

Patient Safety and Quality of Care

EU28 

Number of interviews:
27.919

Fieldwork:
23/11-02/12/2013

EL 

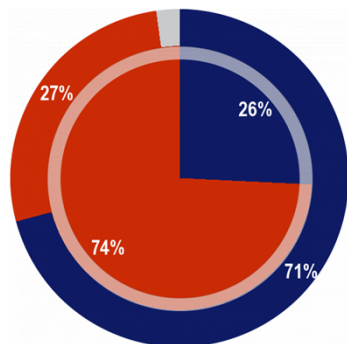
Number of interviews:
1.007

Fieldwork:
23/11-01/12/2013

Methodology: face-to-face

1. OVERALL QUALITY OF HEALTHCARE

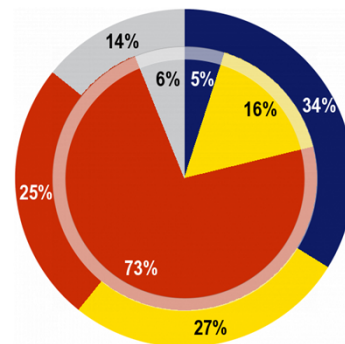
QC2. How would you evaluate the overall quality of healthcare in (OUR COUNTRY)?



EU28  Outer pie EL  Inner pie

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

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

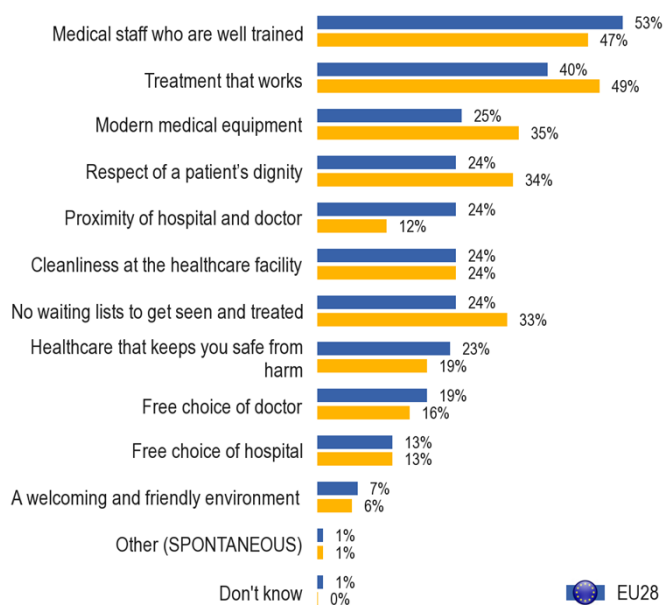


EU28  Outer pie EL  Inner pie

	EU28		EL	
	EB80.2 2013	2013- 2009	EB80.2 2013	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

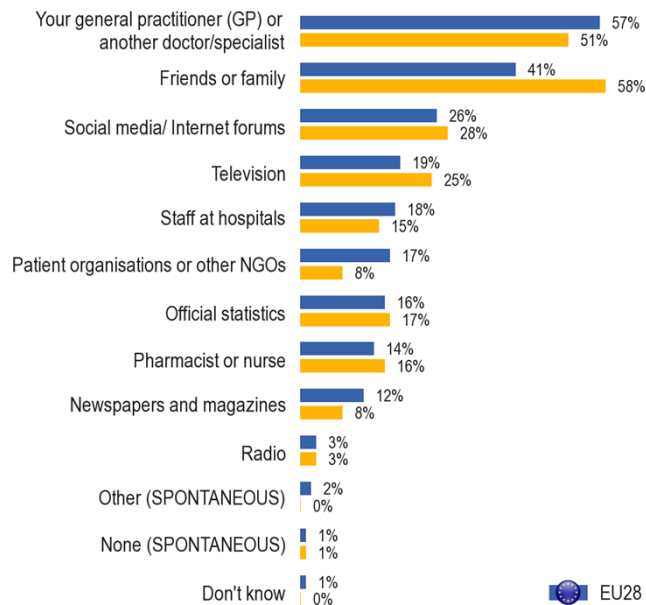
2. INFORMATION ON QUALITY OF HEALTHCARE

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)

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



(MAX. 3 ANSWERS)

EUROBAROMETER 80.2
RESULTS FOR GREECE



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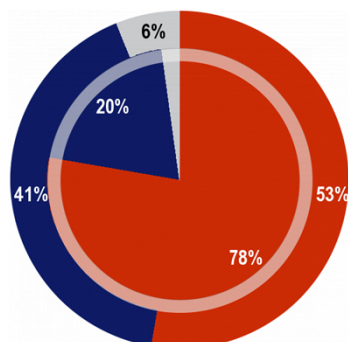
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3. PERCEIVED LIKELIHOOD OF BEING HARMED BY HEALTHCARE SERVICES

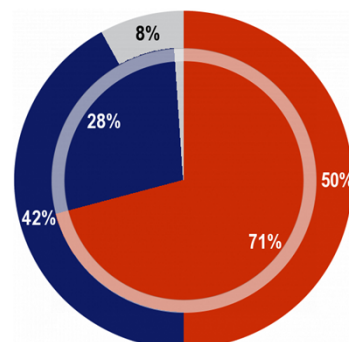
QC6a. How likely do you think it is that patients could be harmed by hospital care in (OUR COUNTRY)? By hospital care we mean being treated in a hospital as an outpatient or inpatient.



EU28  Outer pie EL  Inner pie

	EU28		EL	
	EB80.2 2013	2013- 2009	EB80.2 2013	2013- 2009
Total 'Likely'	53%	+ 3	78%	- 5
Total 'Not likely'	41%	- 5	20%	+ 3
Don't know	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.

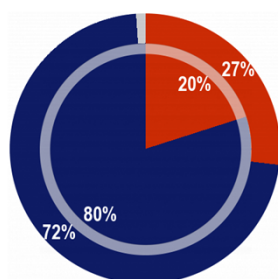


EU28  Outer pie EL  Inner pie

	EU28		EL	
	EB80.2 2013	2013- 2009	EB80.2 2013	2013- 2009
Total 'Likely'	50%	+ 4	71%	- 7
Total 'Not likely'	42%	- 7	28%	+ 6
Don't know	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?

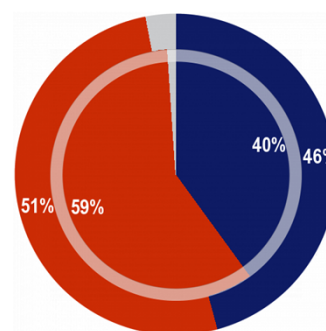


EU28  Outer pie EL  Inner pie

	EU28		EL	
	EB80.2 2013	2013- 2009	EB80.2 2013	2013- 2009
Yes	27%	+ 1	20%	+ 4
No	72%	=	80%	- 4
Don't know	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
Yes	46%	+ 18	40%	- 2
No	51%	- 19	59%	+ 2
Don't know	3%	+ 1	1%	=

Base: respondents who have experienced an adverse event

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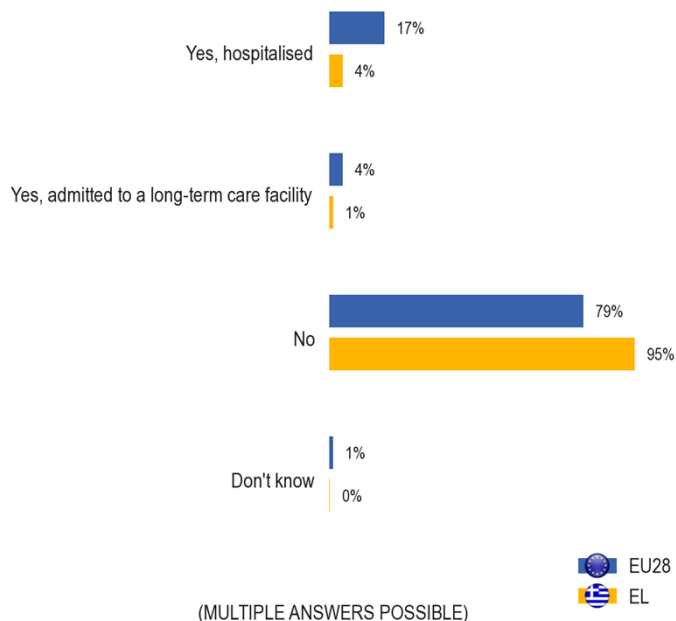
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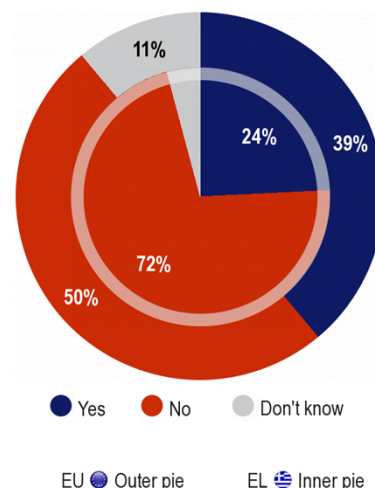
Methodology: face-to-face

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?

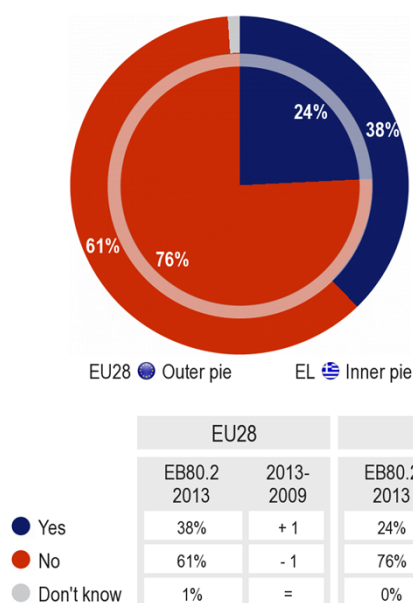


Base: respondents who have been hospitalised or admitted to a long-term care facility

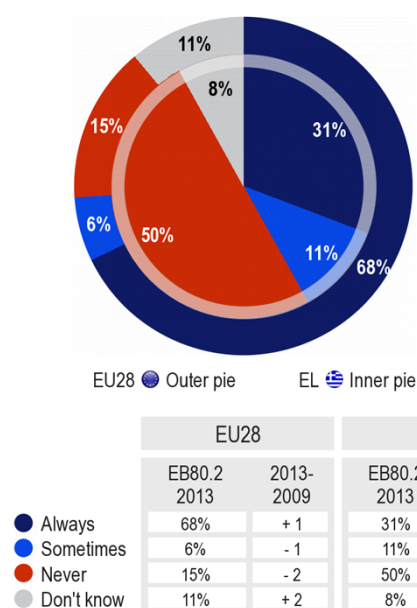
Please note that the basis is too low for this question for this country (n=49) and therefore results are only indicative.

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.



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



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

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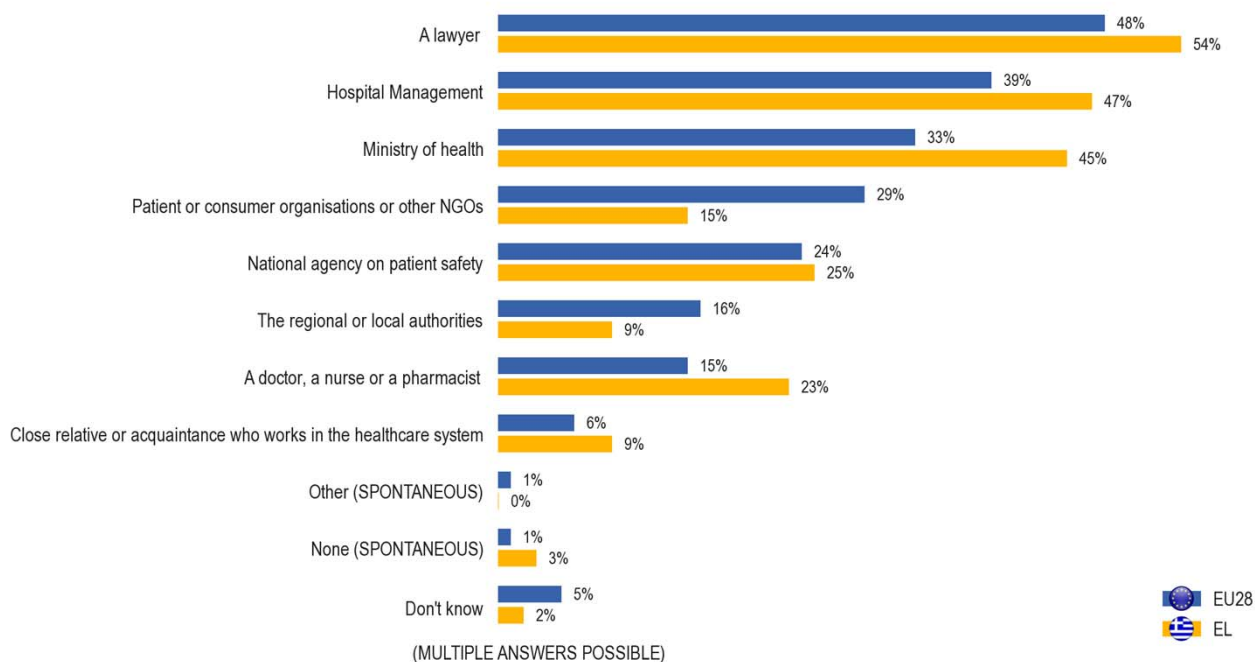
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7. SEEKING HELP IF HARMED WHEN RECEIVING HEALTHCARE

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)?



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?

