### 1. OVERALL QUALITY OF HEALTHCARE

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

- **EU28**
  - Total 'Good': 71%
  - Total 'Bad': 27%
  - Don't know: 2%

- **LU**
  - Total 'Good': 90%
  - Total 'Bad': 5%
  - Don't know: 1%

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

- **EU28**
  - Better: 14%
  - The same: 25%
  - Worse: 35%
  - Don't know: 27%

- **LU**
  - Better: 41%
  - The same: 14%
  - Worse: 27%
  - Don't know: 13%

### 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)

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**EUROBAROMETER 80.2**

**RESULTS FOR LUXEMBOURG**
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
 - Total 'Likely': 53% (+3)
 - Total 'Not likely': 41% (-5)
 - Don't know: 6% (+2)

 LU
 - Total 'Likely': 54% (+1)
 - Total 'Not likely': 42% (-1)
 - Don't know: 4% (+4)

 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
 - Total 'Likely': 42% (-7)
 - Total 'Not likely': 50% (+4)
 - Don't know: 8% (+3)

 LU
 - Total 'Likely': 47% (-1)
 - Total 'Not likely': 49% (+4)
 - Don't know: 4% (-3)

4. EXPERIENCE OF ADVERSE EVENTS

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

 EU28
 - Yes: 27% (+1)
 - No: 72% (=)
 - Don't know: 1% (-1)

 LU
 - Yes: 35% (+6)
 - No: 65% (-5)
 - Don't know: 0% (-1)

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

 EU28
 - Yes: 46% (+18)
 - No: 51% (-19)
 - Don't know: 3% (+1)

 LU
 - Yes: 61% (+32)
 - No: 37% (-33)
 - Don't know: 2% (+1)

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

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 a nursing home or home for the elderly) in the last 12 months?

- Yes, hospitalised: 17% (EU28), 21% (LU)
- Yes, admitted to a long-term care facility: 4% (EU28), 5% (LU)
- No: 79% (EU28), 75% (LU)
- Don’t know: 1% (EU28), 0% (LU)

(MULTIPLE ANSWERS POSSIBLE)

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

- Yes: 11% (EU28), 13% (LU)
- No: 34% (EU28), 39% (LU)
- Don't know: 50% (EU28)

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=130) 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.

- Yes: 45% (EU28), 55% (LU)
- No: 55% (EU28), 45% (LU)

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

- Yes: 11% (EU28), 14% (LU)
- Yes, sometimes: 15% (EU28), 6% (LU)
- No: 45% (EU28), 23% (LU)
- Don’t know: 6% (EU28), 8% (LU)

Base: respondents who underwent any surgical procedure within the last three years

EUROBAROMETER 80.2
RESULTS FOR LUXEMBOURG
### Patient Safety and Quality of Care

**EU28**
- Number of interviews: 27,919
- Fieldwork: 23/11-02/12/2013

**LU**
- Number of interviews: 510
- Fieldwork: 23/11-02/12/2013

**Methodology:** face-to-face

### 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)?

<table>
<thead>
<tr>
<th>Option</th>
<th>EU28</th>
<th>LU</th>
</tr>
</thead>
<tbody>
<tr>
<td>A lawyer</td>
<td>48%</td>
<td>49%</td>
</tr>
<tr>
<td>Hospital Management</td>
<td>39%</td>
<td>42%</td>
</tr>
<tr>
<td>Ministry of health</td>
<td>33%</td>
<td>35%</td>
</tr>
<tr>
<td>Patient or consumer organisations or other NGOs</td>
<td>29%</td>
<td>25%</td>
</tr>
<tr>
<td>National agency on patient safety</td>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>The regional or local authorities</td>
<td>16%</td>
<td>26%</td>
</tr>
<tr>
<td>A doctor, a nurse or a pharmacist</td>
<td>15%</td>
<td>19%</td>
</tr>
<tr>
<td>Close relative or acquaintance who works in the healthcare system</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>Other (SPONTANEOUS)</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>None (SPONTANEOUS)</td>
<td>6%</td>
<td>9%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>5%</td>
<td>6%</td>
</tr>
</tbody>
</table>

(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?

<table>
<thead>
<tr>
<th>Option</th>
<th>EU28</th>
<th>LU</th>
</tr>
</thead>
<tbody>
<tr>
<td>(OUR COUNTRY)’s embassy or consulate in the country of care</td>
<td>36%</td>
<td>26%</td>
</tr>
<tr>
<td>A lawyer in (OUR COUNTRY)</td>
<td>35%</td>
<td>33%</td>
</tr>
<tr>
<td>Hospital Management in the country of care</td>
<td>34%</td>
<td>29%</td>
</tr>
<tr>
<td>Ministry of Health in (OUR COUNTRY)</td>
<td>26%</td>
<td>26%</td>
</tr>
<tr>
<td>A lawyer in the country of care</td>
<td>25%</td>
<td>25%</td>
</tr>
<tr>
<td>National agency for patient safety in (OUR COUNTRY)</td>
<td>23%</td>
<td>18%</td>
</tr>
<tr>
<td>A doctor, a nurse or a pharmacist in the country of care</td>
<td>17%</td>
<td>12%</td>
</tr>
<tr>
<td>Other (SPONTANEOUS)</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>None (SPONTANEOUS)</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>8%</td>
<td>12%</td>
</tr>
</tbody>
</table>

(MULTIPLE ANSWERS POSSIBLE)