1. OVERALL QUALITY OF HEALTHCARE

QC2. How would you evaluate the overall quality of healthcare in (OUR COUNTRY)?

<table>
<thead>
<tr>
<th>EU28</th>
<th>EE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total 'Good'</td>
<td>71%</td>
</tr>
<tr>
<td>Total 'Bad'</td>
<td>27%</td>
</tr>
<tr>
<td>Don't know</td>
<td>2%</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>EU28</th>
<th>EE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better</td>
<td>34%</td>
</tr>
<tr>
<td>The same</td>
<td>19%</td>
</tr>
<tr>
<td>Worse</td>
<td>26%</td>
</tr>
<tr>
<td>Don't know</td>
<td>11%</td>
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</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
- Treatment that works
- Modern medical equipment
- Respect of a patient's dignity
- Proximity of hospital and doctor
- Cleanliness at the healthcare facility
- No waiting lists to get seen and treated
- Healthcare that keeps you safe from harm
- Free choice of doctor
- Free choice of hospital
- A welcoming and friendly environment
- Other (SPONTANEOUS)

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
- Friends or family
- Social media/Internet forums
- Television
- Staff at hospitals
- Patient organisations or other NGOs
- Official statistics
- Pharmacist or nurse
- Newspapers and magazines
- Radio
- Other (SPONTANEOUS)
- None (SPONTANEOUS)

EUROBAROMETER 80.2 RESULTS FOR ESTONIA
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% 'Total Likely', 41% 'Total Not Likely', 53% 'Don't know'
- EE: 8% 'Total Likely', 42% 'Total Not Likely', 50% 'Don't know'

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>EB80.2</td>
<td>EB80.2</td>
<td>Total 'Likely'</td>
<td>53%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total 'Not Likely'</td>
<td>41%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Don't know</td>
<td>6%</td>
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<td></td>
<td></td>
<td>2013</td>
<td>+3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2009</td>
<td>-5</td>
</tr>
</tbody>
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<tbody>
<tr>
<td>EB80.2</td>
<td>EB80.2</td>
<td>Total 'Likely'</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total 'Not Likely'</td>
<td>42%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Don't know</td>
<td>8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2013</td>
<td>+4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2009</td>
<td>-7</td>
</tr>
</tbody>
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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'
- EE: 30% 'Yes', 68% 'No', 2% 'Don't know'

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<tbody>
<tr>
<td>EB80.2</td>
<td>EB80.2</td>
<td>Yes</td>
<td>27%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No</td>
<td>72%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Don't know</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2013</td>
<td>+1</td>
</tr>
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<td></td>
<td></td>
<td>2009</td>
<td>=</td>
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</table>

Base: respondents who have experienced an adverse event.
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% (EU28), 29% (EE)
- Yes, admitted to a long-term care facility: 4% (EU28), 3% (EE)
- No: 79% (EU28), 69% (EE)
- Don't know: 1% (EU28), 0% (EE)

(MULTIPLE ANSWERS POSSIBLE)

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

- Yes: EU28 11%, EE 14%
- No: EU28 50%, EE 60%
- Don't know: EU28 26%, EE 39%

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.

- Yes: EU28 55%, EE 45%
- No: EU28 61%, EE 55%
- Don't know: EU28 4%, EE 0%

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

- Always: EU28 38%, EE 45%
- Sometimes: EU28 15%, EE 10%
- Never: EU28 5%, EE 5%
- Don't know: EU28 11%, EE 5%

EU28 Outer pie EE Inner pie

EUROBAROMETER 80.2 RESULTS FOR ESTONIA
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: EU28 48%, EE 36%
- Hospital Management: EU28 39%, EE 25%
- Ministry of health: EU28 33%, EE 25%
- Patient or consumer organisations or other NGOs: EU28 42%, EE 29%
- National agency on patient safety: EU28 24%, EE 25%
- The regional or local authorities: EU28 10%, EE 10%
- A doctor, a nurse or a pharmacist: EU28 15%, EE 14%
- Close relative or acquaintance who works in the healthcare system: EU28 6%, EE 5%
- Other (SPONTANEOUS): EU28 1%, EE 0%
- None (SPONTANEOUS): EU28 1%, EE 4%
- Don’t know: EU28 5%, EE 4%

(MULTIPLE ANSWERS POSSIBLE)

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: EU28 36%, EE 41%
- A lawyer in (OUR COUNTRY): EU28 24%, EE 35%
- Hospital Management in the country of care: EU28 21%, EE 29%
- Ministry of Health in (OUR COUNTRY): EU28 26%, EE 30%
- A lawyer in the country of care: EU28 17%, EE 22%
- National agency for patient safety in (OUR COUNTRY): EU28 18%, EE 20%
- A doctor, a nurse or a pharmacist in the country of care: EU28 12%, EE 12%
- Other (SPONTANEOUS): EU28 1%, EE 1%
- None (SPONTANEOUS): EU28 1%, EE 3%
- Don’t know: EU28 12%, EE 16%

(MULTIPLE ANSWERS POSSIBLE)