

# Medical Errors

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## PRESENTATION

Health systems and health policies across the European Union are becoming more and more interconnected, and also more complex. This increased interconnection raises many health policy issues, including health care quality.

Healthcare interventions, even intended to benefit patients, sometimes cause them harm. Mistakes in medical care can occur anywhere in the health care system – at hospitals, doctor's offices, nursing homes, pharmacies, or patients' homes - and in any part of the treatment process involving wrong medication, improper treatment, or incorrect or delayed test results.

**The European Commission aims at improving the safety of care for patients in all EU Member States through sharing information and expertise.** An important step towards this goal was taken in April 2005 when a "Luxembourg Statement on Patient Safety" providing recommendations at the EU level, national level and the level of health care providers was adopted<sup>1</sup>.

This in mind the Directorate-General of Health and Consumer Protection launched this Eurobarometer survey on medical errors in the 25 Member States and, in addition, in the acceding and candidate countries and the Turkish Cypriot Community.

Health care research and innovation have mainly focused on biomedical interventions, and error prevention is a young field of research. The problem of medical errors has not been studied at the EU level in a systematic manner before, and this survey is the first of its kind. The intention of the Commission is **to carry out the first analysis based on citizens' perception of medical errors and use the results as a starting point for a more profound approach over the coming years.**

This survey deals with the following themes:

- General perception of medical errors
- Experiences of medical errors: familiarity with the topic and concrete experiences
- Practical implications: trust in health care professionals and hospital treatment

This report presents the principal results obtained. For each of these themes, the results are analysed in terms of the European average and then considered at the country by country level. Also, some brief comments are made on the socio-demographic variables of citizens of the European Union.<sup>2</sup>

Furthermore, the responses of three questions are systematically cross-tabulated with the results of each question. These questions are:

- Q2: How important a problem do you think medical errors are in (OUR COUNTRY) today?
- Q4: Have you or a family member suffered
  - a) A serious medical error in a local hospital?
  - b) A serious medical error from a medicine that was prescribed by a doctor?<sup>3</sup>
- Q7: All in all, how worried are you to suffer a serious medical error?

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<sup>1</sup>The full statement "Patient Safety–Making it happen" can be found in [http://europa.eu.int/comm/health/ph\\_overview/Documents/ev\\_20050405\\_rd01\\_en.pdf](http://europa.eu.int/comm/health/ph_overview/Documents/ev_20050405_rd01_en.pdf)

<sup>2</sup>In some cases, due to the rounding of figures, displayed sums can show a difference of one point with the sum of the individual cells.

<sup>3</sup> The cross-tabulation is done based on the respondent having suffered at least one type of medical error.

**The fieldwork was conducted in two stages:** in September-October 2005 in the 25 Member States and in November-December 2005 in the acceding and candidate countries and the Turkish Cypriot Community. This should be taken into account when analysing the results. Further details of the methodology of the survey can be found in the technical note in the annexes of this report.

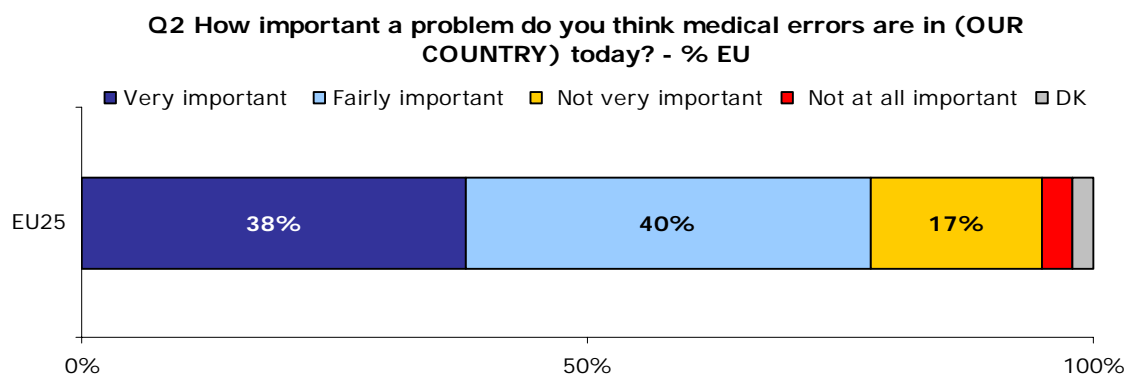
## 1. GENERAL PERCEPTION OF MEDICAL ERRORS

The first chapter deals with European citizens' general opinion on medical errors. The perceived severity of the problem and the level of concern about encountering a medical error in the health care system are examined.

### 1.1 Importance of the problem

**- A great majority perceives medical errors as an important problem in their country -**

Source questionnaire: Q2

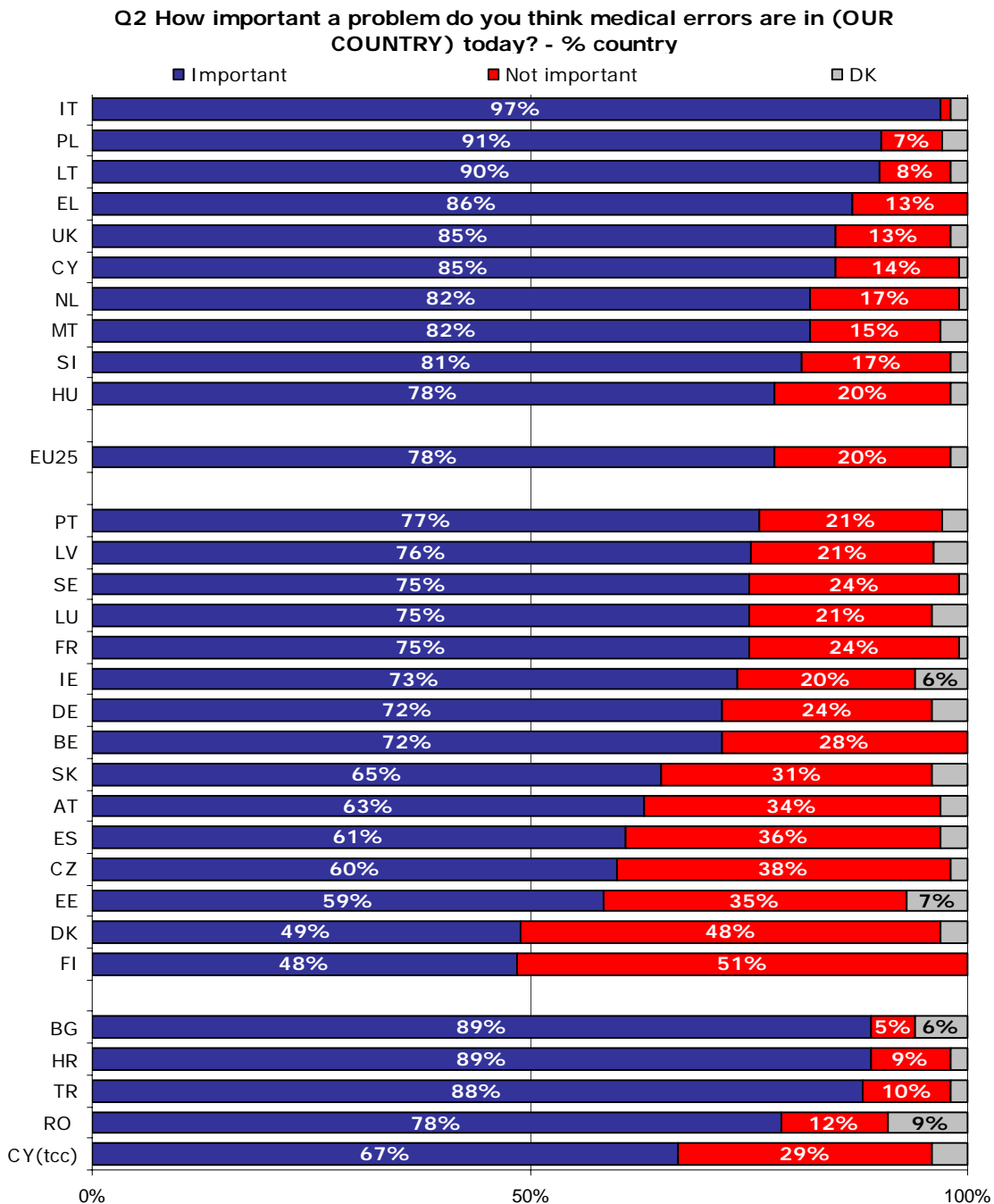


**Almost 4 in 5 EU citizens (78%) classify medical errors as an important problem in their country.** 38% of respondents rank the issue as very important and a slightly higher share (40%) sees the topic as fairly important. 20% of responses fall into the category of "not important" out of which only 3% indicate medical errors to be of no importance at all.

**At the country level, considerable variation in results can be depicted:** the share of those perceiving the problem as important varies from 97% in Italy to 48% in Finland.

In **Italy** (97%), **Poland** (91%) and **Lithuania** (90%), at least 9 in 10 respondents perceive the problem as important. The respective shares of those evaluating the problem as very important reach 61% in Italy, 54% in Poland and 50% in Lithuania.

On the other hand, approximately half of the respondents in **Finland** (51%) and **Denmark** (48%) do not consider medical errors to be an imminent issue in their country. These two countries clearly stand out from the rest, and Finland is the only country where those not indicating a problem outnumber those assessing medical errors as problematic (51% against 48%).



What comes to the acceding and candidate countries, it should be noted that in **Bulgaria, Croatia and Turkey** the number of respondents perceiving medical errors as an important problem approximates 90%.

Altogether, it can be said, with the exception of Finland and Denmark, that **clearly over half of the respondents in each country polled perceive medical errors as an important problem in their country.**

Q2 How important a problem do you think medical errors are in (OUR COUNTRY) today?

	Very important	Fairly important	Not very important	Not at all important	DK
<b>EU25</b>	38%	40%	17%	3%	2%
<b>GENDER</b>					
Male	35%	40%	19%	3%	2%
Female	40%	41%	15%	2%	2%
<b>AGE</b>					
15 - 24	33%	42%	18%	4%	3%
25 - 39	36%	41%	19%	2%	2%
40 - 54	38%	40%	18%	2%	2%
55 & +	41%	39%	15%	3%	3%
<b>EDUCATION</b>					
15	44%	38%	12%	3%	3%
16-19	40%	40%	16%	2%	2%
20+	30%	44%	23%	3%	1%
Still Studying	32%	43%	18%	5%	3%
<b>OCCUPATION</b>					
Self-employed	40%	41%	15%	2%	2%
Managers	27%	43%	25%	3%	1%
Other white collars	35%	43%	18%	2%	2%
Manual workers	38%	38%	19%	3%	2%
House persons	40%	41%	13%	3%	2%
Unemployed	41%	39%	15%	3%	2%
Retired	42%	39%	14%	3%	3%
Students	32%	43%	18%	5%	3%
<b>LOCALITY TYPE</b>					
Metropolitan	36%	42%	18%	3%	2%
Other towns	41%	39%	16%	2%	2%
Rural zones	36%	41%	18%	3%	2%
<b>Personal experiences of medical error</b>					
Has experienced one	53%	38%	8%	1%	1%
Has not experienced one	33%	41%	20%	3%	3%
<b>How worried of medical errors in general</b>					
Worried	57%	38%	4%	0%	1%
Not worried	25%	42%	26%	5%	3%

What comes to the results by socio-demographic variables, some variation can be pointed out. **Women** appear to be slightly more numerous than men in stating that medical errors are an important topic (81% against 75%). The perceived importance also increases **along the age**, and **the lower the level of education** the respondent has, the more likely he/she is to consider the problem as significant. Finally, **managers** are fewer than their counterparts to evaluate the issue as important.

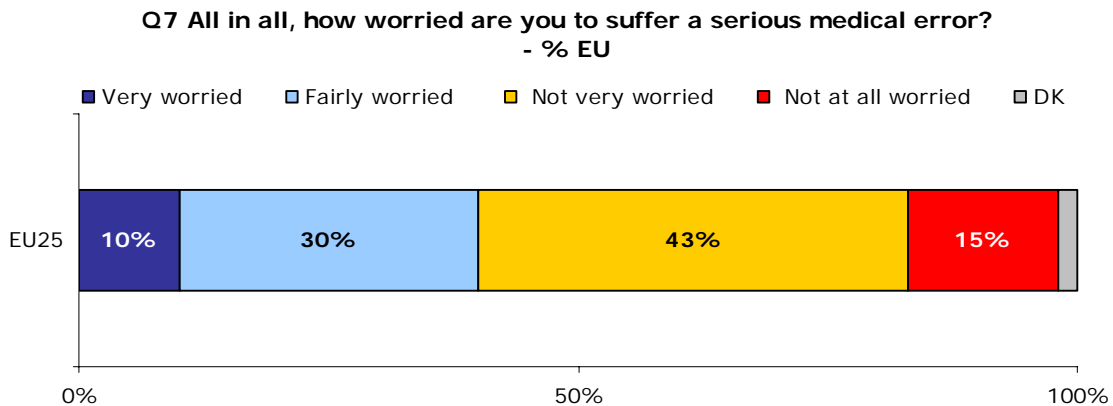
Not surprisingly, a connection between the perceived importance and personal experiences of medical errors and the general level of concern is visible in this question. Those who **have experienced a medical error personally or in the family** are significantly more likely to observe the problem as very important (53% against 33%). The difference is even more substantial for those **who in general are worried of suffering a medical error** (57% against 25%).

## 1.2 The level of concern

Source questionnaire: Q7 & Q8

### 1.2.1 Personal concern about medical errors

**- Respondents are fairly confident of not to personally encounter a serious medical error -**

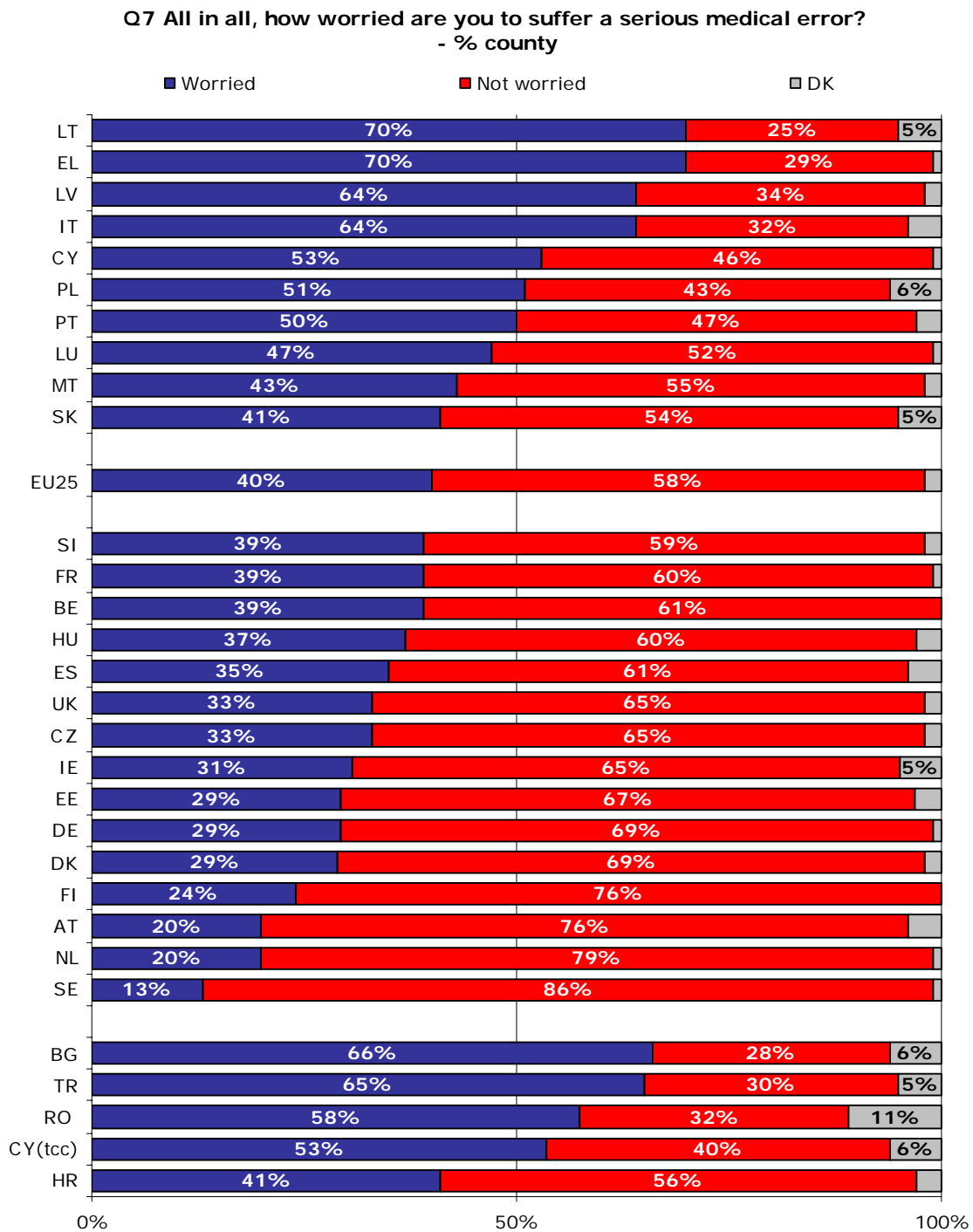


In comparison with the perceived importance of the problem of medical errors, the EU citizens seem to be **somewhat moderately worried about being exposed to misconduct in the health care system**. 40% are worried about the possibility to suffer a medical error whereas 58% are not particularly concerned about this.

As already observed, the country results vary significantly. The most concerned respondents are found in **Lithuania** (70%), **Greece** (70%), **Latvia** (64%) and **Italy** (64%). Lithuanians appear to be the most troubled with a 27% share of those being very worried compared to 22% in Greece and Latvia and 17% in Italy.

Nevertheless, in majority of the countries, respondents are not extremely worried to personally experience a serious medical error. This is especially the case in **Sweden** (13% worried), **Austria** and **the Netherlands** (20% each).





Overall, in majority of the countries the share of those not being worried outnumbers the share of those having concerns about suffering a serious medical error.

Q7 All in all, how worried are you to suffer a serious medical error?

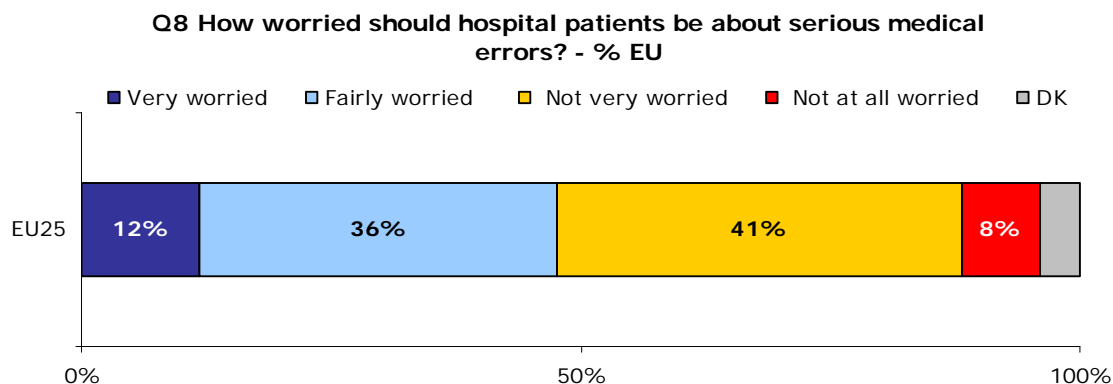
	Very worried	Fairly worried	Not very worried	Not at all worried	DK
<b>EU25</b>	10%	30%	43%	15%	2%
<b>GENDER</b>					
Male	8%	28%	43%	18%	2%
Female	12%	31%	42%	12%	2%
<b>AGE</b>					
15 - 24	8%	27%	44%	18%	2%
25 - 39	10%	29%	45%	15%	2%
40 - 54	10%	31%	43%	13%	3%
55 & +	11%	30%	40%	15%	3%
<b>EDUCATION</b>					
15	13%	31%	38%	15%	3%
16-19	11%	31%	42%	13%	2%
20+	7%	27%	48%	16%	2%
Still Studying	8%	26%	45%	19%	2%
<b>OCCUPATION</b>					
Self-employed	11%	33%	41%	12%	4%
Managers	7%	22%	52%	17%	1%
Other white collars	9%	31%	46%	12%	1%
Manual workers	9%	29%	45%	16%	2%
House persons	13%	37%	36%	12%	3%
Unemployed	13%	32%	39%	14%	2%
Retired	11%	30%	40%	16%	3%
Students	8%	26%	45%	19%	2%
<b>LOCALITY TYPE</b>					
Metropolitan	10%	27%	43%	16%	3%
Other towns	10%	32%	42%	13%	3%
Rural zones	10%	29%	44%	15%	2%
<b>How important a problem in the country</b>					
Important	13%	36%	40%	10%	2%
Not important	1%	8%	56%	34%	1%
<b>Personal experiences of medical error</b>					
Has experienced one	22%	41%	30%	6%	1%
Has not experienced one	7%	26%	47%	18%	3%

The same socio-demographic conformities as were depicted with the perceived importance of the problem also apply here, though to a slightly lesser extent. **Women, elderly** and those with **a low level of education** are more likely to be worried to suffer a medical error than their counterparts. Instead, **managers** and **students** are significantly fewer to be troubled by a possibility of a medical error.

What comes to the breakdown by questions, those who consider medical errors to be an important problem in their country are also significantly more inclined to be worried to suffer a medical error than those who perceive the problem to be indifferent (49% against 9%). This is also the case, as can be expected, for those who have personally experienced a medical error (63% against 33%).

### 1.2.2 General concern about medical errors

*- When the question of the risk of encountering a medical error is posed at general level, citizens appear to be more concerned -*



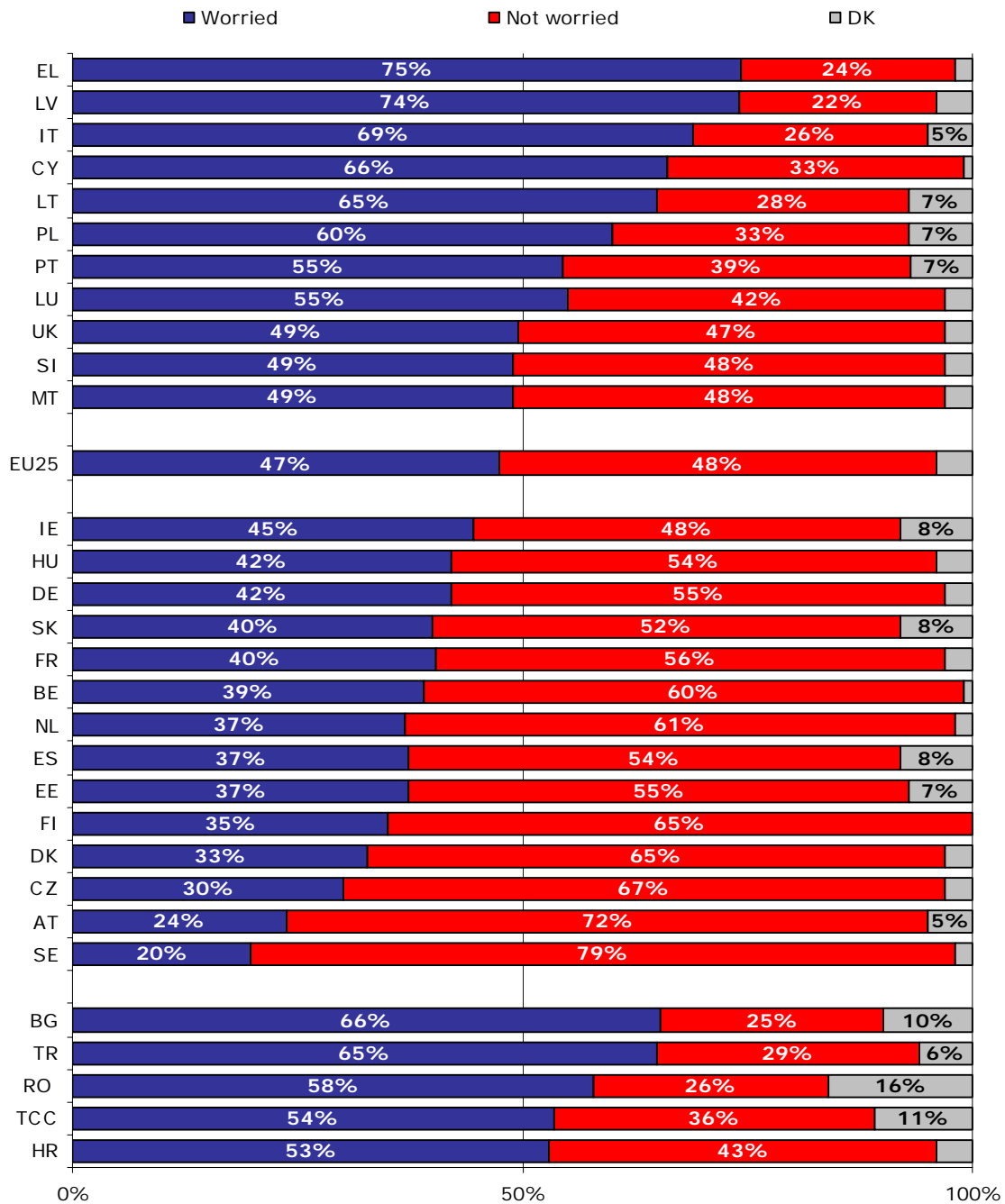
**48% of the EU citizens state that hospital patients should be worried about the possibility of a serious medical error whereas a very slight majority of 49% says the opposite.**

Those living in **Greece** (75%), **Latvia** (74%) and **Italy** (69%) feel the most concerned, 28% of Greeks, 26% of Latvians and 17% of Italians rating as very worried. The highest share of those being very worried is found in **Cyprus**, the score reaching 31%.

The citizens of **Sweden** (20%), **Austria** (24%) and **the Czech Republic** (30%) remain less concerned.

Even if direct comparison with the question of citizens' personal level of concern of suffering a serious medical error (Q7) is not reliable here, it can be pointed out that when the respondents are asked how worried a hospital patient should be to suffer a serious medical error, they seem to be more concerned about the possibility of a medical error than when they asked in the personal dimension.

**Q8 How worried should hospital patients be about serious medical errors - % country**



All in all, it can be roughly generalised that **citizens of Southern Europe and new Member States around the Baltic Sea appear to be somewhat more concerned of the safety of hospital patients while citizens of Western Europe, in particular of the Nordic Member States, seem to have more confidence in their healthcare system.**

Q8 How worried should hospital patients be about serious medical errors?

	Very worried	Fairly worried	Not very worried	Not at all worried	DK
<b>EU25</b>	12%	36%	41%	8%	4%
<b>GENDER</b>					
Male	11%	33%	43%	9%	4%
Female	13%	38%	38%	7%	4%
<b>AGE</b>					
15 - 24	11%	32%	44%	9%	4%
25 - 39	11%	35%	43%	7%	4%
40 - 54	12%	37%	41%	7%	4%
55 & +	13%	37%	37%	8%	5%
<b>EDUCATION</b>					
15	15%	38%	34%	7%	6%
16-19	12%	37%	40%	7%	4%
20+	9%	32%	47%	9%	3%
Still Studying	10%	33%	45%	9%	4%
<b>OCCUPATION</b>					
Self-employed	13%	39%	37%	7%	4%
Managers	9%	30%	50%	9%	2%
Other white collars	11%	35%	45%	6%	3%
Manual workers	11%	33%	44%	8%	4%
House persons	13%	42%	33%	7%	5%
Unemployed	15%	38%	36%	7%	4%
Retired	13%	37%	37%	8%	5%
Students	10%	33%	45%	9%	4%
<b>LOCALITY TYPE</b>					
Metropolitan	13%	36%	40%	7%	3%
Other towns	11%	37%	40%	7%	5%
Rural zones	11%	34%	42%	9%	4%
<b>How important a problem in the country</b>					
Important	14%	43%	35%	4%	4%
Not important	2%	10%	64%	20%	3%
<b>Personal experiences of medical error</b>					
Has experienced one	22%	47%	26%	3%	2%
Has not experienced one	9%	32%	46%	9%	5%
<b>How worried of medical errors in general</b>					
Worried	26%	66%	7%	1%	1%
Not worried	3%	16%	65%	13%	4%

The findings of socio-demographic analysis are consistent with the already observed patterns though the tendencies are somewhat weak. **Women**, those in **the two oldest age groups** and **less educated** respondents express slightly more concern than their counterparts while **managers** and **students** remain less worried about the issue.

What comes to the cross-tabulation of questions, the same remarks can be made as with the previous question but the differences are even stronger. A clear majority of those rating the problem as important also expresses concern over the safety of hospital patients and, as expected, this is also the case for those who have personal experiences of medical errors.

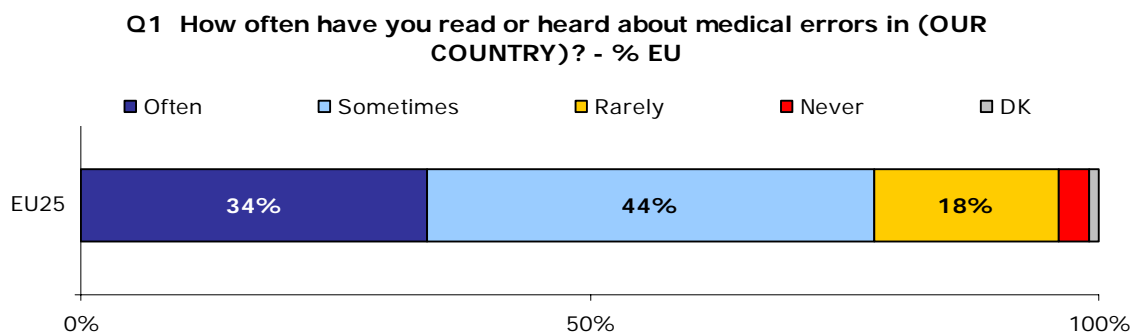
## 2. EXPERIENCES OF MEDICAL ERRORS

The second chapter portrays the situation of how familiar Europeans are with the issue of medical errors in terms of reading or hearing about them and how common it is to actually have personally or in the family experienced an incident of medical misconduct.

### 2.1 Visibility of medical errors

Source questionnaire: Q1

*- Most European citizens have read or heard about medical errors -*



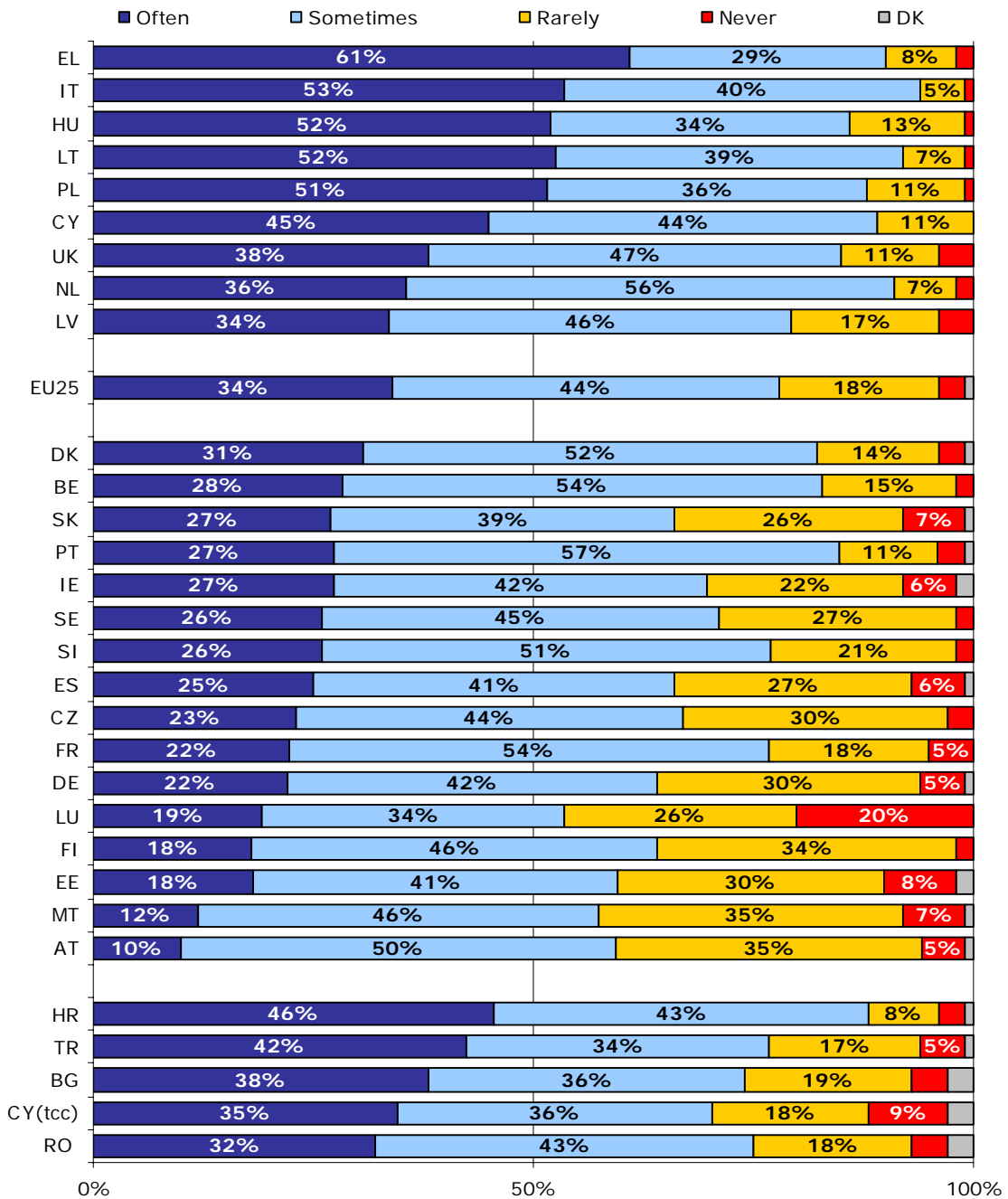
**78% of the EU citizens polled have at least sometimes heard or read about medical errors.** Over a third (34%) states to often have come across with the topic whereas only 3% indicates that they have never encountered the subject in the media or discussions.

At the country level, over half of **Greek** (61%), **Italian** (53%), **Hungarian** (52%), **Lithuanian** (52%) and **Polish** (51%) respondents have often heard or read about medical errors. On the contrary, 1 in 5 citizens of **Luxembourg** states that they have never heard talking about medical errors.

It can also be pointed out that **respondents in the 10 new Member States (44%) are notably more likely to have often read or heard about medical errors** than citizens of the old Member States (32%).

When comparing these results to the assessed importance and the expressed concern, it can be noted that **in countries where citizens appear to be familiar with the topic they also evaluate the problem to be more important and are more often worried about medical errors than their counterparts.**

**Q1 How often have you read or heard about medical errors in (OUR COUNTRY)? - % country**



All in all, the respondents appear to be fairly familiar with the subject of **medical errors**. In all countries polled, more than a half of citizens has at least sometimes read or heard about medical errors.

Q1 How often have you read or heard about medical errors in (OUR COUNTRY)?

	Often	Sometimes	Rarely	Never	DK
<b>EU25</b>	34%	44%	18%	3%	1%
<b>GENDER</b>					
Male	32%	45%	18%	4%	1%
Female	35%	44%	17%	3%	0%
<b>AGE</b>					
15 - 24	28%	41%	24%	7%	1%
25 - 39	34%	46%	17%	2%	1%
40 - 54	36%	45%	16%	3%	0%
55 & +	35%	44%	17%	4%	1%
<b>EDUCATION</b>					
15	37%	41%	17%	5%	1%
16-19	35%	44%	18%	3%	0%
20+	34%	48%	15%	2%	0%
Still Studying	26%	43%	24%	6%	1%
<b>OCCUPATION</b>					
Self-employed	40%	43%	14%	3%	0%
Managers	33%	51%	14%	2%	1%
Other white collars	33%	48%	17%	2%	0%
Manual workers	33%	43%	20%	3%	1%
House persons	35%	42%	18%	4%	1%
Unemployed	36%	42%	18%	4%	0%
Retired	36%	43%	17%	4%	1%
Students	26%	43%	24%	6%	1%
<b>LOCALITY TYPE</b>					
Metropolitan	34%	45%	16%	4%	1%
Other towns	36%	43%	18%	3%	0%
Rural zones	31%	45%	19%	4%	1%
<b>How important a problem in the country</b>					
Important	41%	46%	12%	2%	0%
Not important	10%	41%	41%	7%	1%
<b>Personal experiences of medical error</b>					
Has experienced one	51%	38%	9%	1%	0%
Has not experienced one	29%	46%	20%	4%	1%
<b>How worried of medical errors in general</b>					
Worried	50%	41%	7%	2%	0%
Not worried	23%	47%	25%	4%	1%

What comes to the socio-demographic variables, no straight tendencies can be depicted. It can be noted that respondents in **the youngest age group** and **students** are fewer to have heard or read about medical errors than their counterparts.

When cross-tabulated with the perceived importance of the problem, personal experiences and the level of concern, it can be concluded that **those who assess the problem to be important, those who have personal experiences of medical errors and those being worried about suffering one are significantly more likely to have heard or read about medical errors.**

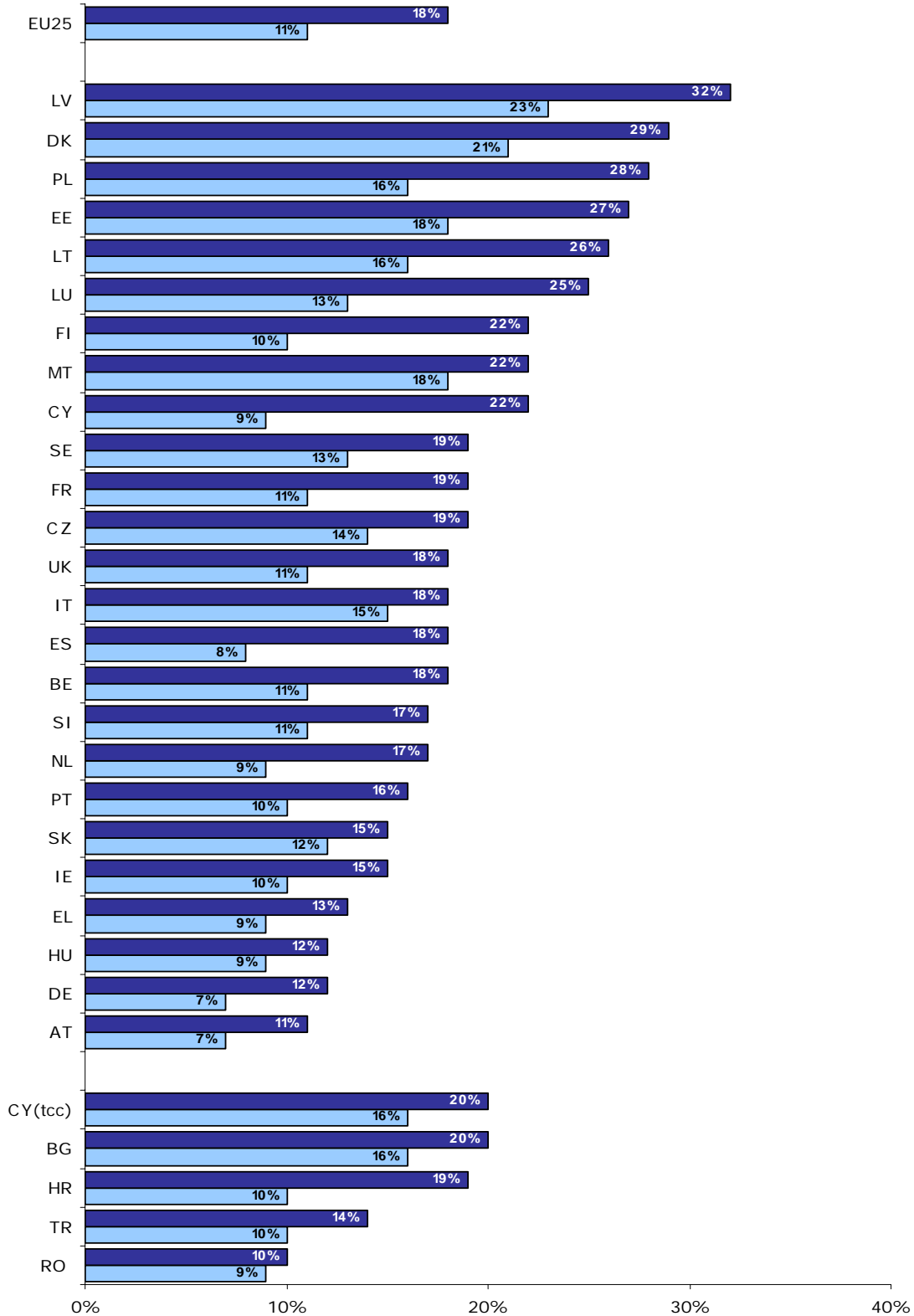


## 2.2 Personal experiences of medical errors

Source questionnaire: Q4

### Q4 Have you or a family member suffered...? - % Yes

- A serious medical error in a local hospital
- A serious medical error from a medicine that was prescribed by a doctor



Besides covering respondents' perception of medical errors, they were also asked whether they have either personally or in the family experienced a serious medical error.

**23% of Europeans state to have been directly affected by a medical error personally or in the family.** 18% indicate that they or their family members have experienced a serious medical error in a hospital whereas 11% announces having been prescribed wrong medication.

Roughly, it can be stated that in countries with fewer incidents in hospitals also the number of misconducts with medication are rarer. **In general, incidents in hospitals appear to be more common than incidents of unsuitable medicament.**

The highest numbers of experienced incidents in hospitals are found in **Latvia** (32%), **Denmark** (29%) and **Poland** (28%) while errors in the medicament prescribed by a doctor are the most frequent again in **Latvia** (23%) and **Denmark** (21%) but also in **Estonia** and **Malta** (18% each).

**Austria** tops the ranking having both the fewest medical errors in hospitals (11%) and in medical prescriptions (7%). Incidents are reported to be fairly rare also in **Germany** and **Hungary**.

Due to the nature of this question, in-depth socio-demographic analysis does not offer added value to the interpretation. Instead, comparing citizens' actual experiences with their perceptions provides us with an insight.

Out of the respondents perceiving the problem of medical errors as important, approximately 1 in 5 has also personal experiences in a hospital whereas in the group of those seeing the problem as indifferent, only 8% have been directly effected by the issue.

The connection appears to be even stronger what comes to the level of concern. 29% of those stating they are worried about experiencing a medical error have actually encountered one in a hospital whereas only 1 in 10 of those feeling not worried has personal experiences of the issue.

The tendencies are parallel with having concrete experiences of being prescribed wrong medication although to a somewhat lesser extent.

Q4 Have you or a family member suffered...?

1) A serious medical error in a hospital

	Yes	No	DK
<b>How important a problem in the country</b>			
Important	21%	78%	1%
Not important	8%	92%	0%
<b>How worried of medical errors in general</b>			
Worried	29%	69%	2%
Not worried	10%	89%	1%

2) A serious medical error from a medicine that was prescribed by a doctor

	Yes	No	DK
<b>How important a problem in the country</b>			
Important	13%	86%	1%
Not important	4%	95%	1%
<b>How worried of medical errors in general</b>			
Worried	18%	81%	2%
Not worried	6%	93%	1%

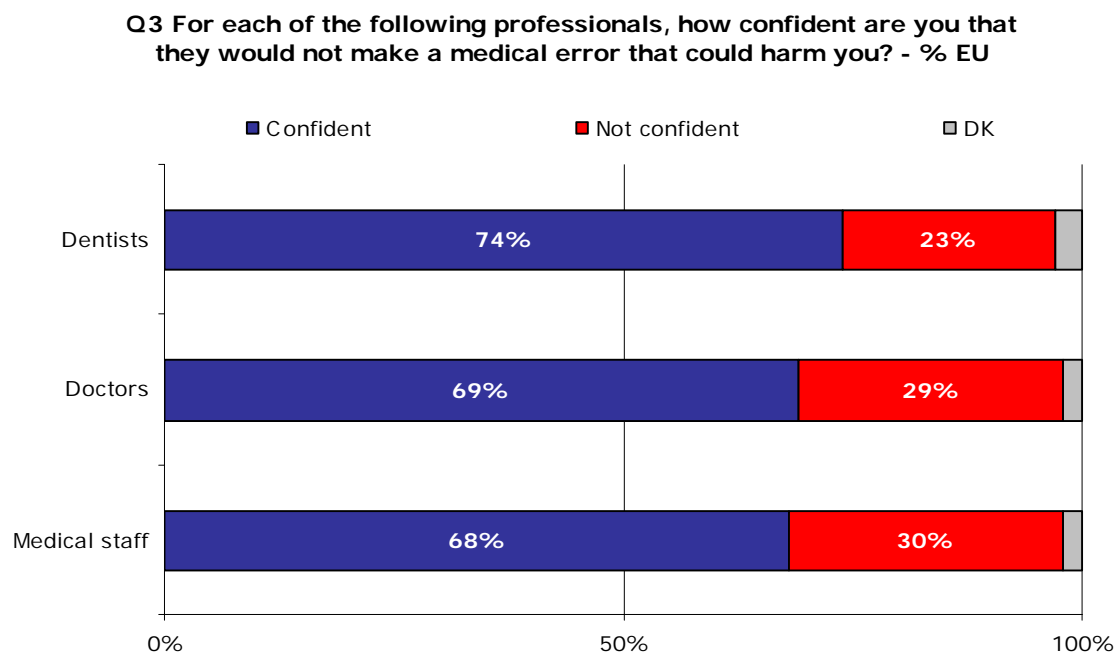
### 3. PRACTICAL IMPLICATIONS

In the last chapter, the anticipated practical implications of problems related to medical errors are discussed. The respondents were asked how trustworthy they find health care professionals in their country, how likely they consider it is to encounter a medical error in a hospital and whether a hospital patient could have an effect on avoiding medical errors during their treatment.

#### 3.1 Trust in medical professionals

*- Europeans tend to trust in medical professionals to give the right treatment though great variation occurs between countries-*

Source questionnaire: Q3



**Most of the EU citizens trust in medical professionals not to make a mistake while treating their patients.** Dentists are appreciated with the most confidence as almost 3 in 4 respondents (74%) trust in them. 69% have faith in doctors and 68% in other medical staff.

However, **a significant share of respondents has doubts about the quality of health care** provided by these professional groups. The proportions are respectively 30% not feeling confident about other medical staff, 29% about doctors and 23% about dentists. This can be seen to imply that **the trust in the functioning of health care systems could be improved.**

At the country level, **the degree of confidence varies greatly** though it remains consistent between the professional groups. **Finnish** citizens have the most faith in all three professionals groups, 93% for dentists and 89% for doctors and other medical staff. **France** and **Belgium** follow close by.

Q3 For each of the following professional groups, how confident are you that they would not make a medical error that could harm you?

	% Confident	Dentists	Doctors	Medical staff
<b>EU25</b>		<b>74%</b>	<b>69%</b>	<b>68%</b>
BE		90%	85%	86%
CZ		84%	73%	74%
DK		66%	58%	58%
DE		71%	63%	65%
EE		60%	50%	50%
EL		35%	25%	24%
ES		77%	76%	73%
FR		89%	86%	86%
IE		83%	75%	74%
IT		74%	68%	61%
CY		30%	28%	27%
LV		49%	36%	38%
LT		43%	35%	36%
LU		81%	73%	75%
HU		82%	77%	76%
MT		85%	83%	80%
NL		85%	72%	72%
AT		84%	84%	82%
PL		43%	34%	36%
PT		70%	68%	68%
SI		63%	61%	59%
SK		86%	83%	81%
FI		93%	89%	89%
SE		78%	75%	75%
UK		83%	79%	77%
BG		39%	35%	33%
HR		79%	73%	74%
RO		55%	56%	44%
TR		43%	43%	35%
CY(tcc)		38%	41%	33%

Respondents that have the least trust in health care professionals reside in **Greece** and **Cyprus**. Only 24% of Greeks have confidence in medical staff, 25% in doctors and 35% in dentists. The respective figures for Cyprus are 27%, 28% and 30%. The other countries with low level of confidence in their medical professionals are **Bulgaria**, **Poland**, and **Lithuania**.

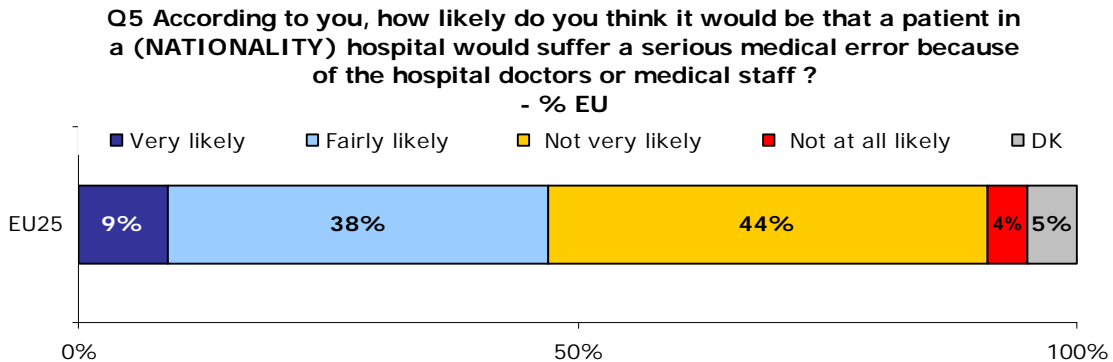
What comes to the socio-demographic variables, **men**, **young**, those with a **longer education time**, **managers**, **other white collars** and **students** appear to have somewhat more confidence in medical professionals than their fellow respondents.

In the analysis of the cross-tabulation of questions, it can be depicted that **those who rate the problem of medical errors as important, are worried to suffer a medical error or have personal experiences are significantly less confident with medical professionals than their counterparts.**

### 3.2 Perceived likelihood to suffer a medical error

**- A notable number of Europeans thinks that it is likely to suffer a medical error in a hospital –**

Source questionnaire: Q5



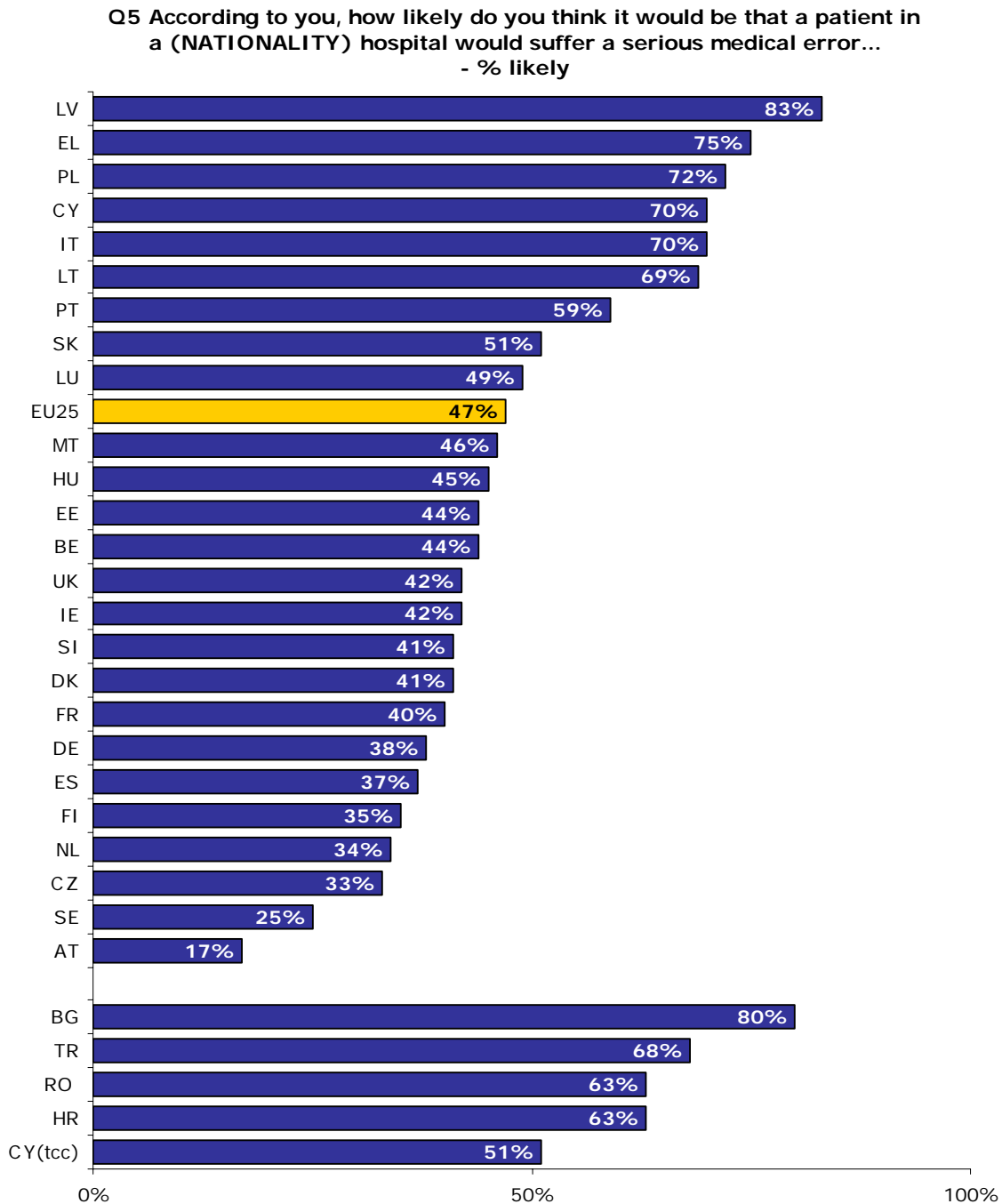
**Almost half (47%) of the EU citizens believe that it is likely to encounter a medical error in a hospital in their country.** Even though a slight majority, 48%, thinks the opposite, it cannot be ignored that medical errors are evaluated to be fairly common incidents in hospitals.

Once again, the variation between the countries covered is notable. In general, the same countries in which most of respondents evaluate the problem of medical errors as important and are most worried about suffering a medical error, top the ranking here.

**Latvia** is far ahead of the others with 83% of citizens stating that serious medical errors are likely to happen in their hospitals. **Greece** (75%), **Poland** (72%), **Cyprus** and **Italy** (70% each) follow next. In **Cyprus**, almost a third (31%) of respondents believes that it is very likely to be exposed to a medical misconduct in a hospital while the respective figures are 27% in Greece and 26% in Latvia.

At the other end of the scale, also familiar countries appear. Citizens of **Austria** consider that medical errors are not very frequent to happen in their hospitals (17%), followed by **Swedish** citizens (25%).

Again, it can be mentioned here that **people in the new Member States** (60%) appear to anticipate medical errors to happen more frequently in hospitals than those living in the old Member States (45%). It can also be noted that citizens of **the acceding and candidate countries** seem to be reasonably worried about the possibility of a medical error in hospitals. This is especially the case in Bulgaria where 80% of respondents assess that misconduct during treatment in a hospital is likely.



Socio-demographic analysis reveals once more the already familiar patterns. **Women** (50%), **older people** (49%), respondents with **the shortest education time** (51%), **house persons** (54%) and **unemployed** (53%) are the most numerous to expect a medical error to happen in a hospital.

Q5 According to you, how likely do you think it would be that a patient in a (NATIONALITY) hospital would suffer a serious medical error because of the hospital doctors or medical staff?

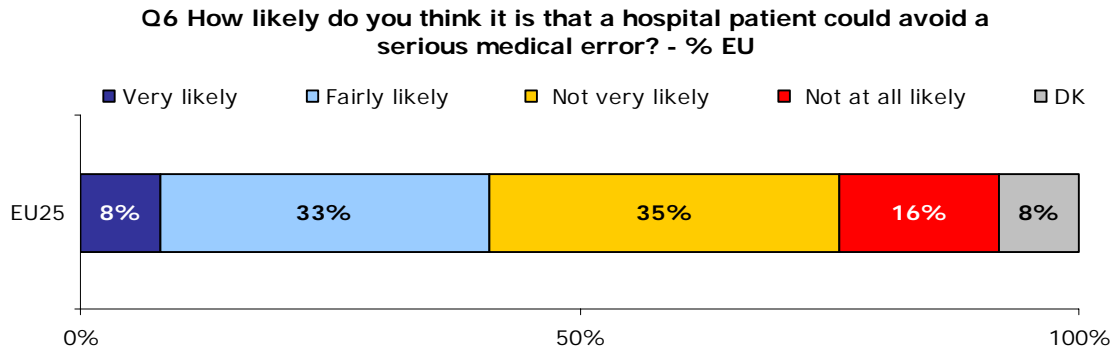
	Very likely	Fairly likely	Not very likely	Not at all likely	DK
<b>EU25</b>	9%	38%	44%	4%	5%
<b>GENDER</b>					
Male	8%	35%	48%	5%	4%
Female	9%	41%	41%	3%	5%
<b>AGE</b>					
15 - 24	8%	36%	46%	6%	4%
25 - 39	10%	36%	47%	3%	4%
40 - 54	8%	41%	44%	3%	4%
55 & +	9%	40%	41%	4%	6%
<b>EDUCATION</b>					
15	11%	41%	38%	4%	7%
16-19	9%	40%	43%	3%	4%
20+	7%	34%	53%	3%	3%
Still Studying	8%	37%	46%	5%	4%
<b>OCCUPATION</b>					
Self-employed	12%	38%	44%	3%	4%
Managers	6%	31%	55%	5%	3%
Other white collars	9%	37%	48%	2%	4%
Manual workers	8%	36%	47%	4%	5%
House persons	10%	44%	37%	3%	6%
Unemployed	12%	41%	40%	3%	4%
Retired	9%	41%	41%	4%	6%
Students	8%	37%	46%	5%	4%
<b>LOCALITY TYPE</b>					
Metropolitan	10%	37%	45%	4%	4%
Other towns	9%	40%	43%	3%	5%
Rural zones	9%	37%	45%	4%	5%
<b>How important a problem in the country</b>					
Important	11%	46%	38%	2%	4%
Not important	1%	13%	72%	11%	3%
<b>Personal experiences of medical error</b>					
Has experienced one	21%	51%	26%	1%	2%
Has not experienced one	5%	35%	50%	5%	5%
<b>How worried of medical errors in general</b>					
Worried	19%	62%	16%	1%	2%
Not worried	2%	23%	65%	6%	4%

**When looking at the cross-tabulations of the questions, the same tendencies are, not surprisingly, perceived to an even wider extent.** 81% of respondents feeling worried about suffering a medical error also reckon the likelihood of a medical error in a hospital to be higher than those feeling not worried. The corresponding figures for those who have been directly affected by the issue and for those not having personal experiences are 72% against 40% and for those assessing the problem as important 57% against 14% of those considering the issue as indifferent.

### 3.3 Preventability of medical errors

**- Over half of Europeans believe that hospital patients do not have a say in avoiding a serious medical error -**

Source questionnaire: Q6

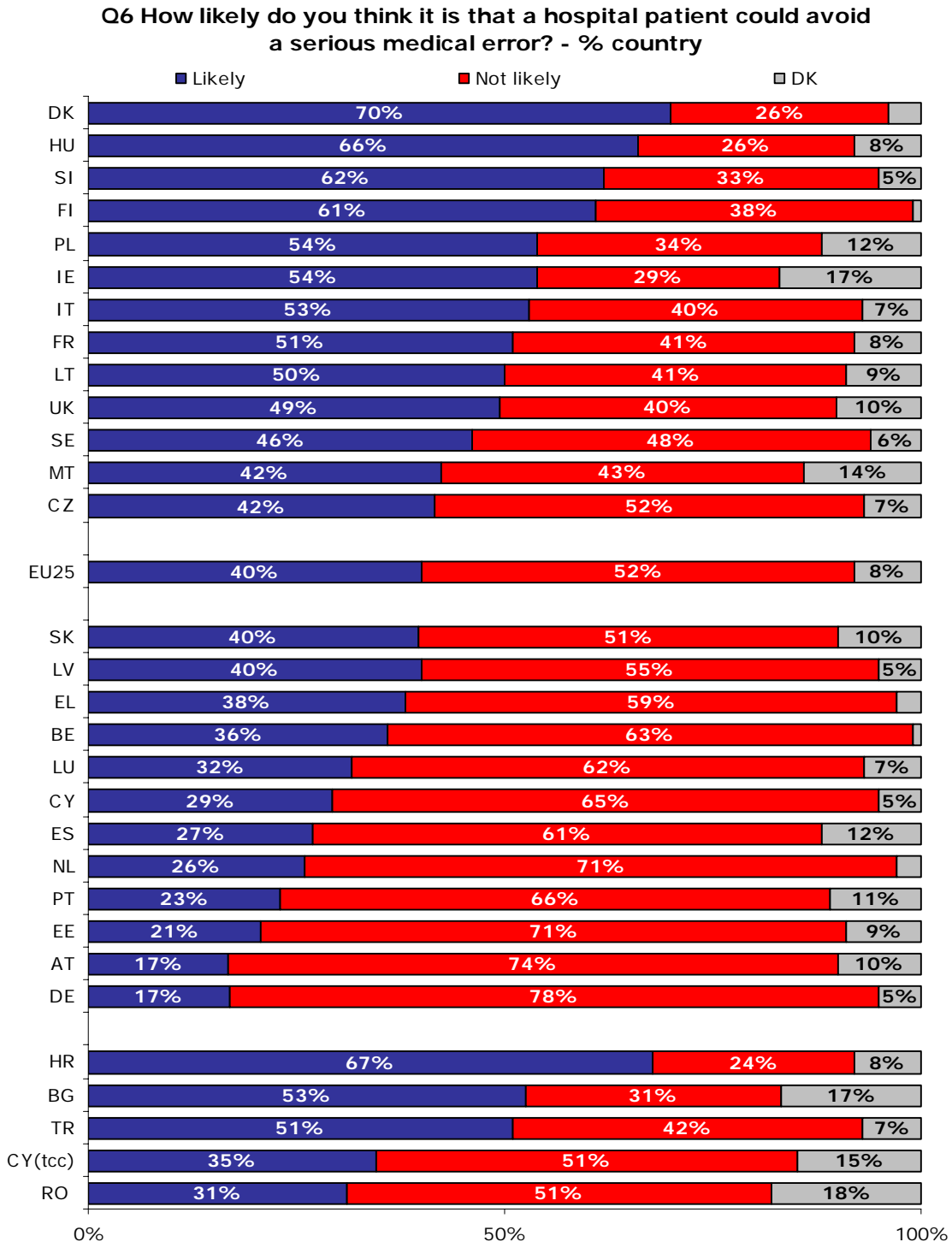


**The majority of respondents (51%) thinks that it is not likely that a hospital patient could have an influence in avoiding a medical error**, out of which 16% believe that it is all in all impossible. On the other hand, a notable share of EU citizens (41%) considers hospital patients to be able to have an effect on the quality of their treatment.

Again, the results at the country level fluctuate considerably. **Danish** (70%), **Hungarian** (66%), **Slovenian** (62%) and **Finnish** (61%) respondents are the most inclined to think that a hospital patient can influence the way their treatment is carried out.

At the bottom of the ranking, citizens of **Germany** (17%), **Austria** (17%), **Estonia** (21%) and **Portugal** (23%) are the fewest to believe that a hospital patient could help in preventing medical errors. Citizens of Germany (38% not at all likely), Portugal (33%) and Austria (25%) are the strictest in their views of a hospital patient not at all having a role in avoiding a medical error.





All in all, in total of 13 countries polled majority of respondents believes that a hospital patient is a perpetrator in ensuring the right treatment whereas in the rest of the countries, respondents seem to push the responsibility towards health care professionals.

Q6 How likely do you think it is that a hospital patient could avoid a serious medical error?

	Very likely	Fairly likely	Not very likely	Not at all likely	DK
<b>EU25</b>	9%	38%	44%	4%	5%
<b>GENDER</b>					
Male	8%	32%	36%	16%	8%
Female	7%	33%	35%	16%	8%
<b>AGE</b>					
15 - 24	9%	34%	35%	14%	7%
25 - 39	9%	33%	37%	15%	7%
40 - 54	7%	34%	35%	17%	7%
55 & +	6%	31%	35%	18%	10%
<b>EDUCATION</b>					
15	7%	30%	34%	20%	11%
16-19	7%	34%	35%	16%	8%
20+	10%	33%	37%	15%	6%
Still Studying	10%	34%	36%	13%	7%
<b>OCCUPATION</b>					
Self-employed	8%	31%	39%	16%	6%
Managers	10%	29%	38%	16%	6%
Other white collars	8%	36%	35%	15%	6%
Manual workers	8%	35%	34%	16%	8%
House persons	7%	32%	34%	17%	9%
Unemployed	7%	31%	35%	19%	7%
Retired	6%	32%	35%	17%	11%
Students	10%	34%	36%	13%	7%
<b>LOCALITY TYPE</b>					
Metropolitan	8%	35%	34%	15%	8%
Other towns	8%	34%	34%	16%	8%
Rural zones	8%	30%	37%	18%	8%
<b>How important a problem in the country</b>					
Important	7%	35%	36%	16%	7%
Not important	11%	27%	36%	19%	7%
<b>Personal experiences of medical error</b>					
Has experienced one	7%	35%	35%	18%	5%
Has not experienced one	8%	32%	36%	16%	8%
<b>How worried of medical errors in general</b>					
Worried	7%	39%	34%	16%	5%
Not worried	9%	29%	37%	17%	7%

**No notable variation is perceivable along the socio-demographic categories.** Notwithstanding, it can be mentioned that those with a lower level of education, retired, unemployed, house persons and respondents living in rural areas are slightly fewer to think that a hospital patient is likely to have an influence in the quality of treatment in terms of avoiding medical errors.

**What comes to the cross-tabulation of the questions, the variation along the three questions is also slender.** Still, it can be pointed out that those who consider the problem of medical errors to be important, have prior experiences and feel worried are slightly more to state that a hospital patient has an effect in preventing medical errors.

## CONCLUSION

The following points can be outlined based on the results of this survey:

- **Perceptions and experiences of medical errors vary notably between countries** which should be taken into consideration when evaluating the points that are based on EU averages.
- **Medical errors are perceived as a prominent problem in Europe.** In all countries polled, except Finland, majority of citizens ranks medical errors as an important issue in their country.
- Compared to the level of importance given to flawless medical treatment, European citizens tend to be slightly less worried about suffering misconduct while treated in health care system. **40% express their concern of personally encountering a medical error whereas 58% state the opposite.** When this question is asked in a more general context referring to how worried a hospital patient should be, the share of those being concerned rises by 8 points. This could be interpreted as an indication of people commonly thinking that misfortunes only affect other people.
- **Citizens of Europe appear to be well aware of the existence of medical errors since 78% indicate that they have at least sometimes read or heard about them.** In all countries polled, at least half of the respondents belong to this group.
- This awareness is not widely based on concrete experiences since less than 1 in 5 respondents indicates to have either personally or in family encountered a medical error in a hospital. The respective figure for having been prescribed wrong medication is 11%. Still, it can be pointed out that **almost a quarter (23%) of respondents has experienced either type of medical error which can be evaluated as an indicator of a need for an improvement in this sector.**
- What comes to practical implications to concrete treatment occasions, **most Europeans trust in national health care professionals.** However, a substantial number also expresses a lack of confidence, especially in doctors and other medical staff.
- Half of European citizens consider that a medical error is likely to occur in a hospital in their country while the other half feels confident with the treatment they receive. This result is fairly consistent with the expressed fears of suffering a medical error. **Altogether, every second European thinks that improper treatment is likely to occur in a hospital in their country.**
- **Most respondents seem to believe that it is the responsibility of the health care system to ensure the quality of treatment although a substantial share also recognises the role of patients in avoiding medical errors.** This question can be seen to bear implications to a better communication between medical professionals and their patients.

- Broadly speaking some groupings can be illustrated. **Respondents in the 10 new Member States appear to be slightly more concerned** about the topic of medical errors than their fellow citizens. When approached country by country, **Italy, Poland, Latvia, Lithuania and Cyprus** seem to have more respondents rating the problem as important, feeling concerned about medical errors and having less trust in medical professionals whereas citizens of **Austria, Nordic countries (Finland, Sweden, Denmark) and Estonia** appear to be less puzzled by the topic.
- Finally, **women, respondents with a low level of education, elderly, house persons, unemployed and retired respondents tend to be more concerned** about the topic of medical errors. Not surprisingly, it can be also stated that persons with concrete experiences of misconduct in healthcare system are more likely to rank the problem important, to worry about encountering a medical error and to have less confidence in the health care system of their country.

# **ANNEXES**

# **Technical specifications**

## SPECIAL EUROBAROMETER N°241 "Medical errors" TECHNICAL SPECIFICATIONS

### The European Union Member States

Between the 2<sup>nd</sup> of September and the 6<sup>th</sup> of October 2005, TNS Opinion & Social, a consortium created between Taylor Nelson Sofres and EOS Gallup Europe, carried out wave 64.1 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General Press and Communication, Opinion Polls.

The SPECIAL EUROBAROMETER N°241 (1) is part of wave 64.1 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

ABBREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.047	07/09/2005	03/10/2005	8.598.982
CZ	Czech Rep.	TNS Aisa	1.011	07/09/2005	29/09/2005	8.571.710
DK	Denmark	TNS Gallup DK	1.011	08/09/2005	06/10/2005	4.380.063
DE	Germany	TNS Infratest	1.528	07/09/2005	30/09/2005	64.174.295
EE	Estonia	Emor	1.009	09/09/2005	03/10/2005	887.094
EL	Greece	TNS ICAP	1.000	05/09/2005	03/10/2005	8.674.230
ES	Spain	TNS Demoscopia	1.016	08/09/2005	04/10/2005	35.882.820
FR	France	TNS Sofres	1.014	05/09/2005	03/10/2005	44.010.619
IE	Ireland	TNS MRBI	1.000	06/09/2005	05/10/2005	3.089.775
IT	Italy	TNS Abacus	1.000	11/09/2005	03/10/2005	49.208.000
CY	Rep. of Cyprus	Synovate	502	05/09/2005	03/10/2005	552.213
LV	Latvia	TNS Latvia	1.049	07/09/2005	03/10/2005	1.394.351
LT	Lithuania	TNS Gallup Lithuania	1.002	07/09/2005	29/09/2005	2.803.661
LU	Luxembourg	TNS ILReS	500	03/09/2005	28/09/2005	367.199
HU	Hungary	TNS Hungary	1.012	14/09/2005	03/10/2005	8.503.379
MT	Malta	MISCO	500	05/09/2005	30/09/2005	322.917
NL	Netherlands	TNS NIPO	1.000	07/09/2005	03/10/2005	13.242.328
AT	Austria	Österreichisches Gallup-Institute	1.012	08/09/2005	03/10/2005	6.679.444
PL	Poland	TNS OBOP	999	07/09/2005	03/10/2005	31.610.437
PT	Portugal	TNS EUROTESTE	1.000	08/09/2005	06/10/2005	8.080.915
SI	Slovenia	RM PLUS	1.037	04/09/2005	03/10/2005	1.663.869
SK	Slovakia	TNS AISA SK	1.056	07/09/2005	22/09/2005	4.316.438
FI	Finland	TNS Gallup Oy	1.004	08/09/2005	03/10/2005	4.279.286
SE	Sweden	TNS GALLUP	1.000	07/09/2005	04/10/2005	7.376.680
UK	United Kingdom	TNS UK	1.334	02/09/2005	03/10/2005	47.685.578
TOTAL			24.643	02/09/2005	06/10/2005	366.356.283



## Acceding countries, candidate countries and the Turkish Cypriot Community

Between the 5<sup>th</sup> of November and the 7<sup>th</sup> of December 2005, TNS Opinion & Social, a consortium created between Taylor Nelson Sofres and EOS Gallup Europe, carried out wave 64.3 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General Press and Communication, Opinion Polls.

The SPECIAL EUROBAROMETER N°241 (2) is part of wave 64.3 and has been conducted in the two acceding countries (Bulgaria and Romania) and in the two candidate countries (Croatia and Turkey) and in the Turkish Cypriot Community. The survey covers the national population of citizens of the respective nationalities and the population of citizens of all the European Union Member States that are residents in those countries and have a sufficient command of one of the respective national language(s) to answer the questionnaire. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

<b>ABREVIATIONS</b>	<b>COUNTRIES</b>	<b>INSTITUTES</b>	<b>N° INTERVIEWS</b>	<b>FIELDWORK DATES</b>		<b>POPULATION 15+</b>
BG	Bulgaria	TNS BBSS	1.004	07/11/2005	21/11/2005	6.695.512
HR	Croatia	Puls	1.000	08/11/2005	05/12/2005	3.682.826
RO	Romania	TNS CSOP	1.002	12/11/2005	04/12/2005	18.145.036
TR	Turkey	TNS PIAR	1.005	07/11/2005	05/12/2005	47.583.830
CY(tcc)	Turkish Cypriot Comm.	KADEM	500	09/11/2005	26/11/2005	157.101
<b>TOTAL</b>			<b>4.511</b>	<b>07/11/2005</b>	<b>05/12/2005</b>	<b>76.264.305</b>

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

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:

<b>Observed percentages</b>	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
<b>Confidence limits</b>	± 1.9 points	± 2.5 points	± 2.7 points	± 3.0 points	± 3.1 points

# **Questionnaire**

A | your survey number

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EB63.4 A

B | country code

--	--

EB63.4 B

C | our survey number

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EB63.4 C

D | Interview number

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EB63.4 D

Q1	What is your nationality? Please tell me the country(ies) that applies(y).
----	--

(MULTIPLE ANSWERS POSSIBLE)
-----------------------------

Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Other countries	26,
DK	27,

EB63.4 Q1
-----------

IF OTHER or DK THEN CLOSE INTERVIEW

ASK D15b ONLY IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D. 15. a.

D15a What is your current occupation?

D15b Did you do any paid work in the past? What was your last occupation?

	D15a CURRENT OCCUPATION	D15b LAST OCCUPATION
<b>NON-ACTIVE</b>		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
<b>SELF EMPLOYED</b>		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
<b>EMPLOYED</b>		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
<b>NEVER DID ANY PAID WORK</b>		
		19

EB63.4 D15a D15b

Now moving on another topic.

QE1 How often have you read or heard about medical errors in (OUR COUNTRY)?

(READ OUT – ONE ANSWER ONLY)

Often	1
Sometimes	2
Rarely	3
Never	4
DK	5

EB64.1 NEW

QE2 How important a problem do you think medical errors are in (OUR COUNTRY) today?

(READ OUT – ONE ANSWER ONLY)

A very important problem	1
A fairly important problem	2
A problem not very important	3
A problem not at all important	4
DK	5

EB64.1 NEW

QE3 For each of the following professionals, how confident are you that they would not make a medical error that could harm you?

(ONE ANSWER PER LINE)

	(READ OUT)	Very confident	Fairly confident	Not very confident	Not at all confident	DK
--	------------	----------------	------------------	--------------------	----------------------	----

1	Doctors	1	2	3	4	5
2	Medical staff	1	2	3	4	5
3	Dentists	1	2	3	4	5

EB64.1 NEW

--

QE4 Have you or a family member suffered...?

--

(READ OUT)	Yes	No	DK
------------	-----	----	----

1	A serious medical error in a local hospital	1	2	3
2	A serious medical error from a medicine that was prescribed by a doctor	1	2	3

EB64.1 NEW

--

QE5 According to you, how likely do you think it would be that a patient in a (NATIONALITY) hospital would suffer a serious medical error because of the hospital doctors or medical staff?

(READ OUT – ONE ANSWER ONLY)

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

EB64.1 NEW

--

QE6 How likely do you think it is that a hospital patient could avoid a serious medical error?

(READ OUT – ONE ANSWER ONLY)

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

EB64.1 NEW



QE7 All in all, how worried are you to suffer a serious medical error?

(READ OUT – ONE ANSWER ONLY)

Very worried	1
Fairly worried	2
Not very worried	3
Not at all worried	4
DK	5

EB64.1 NEW

QE8 How worried should hospital patients be about serious medical errors?

(READ OUT – ONE ANSWER ONLY)

Very worried	1
Fairly worried	2
Not very worried	3
Not at all worried	4
DK	5

EB64.1 NEW

DEMOGRAPHICS

ASK ALL

D1 In political matters people talk of "the left" and "the right".How would you place your views on this scale?

(SHOW CARD) - (INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

Left									Right	
1	2	3	4	5	6	7	8	9	10	

Refusal 11

DK 12

EB63.4 D1

NO QUESTIONS D2 TO D6

D7 Could you give me the letter which corresponds best to your own current situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Married	1
Remarried	2
Unmarried, currently living with partner	3
Unmarried, having never lived with a partner	4
Unmarried, having previously lived with a partner, but now on my own	5
Divorced	6
Separated	7
Widowed	8
Other (SPONTANEOUS)	9
Refusal (SPONTANEOUS)	10

EB63.4 D7

D8 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00')

EB63.4 D8

NO QUESTION D9

D10 Gender.

Male	1
Female	2

EB63.4 D10

D11 How old are you?

--	--

EB63.4 D11

NO QUESTION D12 TO D14

D15 a&b ASKED BEFORE Q1

NO QUESTIONS D16 TO D24

D25 Would you say you live in a...?

(READ OUT)

Rural area or village	1
Small or middle sized town	2
Large town	3
DK	4

EB63.4 D25

NO QUESTIONS D26 TO D39

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

INT.: READ OUT - WRITE DOWN)

--	--

EB63.4 D40a

D40b Could you tell me how many children less than 10 years old live in your household?

INT.: READ OUT - WRITE DOWN)

--	--

EB63.4 D40b

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

INT.: READ OUT - WRITE DOWN)

--	--

EB63.4 D40c

D41 You personally, were you born...?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

In (OUR COUNTRY)	1
In another Member Country of the European Union	2
In Europe, but not in a Member Country of the European Union	3
In Asia, in Africa or in Latin America	4
In Northern America, in Japan or in Oceania	5
Refusal (SPONTANEOUS)	6

EB63.4 D41

D42 Which of these proposals corresponds to your situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Your mother and your father were born in (OUR COUNTRY)	1
One of your parents was born in (OUR COUNTRY) and the other was born in another Member State of the European Union	2
Your mother and your father were born in another Member State of the European Union	3
Another situation (SPONTANEOUS) (M)	4
DK/Refusal (SPONTANEOUS)	5

EB63.4 D42

D43a Do you own a fixed telephone?

D43b Do you own a mobile telephone?

	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB63.4 D43a D43b

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

		DAY				MONTH
--	--	-----	--	--	--	-------

EB63.4 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)

		HOUR				MINUTES
--	--	------	--	--	--	---------

EB63.4 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

			MINUTES
--	--	--	---------

EB63.4 P3

P4 Number of persons present during the interview, including interviewer

Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB63.4 P4

P5 Respondent cooperation

Excellent	1
Fair	2
Average	3
Bad	4

EB63.4 P5

P6 Size of locality

(LOCAL CODES)

--	--

EB63.4 P6

P7 Region

(LOCAL CODES)

--	--

EB63.4 P7

P8 Postal code

--	--	--	--	--	--	--	--

EB63.4 P8

P9 Sample point number

--	--	--	--	--	--	--	--

EB63.4 P9

P10 Interviewer number

--	--	--	--	--	--	--	--

EB63.4 P10

P11 Weighting factor

--	--	--	--	--	--	--	--

EB63.4 P11

ASK ONLY in LU, BE, ES, FI, EE, LV, MT and TR

P13 Language of interview

Language 1
Language 2
Language 3

1  
2  
3

EB63.4 P13

# Tables

Q1 Avez-vous entendu parler ou lu quelque chose au sujet d'erreurs médicales en (NOTRE PAYS) ?

Q1 How often have you read or heard about medical errors in (OUR COUNTRY)?

	TOTAL	Souvent / Often	Parfois / Sometimes	Rarement / Rarely	Jamais / Never	NSP / DK
<b>UE25 /EU25</b>	24642	34%	44%	18%	3%	1%
BE	1047	28%	54%	15%	2%	0%
CZ	1011	23%	44%	30%	3%	0%
DK	1011	31%	52%	14%	3%	1%
D-W	1018	23%	43%	28%	5%	1%
DE	1528	22%	42%	30%	5%	1%
D-E	510	19%	39%	35%	6%	1%
EE	1009	18%	41%	30%	8%	2%
EL	1000	61%	29%	8%	2%	0%
ES	1016	25%	41%	27%	6%	1%
FR	1014	22%	54%	18%	5%	0%
IE	1000	27%	42%	22%	6%	2%
IT	1000	53%	40%	5%	1%	0%
CY	502	45%	44%	11%	0%	0%
LV	1049	34%	46%	17%	4%	0%
LT	1002	52%	39%	7%	1%	0%
LU	500	19%	34%	26%	20%	0%
HU	1012	52%	34%	13%	1%	0%
MT	500	12%	46%	35%	7%	1%
NL	1000	36%	56%	7%	2%	0%
AT	1012	10%	50%	35%	5%	1%
PL	999	51%	36%	11%	1%	0%
PT	1000	27%	57%	11%	3%	1%
SI	1037	26%	51%	21%	2%	0%
SK	1056	27%	39%	26%	7%	1%
FI	1003	18%	46%	34%	2%	0%
SE	1000	26%	45%	27%	2%	0%
UK	1334	38%	47%	11%	4%	0%
BG	1004	38%	36%	19%	4%	3%
HR	1000	46%	43%	8%	3%	1%
RO	1002	32%	43%	18%	4%	3%
TR	1005	42%	34%	17%	5%	1%
CY (tcc)	500	35%	36%	18%	9%	3%



Q2 Dans quelle mesure pensez-vous que les erreurs médicales sont un problème en (NOTRE PAYS) aujourd'hui ? Pensez-vous qu'elles sont ... ?

Q2 How important a problem do you think medical errors are in (OUR COUNTRY) today?

	UE25/ EU25	BE	CZ	DK	D-W	DE	D-E	EE	EL	ES	FR	IE	IT	CY	LV	LT	LU
TOTAL	24642	1047	1011	1011	1018	1528	510	1009	1000	1016	1014	1000	1000	502	1049	1002	500
Un problème très important / A very important problem	9273 38%	279 27%	250 25%	83 8%	300 29%	441 29%	135 26%	189 19%	516 52%	228 22%	293 29%	415 42%	611 61%	226 45%	288 27%	501 50%	173 35%
Un problème plutôt important / A fairly important problem	9959 40%	472 45%	358 35%	412 41%	449 44%	655 43%	193 38%	402 40%	347 35%	391 38%	469 46%	319 32%	362 36%	201 40%	505 48%	397 40%	201 40%
Un problème plutôt pas important / A problem not very important	4153 17%	257 25%	328 32%	462 46%	189 19%	297 19%	117 23%	308 30%	120 12%	302 30%	226 22%	168 17%	0 -	64 13%	208 20%	78 8%	84 17%
Un problème pas du tout important / A problem not at all important	685 3%	35 3%	54 5%	24 2%	37 4%	75 5%	50 10%	43 4%	15 1%	63 6%	14 1%	36 4%	11 1%	9 2%	8 1%	5 1%	19 4%
NSP / DK	573 2%	4 0%	21 2%	30 3%	43 4%	61 4%	16 3%	68 7%	2 0%	33 3%	12 1%	62 6%	16 2%	3 1%	40 4%	21 2%	22 4%
Important / Important	19232 78%	751 72%	608 60%	495 49%	749 74%	1096 72%	327 64%	590 59%	864 86%	619 61%	762 75%	734 73%	973 97%	426 85%	793 76%	898 90%	375 75%
Pas important / Not important	4837 20%	292 28%	382 38%	486 48%	226 22%	372 24%	167 33%	351 35%	135 13%	364 36%	239 24%	204 20%	11 1%	73 14%	216 21%	83 8%	103 21%

Q2 Dans quelle mesure pensez-vous que les erreurs médicales sont un problème en (NOTRE PAYS) aujourd'hui ? Pensez-vous qu'elles sont ... ?

Q2 How important a problem do you think medical errors are in (OUR COUNTRY) today?

	UE25/ EU25	HU	MT	NL	AT	PL	PT	SI	SK	FI	SE	UK	BG	HR	RO	TR	CY (tcc)
TOTAL	24642	1012	500	1000	1012	999	1000	1037	1056	1003	1000	1334	1004	1000	1002	1005	500
Un problème très important / A very important problem	9273 38%	300 30%	285 57%	304 30%	214 21%	540 54%	332 33%	363 35%	276 26%	103 10%	317 32%	650 49%	664 66%	573 57%	402 40%	655 65%	209 42%
Un problème plutôt important / A fairly important problem	9959 40%	485 48%	123 25%	511 51%	426 42%	365 37%	433 43%	479 46%	413 39%	383 38%	431 43%	485 36%	228 23%	314 31%	383 38%	229 23%	124 25%
Un problème plutôt pas important / A problem not very important	4153 17%	182 18%	66 13%	165 17%	281 28%	59 6%	173 17%	157 15%	275 26%	463 46%	212 21%	158 12%	48 5%	80 8%	109 11%	78 8%	123 25%
Un problème pas du tout important / A problem not at all important	685 3%	22 2%	11 2%	5 1%	58 6%	10 1%	33 3%	21 2%	53 5%	50 5%	25 3%	19 1%	3 0%	13 1%	15 1%	25 2%	22 4%
NSP / DK	573 2%	24 2%	16 3%	13 1%	33 3%	25 3%	29 3%	18 2%	39 4%	4 0%	14 1%	22 2%	60 6%	19 2%	93 9%	18 2%	22 4%
Important / Important	19232 78%	785 78%	408 82%	816 82%	640 63%	905 91%	765 77%	842 81%	689 65%	486 48%	748 75%	1136 85%	892 89%	887 89%	785 78%	884 88%	333 67%
Pas important / Not important	4837 20%	204 20%	76 15%	171 17%	339 34%	69 7%	206 21%	177 17%	328 31%	513 51%	238 24%	177 13%	51 5%	94 9%	124 12%	103 10%	144 29%

Q3.1 Pour chacune des catégories professionnelles suivantes, veuillez m'indiquer dans quelle mesure vous êtes confiant(e) qu'elles ne commettront pas d'erreur médicale qui puisse vous affecter ?

Q3.1 For each of the following professionals, how confident are you that they would not make a medical error that could harm you?

Les médecins

Doctors

	TOTAL	Tout à fait confiant(e) / Very confident	Plutôt confiant(e) / Fairly confident	Plutôt pas confiant(e) / Not very confident	Pas du tout confiant(e) / Not at all confident	NSP / DK	Confiant(e) / Confident	Pas confiant(e) / Not confident
<b>UE25 / EU25</b>	24642	17%	52%	23%	5%	2%	69%	29%
BE	1047	21%	64%	12%	3%	0%	85%	15%
CZ	1011	16%	58%	22%	4%	1%	73%	26%
DK	1011	8%	50%	32%	8%	2%	58%	40%
D-W	1018	13%	50%	29%	6%	3%	63%	34%
DE	1528	13%	50%	28%	6%	2%	63%	34%
D-E	510	16%	49%	26%	7%	1%	65%	34%
EE	1009	5%	45%	39%	7%	3%	50%	47%
EL	1000	7%	18%	46%	25%	3%	25%	71%
ES	1016	31%	45%	20%	3%	2%	76%	23%
FR	1014	25%	61%	10%	2%	1%	86%	12%
IE	1000	23%	53%	17%	6%	2%	75%	23%
IT	1000	9%	59%	25%	4%	3%	68%	29%
CY	502	5%	23%	50%	18%	3%	28%	69%
LV	1049	5%	31%	50%	12%	2%	36%	62%
LT	1002	5%	30%	42%	19%	4%	35%	62%
LU	500	18%	55%	22%	4%	1%	73%	26%
HU	1012	22%	56%	16%	6%	1%	77%	21%
MT	500	30%	54%	13%	3%	0%	83%	16%
NL	1000	15%	57%	23%	4%	1%	72%	27%
AT	1012	28%	57%	11%	1%	3%	84%	13%
PL	999	5%	30%	46%	12%	7%	34%	58%
PT	1000	16%	52%	26%	3%	3%	68%	29%
SI	1037	9%	51%	33%	4%	2%	61%	37%
SK	1056	16%	67%	14%	2%	1%	83%	16%
FI	1003	29%	59%	9%	2%	0%	89%	11%

Q3.1 Pour chacune des catégories professionnelles suivantes, veuillez m'indiquer dans quelle mesure vous êtes confiant(e) qu'elles ne commettront pas d'erreur médicale qui puisse vous affecter ?

Q3.1 For each of the following professionals, how confident are you that they would not make a medical error that could harm you?

Les médecins

Doctors

	TOTAL	Tout à fait confiant(e) / Very confident	Plutôt confiant(e) / Fairly confident	Plutôt pas confiant(e) / Not very confident	Pas du tout confiant(e) / Not at all confident	NSP / DK	Confiant(e) / Confident	Pas confiant(e) / Not confident
SE	1000	15%	60%	18%	6%	1%	75%	24%
UK	1334	22%	57%	16%	4%	1%	79%	20%
BG	1004	5%	30%	37%	22%	6%	35%	59%
HR	1000	20%	30%	20%	5%	3%	73%	24%
RO	1002	18%	30%	25%	9%	10%	56%	34%
TR	1005	19%	30%	30%	22%	4%	43%	53%
CY (tcc)	500	17%	30%	37%	18%	5%	41%	55%

Q3.2 Pour chacune des catégories professionnelles suivantes, veuillez m'indiquer dans quelle mesure vous êtes confiant(e) qu'elles ne commettront pas d'erreur médicale qui puisse vous affecter ?

Q3.2 For each of the following professionals, how confident are you that they would not make a medical error that could harm you?

Le personnel soignant

Medical staff

	TOTAL	Tout à fait confiant(e) / Very confident	Plutôt confiant(e) / Fairly confident	Plutôt pas confiant(e) / Not very confident	Pas du tout confiant(e) / Not at all confident	NSP / DK	Confiant(e) / Confident	Pas confiant(e) / Not confident
<b>UE25 / EU25</b>	24642	15%	53%	25%	5%	2%	68%	30%
BE	1047	19%	67%	12%	2%	0%	86%	14%
CZ	1011	16%	58%	22%	3%	1%	74%	25%
DK	1011	7%	51%	33%	7%	2%	58%	40%
D-W	1018	14%	51%	27%	5%	3%	65%	33%
DE	1528	14%	51%	27%	5%	3%	65%	33%
D-E	510	16%	49%	27%	5%	2%	66%	33%
EE	1009	5%	45%	40%	6%	4%	50%	46%
EL	1000	4%	20%	48%	25%	3%	24%	73%
ES	1016	28%	45%	22%	3%	2%	73%	25%
FR	1014	22%	64%	11%	2%	1%	86%	13%
IE	1000	20%	54%	18%	6%	3%	74%	24%
IT	1000	10%	51%	29%	7%	3%	61%	36%
CY	502	6%	21%	52%	18%	3%	27%	70%
LV	1049	4%	34%	47%	12%	4%	38%	59%
LT	1002	5%	30%	43%	17%	4%	36%	60%
LU	500	18%	57%	19%	5%	2%	75%	24%
HU	1012	20%	56%	17%	5%	1%	76%	23%
MT	500	23%	56%	15%	4%	2%	80%	19%
NL	1000	9%	62%	24%	4%	1%	72%	28%
AT	1012	23%	59%	13%	2%	3%	82%	15%
PL	999	4%	32%	47%	10%	7%	36%	57%
PT	1000	13%	55%	26%	3%	3%	68%	29%
SI	1037	7%	53%	35%	4%	2%	59%	38%
SK	1056	14%	67%	15%	3%	1%	81%	18%
FI	1003	27%	62%	9%	1%	0%	89%	10%

Q3.2 Pour chacune des catégories professionnelles suivantes, veuillez m'indiquer dans quelle mesure vous êtes confiant(e) qu'elles ne commettront pas d'erreur médicale qui puisse vous affecter ?

Q3.2 For each of the following professionals, how confident are you that they would not make a medical error that could harm you?

Le personnel soignant

Medical staff

	TOTAL	Tout à fait confiant(e) / Very confident	Plutôt confiant(e) / Fairly confident	Plutôt pas confiant(e) / Not very confident	Pas du tout confiant(e) / Not at all confident	NSP / DK	Confiant(e) / Confident	Pas confiant(e) / Not confident
SE	1000	13%	62%	19%	5%	1%	75%	24%
UK	1334	17%	60%	18%	3%	1%	77%	21%
BG	1004	4%	28%	37%	23%	7%	33%	60%
HR	1000	22%	52%	19%	4%	3%	74%	23%
RO	1002	14%	31%	32%	11%	12%	44%	43%
TR	1005	14%	21%	31%	28%	5%	35%	60%
CY (tcc)	500	12%	21%	39%	23%	5%	33%	62%

Q3.3 Pour chacune des catégories professionnelles suivantes, veuillez m'indiquer dans quelle mesure vous êtes confiant(e) qu'elles ne commettront pas d'erreur médicale qui puisse vous affecter ?

Q3.3 For each of the following professionals, how confident are you that they would not make a medical error that could harm you?

Les dentistes

Dentists

	TOTAL	Tout à fait confiant(e) / Very confident	Plutôt confiant(e) / Fairly confident	Plutôt pas confiant(e) / Not very confident	Pas du tout confiant(e) / Not at all confident	NSP / DK	Confiant(e) / Confident	Pas confiant(e) / Not confident
<b>UE25 / EU25</b>	24642	21%	54%	18%	4%	3%	74%	23%
BE	1047	31%	59%	8%	2%	0%	90%	9%
CZ	1011	27%	57%	11%	3%	1%	84%	15%
DK	1011	13%	53%	25%	6%	3%	66%	32%
D-W	1018	17%	54%	21%	5%	3%	71%	26%
DE	1528	17%	54%	21%	5%	3%	71%	26%
D-E	510	20%	54%	19%	6%	1%	74%	25%
EE	1009	9%	51%	29%	5%	6%	60%	34%
EL	1000	7%	29%	42%	19%	4%	35%	60%
ES	1016	29%	48%	17%	3%	3%	77%	20%
FR	1014	27%	62%	8%	2%	1%	89%	10%
IE	1000	27%	56%	10%	3%	4%	83%	13%
IT	1000	12%	62%	20%	4%	3%	74%	24%
CY	502	4%	25%	48%	16%	6%	30%	64%
LV	1049	8%	41%	37%	10%	4%	49%	47%
LT	1002	9%	34%	36%	15%	6%	43%	51%
LU	500	24%	56%	15%	4%	1%	81%	19%
HU	1012	31%	52%	9%	5%	3%	82%	15%
MT	500	39%	45%	10%	4%	2%	85%	13%
NL	1000	28%	57%	11%	2%	2%	85%	13%
AT	1012	26%	58%	12%	2%	2%	84%	14%
PL	999	6%	37%	40%	9%	9%	43%	48%
PT	1000	14%	55%	23%	3%	4%	70%	26%
SI	1037	9%	54%	31%	4%	2%	63%	35%
SK	1056	19%	67%	10%	2%	2%	86%	12%
FI	1003	37%	56%	5%	1%	1%	93%	6%

Q3.3 Pour chacune des catégories professionnelles suivantes, veuillez m'indiquer dans quelle mesure vous êtes confiant(e) qu'elles ne commettront pas d'erreur médicale qui puisse vous affecter ?

Q3.3 For each of the following professionals, how confident are you that they would not make a medical error that could harm you?

Les dentistes

Dentists

	TOTAL	Tout à fait confiant(e) / Very confident	Plutôt confiant(e) / Fairly confident	Plutôt pas confiant(e) / Not very confident	Pas du tout confiant(e) / Not at all confident	NSP / DK	Confiant(e) / Confident	Pas confiant(e) / Not confident
SE	1000	22%	56%	15%	5%	2%	78%	20%
UK	1334	28%	55%	11%	3%	3%	83%	14%
BG	1004	6%	34%	33%	19%	8%	39%	52%
HR	1000	31%	48%	13%	4%	4%	79%	17%
RO	1002	18%	37%	21%	10%	14%	55%	31%
TR	1005	20%	24%	29%	21%	7%	43%	50%
CY (tcc)	500	15%	24%	36%	19%	7%	38%	55%



Q4.1 Vous-même ou un membre de votre famille avez-vous été victime ... ?

Q4.1 Have you or a family member suffered...?

D'une erreur médicale grave dans un hôpital local

A serious medical error in a local hospital

	TOTAL	Oui / Yes	Non / No	NSP / DK
<b>UE25 / EU25</b>	24642	18%	81%	1%
BE	1047	18%	81%	0%
CZ	1011	19%	80%	2%
DK	1011	29%	70%	1%
D-W	1018	13%	86%	1%
DE	1528	12%	87%	1%
D-E	510	8%	92%	0%
EE	1009	27%	71%	2%
EL	1000	13%	86%	0%
ES	1016	18%	81%	1%
FR	1014	19%	81%	0%
IE	1000	15%	84%	1%
IT	1000	18%	77%	5%
CY	502	22%	78%	0%
LV	1049	32%	66%	2%
LT	1002	26%	72%	2%
LU	500	25%	74%	1%
HU	1012	12%	86%	2%
MT	500	22%	77%	1%
NL	1000	17%	82%	1%
AT	1012	11%	86%	4%
PL	999	28%	70%	1%
PT	1000	16%	83%	1%
SI	1037	17%	82%	0%
SK	1056	15%	84%	1%
FI	1003	22%	78%	0%
SE	1000	19%	79%	3%
UK	1334	18%	82%	1%
BG	1004	20%	76%	3%
HR	1000	19%	80%	1%
RO	1002	10%	84%	6%
TR	1005	14%	81%	5%
CY (tcc)	500	20%	77%	3%

QE4.2 Vous-même ou un membre de votre famille avez-vous été victime ... ?

QE4.2 Have you or a family member suffered...?

D'une erreur médicale grave à cause d'un médicament prescrit par un médecin

A serious medical error from a medicine that was prescribed by a doctor

	TOTAL	Oui / Yes	Non / No	NSP / DK
<b>UE25 / EU25</b>	24642	11%	88%	1%
BE	1047	11%	89%	0%
CZ	1011	14%	83%	2%
DK	1011	21%	77%	2%
D-W	1018	7%	93%	1%
DE	1528	7%	93%	1%
D-E	510	6%	93%	1%
EE	1009	18%	79%	3%
EL	1000	9%	90%	0%
ES	1016	8%	91%	1%
FR	1014	11%	89%	0%
IE	1000	10%	88%	2%
IT	1000	15%	82%	3%
CY	502	9%	91%	1%
LV	1049	23%	74%	2%
LT	1002	16%	82%	2%
LU	500	13%	86%	1%
HU	1012	9%	89%	2%
MT	500	18%	82%	1%
NL	1000	9%	90%	1%
AT	1012	7%	90%	3%
PL	999	16%	82%	2%
PT	1000	10%	88%	2%
SI	1037	11%	88%	1%
SK	1056	12%	87%	2%
FI	1003	10%	89%	0%
SE	1000	13%	83%	4%
UK	1334	11%	89%	0%
BG	1004	16%	79%	5%
HR	1000	10%	88%	2%
RO	1002	9%	82%	9%
TR	1005	10%	85%	5%
CY (tcc)	500	16%	82%	3%

Q5 Selon vous, quelle est la probabilité qu'un patient dans un hôpital (NATIONALITE) soit victime d'une erreur médicale grave du fait des médecins ou du personnel soignant de l'hôpital ?

Q5 According to you, how likely do you think it would be that a patient in a (NATIONALITY) hospital would suffer a serious medical error because of the hospital doctors or medical staff?

	TOTAL	Très probable / Very likely	Plutôt probable / Fairly likely	Plutôt pas probable / Not very likely	Pas du tout probable / Not at all likely	NSP / DK	Probable / Likely	Pas probable / Not likely
<b>UE25 / EU25</b>	24642	9%	38%	44%	4%	5%	47%	48%
BE	1047	5%	39%	54%	2%	0%	44%	56%
CZ	1011	5%	28%	53%	9%	4%	33%	63%
DK	1011	6%	35%	55%	2%	3%	41%	57%
D-W	1018	6%	33%	50%	6%	5%	39%	57%
DE	1528	6%	33%	50%	7%	4%	38%	57%
D-E	510	5%	32%	51%	10%	3%	37%	60%
EE	1009	7%	36%	49%	3%	5%	44%	52%
EL	1000	27%	48%	22%	1%	2%	75%	23%
ES	1016	6%	31%	49%	6%	8%	37%	55%
FR	1014	6%	34%	55%	2%	3%	40%	57%
IE	1000	12%	31%	41%	6%	10%	42%	47%
IT	1000	14%	56%	25%	0%	4%	70%	25%
CY	502	31%	39%	27%	2%	1%	70%	29%
LV	1049	26%	56%	15%	0%	2%	83%	15%
LT	1002	21%	48%	25%	1%	6%	69%	25%
LU	500	13%	36%	47%	2%	2%	49%	50%
HU	1012	5%	41%	46%	4%	5%	45%	50%
MT	500	8%	37%	41%	9%	5%	46%	50%
NL	1000	4%	30%	61%	3%	1%	34%	64%
AT	1012	2%	15%	68%	7%	8%	17%	75%
PL	999	14%	57%	21%	0%	7%	72%	22%
PT	1000	17%	42%	28%	6%	7%	59%	34%
SI	1037	6%	35%	55%	1%	3%	41%	56%
SK	1056	9%	42%	37%	5%	7%	51%	42%
FI	1003	6%	29%	60%	5%	0%	35%	64%
SE	1000	5%	21%	68%	5%	1%	25%	73%
UK	1334	9%	33%	50%	4%	5%	42%	54%
BG	1004	29%	51%	11%	1%	8%	80%	12%
HR	1000	10%	53%	29%	3%	5%	63%	32%
RO	1002	19%	44%	19%	5%	14%	63%	23%
TR	1005	34%	34%	22%	5%	5%	68%	27%
CY (tcc)	500	18%	33%	31%	8%	9%	51%	39%

Q6 Quelle est la probabilité qu'un patient hospitalisé puisse éviter une erreur médicale ?

Q6 How likely do you think it is that a hospital patient could avoid a serious medical error?

	TOTAL	Très probable / Very likely	Plutôt probable / Fairly likely	Plutôt pas probable / Not very likely	Pas du tout probable / Not at all likely	NSP / DK	Probable / Likely	Pas probable / Not likely
<b>UE25 / EU25</b>	24642	8%	33%	35%	16%	8%	40%	52%
BE	1047	5%	31%	39%	24%	1%	36%	63%
CZ	1011	9%	32%	36%	15%	7%	42%	52%
DK	1011	17%	53%	24%	2%	4%	70%	26%
D-W	1018	3%	16%	40%	36%	5%	19%	76%
DE	1528	3%	14%	40%	38%	5%	17%	78%
D-E	510	2%	8%	39%	47%	4%	10%	86%
EE	1009	2%	19%	50%	21%	9%	21%	71%
EL	1000	8%	30%	43%	16%	3%	38%	59%
ES	1016	6%	21%	37%	23%	12%	27%	61%
FR	1014	12%	39%	33%	8%	8%	51%	41%
IE	1000	14%	41%	24%	5%	17%	54%	29%
IT	1000	9%	44%	33%	7%	7%	53%	40%
CY	502	8%	22%	45%	21%	5%	29%	65%
LV	1049	7%	33%	40%	15%	5%	40%	55%
LT	1002	6%	45%	34%	7%	9%	50%	41%
LU	500	5%	27%	38%	23%	7%	32%	62%
HU	1012	13%	54%	21%	5%	8%	66%	26%
MT	500	9%	33%	31%	12%	14%	42%	43%
NL	1000	4%	22%	55%	16%	3%	26%	71%
AT	1012	3%	13%	48%	25%	10%	17%	74%
PL	999	6%	47%	31%	4%	12%	54%	34%
PT	1000	4%	19%	33%	33%	11%	23%	66%
SI	1037	9%	53%	28%	5%	5%	62%	33%
SK	1056	7%	33%	40%	10%	10%	40%	51%
FI	1003	9%	52%	30%	8%	1%	61%	38%
SE	1000	12%	34%	33%	15%	6%	46%	48%
UK	1334	11%	39%	32%	9%	10%	49%	40%
BG	1004	12%	41%	21%	10%	17%	53%	31%
HR	1000	17%	51%	20%	5%	8%	67%	24%
RO	1002	7%	24%	32%	19%	18%	31%	51%
TR	1005	25%	26%	32%	11%	7%	51%	42%
CY (tcc)	500	13%	22%	33%	18%	15%	35%	51%

Q7 En général, dans quelle mesure êtes-vous inquiet(e) à l'idée d'être victime d'une erreur médicale grave ?

Q7 All in all, how worried are you to suffer a serious medical error?

	TOTAL	Très inquiet(e) / Very worried	Plutôt inquiet(e) / Fairly worried	Plutôt pas inquiet(e) / Not very worried	Pas du tout inquiet(e) / Not at all worried	NSP / DK	Inquiet(e) / Worried	Pas inquiet(e) / Not worried
<b>UE25 / EU25</b>	24642	10%	30%	43%	15%	2%	40%	58%
BE	1047	11%	27%	45%	16%	0%	39%	61%
CZ	1011	8%	25%	48%	17%	2%	33%	65%
DK	1011	10%	19%	54%	15%	2%	29%	69%
D-W	1018	9%	22%	50%	19%	1%	30%	68%
DE	1528	8%	21%	50%	20%	1%	29%	69%
D-E	510	7%	18%	49%	24%	2%	25%	73%
EE	1009	6%	23%	52%	15%	3%	29%	67%
EL	1000	22%	49%	24%	5%	1%	70%	29%
ES	1016	8%	28%	42%	19%	4%	35%	61%
FR	1014	10%	30%	41%	19%	1%	39%	60%
IE	1000	9%	21%	47%	17%	5%	31%	65%
IT	1000	17%	48%	28%	3%	4%	64%	32%
CY	502	22%	31%	37%	9%	1%	53%	46%
LV	1049	22%	42%	29%	5%	2%	64%	34%
LT	1002	27%	43%	22%	3%	5%	70%	25%
LU	500	17%	30%	39%	13%	1%	47%	52%
HU	1012	9%	28%	44%	16%	3%	37%	60%
MT	500	15%	28%	42%	13%	2%	43%	55%
NL	1000	4%	16%	58%	21%	1%	20%	79%
AT	1012	5%	15%	60%	16%	4%	20%	76%
PL	999	10%	41%	38%	5%	6%	51%	43%
PT	1000	19%	31%	33%	14%	3%	50%	47%
SI	1037	8%	31%	51%	9%	2%	39%	59%
SK	1056	7%	34%	46%	8%	5%	41%	54%
FI	1003	5%	19%	57%	18%	-	24%	76%
SE	1000	4%	10%	55%	32%	1%	13%	86%
UK	1334	8%	25%	47%	18%	2%	33%	65%
BG	1004	18%	48%	24%	4%	6%	66%	28%
HR	1000	7%	34%	38%	18%	3%	41%	56%
RO	1002	22%	35%	23%	9%	11%	58%	32%
TR	1005	32%	33%	21%	9%	5%	65%	30%
CY (tcc)	500	29%	25%	30%	11%	6%	53%	40%

Q8 Dans quelle mesure les patients hospitalisés devraient-ils être inquiets à propos des erreurs médicales graves ?

Q8 How worried should hospital patients be about serious medical errors?

	TOTAL	Très inquiets / Very worried	Plutôt inquiets / Fairly worried	Plutôt pas inquiets / Not very worried	Pas du tout inquiets / Not at all worried	NSP / DK	Inquiets / Worried	Pas inquiets / Not worried
<b>UE25 / EU25</b>	24642	12%	36%	41%	8%	4%	47%	48%
BE	1047	8%	30%	50%	10%	1%	39%	60%
CZ	1011	5%	25%	52%	15%	3%	30%	67%
DK	1011	8%	24%	53%	12%	3%	33%	65%
D-W	1018	13%	31%	45%	9%	2%	44%	54%
DE	1528	12%	30%	45%	10%	3%	42%	55%
D-E	510	11%	26%	46%	14%	3%	36%	60%
EE	1009	8%	30%	49%	7%	7%	37%	55%
EL	1000	28%	47%	22%	2%	2%	75%	24%
ES	1016	6%	31%	42%	12%	8%	37%	54%
FR	1014	8%	32%	48%	8%	3%	40%	56%
IE	1000	15%	30%	40%	7%	8%	45%	48%
IT	1000	17%	52%	24%	2%	5%	69%	26%
CY	502	31%	35%	31%	2%	1%	66%	33%
LV	1049	26%	49%	20%	2%	4%	74%	22%
LT	1002	22%	44%	26%	2%	7%	65%	28%
LU	500	18%	37%	36%	7%	3%	55%	42%
HU	1012	9%	33%	45%	9%	4%	42%	54%
MT	500	21%	28%	41%	8%	3%	49%	48%
NL	1000	9%	28%	50%	11%	2%	37%	61%
AT	1012	6%	18%	57%	15%	5%	24%	72%
PL	999	9%	51%	31%	2%	7%	60%	33%
PT	1000	19%	35%	28%	10%	7%	55%	39%
SI	1037	9%	40%	44%	5%	3%	49%	48%
SK	1056	6%	34%	45%	7%	8%	40%	52%
FI	1003	8%	27%	57%	8%	0%	35%	65%
SE	1000	4%	15%	62%	17%	2%	20%	79%
UK	1334	16%	33%	41%	6%	3%	49%	47%
BG	1004	16%	50%	22%	3%	10%	66%	25%
HR	1000	10%	43%	35%	8%	4%	53%	43%
RO	1002	21%	37%	20%	6%	16%	58%	26%
TR	1005	32%	34%	20%	9%	6%	65%	29%
CY (tcc)	500	28%	26%	28%	8%	11%	54%	36%