1. OVERALL QUALITY OF HEALTHCARE

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

EU28 Outer pie NL Inner pie

<table>
<thead>
<tr>
<th>EU28</th>
<th>NL</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...

EU28 Outer pie NL Inner pie

<table>
<thead>
<tr>
<th>EU28</th>
<th>NL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better</td>
<td>34%</td>
</tr>
<tr>
<td>The same</td>
<td>27%</td>
</tr>
<tr>
<td>Worse</td>
<td>25%</td>
</tr>
<tr>
<td>Don't know</td>
<td>14%</td>
</tr>
</tbody>
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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)
- Don't know (MAX. 3 ANSWERS)

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)
- Don't know (MAX. 3 ANSWERS)
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, 47% Not likely, 41% Don't know
NL: 8% Likely, 48% Not likely, 42% Don't know

<table>
<thead>
<tr>
<th>Methodology: face-to-face</th>
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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: 6% Likely, 47% Not likely, 41% Don't know
NL: 8% Likely, 48% Not likely, 42% Don't know

<table>
<thead>
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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% Likely, 45% Not likely, 53% Don't know
NL: 8% Likely, 48% Not likely, 51% Don't know

| 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. |

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

EU28: 46% Reported, 4% Not reported, 51% Don't know
NL: 46% Reported, 4% Not reported, 51% Don't know

| 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%
- 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?**

- Yes: 11%
- No: 21%
- Don’t know: 39%
- EU: 56%
- NL: 50%

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

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: 32%
- No: 61%
- Don’t know: 68%

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

- Always: 38%
- Sometimes: 6%
- Never: 19%
- Don’t know: 11%

EU28: 68% + 1 68% - 6 31% 3% 1%
NL: 38% + 6 9% - 1 31% - 13 26% + 8

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: EU28 45%, NL 64%
- Hospital Management: EU28 39%, NL 30%
- Ministry of health: EU28 33%, NL 20%
- Patient or consumer organisations or other NGOs: EU28 29%, NL 47%
- National agency on patient safety: EU28 24%, NL 22%
- The regional or local authorities: EU28 16%, NL 13%
- A doctor, a nurse or a pharmacist: EU28 15%, NL 18%
- Close relative or acquaintance who works in the healthcare system: EU28 7%, NL 6%
- Other (SPONTANEOUS): EU28 3%, NL 11%
- None (SPONTANEOUS): EU28 0%, NL 1%
- Don’t know: EU28 3%, NL 0%

(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%, NL 42%
- A lawyer in (OUR COUNTRY): EU28 35%, NL 45%
- Hospital Management in the country of care: EU28 29%, NL 22%
- Ministry of Health in (OUR COUNTRY): EU28 21%, NL 26%
- A lawyer in the country of care: EU28 22%, NL 33%
- National agency for patient safety in (OUR COUNTRY): EU28 10%, NL 17%
- A doctor, a nurse or a pharmacist in the country of care: EU28 12%, NL 11%
- Other (SPONTANEOUS): EU28 3%, NL 1%
- None (SPONTANEOUS): EU28 1%, NL 1%
- Don’t know: EU28 6%, NL 12%

(MULTIPLE ANSWERS POSSIBLE)