

## Patient Safety and Quality of Care

EU28 

Number of interviews:  
27.919

Fieldwork:  
23/11-02/12/2013

EL 

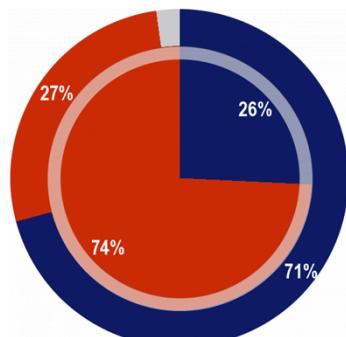
Number of interviews:  
1.007

Fieldwork:  
23/11-01/12/2013

Methodology: face-to-face

## 1. OVERALL QUALITY OF HEALTHCARE

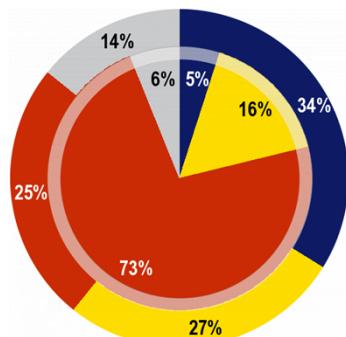
QC2. How would you evaluate the overall quality of healthcare in (OUR COUNTRY)?



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



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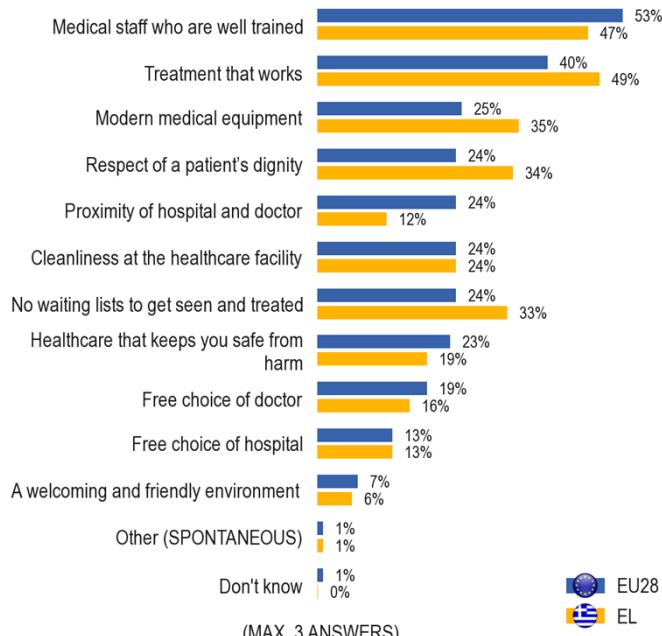
EL 

	EU28		EL	
	EB80.2 2013- 2009	2013- 2009	EB80.2 2013- 2009	2013- 2009
● Total 'Good'	71%	+ 1	26%	+ 1
● Total 'Bad'	27%	- 1	74%	- 1
● Don't know	2%	=	0%	=

	EU28		EL	
	EB80.2 2013- 2009	2013- 2009	EB80.2 2013- 2009	2013- 2009
● Better	34%	+ 1	5%	+ 2
● The same	27%	- 3	16%	- 1
● Worse	25%	- 1	73%	- 4
● Don't know	14%	+ 3	6%	+ 3

## 2. INFORMATION ON QUALITY OF HEALTHCARE

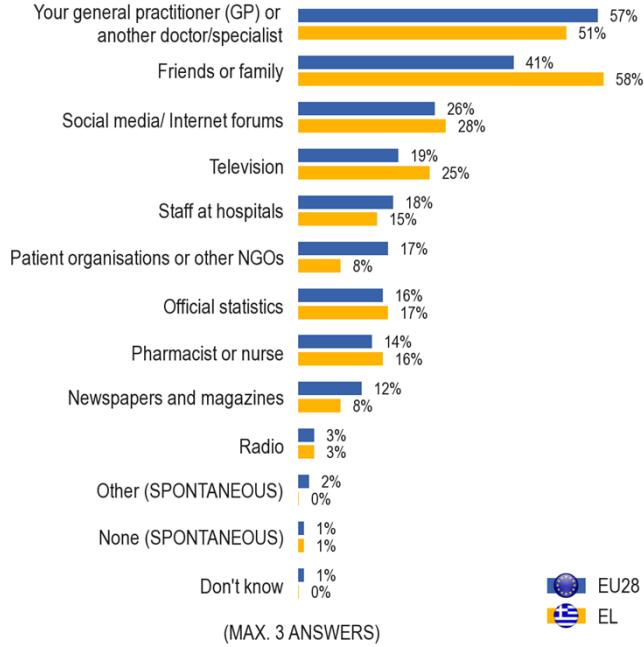
QC1. Of the following criteria, which are the three most important criteria when you think of high quality healthcare in (OUR COUNTRY)?



(MAX. 3 ANSWERS)

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



(MAX. 3 ANSWERS)

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## EUROBAROMETER 80.2 RESULTS FOR GREECE



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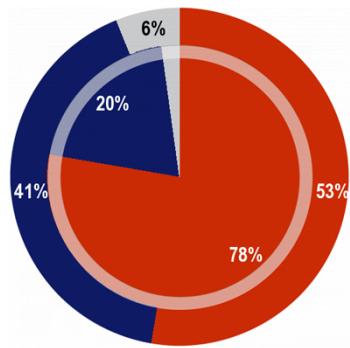
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**3. PERCEIVED LIKELIHOOD OF BEING HARMED BY HEALTHCARE SERVICES**

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.

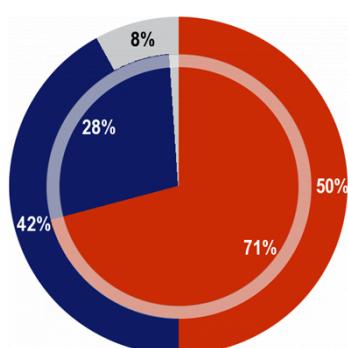


EU28 Outer pie

EL Inner pie

EU28		EL	
EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
53%	+ 3	78%	- 5
41%	- 5	20%	+ 3
6%	+ 2	2%	+ 2

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.



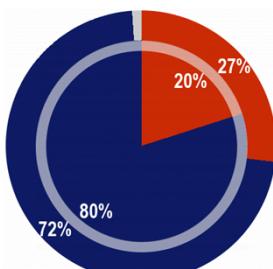
EU28 Outer pie

EL Inner pie

EU28		EL	
EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
50%	+ 4	71%	- 7
42%	- 7	28%	+ 6
8%	+ 3	1%	+ 1

**4. EXPERIENCE OF ADVERSE EVENTS**

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



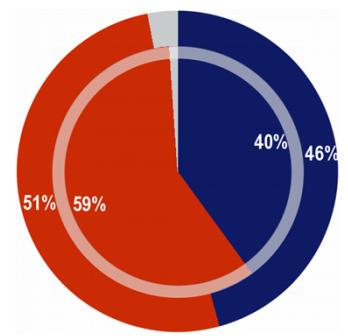
EU28 Outer pie

EL Inner pie

EU28		EL	
EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
27%	+ 1	20%	+ 4
72%	=	80%	- 4
1%	- 1	0%	=

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 Outer pie

EL Inner pie

EU28		EL	
EB80.2 2013	2013-2009	EB80.2 2013	2013-2009
46%	+ 18	40%	- 2
51%	- 19	59%	+ 2
3%	+ 1	1%	=

Base: respondents who have experienced an adverse event

**EUROBAROMETER 80.2  
RESULTS FOR GREECE**


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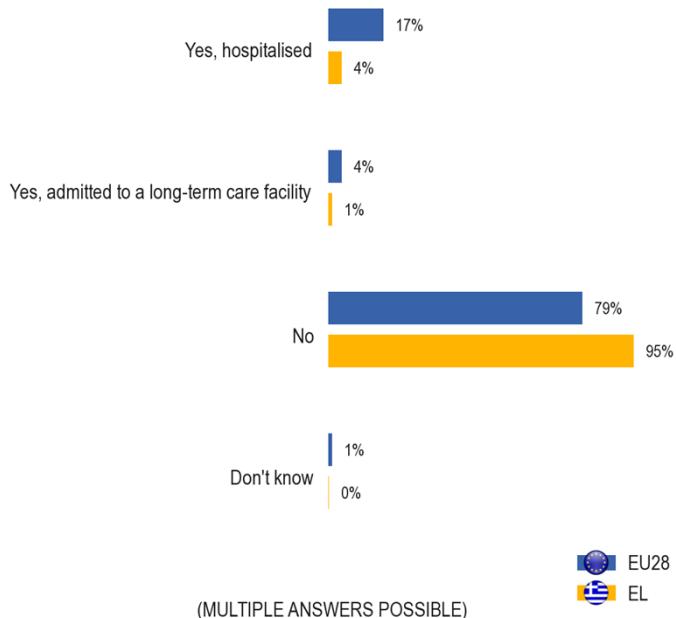
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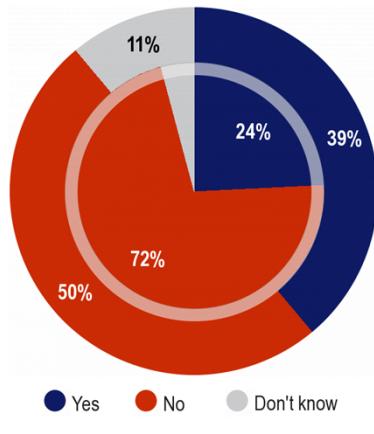
Methodology: face-to-face

**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?



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



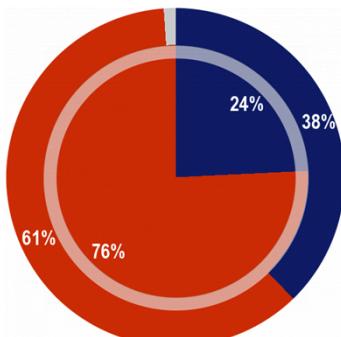
EU Outer pie    EL Inner pie

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=49) and therefore results are only indicative.

**6. WRITTEN CONSENT FOR SURGICAL PROCEDURES**

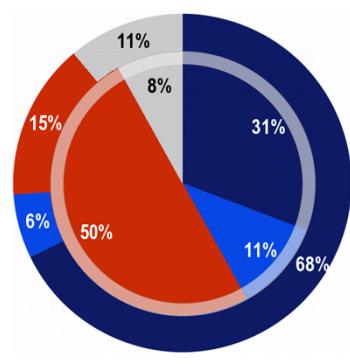
QC13a. Did you or a member of your family undergo any surgical procedure within the last three years? This can be any type of surgical procedure, ranging from minor surgery, perhaps as a day patient in a hospital, to a major surgical procedure.



EU28 Outer pie    EL Inner pie

	EU28		EL	
	EB80.2 2013- 2013	2013- 2009	EB80.2 2013- 2013	2013- 2009
● Yes	38%	+ 1	24%	+ 1
● No	61%	- 1	76%	- 1
● Don't know	1%	=	0%	=

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



EU28 Outer pie    EL Inner pie

	EU28		EL	
	EB80.2 2013- 2013	2013- 2009	EB80.2 2013- 2013	2013- 2009
● Always	68%	+ 1	31%	+ 2
● Sometimes	15%	- 2	50%	- 4
● Never	11%	+ 2	8%	+ 4
● Don't know	6%	- 1	11%	- 2

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

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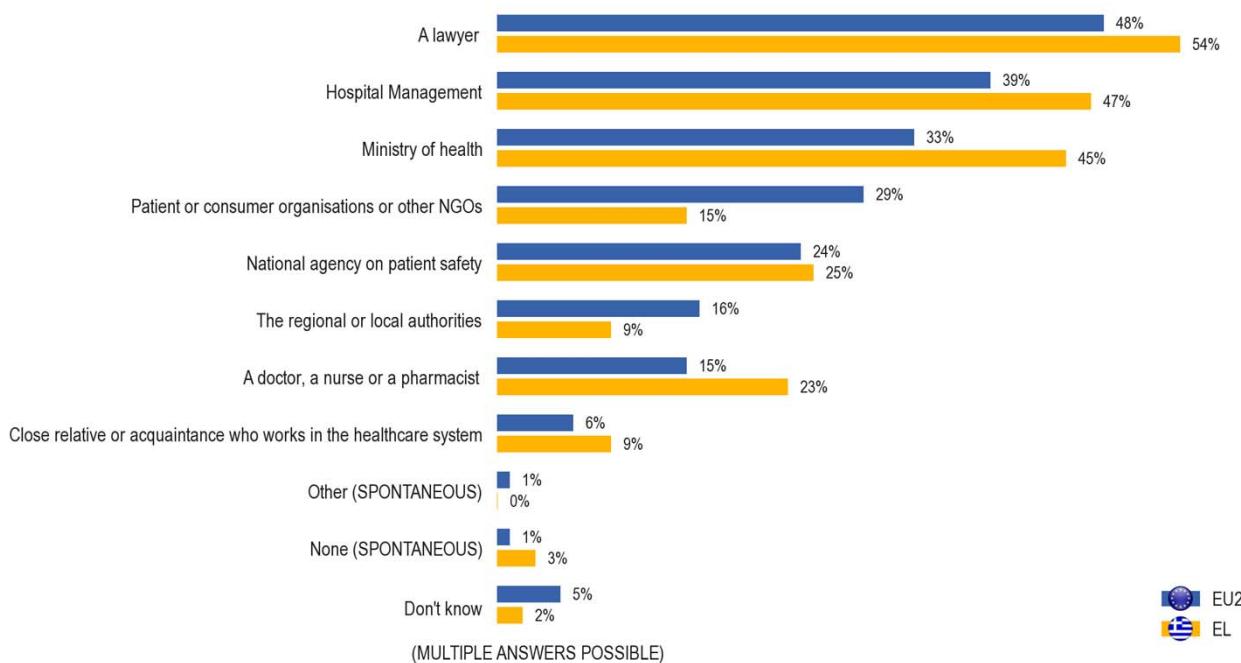
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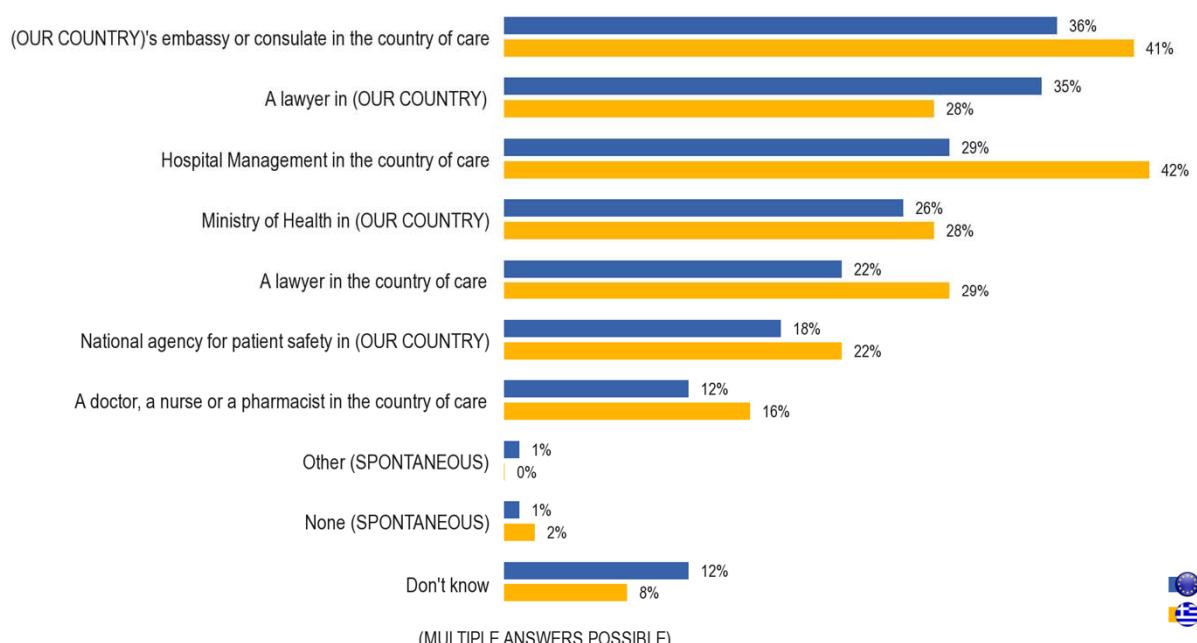
Methodology: face-to-face

**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)?


  
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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?


  
**EU28**  
  
**EL**
