1. OVERALL QUALITY OF HEALTHCARE

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

- Total 'Good':
  - EU28: 71% in 2013 and 72% in 2009
  - PT: 55% in 2013 and 63% in 2009
- Total 'Bad':
  - EU28: 27% in 2013 and 26% in 2009
  - PT: 44% in 2013 and 31% in 2009
- Don't know:
  - EU28: 2% in 2013 and 1% in 2009
  - PT: 1% in 2013 and 1% in 2009

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

- Better:
  - EU28: 34% in 2013 and 36% in 2009
  - PT: 9% in 2013 and 9% in 2009
- The same:
  - EU28: 27% in 2013 and 27% in 2009
  - PT: 30% in 2013 and 30% in 2009
- Worse:
  - EU28: 25% in 2013 and 27% in 2009
  - PT: 45% in 2013 and 48% in 2009
- Don't know:
  - EU28: 14% in 2013 and 16% in 2009
  - PT: 21% in 2013 and 22% in 2009

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: 53% in 2013 and 50% in 2009
- Treatment that works: 32% in 2013 and 34% in 2009
- Modern medical equipment: 27% in 2013 and 22% in 2009
- Respect of a patient's dignity: 24% in 2013 and 30% in 2009
- Proximity of hospital and doctor: 22% in 2013 and 26% in 2009
- Cleanliness at the healthcare facility: 25% in 2013 and 26% in 2009
- No waiting lists to get seen and treated: 27% in 2013 and 27% in 2009
- Healthcare that keeps you safe from harm: 19% in 2013 and 15% in 2009
- Free choice of doctor: 15% in 2013 and 15% in 2009
- Free choice of hospital: 15% in 2013 and 13% in 2009
- A welcoming and friendly environment: 8% in 2013 and 6% in 2009
- Other (SPONTANEOUS): 1% in 2013 and 1% in 2009
- Don't know: 1% in 2013 and 1% in 2009

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: 62% in 2013 and 64% in 2009
- Friends or family: 43% in 2013 and 43% in 2009
- Social media/Internet forums: 11% in 2013 and 11% in 2009
- Television: 9% in 2013 and 11% in 2009
- Staff at hospitals: 22% in 2013 and 18% in 2009
- Patient organisations or other NGOs: 17% in 2013 and 12% in 2009
- Official statistics: 14% in 2013 and 16% in 2009
- Pharmacist or nurse: 14% in 2013 and 14% in 2009
- Newspapers and magazines: 10% in 2013 and 10% in 2009
- Radio: 3% in 2013 and 3% in 2009
- Other (SPONTANEOUS): 2% in 2013 and 2% in 2009
- None (SPONTANEOUS): 1% in 2013 and 1% in 2009
- Don't know: 2% in 2013 and 1% in 2009

EUROBAROMETER 80.2
RESULTS FOR PORTUGAL
3. PERCEIVED LIKELIHOOD OF BEING HARMED BY HEALTHCARE SERVICES

**Eurobarometer 80.2**

**RESULTS FOR PORTUGAL**

**3.1 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.

- **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.

**4. EXPERIENCE OF ADVERSE EVENTS**

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

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

**Methodology:** face-to-face

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** 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.**
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), 15% (PT)
- Yes, admitted to a long-term care facility: 4% (EU28), 3% (PT)
- No: 79% (EU28), 82% (PT)
- Don't know: 1% (EU28), 0% (PT)

(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), 12% (PT)
- No: 56% (EU28), 50% (PT)
- Don't know: 32% (EU28), 39% (PT)

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: 61% (EU28), 72% (PT)
- No: 28% (EU28), 22% (PT)
- Don't know: 1% (EU28), 0% (PT)

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

- Yes: 38% (EU28), 63% (PT)
- No: 61% (EU28), 37% (PT)
- Don't know: 1% (EU28), 0% (PT)

European Commission
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%, PT 36%
- Hospital Management: EU28 36%, PT 33%
- Ministry of health: EU28 28%, PT 15%
- Patient or consumer organisations or other NGOs: EU28 29%, PT 11%
- National agency on patient safety: EU28 24%, PT 5%
- The regional or local authorities: EU28 16%, PT 12%
- A doctor, a nurse or a pharmacist: EU28 11%, PT 15%
- Close relative or acquaintance who works in the healthcare system: EU28 5%, PT 6%
- Other (SPONTANEOUS): EU28 1%, PT 1%
- None (SPONTANEOUS): EU28 1%, PT 1%
- Don’t know: EU28 5%, PT 6%

(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 30%, PT 6
- A lawyer in (OUR COUNTRY): EU28 35%, PT 21%
- Hospital Management in the country of care: EU28 34%, PT 25%
- Ministry of Health in (OUR COUNTRY): EU28 29%, PT 28%
- A lawyer in the country of care: EU28 22%, PT 16%
- National agency for patient safety in (OUR COUNTRY): EU28 8%, PT 12%
- A doctor, a nurse or a pharmacist in the country of care: EU28 12%, PT 12%
- Other (SPONTANEOUS): EU28 1%, PT 0%
- None (SPONTANEOUS): EU28 1%, PT 0%
- Don’t know: EU28 19%, PT 12%

(MULTIPLE ANSWERS POSSIBLE)