LIRE) Other (DO NOT READ OUT) Andere (Nicht vorlesen)	NSP/SR DK/NA WN/KA	N'a pas cherché ce type d'informations liées à la santé Didn't search for this type of health-related information Nicht nach dieser Art von gesundheitsbezogenen Informationen gesucht
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	7	1	0	46
	BE	10	1	0	44
	BG	8	0	0	55
	CZ	9	0	0	50
	DK	6	2	0	40
	DE	9	2	0	41
	EE	2	1	0	47
	IE	7	1	0	44
	EL	6	1	0	61
	ES	5	1	0	42
	FR	7	2	0	43
	HR	6	1	0	52
	IT	6	1	0	58
	CY	7	1	0	65
	LV	7	1	0	51
	LT	4	2	0	61
	LU	7	2	2	49
	HU	4	1	0	51
	MT	1	2	0	65
	NL	6	2	0	39
	AT	8	2	0	40
	PL	5	0	0	50
	PT	9	2	1	48
	RO	7	0	0	60
	SI	1	0	0	68
	SK	2	0	0	61
	FI	14	2	1	30
	SE	7	1	0	39
	UK	9	2	0	39

Q12 Plus spécifiquement, lorsque vous avez essayé d'avoir un deuxième avis après être allé(e) chez votre médecin, quels types d'informations, parmi les suivants, avez-vous cherché? (PLUSIEURS REPONSES POSSIBLES)

Q12 More specifically, when trying to get a second opinion after having visited your doctor, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)






























Q12 Konkreter gefragt: Nach welchen Arten von Informationen haben Sie gesucht, als Sie versucht haben, nach einem Besuch bei Ihrem Arzt eine zweite Meinung im Internet einzuholen? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Des informations sur une maladie ou un problème médical spécifiques (symptômes, traitement ou procédure médicale, etc.)	Des informations sur les résultats de tests médicaux	Des informations sur la grossesse, l'accouchement et la petite enfance
		Information on a specific disease, illness or medical problem (symptoms, medical treatment or procedure, etc.)	Information on results of medical tests	Information on pregnancy, childbirth and early infancy
		Informationen zu einer bestimmten Krankheit bzw. Erkrankung oder zu einem bestimmten medizinischen Problem (Symptome, medizinische Behandlung oder Verfahren etc.)	Informationen zu Ergebnissen medizinischer Untersuchungen	Informationen zu Schwangerschaft, Geburt und früher Kindheit
		Flash EB 404	Flash EB 404	Flash EB 404
 EU 28		74	36	17
 BE		79	39	17
 BG		72	42	18
 CZ		88	35	23
 DK		73	32	12
 DE		69	37	15
 EE		50	17	7
 IE		88	35	9
 EL		71	35	8
 ES		87	51	24
 FR		81	16	18
 HR		56	24	5
 IT		64	37	18
 CY		68	37	25
 LV		73	24	15
 LT		57	11	19
 LU		80	37	25
 HU		58	29	5
 MT		56	31	20
 NL		67	36	6
 AT		68	41	13
 PL		62	49	10
 PT		70	43	21
 RO		57	35	13
 SI		20	16	13
 SK		51	26	13
 FI		89	50	3
 SE		66	16	0
 UK		90	27	20

Q12 Plus spécifiquement, lorsque vous avez essayé d'avoir un deuxième avis après être allé(e) chez votre médecin, quels types d'informations, parmi les suivants, avez-vous cherché? (PLUSIEURS REPONSES POSSIBLES)

Q12 More specifically, when trying to get a second opinion after having visited your doctor, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)






























Q12 Konkreter gefragt: Nach welchen Arten von Informationen haben Sie gesucht, als Sie versucht haben, nach einem Besuch bei Ihrem Arzt eine zweite Meinung im Internet einzuholen? (MEHRFACHNENNUNGEN MÖGLICH)

		Des informations sur le traitement prescrit (notamment sur les médicaments ou les risques potentiels du traitement)	Des témoignages ou expériences d'autres patients	Des informations sur les professionnels de santé ou les centres de santé
		Information on the prescribed treatment (including pharmaceuticals or potential risks of the treatment)	Testimonials or experiences from other patients	Information on healthcare professionals or healthcare centres
		Informationen zur verschriebenen Behandlung (einschließlich Arzneimittel oder potenzielle Risiken der Behandlung)	Bewertungen oder Erfahrungen von anderen Patienten	Informationen zu Fachkräften im Gesundheitswesen oder zu Gesundheitszentren
%		Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	52	43	34
	BE	59	57	45
	BG	52	39	69
	CZ	56	59	47
	DK	50	33	13
	DE	43	42	25
	EE	43	47	28
	IE	71	37	28
	EL	25	23	13
	ES	48	47	42
	FR	53	49	35
	HR	40	55	17
	IT	46	40	43
	CY	32	29	23
	LV	49	40	42
	LT	55	39	41
	LU	53	69	31
	HU	34	21	42
	MT	36	14	3
	NL	51	39	24
	AT	69	47	28
	PL	50	46	31
	PT	45	46	42
	RO	63	47	37
	SI	11	32	28
	SK	32	30	23
	FI	89	77	84
	SE	37	43	5
	UK	74	38	23

Q12 Plus spécifiquement, lorsque vous avez essayé d'avoir un deuxième avis après être allé(e) chez votre médecin, quels types d'informations, parmi les suivants, avez-vous cherché? (PLUSIEURS REPONSES POSSIBLES)

Q12 More specifically, when trying to get a second opinion after having visited your doctor, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)






























Q12 Konkreter gefragt: Nach welchen Arten von Informationen haben Sie gesucht, als Sie versucht haben, nach einem Besuch bei Ihrem Arzt eine zweite Meinung im Internet einzuholen? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Des informations sur d'autres traitements possibles	Un soutien moral pour faire face à un problème de santé	Autre (NE PAS LIRE)	NSP/SR
		Information on other possible treatments	Emotional support in dealing with a health issue	Other (DO NOT READ OUT)	DK/NA
		Informationen zu anderen möglichen Behandlungsmethoden	Emotionale Unterstützung beim Umgang mit einem gesundheitlichen Problem	Andere (Nicht vorlesen)	WN/KA
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
 EU 28		50	15	2	1
 BE		69	29	2	0
 BG		57	11	0	2
 CZ		71	14	0	1
 DK		33	18	3	0
 DE		45	10	2	2
 EE		58	0	0	0
 IE		58	15	1	0
 EL		25	11	1	0
 ES		56	21	0	0
 FR		28	11	0	1
 HR		36	11	2	2
 IT		58	16	2	0
 CY		55	4	0	0
 LV		40	4	0	0
 LT		39	11	0	0
 LU		52	24	0	2
 HU		30	13	6	0
 MT		21	4	2	0
 NL		56	4	0	2
 AT		73	6	3	0
 PL		40	23	3	0
 PT		72	30	7	2
 RO		47	20	3	0
 SI		41	18	0	3
 SK		55	0	6	0
 FI		39	49	0	0
 SE		32	17	1	2
 UK		57	13	1	0

Q13 En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour avoir un deuxième avis après être allé(e) chez votre médecin ?

Q13 On average, within the last 12 months, how often have you used the Internet to get a second opinion after having visited your doctor?






























Q13 Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen?

		Une fois par semaine ou plus souvent	Plusieurs fois par mois	Environ une fois par mois	Environ une fois tous les deux mois
		Once a week or more often	Several times a month	Approximately once a month	Approximately once every two months
%		Einmal pro Woche oder häufiger	Mehrmals pro Monat	Ungefähr einmal im Monat	Ungefähr einmal alle zwei Monate
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	5	8	16	7
	BE	10	10	10	11
	BG	6	7	18	8
	CZ	10	10	14	6
	DK	11	5	8	16
	DE	6	5	13	4
	EE	0	0	10	24
	IE	1	2	23	2
	EL	6	16	17	6
	ES	4	9	15	6
	FR	0	7	13	9
	HR	3	16	24	14
	IT	7	12	23	6
	CY	13	4	21	31
	LV	8	3	14	11
	LT	7	9	28	25
	LU	2	6	17	1
	HU	9	0	23	0
	MT	3	0	30	4
	NL	5	0	6	10
	AT	8	9	13	14
	PL	1	10	26	3
	PT	15	11	22	9
	RO	10	26	26	8
	SI	11	19	29	0
	SK	17	5	16	0
	FI	0	9	7	23
	SE	6	0	8	7
	UK	0	0	9	11

Q13 En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour avoir un deuxième avis après être allé(e) chez votre médecin ?

Q13 On average, within the last 12 months, how often have you used the Internet to get a second opinion after having visited your doctor?






























Q13 Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen?

		Quelques fois au cours de la dernière année	NSP/SR	Une fois par mois ou plus souvent	Moins d'une fois par mois
		A few times within the past year	DK/NA	Once a month or more often	Less than once a month
%		Ein paar Mal innerhalb des letzten Jahres	WN/KA	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	62	2	29	69
	BE	57	2	30	68
	BG	55	6	31	63
	CZ	53	7	34	59
	DK	55	5	24	71
	DE	66	6	24	70
	EE	66	0	10	90
	IE	70	2	26	72
	EL	55	0	39	61
	ES	66	0	28	72
	FR	71	0	20	80
	HR	40	3	43	54
	IT	52	0	42	58
	CY	31	0	38	62
	LV	55	9	25	66
	LT	31	0	44	56
	LU	67	7	25	68
	HU	64	4	32	64
	MT	58	5	33	62
	NL	72	7	11	82
	AT	56	0	30	70
	PL	55	5	37	58
	PT	40	3	48	49
	RO	30	0	62	38
	SI	38	3	59	38
	SK	47	15	38	47
	FI	61	0	16	84
	SE	77	2	14	84
	UK	80	0	9	91

Q13T En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour avoir un deuxième avis après être allé(e) chez votre médecin ?

Q13T On average, within the last 12 months, how often have you used the Internet to get a second opinion after having visited your doctor?






























Q13T Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen?

		Une fois par semaine ou plus souvent	Plusieurs fois par mois	Environ une fois par mois	Environ une fois tous les deux mois
		Once a week or more often	Several times a month	Approximately once a month	Approximately once every two months
%		Einmal pro Woche oder häufiger	Mehrmals pro Monat	Ungefähr einmal im Monat	Ungefähr einmal alle zwei Monate
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	0	1	2	1
	BE	1	1	1	2
	BG	1	1	2	1
	CZ	2	1	2	1
	DK	1	0	1	1
	DE	1	1	1	0
	EE	0	0	0	1
	IE	0	0	2	0
	EL	0	2	2	1
	ES	1	1	2	1
	FR	0	0	1	1
	HR	0	2	3	1
	IT	1	1	3	1
	CY	1	0	2	3
	LV	1	1	2	1
	LT	1	1	2	2
	LU	0	1	2	0
	HU	0	0	1	0
	MT	0	0	4	1
	NL	0	0	0	1
	AT	1	1	1	2
	PL	0	1	2	0
	PT	2	1	3	1
	RO	1	3	3	1
	SI	1	1	2	0
	SK	1	0	1	0
	FI	0	0	0	1
	SE	0	0	1	0
	UK	0	0	1	1

Q13T En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour avoir un deuxième avis après être allé(e) chez votre médecin ?

Q13T On average, within the last 12 months, how often have you used the Internet to get a second opinion after having visited your doctor?






























Q13T Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen?

		Quelques fois au cours de la dernière année	NSP/SR	N'a pas cherché ce type d'informations liées à la santé	Une fois par mois ou plus souvent	Moins d'une fois par mois
		A few times within the past year	DK/NA	Didn't search for this type of health-related information	Once a month or more often	Less than once a month
%		Ein paar Mal innerhalb des letzten Jahres	WN/KA	Nicht nach dieser Art von gesundheits-bezogenen Informationen gesucht	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	6	0	90	3	7
	BE	7	0	88	3	9
	BG	8	1	86	4	9
	CZ	7	1	86	5	8
	DK	3	0	94	2	4
	DE	7	1	89	3	7
	EE	3	0	96	0	4
	IE	6	0	92	2	6
	EL	6	0	89	4	7
	ES	9	0	86	4	10
	FR	5	0	93	1	6
	HR	4	0	90	5	5
	IT	6	0	88	5	7
	CY	3	0	91	3	6
	LV	6	1	88	4	7
	LT	3	0	91	4	5
	LU	7	1	89	3	7
	HU	3	0	96	1	3
	MT	8	1	86	4	9
	NL	3	0	96	0	4
	AT	6	0	89	3	8
	PL	5	0	92	3	5
	PT	5	0	88	6	6
	RO	4	0	88	7	5
	SI	2	0	94	4	2
	SK	2	0	96	2	2
	FI	1	0	98	0	2
	SE	4	0	95	1	4
	UK	10	0	88	1	11

Q14 Quelles sources avez-vous utilisées lorsque vous avez cherché à avoir un deuxième avis après être allé(e) chez votre médecin ? (PLUSIEURS REPONSES POSSIBLES)

Q14 Which sources did you use when trying to get a second opinion after having visited your doctor? (MULTIPLE ANSWERS POSSIBLE)






























Q14 Welche Quellen haben Sie genutzt, als Sie versucht haben, nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen? (MEHRFACHNENNUNGEN MÖGLICH)

		Des moteurs de recherche sur Internet	Des journaux ou magazines en ligne	Des sites Internet, blogs ou forums dédiés	Des réseaux sociaux en ligne
		Internet search engines	Online newspapers or magazines	Specific and dedicated websites, blogs or forums	Online social networks
		Internet-Suchmaschinen	Online-Zeitungen oder -Zeitschriften	Spezielle Webseiten, Blogs oder Foren	Soziale Netzwerke im Internet
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	82	21	47	23
	BE	89	27	43	34
	BG	78	15	48	43
	CZ	91	17	48	22
	DK	86	14	53	36
	DE	87	12	33	15
	EE	84	16	39	19
	IE	89	27	52	30
	EL	60	21	31	18
	ES	84	28	63	29
	FR	87	19	61	7
	HR	63	24	57	32
	IT	69	23	57	21
	CY	70	19	25	36
	LV	93	16	43	24
	LT	72	25	35	25
	LU	64	10	37	29
	HU	67	7	28	12
	MT	68	6	26	14
	NL	82	1	42	18
	AT	97	23	36	15
	PL	72	15	58	32
	PT	74	23	43	31
	RO	66	27	32	21
	SI	31	30	35	32
	SK	72	18	18	19
	FI	85	30	84	53
	SE	79	5	25	22
	UK	99	31	41	27

Q14 Quelles sources avez-vous utilisées lorsque vous avez cherché à avoir un deuxième avis après être allé(e) chez votre médecin ? (PLUSIEURS REPONSES POSSIBLES)

Q14 Which sources did you use when trying to get a second opinion after having visited your doctor? (MULTIPLE ANSWERS POSSIBLE)






























Q14 Welche Quellen haben Sie genutzt, als Sie versucht haben, nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen? (MEHRFACHNENNUNGEN MÖGLICH)

	%	Des sites Internet d'associations de patients	Des applications dédiées sur des appareils mobiles tels que des tablettes ou téléphones mobiles	Des sites Internet d'organismes de santé officiels tels que le ministère de la Santé, l'Organisation mondiale de la santé, le Centre européen de prévention et de contrôle des maladies (ECDC), etc.	Autre (NE PAS LIRE)	NSP/SR
		Patient organisations' websites	Specific and dedicated apps for mobile devices like tablets or mobile phones	Websites from official health organisations like the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc.	Other (DO NOT READ OUT)	DK/NA
		Webseiten von Patientenorganisationen	Spezielle Apps für mobile Geräte, wie z. B. Tablets oder Mobiltelefone	Webseiten von offiziellen Gesundheitsorganisationen, wie z. B. das Gesundheitsministerium, die Weltgesundheitsorganisation (WHO), das Europäische Zentrum für die Prävention und die Kontrolle von Krankheiten (ECDC) etc.	Andere (Nicht vorlesen)	WN/KA
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	15	16	38	1	1
	BE	21	18	38	2	0
	BG	22	26	25	2	2
	CZ	14	12	21	1	5
	DK	27	16	32	0	5
	DE	4	7	22	0	5
	EE	14	10	13	1	2
	IE	35	23	47	0	0
	EL	12	9	24	1	4
	ES	23	26	42	1	0
	FR	4	17	40	2	0
	HR	9	14	26	5	0
	IT	24	19	39	0	0
	CY	8	22	15	0	10
	LV	7	3	15	2	0
	LT	6	2	6	4	0
	LU	31	19	42	4	10
	HU	15	4	10	6	0
	MT	5	6	12	3	0
	NL	24	13	46	0	4
	AT	24	0	30	0	0
	PL	12	18	15	3	0
	PT	22	24	35	6	4
	RO	6	15	24	3	2
	SI	2	9	1	0	3
	SK	18	13	25	0	4
	FI	25	42	48	4	0
	SE	8	8	69	2	1
	UK	19	18	75	0	0

Q14T Quelles sources avez-vous utilisées lorsque vous avez cherché à avoir un deuxième avis après être allé(e) chez votre médecin ? (PLUSIEURS REPONSES POSSIBLES)

Q14T Which sources did you use when trying to get a second opinion after having visited your doctor? (MULTIPLE ANSWERS POSSIBLE)






























Q14T Welche Quellen haben Sie genutzt, als Sie versucht haben, nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen? (MEHRFACHNENNUNGEN MÖGLICH)

		Des moteurs de recherche sur Internet	Des journaux ou magazines en ligne	Des sites Internet, blogs ou forums dédiés	Des réseaux sociaux en ligne	Des sites Internet d'associations de patients
		Internet search engines	Online newspapers or magazines	Specific and dedicated websites, blogs or forums	Online social networks	Patient organisations' websites
%		Internet-Suchmaschinen	Online-Zeitungen oder -Zeitschriften	Spezielle Webseiten, Blogs oder Foren	Soziale Netzwerke im Internet	Webseiten von Patientenorganisationen
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	8	2	5	2	2
	BE	11	3	5	4	3
	BG	11	2	7	6	3
	CZ	13	2	7	3	2
	DK	5	1	3	2	2
	DE	9	1	3	2	0
	EE	3	1	1	1	1
	IE	7	2	4	2	3
	EL	6	2	3	2	1
	ES	11	4	8	4	3
	FR	6	1	4	0	0
	HR	7	3	6	3	1
	IT	8	3	7	3	3
	CY	7	2	2	3	1
	LV	11	2	5	3	1
	LT	6	2	3	2	1
	LU	7	1	4	3	3
	HU	3	0	1	1	1
	MT	9	1	3	2	1
	NL	4	0	2	1	1
	AT	10	2	4	2	3
	PL	6	1	5	3	1
	PT	9	3	5	4	3
	RO	8	3	4	3	1
	SI	2	2	2	2	0
	SK	3	1	1	1	1
	FI	2	1	2	1	0
	SE	4	0	1	1	0
	UK	12	4	5	3	2

Q14T Quelles sources avez-vous utilisées lorsque vous avez cherché à avoir un deuxième avis après être allé(e) chez votre médecin ? (PLUSIEURS REPONSES POSSIBLES)

Q14T Which sources did you use when trying to get a second opinion after having visited your doctor? (MULTIPLE ANSWERS POSSIBLE)






























Q14T Welche Quellen haben Sie genutzt, als Sie versucht haben, nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen? (MEHRFACHNENNUNGEN MÖGLICH)

		Des applications dédiées sur des appareils mobiles tels que des tablettes ou téléphones mobiles Specific and dedicated apps for mobile devices like tablets or mobile phones Spezielle Apps für mobile Geräte, wie z. B. Tablets oder Mobiltelefone	Des sites Internet d'organismes de santé officiels tels que le ministère de la Santé, l'Organisation mondiale de la santé, le Centre européen de prévention et de contrôle des maladies (ECDC), etc. Websites from official health organisations like the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc. Webseiten von offiziellen Gesundheitsorganisationen, wie z. B. das Gesundheitsministerium, die Weltgesundheitsorganisation (WHO), das Europäische Zentrum für die Prävention und die Kontrolle von Krankheiten (ECDC) etc.	Autre (NE PAS LIRE) Other (DO NOT READ OUT) Andere (Nicht vorlesen)	NSP/SR DK/NA WN/KA	N'a pas cherché ce type d'informations liées la santé Didn't search for this type of health-related information Nicht nach dieser Art von gesundheitsbezogenen Informationen gesucht
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	2	4	0	0	90
	BE	2	5	0	0	88
	BG	4	4	0	0	86
	CZ	2	3	0	1	86
	DK	1	2	0	0	94
	DE	1	2	0	1	89
	EE	0	1	0	0	96
	IE	2	4	0	0	92
	EL	1	3	0	0	89
	ES	3	6	0	0	86
	FR	1	3	0	0	93
	HR	1	3	1	0	90
	IT	2	5	0	0	88
	CY	2	1	0	1	90
	LV	0	2	0	0	88
	LT	0	1	0	0	91
	LU	2	5	0	1	89
	HU	0	0	0	0	96
	MT	1	2	0	0	86
	NL	1	2	0	0	96
	AT	0	3	0	0	89
	PL	1	1	0	0	92
	PT	3	4	1	0	88
	RO	2	3	0	0	88
	SI	1	0	0	0	94
	SK	1	1	0	0	96
	FI	1	1	0	0	98
	SE	0	4	0	0	95
	UK	2	9	0	0	88

Q15 Lorsque vous avez cherché à avoir un deuxième avis après être allé(e) chez votre médecin, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q15 When trying to get a second opinion after having visited your doctor, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q15 Für wen haben Sie die Informationen gesucht, als Sie versucht haben, nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen? (MEHRFACHNENNUNGEN MÖGLICH)

		Pour vous-même	Pour votre époux(se) ou partenaire	Pour votre ou vos enfant(s)
		Yourself	Your spouse or partner	Your child or children
		Sie selbst	Ihren Ehepartner oder Lebensgefährten	Ihr Kind oder Ihre Kinder
		Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	78	23	24
	BE	80	31	37
	BG	68	24	26
	CZ	77	19	35
	DK	85	9	19
	DE	77	20	17
	EE	88	10	44
	IE	71	15	27
	EL	79	23	23
	ES	70	22	20
	FR	79	42	32
	HR	81	16	16
	IT	66	17	18
	CY	84	17	32
	LV	88	18	30
	LT	90	24	29
	LU	81	33	45
	HU	85	15	26
	MT	94	8	15
	NL	80	25	24
	AT	93	14	22
	PL	85	29	26
	PT	77	27	27
	RO	75	28	33
	SI	55	13	8
	SK	72	10	14
	FI	80	39	9
	SE	90	14	28
	UK	90	18	32

Q15 Lorsque vous avez cherché à avoir un deuxième avis après être allé(e) chez votre médecin, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q15 When trying to get a second opinion after having visited your doctor, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q15 Für wen haben Sie die Informationen gesucht, als Sie versucht haben, nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen? (MEHRFACHNENNUNGEN MÖGLICH)

		Pour d'autres membres de votre famille	Pour des amis, des collègues	Autre (NE PAS LIRE)	NSP/SR
		Other members of your family	Friends, colleagues	Other (DO NOT READ OUT)	DK/NA
%		Andere Mitglieder Ihrer Familie	Freunde, Kollegen	Andere (Nicht vorlesen)	WN/KA
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	27	8	1	1
	BE	25	11	0	0
	BG	41	17	0	2
	CZ	32	7	0	1
	DK	14	8	2	4
	DE	7	7	0	3
	EE	22	0	0	0
	IE	21	4	0	0
	EL	44	10	0	0
	ES	29	5	5	0
	FR	26	12	0	0
	HR	12	11	0	0
	IT	37	6	0	0
	CY	36	15	0	3
	LV	29	5	0	0
	LT	20	6	0	0
	LU	34	13	5	6
	HU	25	4	0	0
	MT	22	5	0	0
	NL	6	0	0	0
	AT	22	6	0	0
	PL	31	10	0	0
	PT	44	9	2	0
	RO	38	5	0	3
	SI	50	10	0	3
	SK	18	0	0	4
	FI	16	35	0	0
	SE	12	2	6	1
	UK	31	12	0	0

Q15T Lorsque vous avez cherché à avoir un deuxième avis après être allé(e) chez votre médecin, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q15T When trying to get a second opinion after having visited your doctor, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q15T Für wen haben Sie die Informationen gesucht, als Sie versucht haben, nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen? (MEHRFACHNENNUNGEN MÖGLICH)

		Pour vous-même	Pour votre époux(se) ou partenaire	Pour votre ou vos enfant(s)	Pour d'autres membres de votre famille
		Yourself	Your spouse or partner	Your child or children	Other members of your family
		Sie selbst	Ihren Ehepartner oder Lebensgefährten	Ihr Kind oder Ihre Kinder	Andere Mitglieder Ihrer Familie
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	8	2	2	3
	BE	9	4	4	3
	BG	10	3	4	6
	CZ	11	3	5	4
	DK	5	1	1	1
	DE	8	2	2	1
	EE	3	0	2	1
	IE	6	1	2	2
	EL	9	2	2	5
	ES	9	3	3	4
	FR	6	3	2	2
	HR	8	2	2	1
	IT	8	2	2	4
	CY	8	2	3	3
	LV	10	2	4	3
	LT	8	2	3	2
	LU	9	4	5	4
	HU	4	1	1	1
	MT	13	1	2	3
	NL	3	1	1	0
	AT	10	1	2	2
	PL	7	2	2	3
	PT	9	3	3	5
	RO	9	3	4	5
	SI	3	1	0	3
	SK	3	0	1	1
	FI	1	1	0	0
	SE	5	1	1	1
	UK	11	2	4	4

Q15T Lorsque vous avez cherché à avoir un deuxième avis après être allé(e) chez votre médecin, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q15T When trying to get a second opinion after having visited your doctor, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q15T Für wen haben Sie die Informationen gesucht, als Sie versucht haben, nach dem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen? (MEHRFACHNENNUNGEN MÖGLICH)

		Pour des amis, des collègues	Autre (NE PAS LIRE)	NSP/SR	N'a pas cherché ce type d'informations liées à la santé
		Friends, colleagues	Other (DO NOT READ OUT)	DK/NA	Didn't search for this type of health-related information
%		Freunde, Kollegen	Andere (Nicht vorlesen)	WN/KA	Nicht nach dieser Art von gesundheitsbezogenen Informationen gesucht
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	1	0	0	90
	BE	1	0	0	88
	BG	2	0	0	86
	CZ	1	0	0	86
	DK	0	0	0	94
	DE	1	0	0	89
	EE	0	0	0	96
	IE	0	0	0	92
	EL	1	0	0	89
	ES	1	1	0	86
	FR	1	0	0	93
	HR	1	0	0	90
	IT	1	0	0	88
	CY	1	0	0	90
	LV	1	0	0	88
	LT	1	0	0	91
	LU	1	1	1	89
	HU	0	0	0	96
	MT	1	0	0	86
	NL	0	0	0	96
	AT	1	0	0	89
	PL	1	0	0	92
	PT	1	0	0	88
	RO	1	0	0	88
	SI	1	0	0	94
	SK	0	0	0	96
	FI	1	0	0	98
	SE	0	0	0	95
	UK	1	0	0	88

Q16 Plus spécifiquement, lorsque vous avez essayé de trouver des informations spécifiques sur un traitement ou une procédure médicale, quels types d'informations, parmi les suivants, avez-vous cherché? (PLUSIEURS REPONSES POSSIBLES)

Q16 More specifically, when trying to find specific information on a medical treatment or procedure, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)






























Q16 Konkreter gefragt: Nach welchen Arten von Informationen haben Sie gesucht, als Sie versucht haben, bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des informations sur les risques potentiels d'un traitement ou d'une procédure	Des informations sur les choix de modes de vie (régime, nutrition, activité physique, tabac, alcool, etc.)	Des informations sur la grossesse, l'accouchement et la petite enfance
		Information on the potential risks of a medical treatment or procedure	Information on lifestyle choices (diet, nutrition, physical activity, smoking, alcohol, etc.)	Information on pregnancy, childbirth and early infancy
		Informationen zu den möglichen Risiken einer medizinischen Behandlung oder eines medizinischen Verfahrens	Informationen zur Lebensweise (Diät, Ernährung, körperliche Aktivitäten, Rauchen, Alkohol etc.)	Informationen zu Schwangerschaft, Geburt und früher Kindheit
%		Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	54	41	11
	BE	55	39	11
	BG	45	39	11
	CZ	65	50	11
	DK	60	44	11
	DE	51	34	6
	EE	44	29	6
	IE	54	51	16
	EL	45	37	3
	ES	61	57	15
	FR	62	33	8
	HR	42	36	9
	IT	51	44	12
	CY	49	43	7
	LV	34	38	12
	LT	34	41	7
	LU	62	55	14
	HU	55	33	11
	MT	59	50	22
	NL	50	28	8
	AT	56	43	13
	PL	51	44	15
	PT	51	54	21
	RO	56	45	10
	SI	30	29	4
	SK	26	30	7
	FI	58	39	6
	SE	52	33	12
	UK	59	45	12

Q16 Plus spécifiquement, lorsque vous avez essayé de trouver des informations spécifiques sur un traitement ou une procédure médicale, quels types d'informations, parmi les suivants, avez-vous cherché? (PLUSIEURS REPONSES POSSIBLES)

Q16 More specifically, when trying to find specific information on a medical treatment or procedure, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)






























Q16 Konkreter gefragt: Nach welchen Arten von Informationen haben Sie gesucht, als Sie versucht haben, bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des informations sur les médicaments	Des témoignages ou expériences d'autres patients	Des informations sur les professionnels de santé ou les centres de santé
		Information on pharmaceuticals	Testimonials or experiences from other patients	Information on healthcare professionals or healthcare centres
		Informationen zu Arzneimitteln	Bewertungen oder Erfahrungen von anderen Patienten	Informationen zu Fachkräften aus dem Gesundheitswesen oder zu Gesundheitszentren
%		Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	58	39	36
	BE	58	44	38
	BG	63	38	60
	CZ	62	50	35
	DK	50	24	20
	DE	55	37	31
	EE	58	35	26
	IE	47	31	35
	EL	46	13	26
	ES	55	40	42
	FR	63	48	31
	HR	51	40	28
	IT	64	40	47
	CY	39	30	21
	LV	60	47	60
	LT	63	34	41
	LU	68	48	30
	HU	50	21	25
	MT	46	36	32
	NL	40	41	32
	AT	54	38	46
	PL	64	43	43
	PT	53	37	54
	RO	79	33	35
	SI	28	28	23
	SK	46	29	21
	FI	72	35	43
	SE	59	30	26
	UK	54	37	32

Q16 Plus spécifiquement, lorsque vous avez essayé de trouver des informations spécifiques sur un traitement ou une procédure médicale, quels types d'informations, parmi les suivants, avez-vous cherché? (PLUSIEURS REPONSES)

Q16 More specifically, when trying to find specific information on a medical treatment or procedure, which of the following types of information did you look for? (MULTIPLE ANSWERS POSSIBLE)






























Q16 Konkreter gefragt: Nach welchen Arten von Informationen haben Sie gesucht, als Sie versucht haben, bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des informations sur des traitements ou des procédures alternatifs (homéopathie, aromathérapie, acupuncture, etc.)	Un soutien moral pour faire face à un traitement ou à une procédure médicale	Autre (NE PAS LIRE)	NSP/SR
		Information on alternative medicine (homeopathy, acupuncture, aromatherapy, etc.)	Emotional support in dealing with a medical treatment or procedure	Other (DO NOT READ OUT)	DK/NA
		Informationen zu alternativer Medizin (Homöopathie, Akkupunktur, Aromatherapie etc.)	Emotionale Unterstützung beim Umgang mit einer medizinischen Behandlung oder einem medizinischen Verfahren	Andere (Nicht vorlesen)	WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	30	12	4	1
	BE	29	17	5	2
	BG	37	13	3	2
	CZ	50	16	0	0
	DK	17	10	7	1
	DE	39	10	4	4
	EE	23	12	1	1
	IE	25	11	1	0
	EL	21	13	11	0
	ES	33	17	4	1
	FR	36	7	4	1
	HR	44	13	1	0
	IT	24	13	3	0
	CY	37	17	1	0
	LV	25	7	3	0
	LT	26	8	5	0
	LU	37	12	1	3
	HU	31	12	1	1
	MT	39	24	5	0
	NL	20	10	6	1
	AT	48	7	2	0
	PL	20	9	3	1
	PT	32	18	8	0
	RO	34	14	2	0
	SI	25	10	6	0
	SK	28	7	5	0
	FI	11	11	4	1
	SE	11	8	6	1
	UK	24	15	3	2

Q17 En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour trouver des informations spécifiques sur un traitement ou une procédure médicale ?

Q17 On average, within the last 12 months, how often have you used the Internet to find specific information on a medical treatment or procedure?






























Q17 Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden?

		Une fois par semaine ou plus souvent	Plusieurs fois par mois	Environ une fois par mois	Environ une fois tous les deux mois
		Once a week or more often	Several times a month	Approximately once a month	Approximately once every two months
		Einmal pro Woche oder häufiger	Mehrmals pro Monat	Ungefähr einmal im Monat	Ungefähr einmal alle zwei Monate
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	11	14	21	9
	BE	9	9	15	10
	BG	14	19	23	14
	CZ	13	18	23	7
	DK	5	14	16	11
	DE	11	12	26	13
	EE	8	19	18	16
	IE	18	9	11	12
	EL	7	7	34	21
	ES	10	12	15	9
	FR	9	12	17	7
	HR	9	18	27	13
	IT	15	13	22	7
	CY	15	21	27	8
	LV	12	15	15	10
	LT	5	20	21	17
	LU	10	16	20	5
	HU	19	21	17	10
	MT	23	14	23	2
	NL	8	15	17	9
	AT	11	13	20	11
	PL	13	18	21	10
	PT	12	21	17	8
	RO	20	29	24	7
	SI	17	15	33	6
	SK	17	26	30	10
	FI	9	11	18	9
	SE	5	6	26	12
	UK	7	13	18	8

Q17 En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour trouver des informations spécifiques sur un traitement ou une procédure médicale ?

Q17 On average, within the last 12 months, how often have you used the Internet to find specific information on a medical treatment or procedure?






























Q17 Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden?

		Quelques fois au cours de la dernière année	NSP/SR	Une fois par mois ou plus souvent	Moins d'une fois par mois
		A few times within the past year	DK/NA	Once a month or more often	Less than once a month
%		Ein paar Mal innerhalb des letzten Jahres	WN/KA	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	43	2	46	52
	BE	56	1	33	66
	BG	26	4	56	40
	CZ	37	2	54	44
	DK	53	1	35	64
	DE	34	4	49	47
	EE	35	4	45	51
	IE	50	0	38	62
	EL	31	0	48	52
	ES	54	0	37	63
	FR	54	1	38	61
	HR	32	1	54	45
	IT	40	3	50	47
	CY	24	5	63	32
	LV	48	0	42	58
	LT	37	0	46	54
	LU	46	3	46	51
	HU	32	1	57	42
	MT	38	0	60	40
	NL	49	2	40	58
	AT	45	0	44	56
	PL	38	0	52	48
	PT	41	1	50	49
	RO	19	1	73	26
	SI	27	2	65	33
	SK	16	1	73	26
	FI	52	1	38	61
	SE	50	1	37	62
	UK	54	0	38	62

Q17T En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour trouver des informations spécifiques sur un traitement ou une procédure médicale ?

Q17T On average, within the last 12 months, how often have you used the Internet to find specific information on a medical treatment or procedure?






























Q17T Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden?

		Une fois par semaine ou plus souvent	Plusieurs fois par mois	Environ une fois par mois	Environ une fois tous les deux mois	Quelques fois au cours de la dernière année
		Once a week or more often	Several times a month	Approximately once a month	Approximately once every two months	A few times within the past year
		Einmal pro Woche oder häufiger	Mehrmals pro Monat	Ungefähr einmal im Monat	Ungefähr einmal alle zwei Monate	Ein paar Mal innerhalb des letzten Jahres
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	3	3	5	2	10
	BE	2	2	4	3	14
	BG	3	3	4	2	5
	CZ	3	5	6	2	10
	DK	1	3	4	3	12
	DE	3	3	7	3	9
	EE	2	5	4	4	9
	IE	4	2	3	3	11
	EL	1	1	2	1	2
	ES	2	3	3	2	11
	FR	2	2	4	2	12
	HR	2	4	5	3	6
	IT	3	3	5	1	8
	CY	2	3	4	1	4
	LV	3	3	3	2	10
	LT	1	6	6	5	10
	LU	2	4	4	1	10
	HU	3	3	3	2	5
	MT	5	4	5	1	9
	NL	2	4	5	2	13
	AT	3	3	5	2	11
	PL	3	3	4	2	8
	PT	3	6	4	2	11
	RO	6	9	7	2	5
	SI	4	3	7	1	6
	SK	4	6	8	2	4
	FI	2	3	5	2	14
	SE	1	2	7	3	13
	UK	2	3	4	2	13

Q17T En moyenne, au cours des 12 derniers mois, à quelle fréquence avez-vous utilisé Internet pour trouver des informations spécifiques sur un traitement ou une procédure médicale ?

Q17T On average, within the last 12 months, how often have you used the Internet to find specific information on a medical treatment or procedure?






























Q17T Wie oft haben Sie in den letzten 12 Monaten im Durchschnitt das Internet genutzt, um bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden?

		NSP/SR	N'a pas cherché ce type d'informations liées à la santé	Une fois par mois ou plus souvent	Moins d'une fois par mois
		DK/NA	Didn't search for this type of health-related information	Once a month or more often	Less than once a month
%		WN/KA	N'a pas cherché ce type d'informations liées à la santé	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	0	77	11	12
	BE	0	75	8	17
	BG	1	82	10	7
	CZ	1	73	14	12
	DK	0	77	8	15
	DE	1	74	13	12
	EE	1	75	11	13
	IE	0	77	9	14
	EL	0	93	4	3
	ES	0	79	8	13
	FR	0	78	8	14
	HR	0	80	11	9
	IT	1	79	11	9
	CY	1	85	9	5
	LV	0	79	9	12
	LT	0	72	13	15
	LU	1	78	10	11
	HU	0	84	9	7
	MT	0	76	14	10
	NL	1	73	11	15
	AT	0	76	11	13
	PL	0	80	10	10
	PT	0	74	13	13
	RO	0	71	22	7
	SI	0	79	14	7
	SK	0	76	18	6
	FI	0	74	10	16
	SE	0	74	10	16
	UK	0	76	9	15

Q18 Quelles sources avez-vous utilisées lorsque vous avez cherché à trouver des informations spécifiques sur un traitement ou une procédure médicale ? (PLUSIEURS REPONSES POSSIBLES)

Q18 Which sources did you use when trying to find specific information on a medical treatment or procedure? (MULTIPLE ANSWERS POSSIBLE)






























Q18 Welche Quellen haben Sie genutzt, als Sie versucht haben, bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des moteurs de recherche sur Internet	Des journaux ou magazines en ligne	Des sites Internet, blogs ou forums dédiés	Des réseaux sociaux en ligne	Des sites Internet d'associations de patients
		Internet search engines	Online newspapers or magazines	Specific and dedicated websites, blogs or forums	Online social networks	Patient organisations' websites
		Internet-Suchmaschinen	Online-Zeitungen oder -Zeitschriften	Spezielle Webseiten, Blogs oder Foren	Soziale Netzwerke im Internet	Webseiten von Patientenorganisationen
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	87	20	48	16	17
	BE	85	31	40	19	21
	BG	87	9	43	33	17
	CZ	90	32	47	26	17
	DK	81	11	42	12	22
	DE	91	17	36	7	12
	EE	90	13	30	18	12
	IE	84	14	44	10	18
	EL	81	13	30	18	4
	ES	89	22	60	25	21
	FR	85	25	58	10	19
	HR	72	30	45	28	13
	IT	90	23	51	13	12
	CY	68	17	21	33	19
	LV	91	18	38	27	15
	LT	81	18	37	25	15
	LU	87	24	45	15	22
	HU	66	17	46	31	11
	MT	68	9	27	26	17
	NL	91	16	46	14	23
	AT	96	22	41	18	14
	PL	84	24	59	26	16
	PT	90	33	49	22	28
	RO	70	16	42	22	9
	SI	77	31	30	13	4
	SK	79	18	25	8	8
	FI	91	28	45	19	27
	SE	78	13	38	12	15
	UK	93	14	51	21	24

Q18 Quelles sources avez-vous utilisées lorsque vous avez cherché à trouver des informations spécifiques sur un traitement ou une procédure médicale ? (PLUSIEURS REPONSES POSSIBLES)

Q18 Which sources did you use when trying to find specific information on a medical treatment or procedure? (MULTIPLE ANSWERS POSSIBLE)






























Q18 Welche Quellen haben Sie genutzt, als Sie versucht haben, bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des applications dédiées sur des appareils mobiles tels que des tablettes ou téléphones mobiles Specific and dedicated apps for mobile devices like tablets or mobile phones Spezielle Apps für mobile Geräte, wie z. B. Tablets oder Mobiltelefone	Des sites Internet d'organismes de santé officiels tels que le ministère de la Santé, l'Organisation mondiale de la Santé Websites from official health organisations like the Ministry of Health, the World Health Organisation, the websites von offiziellen Gesundheitsorganisationen, wie z. B. das Gesundheitsministerium, die	Autre (NE PAS LIRE) Other (DO NOT READ OUT) Andere (Nicht vorlesen)	NSP/SR DK/NA WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	13	38	1	1
	BE	14	43	3	1
	BG	19	22	0	0
	CZ	17	29	0	1
	DK	11	42	1	2
	DE	2	19	0	2
	EE	2	23	2	1
	IE	14	36	3	0
	EL	18	39	0	0
	ES	20	44	2	0
	FR	20	47	0	1
	HR	10	34	1	0
	IT	11	32	1	0
	CY	6	23	2	2
	LV	9	19	1	0
	LT	6	15	1	0
	LU	17	42	2	3
	HU	4	10	2	1
	MT	5	32	4	0
	NL	12	34	3	0
	AT	5	37	3	0
	PL	19	32	0	0
	PT	20	48	1	1
	RO	17	24	2	2
	SI	4	13	0	0
	SK	3	16	1	2
	FI	8	46	6	1
	SE	8	77	2	1
	UK	17	64	0	0

Q18T Quelles sources avez-vous utilisées lorsque vous avez cherché à trouver des informations spécifiques sur un traitement ou une procédure médicale ? (PLUSIEURS REPONSES POSSIBLES)

Q18T Which sources did you use when trying to find specific information on a medical treatment or procedure? (MULTIPLE ANSWERS POSSIBLE)






























Q18T Welche Quellen haben Sie genutzt, als Sie versucht haben, bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des moteurs de recherche sur Internet	Des journaux ou magazines en ligne	Des sites Internet, blogs ou forums dédiés	Des réseaux sociaux en ligne	Des sites Internet d'associations de patients
		Internet search engines	Online newspapers or magazines	Specific and dedicated websites, blogs or forums	Online social networks	Patient organisations' websites
		Internet-Suchmaschinen	Online-Zeitungen oder -Zeitschriften	Spezielle Webseiten, Blogs oder Foren	Soziale Netzwerke im Internet	Webseiten von Patientenorganisationen
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	20	5	11	4	4
	BE	21	8	10	5	5
	BG	15	2	8	6	3
	CZ	25	9	13	7	5
	DK	19	3	10	3	5
	DE	23	4	9	2	3
	EE	23	3	8	5	3
	IE	19	3	10	2	4
	EL	5	1	2	1	0
	ES	19	5	12	5	4
	FR	18	5	13	2	4
	HR	14	6	9	5	3
	IT	19	5	11	3	2
	CY	11	3	3	5	3
	LV	19	4	8	6	3
	LT	23	5	10	7	4
	LU	19	5	10	3	5
	HU	11	3	7	5	2
	MT	16	2	6	6	4
	NL	25	4	13	4	6
	AT	23	5	10	4	3
	PL	17	5	12	5	3
	PT	23	9	13	6	7
	RO	21	5	12	6	3
	SI	17	7	7	3	1
	SK	19	4	6	2	2
	FI	24	8	12	5	7
	SE	21	4	10	3	4
	UK	22	3	12	5	6

Q18T Quelles sources avez-vous utilisées lorsque vous avez cherché à trouver des informations spécifiques sur un traitement ou une procédure médicale ? (PLUSIEURS REPONSES POSSIBLES)

Q18T Which sources did you use when trying to find specific information on a medical treatment or procedure? (MULTIPLE ANSWERS POSSIBLE)






























Q18T Welche Quellen haben Sie genutzt, als Sie versucht haben, bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Des applications dédiées sur des appareils mobiles tels que des tablettes ou téléphones mobiles	Des sites Internet d'organismes de santé officiels tels que le ministère de la Santé, l'Organisation mondiale de la santé, le Centre européen de prévention et de contrôle des maladies (ECDC), etc.	Autre (NE PAS LIRE)	NSP/SR	N'a pas cherché ce type d'informations liées la santé
		Specific and dedicated apps for mobile devices like tablets or mobile phones	Websites from official health organisations like the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc.	Other (DO NOT READ OUT)	DK/NA	Didn't search for this type of health-related information
		Spezielle Apps für mobile Geräte, wie z. B. Tablets oder Mobiltelefone	Webseiten von offiziellen Gesundheitsorganisationen, wie z. B. das Gesundheitsministerium, die Weltgesundheitsorganisation (WHO), das Europäische Zentrum für die Prävention und die Kontrolle von Krankheiten (ECDC) etc.	Andere (Nicht vorlesen)	WN/KA	Nicht nach dieser Art von gesundheitsbezogenen Informationen gesucht
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
%						
	EU 28	3	9	0	0	77
	BE	4	11	1	0	75
	BG	3	4	0	0	82
	CZ	5	8	0	0	73
	DK	3	10	0	0	77
	DE	1	5	0	1	74
	EE	1	6	1	0	75
	IE	3	8	1	0	77
	EL	1	3	0	0	93
	ES	4	9	0	0	79
	FR	4	10	0	0	79
	HR	2	7	0	0	80
	IT	2	7	0	0	79
	CY	1	4	0	0	84
	LV	2	4	0	0	79
	LT	2	4	0	0	72
	LU	4	9	1	1	78
	HU	1	2	0	0	84
	MT	1	8	1	0	76
	NL	3	9	1	0	73
	AT	1	9	1	0	76
	PL	4	6	0	0	80
	PT	5	12	0	0	74
	RO	5	7	1	1	71
	SI	1	3	0	0	78
	SK	1	4	0	0	76
	FI	2	12	2	0	73
	SE	2	20	0	0	74
	UK	4	15	0	0	76

Q19 Lorsque vous avez cherché à trouver des informations spécifiques sur un traitement ou une procédure médicale, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q19 When trying to find specific information on a medical treatment or procedure, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q19 Für wen haben Sie die Informationen gesucht, als Sie versucht haben, bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Pour vous-même	Pour votre époux(se) ou partenaire	Pour votre ou vos enfant(s)	Pour d'autres membres de votre famille	Pour des amis, des collègues	Autre (NE PAS LIRE)	NSP/SR
		Yourself	Your spouse or partner	Your child or children	Other members of your family	Friends, colleagues	Other (DO NOT READ OUT)	DK/NA
		Sie selbst	Ihren Ehepartner oder Lebensgefährten	Ihr Kind oder Ihre Kinder	Andere Mitglieder Ihrer Familie	Freunde, Kollegen	Andere (Nicht vorlesen)	WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	76	25	22	30	11	3	1
	BE	78	33	27	27	12	5	0
	BG	81	27	30	47	22	0	0
	CZ	80	26	29	32	17	2	0
	DK	81	21	21	20	6	4	2
	DE	75	24	21	23	8	4	1
	EE	80	12	28	23	2	5	0
	IE	68	22	12	35	8	3	0
	EL	70	29	17	52	9	0	0
	ES	76	22	18	35	14	1	0
	FR	74	33	27	23	13	6	1
	HR	72	25	34	34	8	4	0
	IT	79	16	10	39	10	3	0
	CY	60	25	26	43	8	2	3
	LV	83	26	23	33	10	1	0
	LT	79	20	23	30	8	1	0
	LU	71	37	34	37	10	6	3
	HU	62	24	24	39	17	6	1
	MT	66	12	13	20	3	13	0
	NL	72	16	28	18	9	5	0
	AT	84	20	27	28	10	5	0
	PL	81	23	26	44	12	3	0
	PT	80	22	24	41	15	3	1
	RO	72	31	29	38	11	1	0
	SI	70	12	15	41	10	6	0
	SK	80	16	23	33	10	2	0
	FI	79	26	17	29	15	4	1
	SE	75	23	27	23	10	3	0
	UK	78	31	19	27	7	2	2

Q19T Lorsque vous avez cherché à trouver des informations spécifiques sur un traitement ou une procédure médicale, pour qui avez-vous cherché ce type d'informations ? (PLUSIEURS REPONSES POSSIBLES)

Q19T When trying to find specific information on a medical treatment or procedure, for whom did you search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q19T Für wen haben Sie die Informationen gesucht, als Sie versucht haben, bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren zu finden? (MEHRFACHNENNUNGEN MÖGLICH)

		Pour vous-même	Pour votre époux(se) ou partenaire	Pour votre ou vos enfant(s)	Pour d'autres membres de votre famille	Pour des amis, des collègues	Autre (NE PAS LIRE)	NSP/SR	N'a pas cherché ce type d'informations liées à la santé
		Yourself	Your spouse or partner	Your child or children	Other members of your family	Friends, colleagues	Other (DO NOT READ OUT)	DK/NA	Didn't search for this type of health-related information
%		Sie selbst	Ihren Ehepartner oder Lebensgefährten	Ihr Kind oder Ihre Kinder	Andere Mitglieder Ihrer Familie	Freunde, Kollegen	Andere (Nicht vorlesen)	WN/KA	Nicht nach dieser Art von gesundheitsbezogenen Informationen gesucht
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	17	6	5	7	2	1	0	77
	BE	20	8	7	7	3	1	0	75
	BG	14	5	5	8	4	0	0	82
	CZ	22	7	8	9	5	0	0	73
	DK	19	5	5	5	1	1	0	77
	DE	19	6	5	6	2	1	0	74
	EE	20	3	7	6	1	1	0	75
	IE	15	5	3	8	2	1	0	77
	EL	5	2	1	3	1	0	0	93
	ES	16	5	4	7	3	0	0	79
	FR	16	7	6	5	3	1	0	79
	HR	14	5	7	7	2	1	0	80
	IT	17	3	2	8	2	1	0	79
	CY	9	4	4	7	1	0	0	84
	LV	18	6	5	7	2	0	0	79
	LT	23	6	6	9	2	0	0	72
	LU	16	8	7	8	2	1	1	78
	HU	10	4	4	6	3	1	0	84
	MT	15	3	3	5	1	3	0	76
	NL	19	4	7	5	3	1	0	73
	AT	20	5	7	7	2	1	0	76
	PL	16	5	5	9	2	1	0	80
	PT	21	6	6	11	4	1	0	74
	RO	21	9	9	11	3	0	0	71
	SI	15	3	3	9	2	1	0	78
	SK	20	4	6	8	2	1	0	76
	FI	21	7	5	8	4	1	0	73
	SE	20	6	7	6	3	1	0	74
	UK	18	7	5	6	2	1	1	76

Q20 Parlons de la qualité des informations que vous avez trouvées sur Internet... (PLUSIEURS REPONSES POSSIBLES)

Q20 Let's talk about the quality of the information you found on the Internet... (MULTIPLE ANSWERS POSSIBLE)






























Q20 Lassen Sie uns über die Qualität der Informationen sprechen, die Sie im Internet gefunden haben.
(MEHRFACHNENNUNGEN MÖGLICH)

		Elles étaient faciles à comprendre	Elles étaient utiles	Le niveau de détail était approprié (suffisamment/pas trop détaillées)	Elles étaient complètes	Elles étaient pertinentes par rapport à votre situation personnelle
		It was easy to understand	It was useful	It had an appropriate level of detail (enough/not too much)	It was thorough	It was relevant to your personal situation
%		Die Informationen waren leicht verständlich	Die Informationen waren nützlich	Die Informationen hatten eine angemessene Detailtiefe (genügend/nicht zu viele Details)	Die Informationen waren umfassend	Die Informationen waren für Ihre persönliche Situation relevant
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	77	80	66	59	67
	BE	83	87	78	73	78
	BG	74	81	52	53	57
	CZ	89	89	76	58	69
	DK	77	80	62	46	76
	DE	73	78	59	60	69
	EE	58	72	48	42	49
	IE	78	85	70	62	79
	EL	60	73	51	38	48
	ES	91	87	80	62	70
	FR	84	85	74	62	70
	HR	62	71	41	32	40
	IT	63	62	53	48	52
	CY	56	78	44	30	47
	LV	72	85	55	42	66
	LT	57	58	39	46	44
	LU	76	78	69	53	66
	HU	61	73	50	47	32
	MT	71	77	68	71	69
	NL	82	86	65	66	77
	AT	84	88	74	70	82
	PL	65	73	47	36	47
	PT	85	92	73	66	74
	RO	73	76	57	55	63
	SI	48	53	27	30	29
	SK	44	55	27	19	25
	FI	85	88	78	69	84
	SE	84	84	78	60	82
	UK	94	94	89	85	92

Q20 Parlons de la qualité des informations que vous avez trouvées sur Internet... (PLUSIEURS REPONSES POSSIBLES)

Q20 Let's talk about the quality of the information you found on the Internet... (MULTIPLE ANSWERS POSSIBLE)






























Q20 Lassen Sie uns über die Qualität der Informationen sprechen, die Sie im Internet gefunden haben.
(MEHRFACHNENNUNGEN MÖGLICH)

		Elles provenaient d'une source fiable	Elles étaient faciles à trouver	Autre (NE PAS LIRE)	Aucun de ceux-ci (NE PAS LIRE)	NSP/SR
		It came from a trustworthy source	It was easy to find	Other (DO NOT READ OUT)	None of the above (DO NOT READ OUT)	DK/NA
		Die Informationen stammten aus einer vertrauenswürdigen Quelle	Die Informationen waren leicht zu finden	Sonstiges (Nicht vorlesen)	Nichts davon (NICHT VORLESEN)	WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	60	74	1	1	0
	BE	72	87	1	0	0
	BG	47	71	1	2	1
	CZ	70	80	1	0	0
	DK	73	77	0	1	1
	DE	50	68	1	1	1
	EE	44	60	3	3	2
	IE	66	79	1	0	0
	EL	41	63	1	2	0
	ES	74	91	0	0	0
	FR	68	77	1	0	0
	HR	28	65	1	2	0
	IT	46	61	2	1	0
	CY	38	58	1	3	2
	LV	48	69	0	2	0
	LT	32	54	7	3	2
	LU	61	72	2	2	0
	HU	38	60	2	2	0
	MT	60	71	0	1	0
	NL	67	79	1	1	1
	AT	64	77	0	0	0
	PL	41	55	1	1	0
	PT	68	84	0	0	0
	RO	50	76	0	1	0
	SI	24	35	0	4	0
	SK	18	33	2	2	1
	FI	76	82	0	1	1
	SE	75	80	0	0	1
	UK	89	93	0	0	0

Q20B Parlons de la qualité des informations que vous avez trouvées sur Internet... (PLUSIEURS REPONSES POSSIBLES)

Q20B Let's talk about the quality of the information you found on the Internet... (MULTIPLE ANSWERS POSSIBLE)

Q20B Lassen Sie uns über die Qualität der Informationen sprechen, die Sie im Internet gefunden haben.
(MEHRFACHNENNUNGEN MÖGLICH)

		1 à 5 réponses positives ou moins	6 à 7 réponses positives
		1 to 5 positive answers or less	6 to 7 positive answers
		1 bis 5 positive Antworten	6 bis 7 positive Antworten
		Flash EB 404	Flash EB 404
	EU 28	48	52
	BE	36	64
	BG	58	41
	CZ	43	57
	DK	47	51
	DE	53	45
	EE	69	28
	IE	38	62
	EL	65	35
	ES	36	64
	FR	44	56
	HR	75	24
	IT	63	36
	CY	66	31
	LV	63	36
	LT	66	27
	LU	54	45
	HU	72	26
	MT	43	57
	NL	43	57
	AT	42	58
	PL	70	29
	PT	36	63
	RO	53	47
	SI	87	13
	SK	89	9
	FI	34	66
	SE	35	64
	UK	16	84

Q21.1 Pour chacune des propositions suivantes, veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord.






























Vous savez comment naviguer sur Internet pour trouver les réponses à vos questions relatives à la santé

Q21.1 For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You know how to navigate the Internet to find the answers to your health questions

Q21.1 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.

Sie wissen, wo bzw. wie Sie im Internet suchen müssen, um Antworten auf Ihre Gesundheitsfragen zu finden.

	%	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total d'accord"	Total pas d'accord"
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'agree'"	Total 'disagree'"
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	51	43	5	1	0	94	6
	BE	51	43	4	2	0	94	6
	BG	64	32	2	1	1	96	3
	CZ	51	42	6	0	1	93	6
	DK	63	32	3	1	1	95	4
	DE	50	39	9	1	1	89	10
	EE	55	39	4	0	2	94	4
	IE	61	34	5	0	0	95	5
	EL	50	42	7	1	0	92	8
	ES	50	44	4	1	1	94	5
	FR	50	44	5	1	0	94	6
	HR	48	46	5	1	0	94	6
	IT	31	62	5	1	1	93	6
	CY	73	22	2	2	1	95	4
	LV	39	49	8	2	2	88	10
	LT	63	31	5	0	1	94	5
	LU	45	47	7	1	0	92	8
	HU	59	33	6	1	1	92	7
	MT	63	29	5	3	0	92	8
	NL	55	39	5	1	0	94	6
	AT	58	34	6	1	1	92	7
	PL	42	53	4	1	0	95	5
	PT	59	35	5	0	1	94	5
	RO	61	32	5	1	1	93	6
	SI	55	32	8	4	1	87	12
	SK	46	48	4	1	1	94	5
	FI	40	52	6	1	1	92	7
	SE	70	28	2	0	0	98	2
	UK	67	31	1	1	0	98	2

Q21.2 Pour chacune des propositions suivantes, veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord.






























Vous pensez qu'il y a suffisamment d'informations sur des sujets relatifs à la santé disponibles sur Internet

Q21.2 For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You think there is sufficient information on health-related topics available on the Internet

Q21.2 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.

Sie sind der Meinung, dass im Internet ausreichend Informationen zu gesundheitsbezogenen Themen zur Verfügung stehen

	%	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total d'accord"	Total pas d'accord"
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'agree'"	Total 'disagree'"
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	37	46	13	2	2	83	15
	BE	43	44	10	2	1	87	12
	BG	44	34	16	4	2	78	20
	CZ	31	54	13	1	1	85	14
	DK	38	43	11	2	6	81	13
	DE	37	40	18	2	3	77	20
	EE	33	42	16	2	7	75	18
	IE	35	52	9	2	2	87	11
	EL	39	46	11	3	1	85	14
	ES	42	38	15	3	2	80	18
	FR	37	46	14	2	1	83	16
	HR	36	49	10	3	2	85	13
	IT	18	61	16	4	1	79	20
	CY	56	31	9	2	2	87	11
	LV	22	49	24	2	3	71	26
	LT	40	37	16	4	3	77	20
	LU	35	50	10	3	2	85	13
	HU	36	45	13	3	3	81	16
	MT	62	28	7	2	1	90	9
	NL	49	39	9	1	2	88	10
	AT	40	42	13	3	2	82	16
	PL	31	54	11	3	1	85	14
	PT	37	39	19	3	2	76	22
	RO	44	38	12	5	1	82	17
	SI	41	38	14	5	2	79	19
	SK	36	48	12	2	2	84	14
	FI	43	44	10	1	2	87	11
	SE	56	33	5	3	3	89	8
	UK	45	46	6	1	2	91	7

Q21.3 Pour chacune des propositions suivantes, veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord.






























Vous savez où trouver des informations fiables relatives à la santé sur Internet

Q21.3 For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You know where to find reliable health-related information on the Internet

Q21.3 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.

Sie wissen, wo Sie im Internet zuverlässige gesundheitsbezogene Informationen finden

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total d'accord"	Total pas d'accord"
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'agree'"	Total 'disagree'"
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	32	51	13	3	1	83	16
	BE	32	49	13	5	1	81	18
	BG	42	43	10	4	1	85	14
	CZ	27	55	15	2	1	82	17
	DK	44	44	8	1	3	88	9
	DE	32	45	18	4	1	77	22
	EE	33	47	13	4	3	80	17
	IE	36	47	13	3	1	83	16
	EL	26	46	22	5	1	72	27
	ES	29	49	16	5	1	78	21
	FR	25	53	16	6	0	78	22
	HR	26	56	14	3	1	82	17
	IT	21	66	10	2	1	87	12
	CY	47	32	13	6	2	79	19
	LV	19	53	22	5	1	72	27
	LT	33	40	12	9	6	73	21
	LU	28	52	16	4	0	80	20
	HU	29	48	17	4	2	77	21
	MT	48	39	7	5	1	87	12
	NL	36	49	12	2	1	85	14
	AT	34	45	17	4	0	79	21
	PL	20	66	10	2	2	86	12
	PT	37	45	12	5	1	82	17
	RO	36	41	14	6	3	77	20
	SI	35	46	13	5	1	81	18
	SK	29	53	14	2	2	82	16
	FI	37	50	10	1	2	87	11
	SE	61	33	4	1	1	94	5
	UK	50	42	6	1	1	92	7

Q21.4 Pour chacune des propositions suivantes, veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord.






























Vous comprenez la terminologie utilisée sur Internet sur des sujets relatifs à la santé

Q21.4 For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You understand the terminology used on the Internet for health-related topics

Q21.4 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.

Sie verstehen die Fachausdrücke, die im Internet bei gesundheitsbezogenen Themen verwendet werden

	%	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total d'accord"	Total pas d'accord"
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'agree'"	Total 'disagree'"
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	28	55	14	2	1	83	16
	BE	28	57	12	3	0	85	15
	BG	38	45	11	5	1	83	16
	CZ	24	59	14	2	1	83	16
	DK	49	42	7	1	1	91	8
	DE	23	44	29	2	2	67	31
	EE	27	55	14	2	2	82	16
	IE	29	54	12	4	1	83	16
	EL	36	50	12	2	0	86	14
	ES	32	50	14	3	1	82	17
	FR	22	54	20	3	1	76	23
	HR	23	68	8	0	1	91	8
	IT	23	66	9	1	1	89	10
	CY	49	39	9	2	1	88	11
	LV	15	56	24	3	2	71	27
	LT	30	48	17	4	1	78	21
	LU	20	62	16	1	1	82	17
	HU	37	50	11	2	0	87	13
	MT	35	43	17	4	1	78	21
	NL	36	52	10	1	1	88	11
	AT	21	50	24	4	1	71	28
	PL	25	66	7	1	1	91	8
	PT	40	50	9	0	1	90	9
	RO	39	50	8	2	1	89	10
	SI	29	53	15	2	1	82	17
	SK	27	59	11	2	1	86	13
	FI	21	54	21	3	1	75	24
	SE	41	50	6	0	3	91	6
	UK	31	60	7	2	0	91	9

Q21.5 Pour chacune des propositions suivantes, veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord.






























Vous savez faire la distinction entre des informations de bonne qualité ou de mauvaise qualité relatives à la santé sur Internet

Q21.5 For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You can distinguish high-quality from low-quality health-related information on the Internet

Q21.5 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.

Sie können unterscheiden, welche gesundheitsbezogenen Informationen im Internet von hoher Qualität und welche von schlechter Qualität sind

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total d'accord"	Total pas d'accord"
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'agree'"	Total 'disagree'"
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	33	48	14	3	2	81	17
	BE	38	46	12	3	1	84	15
	BG	43	40	10	4	3	83	14
	CZ	22	54	19	3	2	76	22
	DK	34	50	9	2	5	84	11
	DE	26	43	23	4	4	69	27
	EE	37	47	9	3	4	84	12
	IE	39	45	11	3	2	84	14
	EL	31	47	15	6	1	78	21
	ES	43	42	10	4	1	85	14
	FR	32	51	13	3	1	83	16
	HR	28	59	11	1	1	87	12
	IT	25	59	12	3	1	84	15
	CY	59	23	10	5	3	82	15
	LV	25	47	21	5	2	72	26
	LT	37	42	13	3	5	79	16
	LU	26	55	13	6	0	81	19
	HU	37	45	13	4	1	82	17
	MT	45	42	10	1	2	87	11
	NL	40	46	9	2	3	86	11
	AT	27	49	19	4	1	76	23
	PL	29	53	15	1	2	82	16
	PT	41	40	13	4	2	81	17
	RO	43	41	10	3	3	84	13
	SI	42	43	10	4	1	85	14
	SK	23	55	16	3	3	78	19
	FI	44	48	6	1	1	92	7
	SE	52	41	4	1	2	93	5
	UK	39	48	10	2	1	87	12

Q21.6 Pour chacune des propositions suivantes, veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord.






























Vous savez comment utiliser les informations relatives à la santé que vous trouvez sur Internet

Q21.6 For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You know how to use the health -related information you find on the Internet

Q21.6 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.

Sie wissen, wie Sie die gesundheitsbezogenen Informationen, die Sie im Internet finden, nutzen können

	%	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total d'accord"	Total pas d'accord"
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'agree'"	Total 'disagree'"
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
 EU 28		36	54	8	1	1	90	9
 BE		34	54	8	3	1	88	11
 BG		51	42	5	1	1	93	6
 CZ		35	58	5	1	1	93	6
 DK		45	47	4	1	3	92	5
 DE		42	45	11	1	1	87	12
 EE		47	46	2	1	4	93	3
 IE		42	51	5	1	1	93	6
 EL		33	51	12	3	1	84	15
 ES		36	54	7	2	1	90	9
 FR		26	61	10	3	0	87	13
 HR		40	53	5	1	1	93	6
 IT		21	66	10	2	1	87	12
 CY		54	31	7	6	2	85	13
 LV		34	53	10	2	1	87	12
 LT		47	44	4	1	4	91	5
 LU		27	63	8	2	0	90	10
 HU		43	47	7	2	1	90	9
 MT		54	33	7	3	3	87	10
 NL		41	50	6	1	2	91	7
 AT		39	49	8	2	2	88	10
 PL		26	67	5	1	1	93	6
 PT		41	48	8	1	2	89	9
 RO		42	45	8	4	1	87	12
 SI		50	40	8	1	1	90	9
 SK		34	59	5	1	1	93	6
 FI		47	49	3	0	1	96	3
 SE		58	36	3	1	2	94	4
 UK		45	50	4	1	0	95	5

Q21.7 Pour chacune des propositions suivantes, veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord.






























Vous faites confiance aux informations trouvées sur Internet pour prendre des décisions en matière de santé

Q21.7 For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You trust the information from the Internet to make health-related decisions

Q21.7 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.

Sie vertrauen den Informationen aus dem Internet, um gesundheitsbezogene Entscheidungen zu treffen

	%	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total d'accord"	Total pas d'accord"
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'agree'"	Total 'disagree'"
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	10	49	30	9	2	59	39
	BE	11	39	35	14	1	50	49
	BG	15	50	25	9	1	65	34
	CZ	10	72	15	1	2	82	16
	DK	19	60	15	3	3	79	18
	DE	6	44	39	7	4	50	46
	EE	10	57	20	5	8	67	25
	IE	9	53	27	6	5	62	33
	EL	12	38	29	20	1	50	49
	ES	12	44	33	9	2	56	42
	FR	6	35	39	19	1	41	58
	HR	10	67	20	1	2	77	21
	IT	7	47	33	12	1	54	45
	CY	19	38	28	13	2	57	41
	LV	7	49	34	9	1	56	43
	LT	16	53	23	5	3	69	28
	LU	7	48	31	12	2	55	43
	HU	13	44	29	12	2	57	41
	MT	16	35	32	14	3	51	46
	NL	9	48	33	7	3	57	40
	AT	4	43	44	8	1	47	52
	PL	5	50	34	10	1	55	44
	PT	12	53	23	10	2	65	33
	RO	22	51	16	8	3	73	24
	SI	14	42	31	12	1	56	43
	SK	13	59	21	3	4	72	24
	FI	10	59	24	3	4	69	27
	SE	21	61	14	2	2	82	16
	UK	17	63	13	3	4	80	16

Q21.8 Pour chacune des propositions suivantes, veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord.






























Vos recherches sur Internet vous aident à améliorer vos connaissances sur des sujets relatifs à la santé

Q21.8 For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

Your research on the Internet helps you improve your knowledge of health-related topics

Q21.8 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.

Ihre Suche im Internet hilft Ihnen, Ihre Kenntnisse über gesundheitsbezogene Themen zu verbessern

	%	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total d'accord"	Total pas d'accord"
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'agree'"	Total 'disagree'"
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
 EU 28		42	50	6	1	1	92	7
 BE		35	57	6	2	0	92	8
 BG		57	36	4	2	1	93	6
 CZ		43	46	9	2	0	89	11
 DK		53	40	3	1	3	93	4
 DE		41	47	10	2	0	88	12
 EE		60	36	3	0	1	96	3
 IE		48	46	5	1	0	94	6
 EL		44	48	5	3	0	92	8
 ES		42	50	6	2	0	92	8
 FR		33	57	7	3	0	90	10
 HR		45	50	4	1	0	95	5
 IT		33	61	5	1	0	94	6
 CY		70	24	4	1	1	94	5
 LV		38	52	7	2	1	90	9
 LT		57	37	4	0	2	94	4
 LU		39	56	3	2	0	95	5
 HU		46	47	5	1	1	93	6
 MT		65	26	7	1	1	91	8
 NL		44	48	5	2	1	92	7
 AT		44	45	9	1	1	89	10
 PL		38	57	5	0	0	95	5
 PT		58	38	3	1	0	96	4
 RO		64	30	3	2	1	94	5
 SI		44	45	9	1	1	89	10
 SK		45	50	3	1	1	95	4
 FI		38	54	6	0	2	92	6
 SE		58	37	3	0	2	95	3
 UK		50	47	3	0	0	97	3

Q21.9 Pour chacune des propositions suivantes, veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord.






























Après avoir fait des recherches en ligne pour trouver des informations sur des questions relatives à la santé, vous êtes en général encore plus embrouillé(e)

Q21.9 For each of the following statements please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

After looking online to find information on health-related topics, you are generally more confused than before

Q21.9 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.






























Nachdem Sie versucht haben, im Internet Informationen zu gesundheitsbezogenen Themen zu finden, sind Sie in der Regel noch verwirrter als zuvor

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total d'accord"	Total pas d'accord"
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'agree'"	Total 'disagree'"
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	6	19	40	34	1	25	74
	BE	7	22	37	33	1	29	70
	BG	11	28	30	30	1	39	60
	CZ	4	16	41	38	1	20	79
	DK	5	16	33	44	2	21	77
	DE	6	15	44	34	1	21	78
	EE	2	12	41	41	4	14	82
	IE	4	18	39	38	1	22	77
	EL	11	20	38	30	1	31	68
	ES	8	22	40	28	2	30	68
	FR	8	22	40	30	0	30	70
	HR	6	28	40	25	1	34	65
	IT	3	24	42	30	1	27	72
	CY	12	19	25	43	1	31	68
	LV	5	26	44	23	2	31	67
	LT	8	22	33	33	4	30	66
	LU	6	26	40	28	0	32	68
	HU	5	16	33	45	1	21	78
	MT	16	34	27	21	2	50	48
	NL	5	10	42	42	1	15	84
	AT	3	15	36	45	1	18	81
	PL	6	21	46	26	1	27	72
	PT	9	20	40	30	1	29	70
	RO	15	25	32	25	3	40	57
	SI	9	27	29	34	1	36	63
	SK	6	23	44	25	2	29	69
	FI	4	16	41	38	1	20	79
	SE	1	17	27	54	1	18	81
	UK	2	12	40	45	1	14	85

Q22 Globalement, dans quelle mesure êtes-vous satisfait(e) ou pas des informations relatives à la santé que vous avez trouvées sur Internet ?

Q22 Overall, how satisfied or not are you with the health-related information you found on the Internet?






























Q22 Wie zufrieden oder unzufrieden sind Sie insgesamt mit den gesundheitsbezogenen Informationen, die Sie im Internet gefunden haben?

	%	Très satisfait(e)	Assez satisfait(e)	Pas très satisfait(e)	Pas du tout satisfait(e)	NSP/SR	Total satisfait"	Total pas satisfait"
		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	DK/NA	Total 'satisfied'"	Total 'not satisfied'"
		Sehr zufrieden	Ziemlich zufrieden	Nicht sehr zufrieden	Überhaupt nicht zufrieden	WN/KA	Gesamt 'Gut'	Gesamt 'Schlecht'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	16	73	9	1	1	89	10
	BE	17	74	8	1	0	91	9
	BG	19	70	10	1	0	89	11
	CZ	16	77	6	0	1	93	6
	DK	28	68	3	0	1	96	3
	DE	14	72	11	1	2	86	12
	EE	9	80	9	0	2	89	9
	IE	31	65	4	0	0	96	4
	EL	13	71	15	1	0	84	16
	ES	15	72	13	0	0	87	13
	FR	8	80	11	1	0	88	12
	HR	15	75	10	0	0	90	10
	IT	16	73	10	1	0	89	11
	CY	31	60	8	1	0	91	9
	LV	7	73	18	1	1	80	19
	LT	11	76	11	0	2	87	11
	LU	10	81	6	2	1	91	8
	HU	15	74	8	2	1	89	10
	MT	30	64	4	1	1	94	5
	NL	19	74	6	0	1	93	6
	AT	16	73	9	1	1	89	10
	PL	9	82	7	1	1	91	8
	PT	10	81	8	0	1	91	8
	RO	18	73	8	1	0	91	9
	SI	19	71	9	1	0	90	10
	SK	12	77	9	1	1	89	10
	FI	16	75	8	0	1	91	8
	SE	24	73	2	0	1	97	2
	UK	31	65	3	1	0	96	4

Q23 Pour quelles raisons n'êtes-vous pas satisfait(e) des informations relatives à la santé que vous avez trouvées sur Internet ? (PLUSIEURS REPONSES POSSIBLES)

Q23 For what reasons are you not satisfied with the health-related information you found on the Internet? (MULTIPLE ANSWERS POSSIBLE)






























Q23 Aus welchen Gründen sind Sie mit den gesundheitsbezogenen Informationen, die Sie im Internet gefunden haben, nicht zufrieden? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous n'avez pas réussi à trouver ce que vous cherchiez	Vous n'avez pas trouvé d'informations adaptées à vos besoins spécifiques	Les informations n'étaient pas disponibles dans une langue que vous parlez	Les informations que vous avez trouvées manquaient d'illustrations ou d'informations visuelles
		You did not manage to find what you were looking for	You did not find information tailored to your specific needs	The information was not available in a language you speak	The information you found lacked illustrations, visual information
		Es ist Ihnen nicht gelungen, das zu finden, wonach Sie gesucht haben	Sie haben keine auf Ihre Bedürfnisse zugeschnittenen Informationen gefunden	Die Informationen standen in keiner Sprache zur Verfügung, die Sie verstehen	Bei den Informationen, die Sie gefunden haben, hat es an Darstellungen und visuellen Informationen gefehlt
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	32	39	10	33
	BE	58	68	8	50
	BG	19	30	24	34
	CZ	52	64	32	32
	DK	51	56	19	21
	DE	29	37	9	37
	EE	23	27	6	18
	IE	34	35	18	22
	EL	29	26	1	18
	ES	29	51	18	27
	FR	46	51	6	43
	HR	39	56	13	24
	IT	18	24	7	22
	CY	5	35	16	38
	LV	32	44	24	33
	LT	19	25	14	18
	LU	27	45	7	25
	HU	30	19	4	2
	MT	0	8	0	0
	NL	35	43	5	16
	AT	44	54	10	41
	PL	32	33	24	44
	PT	45	28	13	35
	RO	23	35	4	29
	SI	24	17	1	6
	SK	17	24	13	10
	FI	46	44	24	34
	SE	32	61	0	56
	UK	33	29	3	54

Q23 Pour quelles raisons n'êtes-vous pas satisfait(e) des informations relatives à la santé que vous avez trouvées sur Internet ? (PLUSIEURS REPONSES POSSIBLES)

Q23 For what reasons are you not satisfied with the health-related information you found on the Internet? (MULTIPLE ANSWERS POSSIBLE)






























Q23 Aus welchen Gründen sind Sie mit den gesundheitsbezogenen Informationen, die Sie im Internet gefunden haben, nicht zufrieden? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous avez eu le sentiment que les informations avaient un but commercial, vous incitant à acheter quelque chose	Les informations n'étaient pas fiables	Les informations étaient difficiles à comprendre/n'étaient pas suffisamment claires	Les informations n'étaient pas suffisamment détaillées	Autre (NE PAS LIRE)	NSP/SR
		You had the feeling the information was commercially oriented, encouraging you to buy something	The information was not reliable	The information was difficult to understand/not clear enough	The information was not detailed enough	Other (DO NOT READ OUT)	DK/NA
		Sie hatten das Gefühl, dass die Informationen kommerziell ausgerichtet waren und Sie dazu veranlassen sollten, etwas zu kaufen	Die Informationen waren nicht zuverlässig	Die Informationen waren schwierig zu verstehen/unklar	Die Informationen waren nicht detailliert genug	Andere (Nicht vorlesen)	WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	48	50	33	46	5	1
	BE	51	61	48	73	6	1
	BG	58	37	33	50	1	3
	CZ	74	52	42	48	14	0
	DK	36	39	42	51	22	0
	DE	54	37	28	48	2	1
	EE	12	12	8	43	26	6
	IE	54	43	27	34	3	0
	EL	39	35	32	38	1	0
	ES	48	54	33	51	8	0
	FR	39	60	43	45	2	2
	HR	61	37	31	43	2	0
	IT	33	60	22	31	7	0
	CY	11	43	45	23	0	6
	LV	46	46	28	71	4	2
	LT	47	24	19	38	4	4
	LU	43	75	32	51	6	0
	HU	54	39	23	43	8	0
	MT	32	17	21	10	34	8
	NL	47	52	41	45	4	0
	AT	65	57	39	44	3	4
	PL	46	49	33	73	0	0
	PT	47	53	53	52	2	0
	RO	61	43	28	35	10	0
	SI	28	33	30	20	13	0
	SK	31	42	19	24	5	0
	FI	47	51	38	61	3	0
	SE	53	53	47	32	21	0
	UK	71	61	48	45	6	6

Q24 En pensant à la dernière fois que vous avez utilisé Internet pour chercher des informations relatives à la santé, qu'avez-vous fait ensuite ? (PLUSIEURS REPONSES POSSIBLES)

Q24 Think back to the last time you used the Internet to search for health-related information; what did you do next? (MULTIPLE ANSWERS POSSIBLE)






























Q24 Denken Sie jetzt bitte an das letzte Mal, als Sie im Internet nach gesundheitsbezogenen Informationen gesucht haben: Was haben Sie danach als Nächstes unternommen? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous avez pris rendez-vous chez le médecin	Vous avez pris les mesures nécessaires pour vous soigner vous-même (automédication) ou changer votre mode de vie	Vous avez cherché des informations additionnelles provenant d'autres sources (livres, magazines, TV, etc.)	Vous avez parlé à des amis ou des membres de votre famille
		You made a doctor's appointment	You took the necessary measures to treat yourself (self-medication) or change your lifestyle	You looked for additional information from other sources (books, magazines, TV, etc.)	You spoke to friends or relatives
		Sie haben einen Termin bei einem Arzt vereinbart	Sie haben die erforderlichen Schritte unternommen, um sich selbst zu behandeln (Selbstmedikation) oder um Ihren Lebensstil zu ändern	Sie haben in anderen Quellen nach zusätzlichen Informationen gesucht (Bücher, Zeitungen, Fernsehen etc.)	Sie haben mit Freunden oder Verwandten gesprochen
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	40	35	32	47
	BE	43	44	41	57
	BG	44	35	34	46
	CZ	34	62	38	63
	DK	25	23	19	44
	DE	38	31	36	47
	EE	30	29	21	22
	IE	37	37	33	42
	EL	50	17	23	33
	ES	41	31	32	57
	FR	42	34	35	53
	HR	25	30	34	43
	IT	39	26	30	40
	CY	40	22	19	30
	LV	48	36	33	50
	LT	33	22	23	31
	LU	41	40	34	57
	HU	27	29	31	34
	MT	39	25	17	33
	NL	37	30	24	49
	AT	39	39	49	59
	PL	47	30	32	35
	PT	45	44	44	58
	RO	49	33	26	39
	SI	29	17	23	29
	SK	34	27	27	33
	FI	23	55	29	54
	SE	25	36	27	38
	UK	44	59	32	55

Q24 En pensant à la dernière fois que vous avez utilisé Internet pour chercher des informations relatives à la santé, qu'avez-vous fait ensuite ? (PLUSIEURS REPONSES POSSIBLES)

Q24 Think back to the last time you used the Internet to search for health-related information; what did you do next? (MULTIPLE ANSWERS POSSIBLE)






























Q24 Denken Sie jetzt bitte an das letzte Mal, als Sie im Internet nach gesundheitsbezogenen Informationen gesucht haben: Was haben Sie danach als Nächstes unternommen? (MEHRFACHNENNUNGEN MÖGLICH)

			Vous avez parlé à d'autres personnes dans la même situation de santé que vous	Vous avez utilisé ces informations pour aider une autre personne (époux(se), enfant, membre de la famille, etc.)	Vous n'avez rien fait en particulier (NE PAS LIRE)	Autre (NE PAS LIRE)	NSP/SR
			You spoke to others with the same condition	You used this information to help another person (spouse, child, relative, etc.)	You did nothing (DO NOT READ OUT)	Other (DO NOT READ OUT)	DK/NA
%			Sie haben mit anderen gesprochen, die die gleichen Beschwerden haben	Sie haben diese Informationen genutzt, um einer anderen Person zu helfen (Ehepartner, Lebensgefährte, Kind, Verwandter etc.)	Sie haben nichts unternommen (NICHT VORLESEN)	Etwas anderes (Nicht vorlesen)	WN/KA
			Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28		24	33	7	2	1
	BE		30	43	5	1	1
	BG		26	36	4	1	1
	CZ		43	46	6	1	2
	DK		18	30	11	7	3
	DE		24	31	6	1	2
	EE		9	21	15	5	2
	IE		18	27	5	2	1
	EL		22	24	6	0	0
	ES		29	37	10	2	0
	FR		27	32	9	2	1
	HR		29	34	5	2	1
	IT		21	25	8	1	1
	CY		15	24	11	3	4
	LV		26	39	4	1	0
	LT		19	23	7	5	2
	LU		27	37	3	3	1
	HU		19	27	5	4	1
	MT		11	21	8	1	2
	NL		15	30	8	4	1
	AT		38	41	5	2	1
	PL		19	33	3	1	2
	PT		32	45	7	1	1
	RO		25	31	3	3	1
	SI		19	17	9	3	1
	SK		25	22	2	2	1
	FI		24	40	6	2	0
	SE		14	31	10	3	1
	UK		22	43	5	2	1

Q25 La prochaine fois que vous voudrez obtenir des informations sur des questions liées à la santé, quelle est la probabilité que vous utilisiez Internet ?

Q25 Next time you want to get information on health-related questions, how likely are you to use the Internet?






























Q25 Wenn Sie in Zukunft Informationen zu gesundheitsbezogenen Fragen finden möchten, wie wahrscheinlich ist es dann, dass Sie dafür das Internet nutzen?

		Très probable	Assez probable	Pas très probable	Pas du tout probable	NSP/SR	Total probable"	Total pas probable"
		Very likely	Fairly likely	Not very likely	Not at all likely	DK/NA	Total 'likely'"	Total 'not likely'"
		Sehr wahrscheinlich	Ziemlich wahrscheinlich	Nicht sehr wahrscheinlich	Überhaupt nicht wahrscheinlich	WN/KA	Gesamt 'Wahrscheinlich'	Gesamt 'Nicht wahrscheinlich'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	%							
	EU 28	55	37	6	2	0	92	8
	BE	52	39	6	3	0	91	9
	BG	52	34	12	1	1	86	13
	CZ	70	27	2	1	0	97	3
	DK	81	16	3	0	0	97	3
	DE	61	31	5	2	1	92	7
	EE	59	35	4	0	2	94	4
	IE	59	35	5	1	0	94	6
	EL	50	42	7	1	0	92	8
	ES	50	38	9	3	0	88	12
	FR	40	45	12	3	0	85	15
	HR	75	22	3	0	0	97	3
	IT	45	47	5	2	1	92	7
	CY	67	27	5	1	0	94	6
	LV	55	38	5	2	0	93	7
	LT	49	44	5	1	1	93	6
	LU	59	34	5	2	0	93	7
	HU	51	40	7	2	0	91	9
	MT	70	25	4	1	0	95	5
	NL	77	20	2	0	1	97	2
	AT	63	29	6	2	0	92	8
	PL	44	50	5	0	1	94	5
	PT	50	44	5	1	0	94	6
	RO	52	40	6	1	1	92	7
	SI	54	37	8	0	1	91	8
	SK	55	41	3	1	0	96	4
	FI	59	37	4	0	0	96	4
	SE	80	18	2	0	0	98	2
	UK	69	27	3	1	0	96	4

Q26 Pour quelles raisons n'avez-vous pas utilisé Internet pour chercher des informations relatives à la santé ?
(PLUSIEURS REPONSES POSSIBLES)

Q26 For what reasons did you not use the Internet to search for health-related information? (MULTIPLE ANSWERS
POSSIBLE)






























Q26 Aus welchen Gründen haben Sie nicht das Internet genutzt, um nach gesundheitsbezogenen Informationen zu
suchen? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous n'aviez pas besoin de chercher des informations liées à la santé	Vous n'avez pas accès à Internet	Vous ne savez pas où/comment chercher sur Internet	Vous ne savez pas quelles informations sont fiables sur Internet	Les informations que l'on trouve sur Internet sont difficiles à comprendre
		You don't need to search for health-related information	You don't have access to the Internet	You don't know where/how to look on the Internet	You don't know what information on the Internet is reliable	The information found on the Internet is confusing/difficult to understand
		Sie müssen nicht nach gesundheitsbezogenen Informationen suchen	Sie haben keinen Internetzugang	Sie wissen nicht, wo/wie man im Internet sucht	Sie wissen nicht, welche Informationen im Internet zuverlässig sind	Die im Internet gefundenen Informationen sind verwirrend/schwierig zu verstehen
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	40	34	15	16	10
	BE	42	31	22	29	20
	BG	35	38	11	5	4
	CZ	54	26	9	13	6
	DK	65	19	8	2	4
	DE	34	35	8	16	8
	EE	48	32	6	4	1
	IE	38	26	18	17	12
	EL	23	42	20	13	7
	ES	44	31	25	23	16
	FR	49	28	16	24	10
	HR	37	44	7	5	2
	IT	26	43	15	8	7
	CY	21	32	15	5	3
	LV	48	31	6	13	7
	LT	34	35	6	3	2
	LU	33	22	20	25	12
	HU	24	48	7	4	1
	MT	28	24	28	5	2
	NL	46	18	9	15	7
	AT	38	33	12	23	11
	PL	44	35	12	12	7
	PT	36	37	22	13	9
	RO	20	37	16	4	1
	SI	27	43	9	3	1
	SK	38	34	10	5	3
	FI	57	35	13	21	9
	SE	58	21	8	12	7
	UK	60	28	18	30	22

Q26 Pour quelles raisons n'avez-vous pas utilisé Internet pour chercher des informations relatives à la santé ?
(PLUSIEURS REPONSES POSSIBLES)

Q26 For what reasons did you not use the Internet to search for health-related information? (MULTIPLE ANSWERS
POSSIBLE)






























Q26 Aus welchen Gründen haben Sie nicht das Internet genutzt, um nach gesundheitsbezogenen Informationen zu
suchen? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous avez cherché auparavant sur Internet des informations relatives à la santé mais n'avez pas trouvé ce que vous cherchiez	Vous avez cherché auparavant sur Internet des informations relatives à la santé mais vous n'étiez pas satisfait(e) de ce que vous avez trouvé	Il est difficile de trouver une réponse claire sur Internet	Autre (NE PAS LIRE)	NSP/SR
		You have previously searched for health-related information on the Internet but did not find what you were looking for	You have previously searched for health-related information on the Internet but you were not satisfied with what you found	It is difficult to get a clear answer on the Internet	Other (DO NOT READ OUT)	DK/NA
		Sie haben zuvor schon einmal nach gesundheits- bezogenen Informationen im Internet gesucht, aber nicht das gefunden, wonach Sie gesucht haben	Sie haben zuvor schon einmal nach gesundheits-bezogenen Informationen im Internet gesucht, waren aber mit dem, was Sie gefunden haben, nicht zufrieden	Es ist schwierig, im Internet eine eindeutige Auskunft zu finden	Andere (Nicht vorlesen)	WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	4	5	11	14	2
	BE	9	10	23	11	5
	BG	1	1	3	14	4
	CZ	4	4	6	11	3
	DK	1	0	3	13	2
	DE	3	5	11	17	4
	EE	0	0	2	14	1
	IE	5	5	10	15	4
	EL	2	4	9	12	4
	ES	5	9	14	18	1
	FR	4	7	14	10	2
	HR	2	1	2	12	2
	IT	2	2	5	13	1
	CY	0	1	4	27	4
	LV	4	6	8	15	1
	LT	1	1	1	25	3
	LU	7	9	17	18	6
	HU	0	0	1	22	1
	MT	1	1	1	17	1
	NL	2	5	9	25	3
	AT	6	9	17	18	2
	PL	2	3	8	11	1
	PT	3	5	10	23	2
	RO	0	0	2	25	3
	SI	1	1	5	14	0
	SK	2	0	2	15	2
	FI	4	5	12	9	2
	SE	2	3	7	14	4
	UK	10	8	24	7	3

Q27 Au cours des 12 derniers mois, à quelle fréquence avez-vous cherché des informations relatives à la santé, quels que soient les moyens utilisés ? Il peut s'agir d'informations sur une blessure, une maladie, la nutrition, l'amélioration de la santé, etc.

Q27 Within the last 12 months, how often have you looked for health-related information, whatever the means used? This could include information on an injury, disease, illness, nutrition, improving health, etc.






























Q27 Wie oft haben Sie – unabhängig von der Art und Weise – in den letzten 12 Monaten nach gesundheitsbezogenen Informationen gesucht? Dazu können Informationen zu einer Verletzung, zu einer Krankheit bzw. Erkrankung, zur Ernährung, Verbesserung der Gesundheit etc. gehören.

		Une fois par semaine ou plus souvent	Plusieurs fois par mois	Environ une fois par mois	Environ une fois tous les deux mois	Quelques fois au cours de la dernière année
		Once a week or more often	Several times a month	Approximately once a month	Approximately once every two months	A few times within the past year
%		Einmal pro Woche oder häufiger	Mehrmals pro Monat	Ungefähr einmal im Monat	Ungefähr einmal alle zwei Monate	Ein paar Mal innerhalb des letzten Jahres
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	6	3	6	4	16
	BE	3	2	5	2	15
	BG	9	5	12	4	19
	CZ	6	5	8	2	16
	DK	3	1	2	2	11
	DE	7	2	6	5	17
	EE	4	8	7	3	13
	IE	4	3	6	3	28
	FI	5	4	9	5	18
	ES	2	2	4	3	9
	FR	4	2	6	5	18
	HR	8	7	9	4	21
	IT	7	6	9	4	19
	CY	8	6	5	6	14
	LV	4	3	10	3	21
	LT	13	4	6	3	13
	LU	9	3	7	2	19
	HU	14	7	10	3	12
	MT	16	6	10	1	8
	NL	3	2	4	1	17
	AT	9	4	7	4	17
	PL	8	3	7	3	13
	PT	6	4	8	5	20
	RO	13	5	10	4	10
	SI	14	12	10	8	16
	SK	11	5	9	3	13
	FI	5	2	6	2	23
	SE	2	2	3	2	20
	UK	2	2	3	1	20

Q27 Au cours des 12 derniers mois, à quelle fréquence avez-vous cherché des informations relatives à la santé, quels que soient les moyens utilisés ? Il peut s'agir d'informations sur une blessure, une maladie, la nutrition, l'amélioration de la santé, etc.

Q27 Within the last 12 months, how often have you looked for health-related information, whatever the means used? This could include information on an injury, disease, illness, nutrition, improving health, etc.






























Q27 Wie oft haben Sie – unabhängig von der Art und Weise – in den letzten 12 Monaten nach gesundheitsbezogenen Informationen gesucht? Dazu können Informationen zu einer Verletzung, zu einer Krankheit bzw. Erkrankung, zur Ernährung, Verbesserung der Gesundheit etc. gehören.

		Jamais	NSP/SR	Une fois par mois ou plus souvent	Moins d'une fois par mois
		Never	DK/NA	Once a month or more often	Less than once a month
		Nie	WN/KA	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	63	2	15	20
	BE	72	1	10	17
	BG	49	2	26	23
	CZ	62	1	19	18
	DK	78	3	6	13
	DE	62	1	15	22
	EE	62	3	19	16
	IE	56	0	13	31
	EL	58	1	18	23
	ES	78	2	8	12
	FR	63	2	12	23
	HR	50	1	24	25
	IT	53	2	22	23
	CY	60	1	19	20
	LV	58	1	17	24
	LT	56	5	23	16
	LU	59	1	19	21
	HU	54	0	31	15
	MT	57	2	32	9
	NL	72	1	9	18
	AT	58	1	20	21
	PL	65	1	18	16
	PT	52	5	18	25
	RO	56	2	28	14
	SI	40	0	36	24
	SK	56	3	25	16
	FI	58	4	13	25
	SE	69	2	7	22
	UK	71	1	7	21

Q28 Et quel type d'informations relatives à la santé avez-vous cherché ? (PLUSIEURS REPONSES POSSIBLES)

Q28 And what type of health-related information did you look for? (MULTIPLE ANSWERS POSSIBLE)






























Q28 Und nach welcher Art von gesundheitsbezogenen Informationen haben Sie gesucht? (MEHRFACHNENNUNGEN MÖGLICH)

		Des informations générales sur la santé ou sur les manières d'améliorer votre santé (par exemple, des informations sur la nutrition, les régimes, la grossesse, le sport et l'exercice, etc.)	Des informations sur une blessure, une maladie ou un état de santé spécifiques (par exemple lorsque vous avez des problèmes d'estomac, lorsque votre enfant s'est cassé le bras, lorsque votre conjoint(e) a été diagnostiqué(e) avec un cancer, etc.).	Des informations pour avoir un deuxième avis après vous être rendu(e) chez votre médecin
		General information on health-related topics or ways to improve your health (for example: information on nutrition, diet, sports and exercise, pregnancy, etc.)	Information on a specific injury, disease/illness or condition (for example: when you have stomach problems, your child has broken his/her arm, your spouse has been diagnosed with cancer etc.)	Information to get a second opinion after having visited your doctor
		Allgemeine Informationen zu gesundheitsbezogenen Themen oder zu Möglichkeiten zur Verbesserung Ihres Gesundheitszustands (z. B. Informationen zur Ernährung, zu Diäten, Sport und Bewegung, Schwangerschaft etc.)	Informationen zu einer bestimmten Verletzung, zu einer Krankheit bzw. Erkrankung oder zu bestimmten Beschwerden (z. B. weil Sie Magenprobleme hatten, Ihr Kind sich den Arm gebrochen hatte, bei Ihrem Ehepartner oder Lebensgefährten Krebs diagnostiziert wurde etc.)	Informationen, um nach einem Besuch bei Ihrem Arzt eine zweite Meinung einzuholen
%		Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	50	43	16
	BE	54	39	18
	BG	37	50	15
	CZ	57	50	24
	DK	37	54	18
	DE	54	45	17
	EE	38	47	4
	IE	44	48	12
	EL	40	34	17
	ES	56	46	34
	FR	45	45	15
	HR	44	31	11
	IT	56	43	13
	CY	48	26	20
	LV	42	50	23
	LT	45	39	10
	LU	52	44	24
	HU	59	51	8
	MT	58	38	9
	NL	47	38	9
	AT	56	60	22
	PL	51	40	16
	PT	48	47	17
	RO	42	36	15
	SI	61	24	9
	SK	41	31	10
	FI	58	51	10
	SE	36	56	8
	UK	48	42	13

Q28 Et quel type d'informations relatives à la santé avez-vous cherché ? (PLUSIEURS REPONSES POSSIBLES)

Q28 And what type of health-related information did you look for? (MULTIPLE ANSWERS POSSIBLE)






























Q28 Und nach welcher Art von gesundheitsbezogenen Informationen haben Sie gesucht? (MEHRFACHNENNUNGEN MÖGLICH)

		Des informations spécifiques sur un traitement ou une procédure médicale (par exemple comment prendre vos médicaments, à quoi s'attendre lors d'un pontage cardiaque, etc.)	Autre (NE PAS LIRE)	NSP/SR
		Specific information on a medical treatment or procedure (for example: how to take your medication, what to expect with a heart by-pass, etc.)	Other (DO NOT READ OUT)	DK/NA
		Bestimmte Informationen zu einer medizinischen Behandlung oder einem medizinischen Verfahren (z.B. zur Einnahme Ihrer Medikamente, zum Leben mit einem Bypass etc.)	Andere (Nicht vorlesen)	WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	24	7	5
	BE	26	11	5
	BG	28	4	5
	CZ	39	3	5
	DK	21	5	4
	DE	24	6	3
	EE	25	10	1
	IE	26	6	3
	EL	25	10	3
	ES	20	8	3
	FR	18	11	9
	HR	28	9	4
	IT	23	5	4
	CY	18	2	3
	LV	27	5	1
	LT	25	12	4
	LU	26	14	2
	HU	23	6	2
	MT	20	6	4
	NL	23	8	7
	AT	32	5	2
	PL	17	7	5
	PT	31	7	7
	RO	30	11	2
	SI	17	4	1
	SK	28	9	1
	FI	25	4	4
	SE	25	7	5
	UK	27	7	10

Q29 Lorsque vous avez besoin de chercher des informations relatives à la santé, que faites-vous habituellement ?
(PLUSIEURS REPONSES POSSIBLES)

Q29 When you need to search for health-related information, what do you usually do? (MULTIPLE ANSWERS POSSIBLE)






























Q29 Was tun Sie in der Regel, wenn Sie nach gesundheitsbezogenen Informationen suchen? (MEHRFACHNENNUNGEN
MÖGLICH)

		Vous demandez à votre médecin	Vous demandez à vos amis, aux membres de votre famille ou à d'autres personnes	Vous lisez des livres ou des encyclopédies	Vous lisez des journaux ou des magazines	Vous écoutez des programmes ou documentaires médicaux à la radio
		You ask your doctor	You ask your friends, relatives or other people	You read books or encyclopaedias	You read newspapers or magazines	You listen to medical programmes or documentaries on the radio
		Sie fragen Ihren Arzt	Sie fragen Ihre Freunde, Verwandten oder andere Personen	Sie lesen Bücher oder Enzyklopädien	Sie lesen Zeitungen oder Zeitschriften	Sie hören sich medizinische Programme oder Dokumentationen im Radio an
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	79	41	29	44	21
	BE	85	47	27	52	34
	BG	82	45	21	44	21
	CZ	77	59	39	50	28
	DK	66	49	28	35	9
	DE	79	45	33	58	16
	EE	82	24	21	56	36
	IE	77	32	26	47	30
	EL	81	24	23	18	9
	ES	88	49	30	48	28
	FR	81	50	29	40	27
	HR	80	29	19	29	23
	IT	83	26	22	32	13
	CY	72	32	19	26	18
	LV	84	47	34	46	30
	LT	64	33	31	46	27
	LU	76	47	35	52	21
	HU	49	26	28	45	26
	MT	81	18	16	22	29
	NL	81	45	29	24	14
	AT	82	58	44	67	33
	PL	75	39	41	54	32
	PT	88	54	34	46	25
	RO	77	34	22	31	17
	SI	62	28	23	32	22
	SK	49	33	25	43	26
	FI	76	57	27	60	30
	SE	67	45	28	41	20
	UK	81	52	32	46	17

Q29 Lorsque vous avez besoin de chercher des informations relatives à la santé, que faites-vous habituellement ?
(PLUSIEURS REPONSES POSSIBLES)

Q29 When you need to search for health-related information, what do you usually do? (MULTIPLE ANSWERS POSSIBLE)






























Q29 Was tun Sie in der Regel, wenn Sie nach gesundheitsbezogenen Informationen suchen? (MEHRFACHNENNUNGEN
MÖGLICH)

			Vous regardez des programmes ou documentaires médicaux à la télévision	Vous n'avez jamais besoin de chercher des informations relatives à la santé (NE PAS LIRE)	Autre (NE PAS LIRE)	NSP/SR
			You watch medical programmes or documentaries on the TV	You never need to search for health-related information (DO NOT READ OUT)	Other (DO NOT READ OUT)	DK/NA
			Sie schauen sich medizinische Sendungen oder Dokumentationen im Fernsehen an	Sie müssen nie nach gesundheitsbezogenen Informationen suchen (NICHT VORLESEN)	Sonstiges (Nicht vorlesen)	WN/KA
			Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	%					
	EU 28		48	0	2	0
	BE		49	0	1	2
	BG		46	1	2	0
	CZ		45	0	4	0
	DK		33	0	12	0
	DE		48	0	2	0
	EE		40	0	2	0
	IE		40	3	3	0
	EL		34	1	2	0
	ES		48	1	1	0
	FR		44	0	1	0
	HR		41	1	0	0
	IT		47	0	1	0
	CY		17	2	1	1
	LV		54	0	2	0
	LT		56	1	6	0
	LU		64	0	9	0
	HU		56	3	5	1
	MT		41	1	3	1
	NL		36	3	1	0
	AT		55	2	1	0
	PL		52	0	1	0
	PT		67	1	0	0
	RO		50	0	5	0
	SI		27	1	3	0
	SK		31	2	6	0
	FI		58	0	2	4
	SE		32	2	11	1
	UK		48	0	4	0

Q30 Lorsque vous cherchez à trouver des informations relatives à la santé, pour qui cherchez-vous généralement ces informations ? (PLUSIEURS REPONSES POSSIBLES)

Q30 When trying to find information on health, for whom do you usually search this type of information? (MULTIPLE ANSWERS POSSIBLE)






























Q30 Wenn Sie versuchen, Informationen zum Thema Gesundheit zu finden, für wen suchen Sie dann in der Regel diese Informationen? (MEHRFACHNENNUNGEN MÖGLICH)

		Pour vous-même	Pour votre époux(se) ou partenaire	Pour votre ou vos enfant(s)	Pour d'autres membres de votre famille	Pour des amis, des collègues	Autre (NE PAS LIRE)	NSP/SR
		Yourself	Your spouse or partner	Your child or children	Other members of your family	Friends, colleagues	Other (DO NOT READ OUT)	DK/NA
		Sie selbst	Ihren Ehepartner oder Lebensgefährten	Ihr Kind oder Ihre Kinder	Andere Mitglieder Ihrer Familie	Freunde, Kollegen	Andere (Nicht vorlesen)	WN/KA
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	83	31	28	28	13	3	1
	BE	81	38	33	41	23	4	3
	BG	80	28	30	37	12	2	2
	CZ	78	32	35	37	19	2	2
	DK	85	19	30	23	11	2	1
	DE	83	34	23	23	14	3	1
	EE	93	21	9	14	3	1	0
	IE	81	20	15	22	11	2	1
	EL	75	33	37	44	18	2	2
	ES	76	27	32	34	13	3	1
	FR	71	30	40	32	15	2	3
	HR	82	24	18	15	10	0	2
	IT	89	34	31	29	9	5	0
	CY	65	42	34	34	19	8	5
	LV	78	17	28	32	13	1	2
	LT	87	30	27	25	10	3	1
	LU	80	35	33	39	23	8	1
	HU	80	24	26	32	7	2	0
	MT	77	24	23	35	5	5	2
	NL	69	27	31	20	9	1	4
	AT	89	47	37	28	18	2	0
	PL	89	32	17	20	10	1	0
	PT	83	41	39	41	17	1	1
	RO	83	40	37	28	11	1	1
	SI	87	18	13	19	7	1	0
	SK	74	30	21	34	13	2	1
	FI	90	18	16	12	11	3	3
	SE	86	15	14	12	10	2	2
	UK	88	19	18	21	13	2	2

Q31 La prochaine fois que vous voudrez obtenir des informations sur des questions relatives à la santé, quelle serait la probabilité que vous utilisiez Internet ?

Q31 Next time you want to get information on health-related questions, how likely are you to use the Internet?






























Q31 Wenn Sie das in Zukunft Informationen zu gesundheitsbezogenen Fragen finden möchten, wie wahrscheinlich ist es dann, dass Sie dafür das Internet nutzen?

		Très probable	Assez probable	Pas très probable	Pas du tout probable	NSP/SR	Total probable"	Total pas probable"
		Very likely	Fairly likely	Not very likely	Not at all likely	DK/NA	Total 'likely'"	Total 'unlikely'"
		Sehr wahrscheinlich	Ziemlich wahrscheinlich	Nicht sehr wahrscheinlich	Überhaupt nicht wahrscheinlich	WN/KA	Gesamt 'Wahrscheinlich'	Gesamt 'Nicht wahrscheinlich'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	%							
	EU 28	13	16	17	51	3	29	68
	BE	11	14	14	58	3	25	72
	BG	15	15	16	50	4	30	66
	CZ	19	21	20	39	1	40	59
	DK	25	24	14	33	4	49	47
	DE	19	10	21	48	2	29	69
	EE	13	16	18	47	6	29	65
	IE	14	13	17	55	1	27	72
	EL	14	15	9	61	1	29	70
	ES	13	11	15	56	5	24	71
	FR	10	15	20	53	2	25	73
	HR	12	15	10	61	2	27	71
	IT	8	16	18	56	2	24	74
	CY	12	18	4	60	6	30	64
	LV	14	21	24	39	2	35	63
	LT	15	21	19	40	5	36	59
	LU	15	19	8	55	3	34	63
	HU	10	17	14	55	4	27	69
	MT	15	20	11	51	3	35	62
	NL	22	16	14	46	2	38	60
	AT	8	19	18	54	1	27	72
	PL	13	19	21	43	4	32	64
	PT	10	23	19	44	4	33	63
	RO	23	19	9	40	9	42	49
	SI	13	15	16	54	2	28	70
	SK	16	20	13	47	4	36	60
	FI	9	21	17	49	4	30	66
	SE	17	22	19	38	4	39	57
	UK	10	16	18	54	2	26	72

Q32 Veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec la proposition suivante : « Internet est un bon outil pour m'aider à améliorer mes connaissances sur des sujets relatifs à la santé »

Q32 Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with the following statement: "The Internet is a good tool to help improve my knowledge of health-related topics"






























Q32 Bitte sagen Sie mir, ob Sie der folgenden Aussage voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen: "Das Internet ist eine gute Quelle, um meine Kenntnisse über gesundheitsbezogene Themen zu verbessern."

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total d'accord"	Total pas d'accord"
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'agree'"	Total 'disagree'"
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
%								
	EU 28	34	43	9	8	6	77	17
	BE	26	46	10	13	5	72	23
	BG	53	32	5	6	4	85	11
	CZ	33	46	12	6	3	79	18
	DK	55	32	2	3	8	87	5
	DE	30	38	14	9	9	68	23
	EE	42	36	5	6	11	78	11
	IE	44	42	5	4	5	86	9
	EL	47	37	6	7	3	84	13
	ES	31	41	12	9	7	72	21
	FR	25	49	12	10	4	74	22
	HR	36	46	7	7	4	82	14
	IT	23	56	8	8	5	79	16
	CY	55	28	4	5	8	83	9
	LV	26	50	12	7	5	76	19
	LT	45	34	6	8	7	79	14
	LU	34	46	12	6	2	80	18
	HU	46	34	7	7	6	80	14
	MT	59	26	5	6	4	85	11
	NL	40	43	7	6	4	83	13
	AT	30	44	14	8	4	74	22
	PL	26	53	10	5	6	79	15
	PT	51	33	5	5	6	84	10
	RO	58	24	5	6	7	82	11
	SI	41	40	10	6	3	81	16
	SK	36	43	8	8	5	79	16
	FI	30	50	8	4	8	80	12
	SE	57	30	3	5	5	87	8
	UK	41	38	7	8	6	79	15

Q33 Comment qualifieriez-vous votre niveau de santé en général ? Selon vous, votre santé est...

Q33 How would you rate your level of health in general? Would you say it is...?






























Q33 Wie würden Sie Ihren Gesundheitszustand im Allgemeinen bewerten? Würden Sie sagen, Ihr Gesundheitszustand ist ...?

		Très bonne	Plutôt bonne	Plutôt mauvaise	Très mauvaise	NSP/SR	Total 'bonne'	Total 'mauvaise'
		Very good	Fairly good	Fairly bad	Very bad	DK/NA	Total 'good'	Total 'bad'
		Sehr gut	Ziemlich gut	Ziemlich schlecht	Sehr schlecht	WN/KA	Gesamt 'Gut'	Gesamt 'Schlecht'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	28	60	8	2	2	88	10
	BE	30	60	8	2	0	90	10
	BG	30	55	11	3	1	85	14
	CZ	28	57	12	2	1	85	14
	DK	36	54	7	2	1	90	9
	DE	25	62	9	2	2	87	11
	EE	19	60	14	3	4	79	17
	IE	42	52	5	0	1	94	5
	EL	31	60	5	2	2	91	7
	ES	28	60	8	1	3	88	9
	FR	27	63	7	2	1	90	9
	HR	34	52	9	4	1	86	13
	IT	26	66	5	2	1	92	7
	CY	36	54	6	2	2	90	8
	LV	12	66	16	3	3	78	19
	LT	15	63	13	3	6	78	16
	LU	31	62	6	1	0	93	7
	HU	22	59	14	4	1	81	18
	MT	30	61	7	1	1	91	8
	NL	35	56	7	1	1	91	8
	AT	40	51	7	2	0	91	9
	PL	21	61	13	2	3	82	15
	PT	19	67	8	3	3	86	11
	RO	27	56	11	4	2	83	15
	SI	26	60	9	4	1	86	13
	SK	20	62	12	4	2	82	16
	FI	24	66	8	1	1	90	9
	SE	38	53	7	1	1	91	8
	UK	37	52	7	3	1	89	10

Q34 Souffrez-vous d'une maladie ou d'un problème de santé de longue durée ? Par « longue durée », je parle de maladies qui durent 6 mois ou plus.

Q34 Do you have any long-term disease or a health problem? By long term, I mean a problem which has lasted or is expected to last for 6 months or longer.






























Q34 Haben Sie eine langfristige Erkrankung oder ein langfristiges gesundheitliches Problem? Mit langfristig meine ich ein Problem, das 6 Monate oder länger andauert oder voraussichtlich 6 Monate oder länger andauern wird.

		Oui, un(e)	Oui, plus d'un(e)	Non	NSP/SR	Total 'oui'
		Yes, one	Yes, more than one	No	DK/NA	Total 'Yes'
		Ja, eines	Ja, mehr als eines	Nein	WN/KA	Gesamt 'ja'
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	25	13	61	1	38
	BE	22	9	68	1	31
	BG	26	17	56	1	43
	CZ	26	24	49	1	50
	DK	25	9	65	1	34
	DE	26	14	58	2	40
	EE	28	19	53	0	47
	IE	26	10	64	0	36
	EL	23	10	67	0	33
	ES	26	11	63	0	37
	FR	23	8	69	0	31
	HR	30	17	53	0	47
	IT	23	10	66	1	33
	CY	21	9	70	0	30
	LV	29	18	52	1	47
	LT	26	20	53	1	46
	LU	23	6	70	1	29
	HU	27	19	53	1	46
	MT	23	5	71	1	28
	NL	27	12	61	0	39
	AT	24	11	64	1	35
	PL	26	22	51	1	48
	PT	21	12	67	0	33
	RO	19	12	68	1	31
	SI	28	13	58	1	41
	SK	30	17	53	0	47
	FI	28	19	52	1	47
	SE	26	9	64	1	35
	UK	27	15	57	1	42

Q35 Combien de fois êtes-vous personnellement allé(e) chez le médecin au cours des 12 derniers mois ?

Q35 How many times have you personally been to the doctor within the last 12 months?






























Q35 Wie oft sind Sie persönlich in den letzten 12 Monaten beim Arzt gewesen?

		Jamais	1-2 fois	3-5 fois	6 fois ou plus	NSP/SR	1-5 fois
		Never	1-2 times	3-5 times	6 times or more	DK/NA	1-5 times
		Nie	1- bis 2-mal	3- bis 5-mal	6-mal oder mehr	WN/KA	1- bis 5-mal
%		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	14	38	25	22	1	63
	BE	12	39	24	24	1	63
	BG	17	36	22	24	1	58
	CZ	13	35	26	26	0	61
	DK	18	43	25	13	1	68
	DE	9	38	29	23	1	67
	EE	20	43	19	17	1	62
	IE	18	38	25	19	0	63
	EL	21	48	17	13	1	65
	ES	12	40	28	19	1	68
	FR	11	39	28	21	1	67
	HR	17	36	24	22	1	60
	IT	12	36	26	24	2	62
	CY	20	45	18	16	1	63
	LV	15	36	24	25	0	60
	LT	17	37	22	22	2	59
	LU	9	42	28	20	1	70
	HU	17	36	16	30	1	52
	MT	13	41	26	18	2	67
	NL	23	39	21	17	0	60
	AT	9	36	28	26	1	64
	PL	14	31	23	32	0	54
	PT	10	47	25	17	1	72
	RO	22	36	19	22	1	55
	SI	22	40	23	15	0	63
	SK	14	36	25	24	1	61
	FI	20	45	24	10	1	69
	SE	28	42	20	10	0	62
	UK	18	41	21	20	0	62

Q36 Comment évalueriez-vous vos connaissances sur des sujets relatifs à la santé ? Diriez-vous qu'elles sont...

Q36 How would you assess your general knowledge of health-related topics? Would you say it is...?






























Q36 Wie würden Sie Ihre allgemeinen Kenntnisse über gesundheitsbezogene Themen bewerten? Würden Sie sagen, diese sind ...?

	%	Très bonnes	Plutôt bonnes	Plutôt mauvaises	Très mauvaises	NSP/SR	Total 'bonne'	Total 'mauvaise'
		Very good	Fairly good	Fairly bad	Very bad	DK/NA	Total 'good'	Total 'bad'
		Sehr gut	Ziemlich gut	Ziemlich schlecht	Sehr schlecht	WN/KA	Gesamt 'Gut'	Gesamt 'Schlecht'
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
 EU 28		12	67	16	2	3	79	18
 BE		11	71	14	2	2	82	16
 BG		15	70	10	2	3	85	12
 CZ		13	70	14	1	2	83	15
 DK		20	67	8	1	4	87	9
 DE		11	70	14	1	4	81	15
 EE		6	68	16	1	9	74	17
 IE		21	67	8	2	2	88	10
 EL		13	68	13	3	3	81	16
 ES		21	67	7	1	4	88	8
 FR		6	67	23	3	1	73	26
 HR		19	65	13	2	1	84	15
 IT		12	63	21	2	2	75	23
 CY		18	70	8	1	3	88	9
 LV		5	63	24	3	5	68	27
 LT		5	71	14	2	8	76	16
 LU		12	73	12	1	2	85	13
 HU		10	73	13	2	2	83	15
 MT		21	68	5	3	3	89	8
 NL		12	76	10	1	1	88	11
 AT		16	70	12	1	1	86	13
 PL		6	46	39	4	5	52	43
 PT		6	76	11	2	5	82	13
 RO		11	72	9	3	5	83	12
 SI		13	68	18	1	0	81	19
 SK		11	75	10	2	2	86	12
 FI		11	76	11	0	2	87	11
 SE		14	73	10	1	2	87	11
 UK		18	72	7	2	1	90	9

Q37 A quelle fréquence faites-vous de l'exercice ou du sport ? Par « exercice », j'entends toute forme d'activité physique que vous pratiquez dans un contexte sportif ou dans un environnement en rapport avec le sport, comme la natation, un entraînement dans un centre de fitness ou un club de sport, la course à pied dans un parc, etc.

Q37 How often do you exercise or play sports? By 'exercise', I mean any form of physical activity which you do in a sports context or sports-related setting, such as swimming, training in a fitness centre or a sports club, running in the park etc.

Q37 Wie oft bewegen Sie sich oder treiben Sie Sport? Mit 'bewegen' meine ich jede Form körperlicher Aktivität in einem sportlichen Kontext oder einer Sportumgebung, wie z. B. Schwimmen, Training in einem Fitness- oder Sportclub, Joggen im Park etc.

		5 fois par semaine ou plus souvent	3 à 4 fois par semaine	1 à 2 fois par semaine	1 à 3 fois par mois	Moins souvent	Jamais	NSP/SR	Une fois par mois ou plus souvent	Moins d'une fois par mois
		5 times a week or more	3 to 4 times a week	1 to 2 times a week	1 to 3 times a month	Less often	Never	DK/NA	Once a month or more often	Less than once a month
%		5-mal pro Woche oder mehr	3- bis 4-mal pro Woche	1- bis 2-mal pro Woche	1- bis 3-mal pro Monat	Seltener	Nie	WN/KA	Einmal pro Monat oder häufiger	Seltener als einmal pro Monat
		Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404	Flash EB 404
	EU 28	19	19	25	6	8	22	1	63	14
	BE	11	17	28	6	9	29	0	56	15
	BG	26	11	15	7	14	27	0	52	21
	CZ	18	15	25	7	12	23	0	58	19
	DK	18	29	27	4	6	16	0	74	10
	DE	20	22	30	7	7	13	1	72	14
	EE	18	18	23	7	6	27	1	59	13
	IE	31	25	23	4	5	12	0	79	9
	EL	20	23	18	7	8	24	0	61	15
	ES	26	21	20	4	7	22	0	67	11
	FR	10	17	30	7	9	27	0	57	16
	HR	20	12	18	7	10	33	0	50	17
	IT	14	17	24	7	7	30	1	55	14
	CY	22	18	17	6	6	31	0	57	12
	LV	32	15	22	9	7	15	0	69	16
	LT	29	17	17	6	6	24	1	63	12
	LU	15	23	30	7	7	18	0	68	14
	HU	28	16	16	6	11	23	0	60	17
	MT	31	15	19	4	8	23	0	65	12
	NL	15	19	34	4	4	24	0	68	8
	AT	24	26	29	7	5	9	0	79	12
	PL	21	17	22	8	10	20	2	60	18
	PT	22	15	29	6	7	21	0	66	13
	RO	21	9	15	4	10	40	1	45	14
	SI	28	21	19	8	13	11	0	68	21
	SK	23	16	21	9	16	15	0	60	25
	FI	26	31	27	5	5	5	1	84	10
	SE	15	25	33	6	5	16	0	73	11
	UK	22	22	21	5	8	22	0	65	13