1. OVERALL QUALITY OF HEALTHCARE

QC2. How would you evaluate the overall quality of healthcare in [OUR COUNTRY]?

<table>
<thead>
<tr>
<th></th>
<th>EU28 2013</th>
<th>EU28 2009</th>
<th>BG 2013</th>
<th>BG 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total 'Good'</td>
<td>71%</td>
<td>25%</td>
<td>34%</td>
<td>34%</td>
</tr>
<tr>
<td>Total 'Bad'</td>
<td>27%</td>
<td>68%</td>
<td>27%</td>
<td>14%</td>
</tr>
<tr>
<td>Don't know</td>
<td>2%</td>
<td>3%</td>
<td>-1</td>
<td>-3</td>
</tr>
</tbody>
</table>

QC3. Based on what you know, do you think that the quality of healthcare in [OUR COUNTRY] compared to other EU Member States is...

<table>
<thead>
<tr>
<th></th>
<th>EU28 2013</th>
<th>EU28 2009</th>
<th>BG 2013</th>
<th>BG 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better</td>
<td>34%</td>
<td>3%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>The same</td>
<td>27%</td>
<td>-3</td>
<td>10%</td>
<td>-2</td>
</tr>
<tr>
<td>Worse</td>
<td>25%</td>
<td>1%</td>
<td>72%</td>
<td>=</td>
</tr>
<tr>
<td>Don't know</td>
<td>14%</td>
<td>3%</td>
<td>13%</td>
<td>-1</td>
</tr>
</tbody>
</table>

2. INFORMATION ON QUALITY OF HEALTHCARE

QC1. Of the following criteria, which are the three most important criteria when you think of high quality healthcare in [OUR COUNTRY]?

- Medical staff who are well trained: EU28 53%, BG 40%
- Treatment that works: EU28 47%, BG 83%
- Modern medical equipment: EU28 25%, BG 30%
- Respect of a patient's dignity: EU28 21%, BG 30%
- Proximity of hospital and doctor: EU28 24%, BG 24%
- Cleanliness at the healthcare facility: EU28 10%, BG 24%
- No waiting lists to get seen and treated: EU28 6%, BG 24%
- Healthcare that keeps you safe from harm: EU28 16%, BG 33%
- Free choice of doctor: EU28 13%, BG 24%
- Free choice of hospital: EU28 13%, BG 13%
- A welcoming and friendly environment: EU28 7%, BG 9%

QC4. What are the three main sources you would use to seek information on quality of healthcare?

- Your general practitioner (GP) or another doctor/specialist: EU28 67%, BG 70%
- Friends or family: EU28 41%, BG 70%
- Social media/Internet forums: EU28 19%, BG 19%
- Television: EU28 19%, BG 31%
- Staff at hospitals: EU28 18%, BG 15%
- Patient organisations or other NGOs: EU28 17%, BG 6%
- Official statistics: EU28 16%, BG 10%
- Pharmacist or nurse: EU28 11%, BG 10%
- Newspapers and magazines: EU28 7%, BG 14%
- Radio: EU28 1%, BG 3%
- Other (SPONTANEOUS): EU28 0%, BG 0%
- None (SPONTANEOUS): EU28 1%, BG 3%
- Don't know: EU28 1%, BG 1%
3. PERCEIVED LIKELIHOOD OF BEING HARMED BY HEALTHCARE SERVICES

QC6a. How likely do you think it is that patients could be harmed by hospital care in [OUR COUNTRY]? By hospital care we mean being treated in a hospital as an outpatient or inpatient.

EU28: 6% Likely, 16% Not likely, 41% Don’t know
BG: 8% Likely, 15% Not likely, 42% Don’t know

<table>
<thead>
<tr>
<th>Total 'Likely'</th>
<th>Total 'Not likely'</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28 2013-2009</td>
<td>53% + 3</td>
<td>6%</td>
</tr>
<tr>
<td>EU28 2013-2009</td>
<td>41% - 5</td>
<td>16% + 2</td>
</tr>
<tr>
<td>BG 2013-2009</td>
<td>58% - 6</td>
<td>26% + 5</td>
</tr>
</tbody>
</table>

QC6b. And how likely do you think it is that patients could be harmed by non-hospital healthcare in [OUR COUNTRY]? By non-hospital health care we mean receiving diagnosis, treatment or medicine in a clinic or surgery of your general practitioner or in a pharmacy.

EU28: 16% Likely, 58% Not likely, 26% Don’t know
BG: 23% Likely, 62% Not likely, 15% Don’t know

<table>
<thead>
<tr>
<th>Total 'Likely'</th>
<th>Total 'Not likely'</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28 2013-2009</td>
<td>50% + 4</td>
<td>15%</td>
</tr>
<tr>
<td>EU28 2013-2009</td>
<td>42% - 7</td>
<td>23% + 6</td>
</tr>
<tr>
<td>BG 2013-2009</td>
<td>62% - 10</td>
<td>23% + 6</td>
</tr>
</tbody>
</table>

4. EXPERIENCE OF ADVERSE EVENTS

QC7. Have you or a member of your family ever experienced an adverse event when receiving healthcare?

EU28: 27% Yes, 72% No, 1% Don’t know
BG: 6% Yes, 94% No, 0% Don’t know

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28 2013-2009</td>
<td>27% + 1</td>
<td>72% - 1</td>
</tr>
<tr>
<td>EU28 2013-2009</td>
<td>11% - 4</td>
<td>88% + 5</td>
</tr>
<tr>
<td>BG 2013-2009</td>
<td>46% + 18</td>
<td>51% - 19</td>
</tr>
</tbody>
</table>

QC9. And did you or the member of your family involved report it?

EU28: 46% Yes, 51% No, 3% Don’t know
BG: 6% Yes, 94% No, 0% Don’t know

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU28 2013-2009</td>
<td>46% + 18</td>
<td>51% - 19</td>
</tr>
<tr>
<td>EU28 2013-2009</td>
<td>6% - 5</td>
<td>94% + 5</td>
</tr>
<tr>
<td>BG 2013-2009</td>
<td>3% + 1</td>
<td>0%</td>
</tr>
</tbody>
</table>

Respondents were explained that being harmed when receiving healthcare is also referred to as “adverse event,” “Adverse events” include hospital infections; incorrect, missed or delayed diagnosis; surgical errors; medication related errors (wrong prescription, wrong dose, dispensing error in pharmacy, wrong administration route); medical device or equipment related errors.

Please note that the basis is too low for this question for this country (n=114) and therefore results are only indicative.
5. INFORMATION ON PATIENT SAFETY

QC14a. Have you or a member of your family been hospitalised or admitted to a long-term care facility (such as nursing home or home for the elderly) in the last 12 months?

- Yes, hospitalised: 17%
- Yes, admitted to a long-term care facility: 4%
- No: 79%
- Don’t know: 1%

(MULTIPLE ANSWERS POSSIBLE)

QC14b. Did you or a member of your family receive any information on the risk of healthcare-associated infection?

- EU: 39%
- BG: 18%
- Inner pie: 15%
- Don’t know: 11%

Base: respondents who have been hospitalised or admitted to a long-term care facility

Please note that the basis is too low for this question for this country (n=122) and therefore results are only indicative.

6. WRITTEN CONSENT FOR SURGICAL PROCEDURES

QC13a. Did you or a member of your family undergo any surgical procedure within the last three years? This can be any type of surgical procedure, ranging from minor surgery, perhaps as a day patient in a hospital, to a major surgical procedure.

- EU: 81%
- BG: 81%
- Outer pie: 18%

QC13b. Were you or your family member asked for written consent beforehand?

- EU: 81%
- BG: 81%
- Inner pie: 18%

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>38%</td>
<td>+1</td>
<td>18%</td>
<td>=</td>
</tr>
<tr>
<td>No</td>
<td>61%</td>
<td>-1</td>
<td>61%</td>
<td>=</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1%</td>
<td></td>
<td>1%</td>
<td></td>
</tr>
</tbody>
</table>

Base: respondents who underwent any surgical procedure within the last three years
7. SEEKING HELP IF HARMED WHEN RECEIVING HEALTHCARE

QC18. From which of the following can you seek help in relation to redress if you or a member of your family is harmed whilst receiving healthcare in (OUR COUNTRY)?

- A lawyer: 40% EU28, 29% BG
- Hospital Management: 35% EU28, 22% BG
- Ministry of health: 34% EU28, 10% BG
- Patient or consumer organisations or other NGOs: 22% EU28, 10% BG
- National agency on patient safety: 18% EU28, 7% BG
- The regional or local authorities: 15% EU28, 7% BG
- A doctor, a nurse or a pharmacist: 6% EU28, 6% BG
- Close relative or acquaintance who works in the healthcare system: 5% EU28, 5% BG
- Other (SPONTANEOUS): 5% EU28, 5% BG
- None (SPONTANEOUS): 5% EU28, 5% BG
- Don’t know: 13% EU28, 13% BG

QC19. And where can you seek help in relation to redress if you or a member of your family is harmed whilst receiving healthcare in another EU Member State?

- (OUR COUNTRY)'s embassy or consulate in the country of care: 35% EU28, 30% BG
- A lawyer in (OUR COUNTRY): 35% EU28, 21% BG
- Hospital Management in the country of care: 30% EU28, 19% BG
- Ministry of Health in (OUR COUNTRY): 28% EU28, 18% BG
- A lawyer in the country of care: 29% EU28, 19% BG
- National agency for patient safety in (OUR COUNTRY): 18% EU28, 13% BG
- A doctor, a nurse or a pharmacist in the country of care: 13% EU28, 13% BG
- Other (SPONTANEOUS): 0% EU28, 0% BG
- None (SPONTANEOUS): 1% EU28, 1% BG
- Don’t know: 12% EU28, 12% BG

(MULTIPLE ANSWERS POSSIBLE)