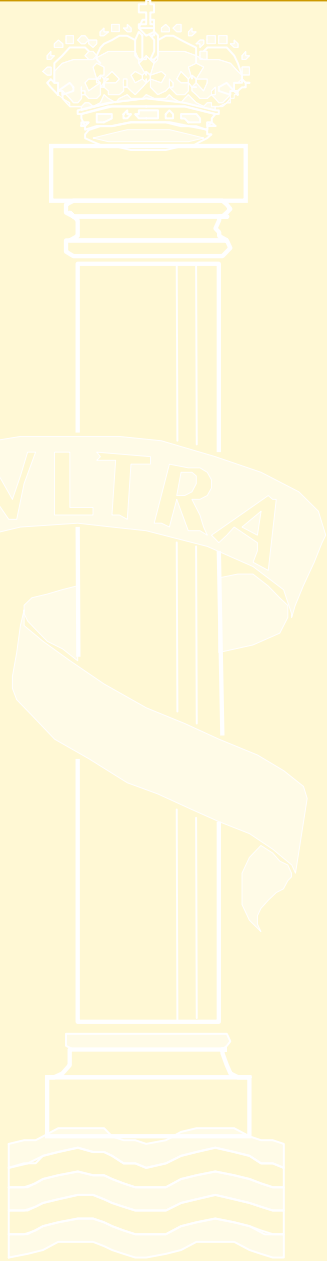




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# HEALTH BAROMETER 2010



**CIS**  
Centro de  
Investigaciones  
Sociológicas

## TECHNICAL INFORMATION

- **Universe:** resident population of both genders, ages 18 years old and older.
- **Sample size:** 7,800 interviews, broken down into three sub-samples with 2,600 interviews in each of them.
- **Period of reference:** covers the time period from March to November 2010.
- **Sampling error:** the sample as a whole is representative at the national level, with a sampling error of  $\pm 1.1\%$  for a confidence level of 95.5% and  $P=Q$  in the case of simple random sampling.

## PURPOSE



# Ongoing improvement of the National Health System (SNS)

To know the people's opinion in order to take their expectations into consideration, as an essential factor in establishing health care policy priorities



## OBJECTIVES

- To know how the people perceive and assess the running of the Public Health Care Services.
- To know the people's opinion about certain health care policy measures.
- To know the real penetration of information strategies implemented by health care authorities.
- To collect information on the people's level of knowledge and attitudes about health problems and specific actions by the National Health System (SNS).

# HEALTH BAROMETER 2010

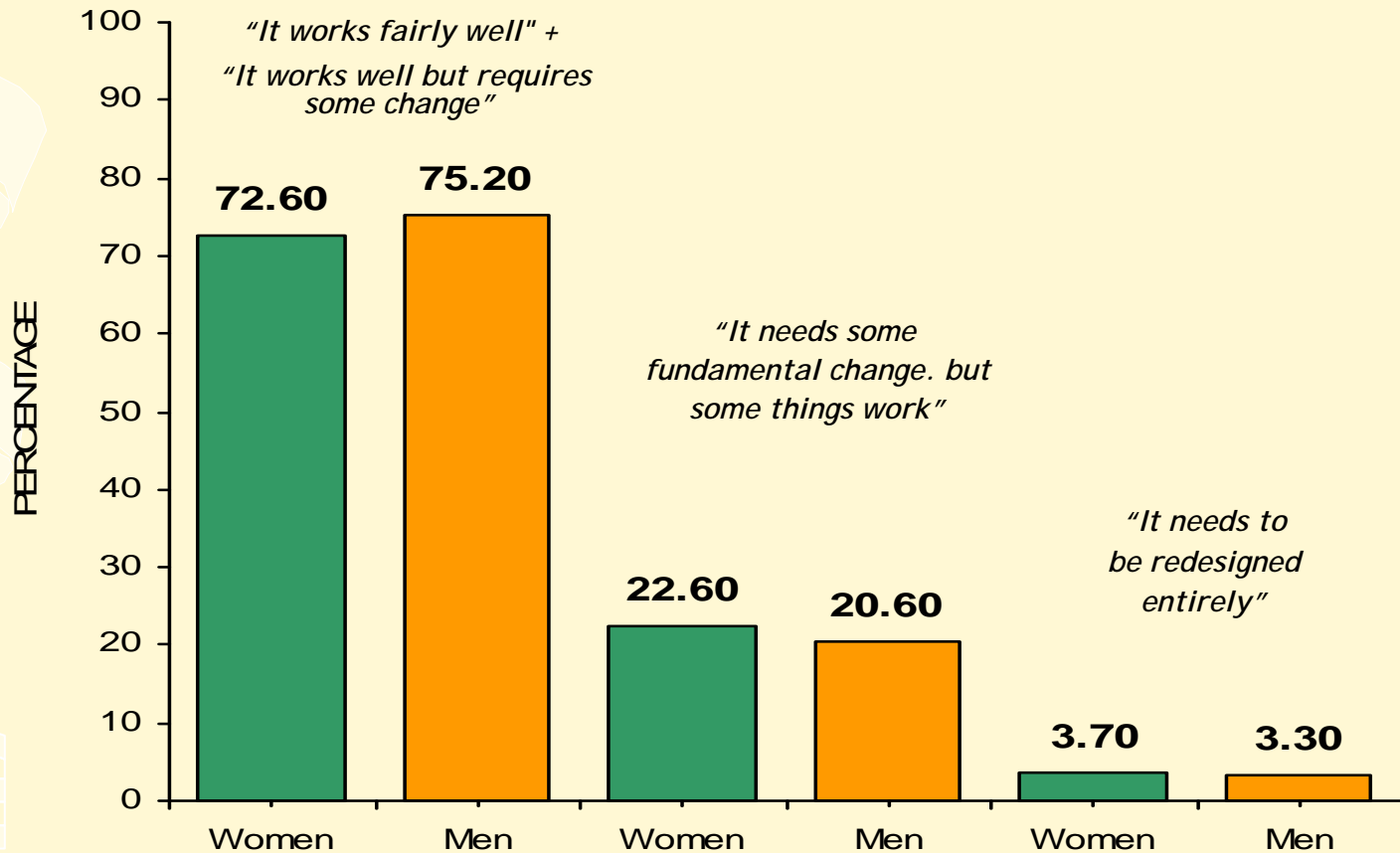


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## Assessment of the health care system Breakdown by gender

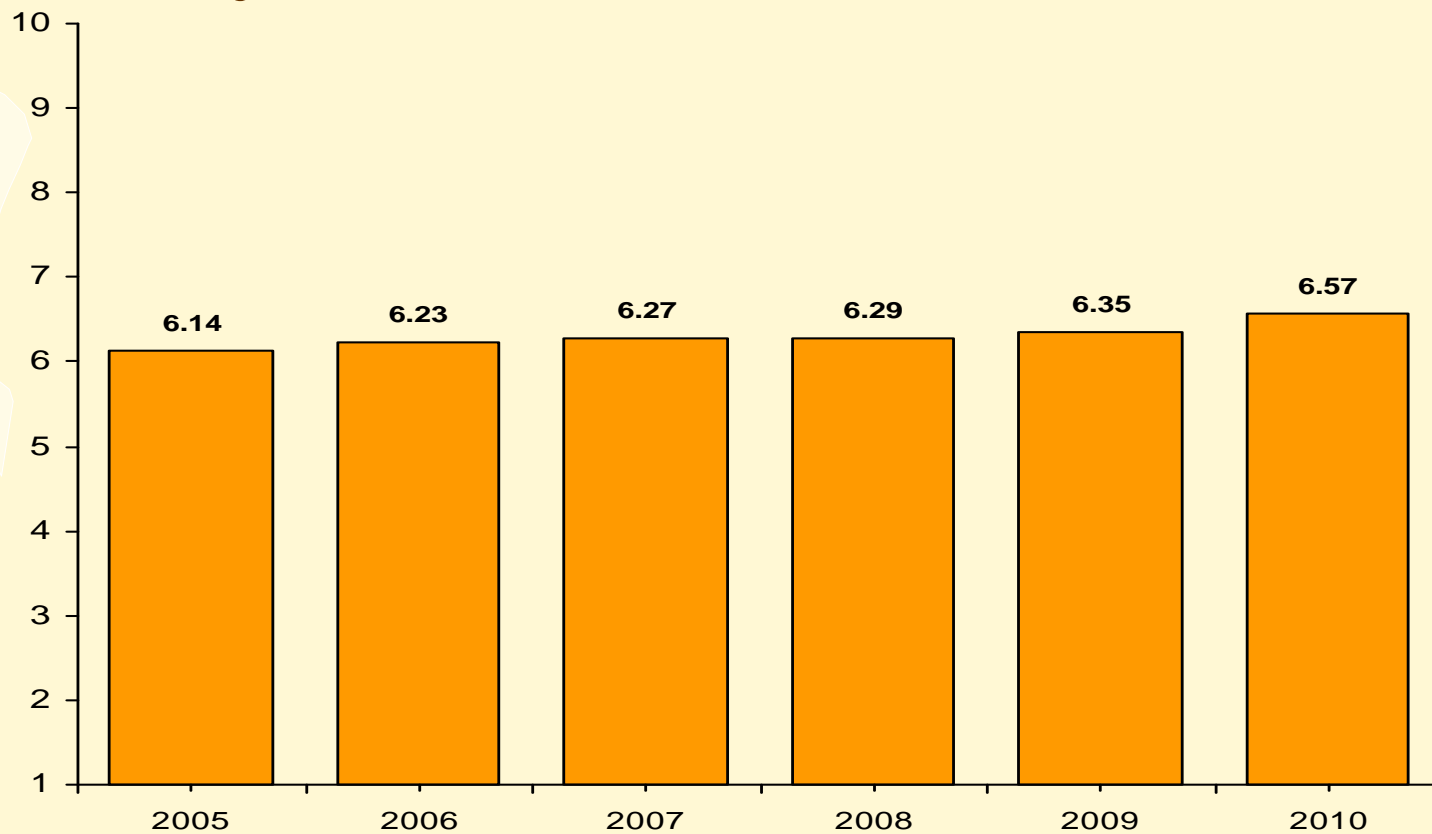


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Satisfaction with how the public health care system works.  
*(On a scale of 1 to 10)*

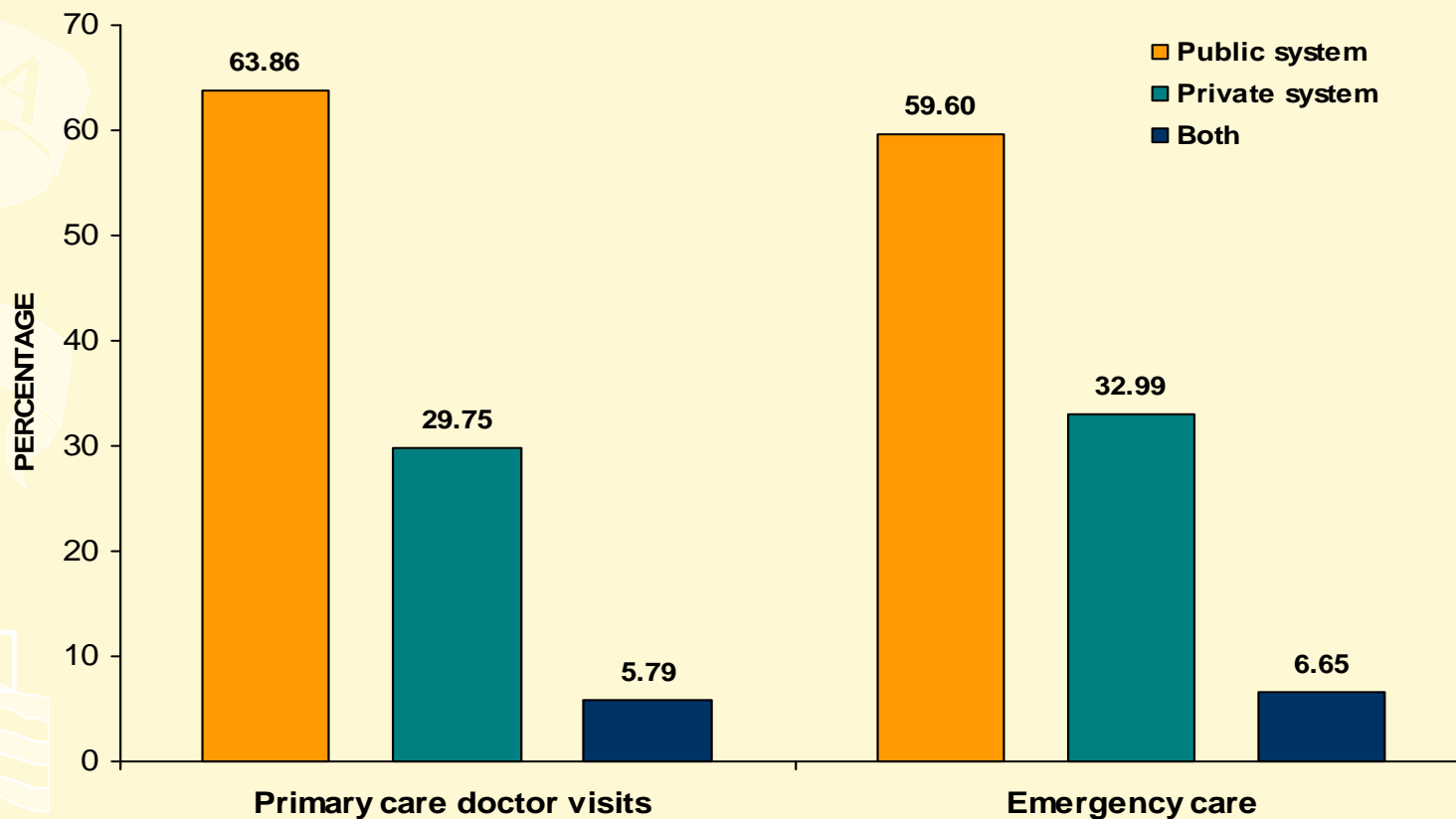


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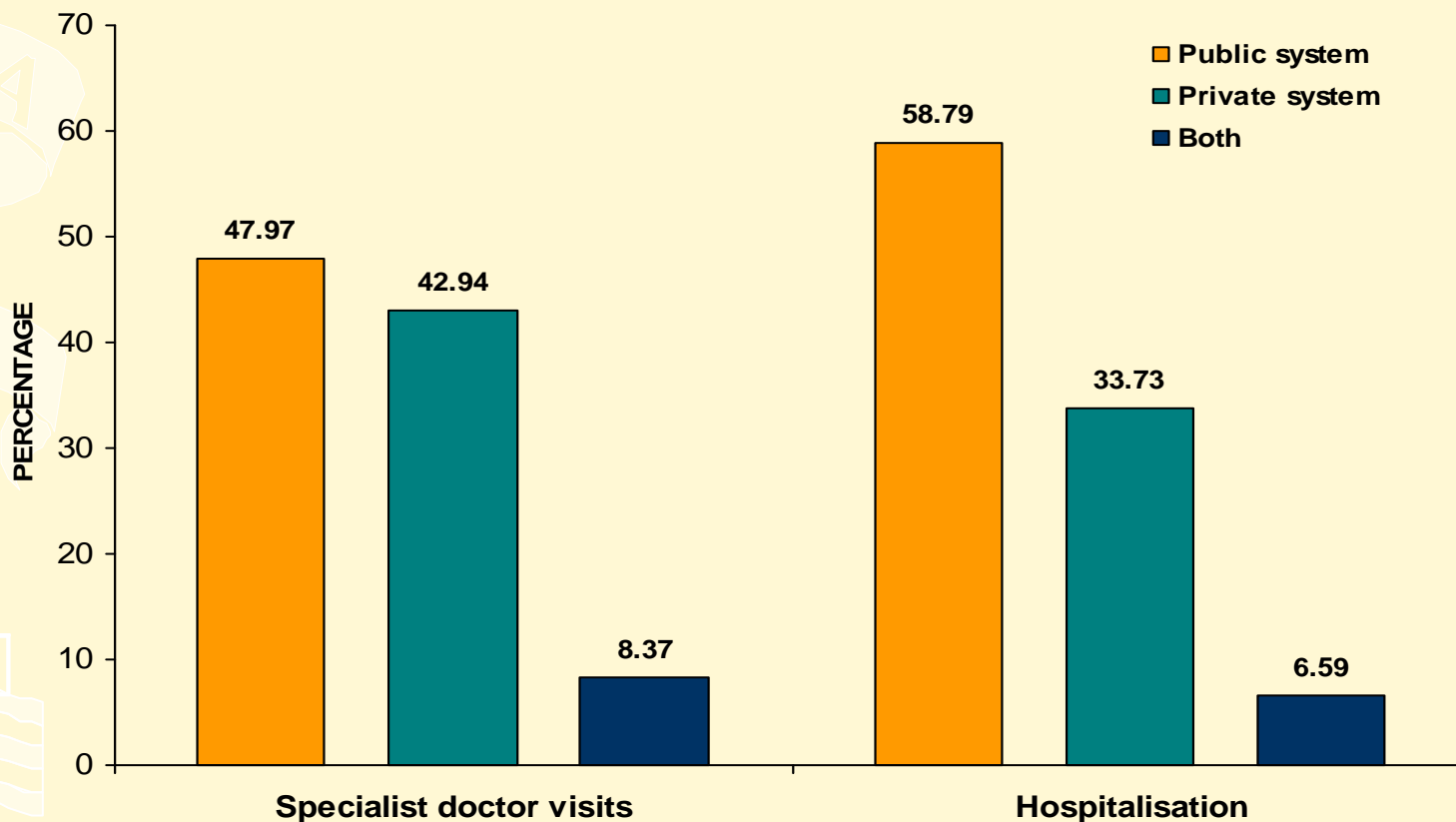
Preferences for public or private health care in primary care doctor visits and in emergency care.







## Preferences for public or private health care for specialist care appointments and for hospitalisation



# HEALTH BAROMETER 2010



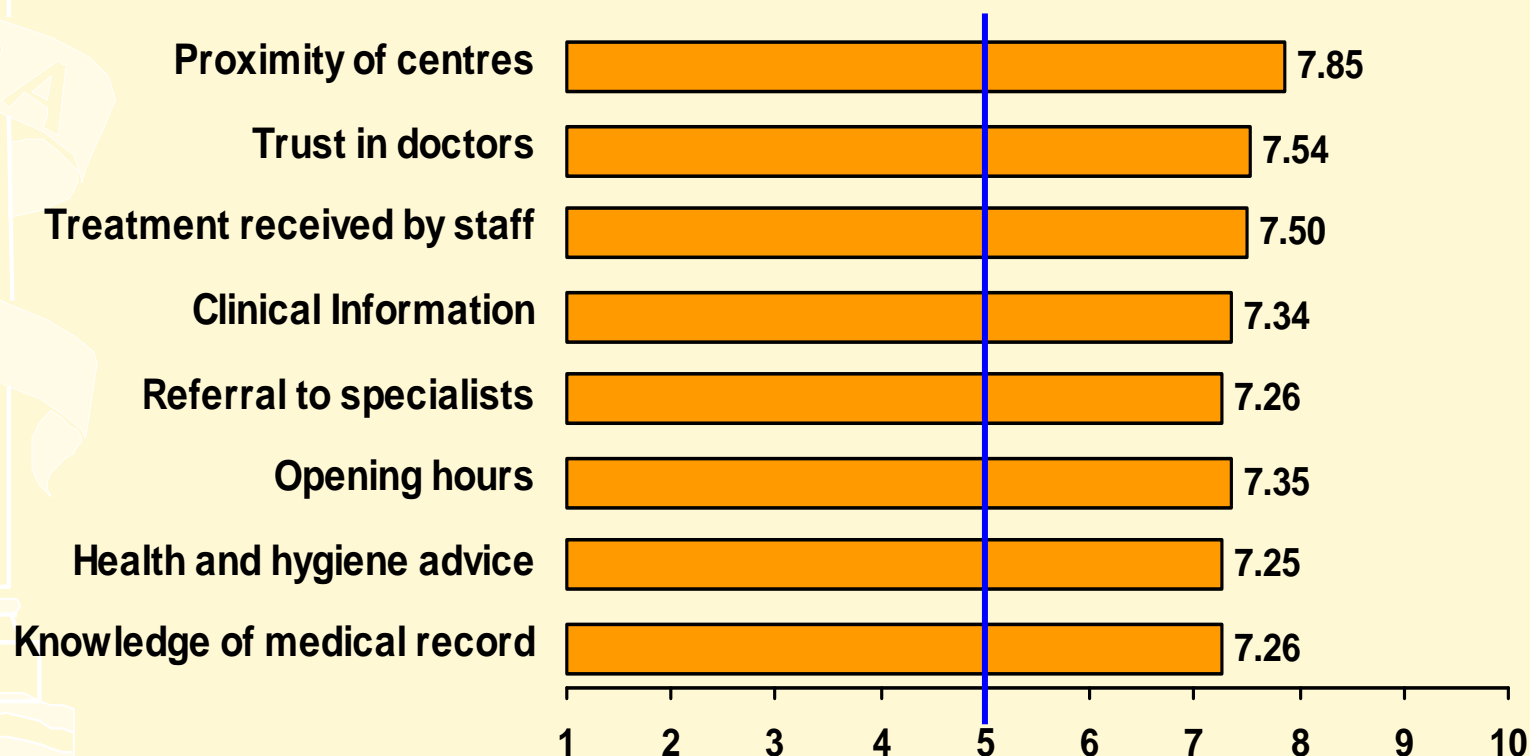
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Would choose a public or private health care service bearing in mind...

	Service		Public-private difference
	Public	Private	
<b>The technology and means which they possess</b>	65.1	24.8	+ 40.3
<b>The doctors' abilities</b>	58.1	20.9	+ 37.2
<b>The abilities of the nursing staff</b>	57.1	21	+ 36.1
<b>The information they receive on their health problem</b>	46.3	34.6	+ 11.7
<b>The personal treatment they receive</b>	41.6	42.3	- 0.7
<b>The comfort of the facilities</b>	35.8	54.6	- 18.8
<b>The speed with which they receive care</b>	30.3	63.9	- 33.6

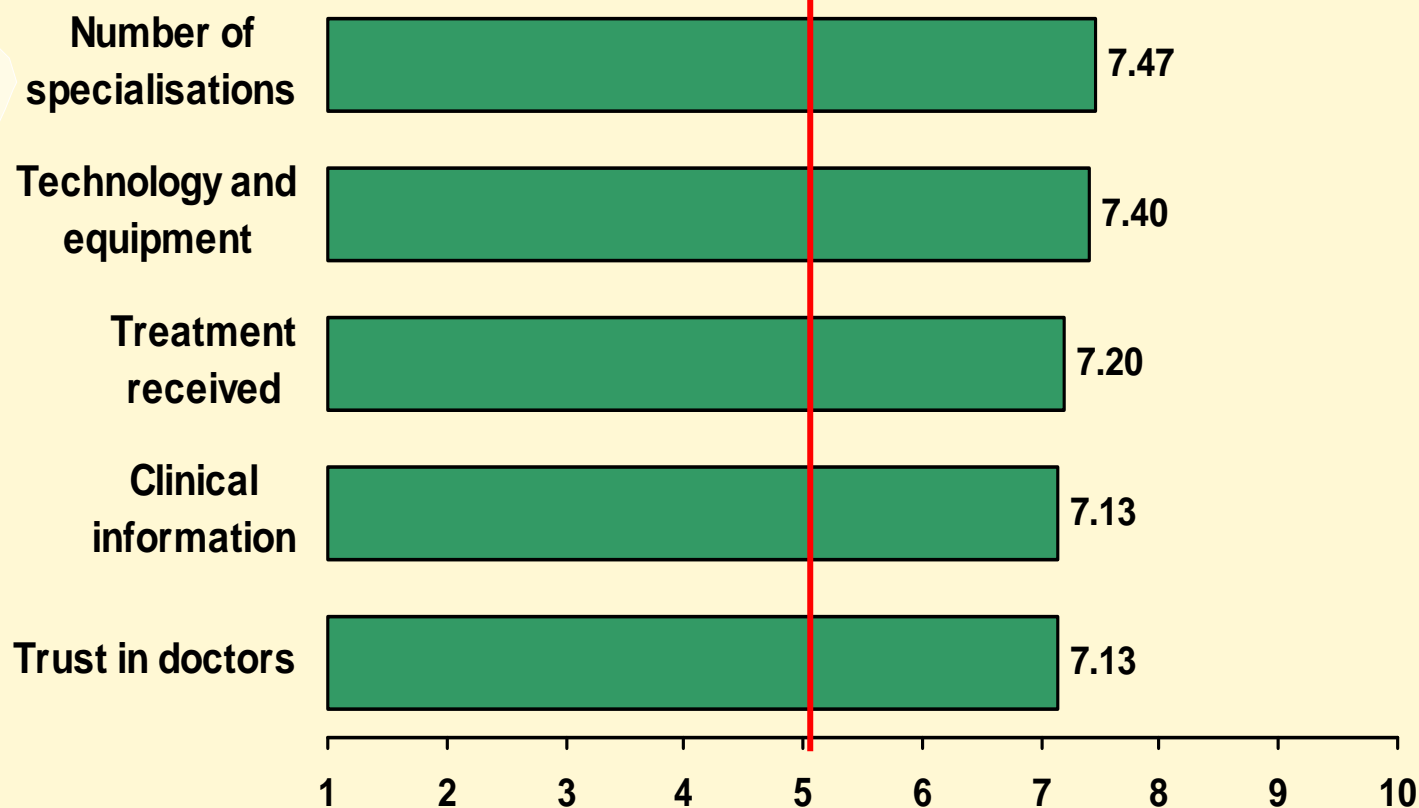
# HEALTH BAROMETER 2010

## Assessment of public health care in terms of family doctors and paediatricians. (On a scale of 1-10)



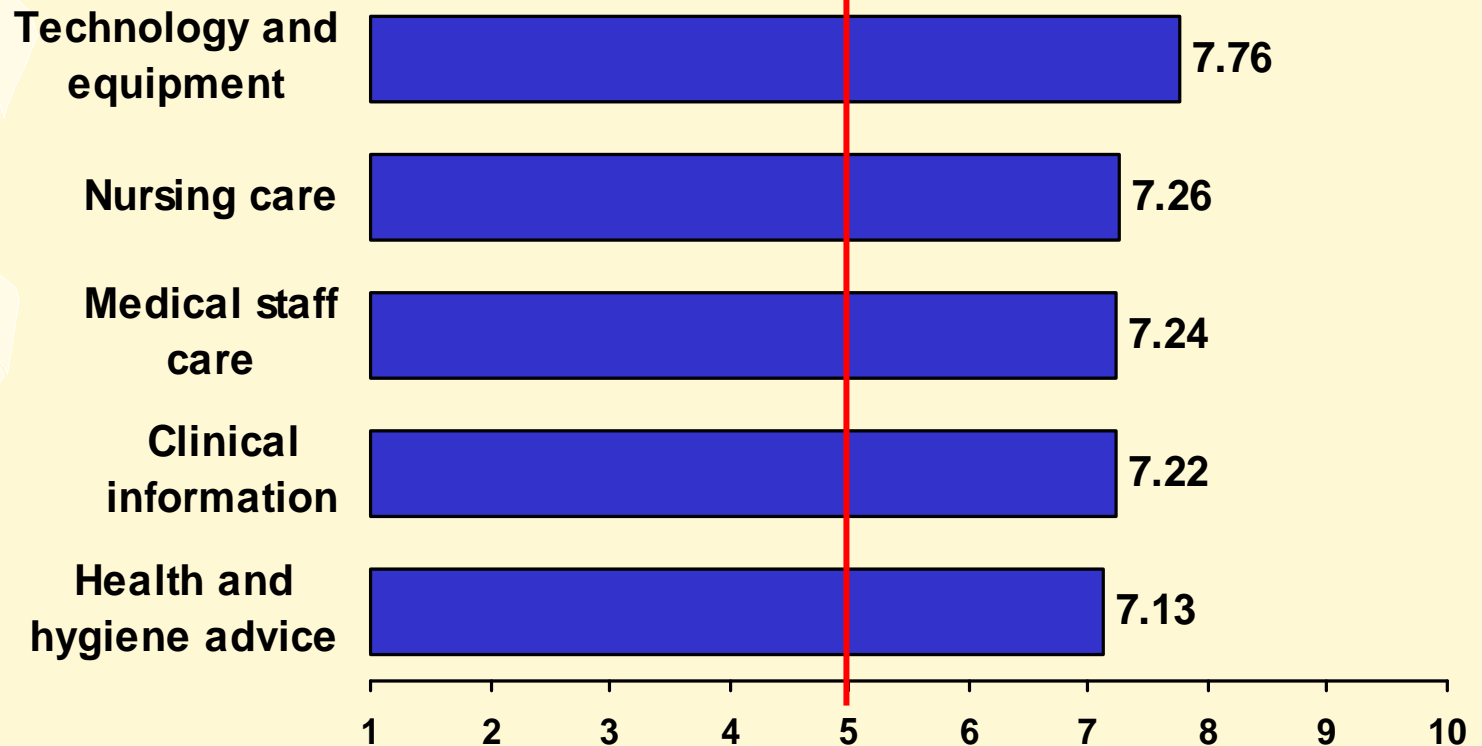
# HEALTH BAROMETER 2010

## Assessment of health care in specialist services in the public health care system. (On a scale of 1-10)





## Assessment of the care which is provided in public hospitals. (On a scale of 1-10)

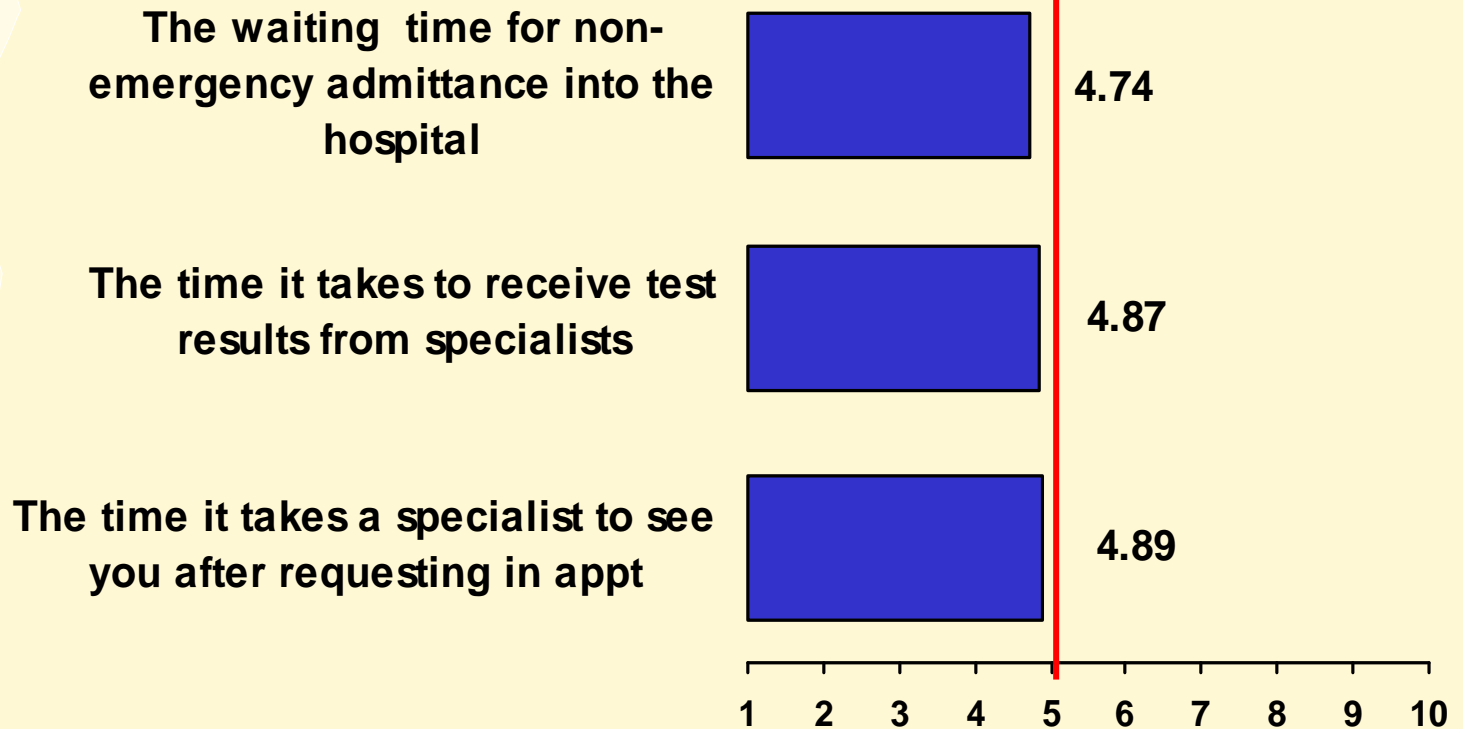


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Lowest scored health care aspects in  
specialist care. (On a scale of 1-10)



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In the last twelve months. 30% of all people have had to go to a public or private health care centre for some emergency.

## SEX

MEN	WOMEN
27.7	32.4

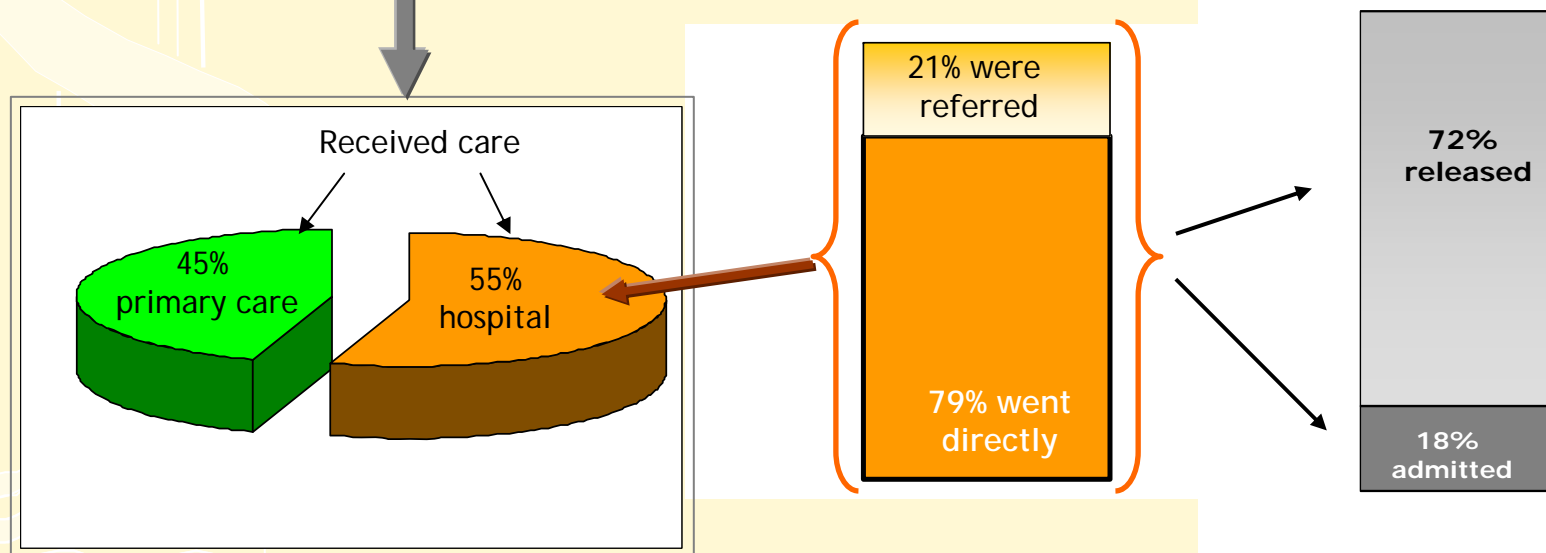
## AGE

18-24	25-34	35-44	45-54	55-64	65 and over
35.0	34.6	28.6	28.2	23.7	30.1

# HEALTH BAROMETER 2010

Percentage of people who decided to go to the emergency service at a hospital due to an emergency who were then admitted.

In the last year, 30.1% requested emergency service.



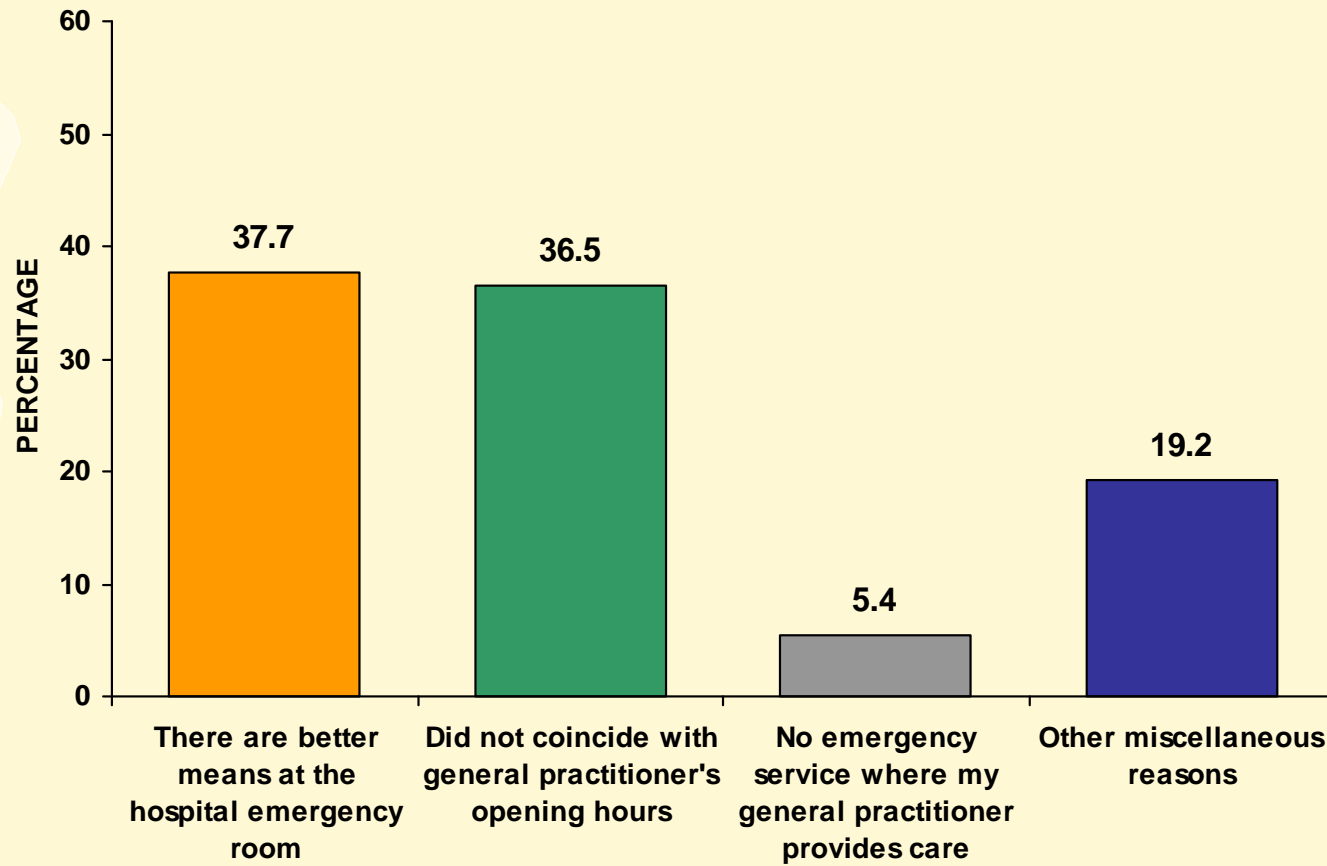


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## Main reason why the patient decided personally to go to the emergency services of a hospital

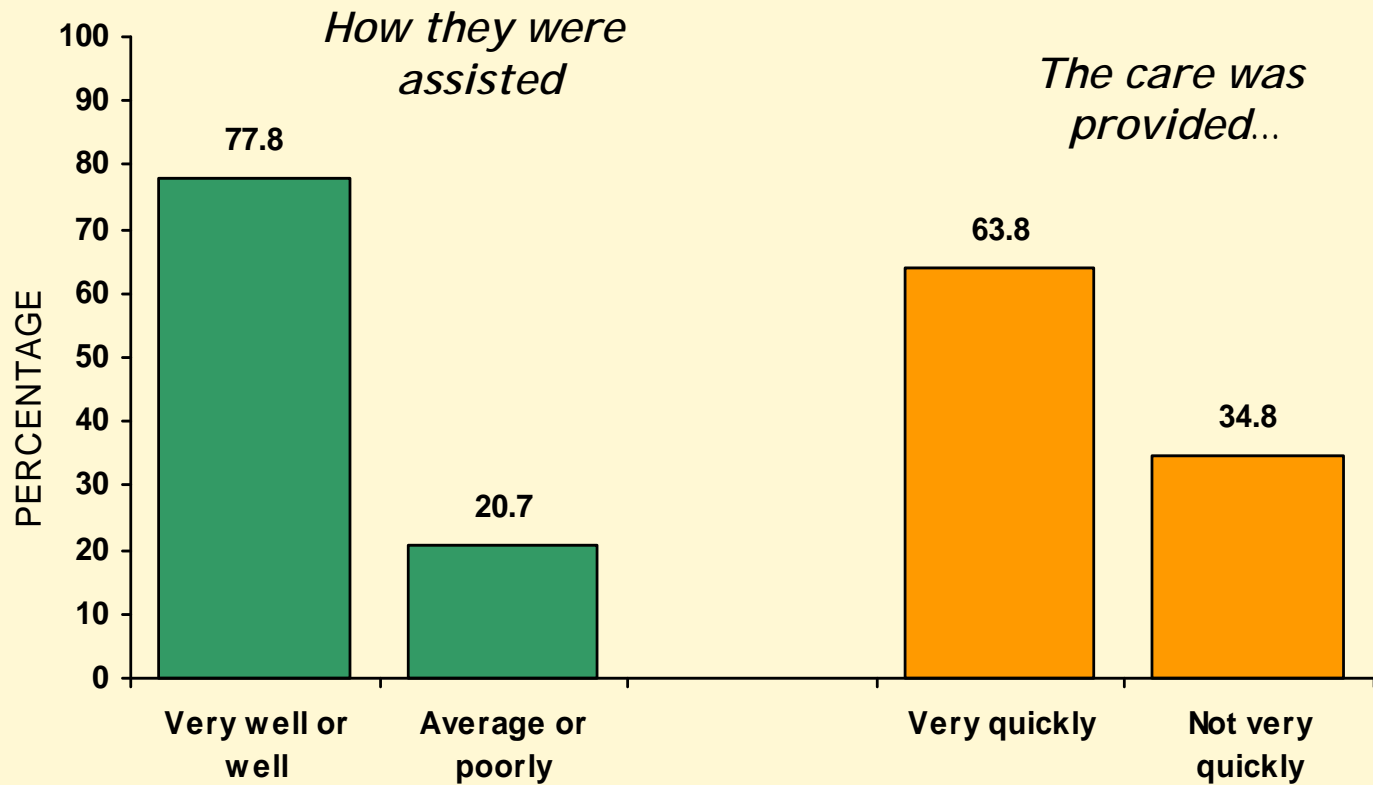


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Satisfaction and speed with which those who went to a health care centre due to some emergency were assisted

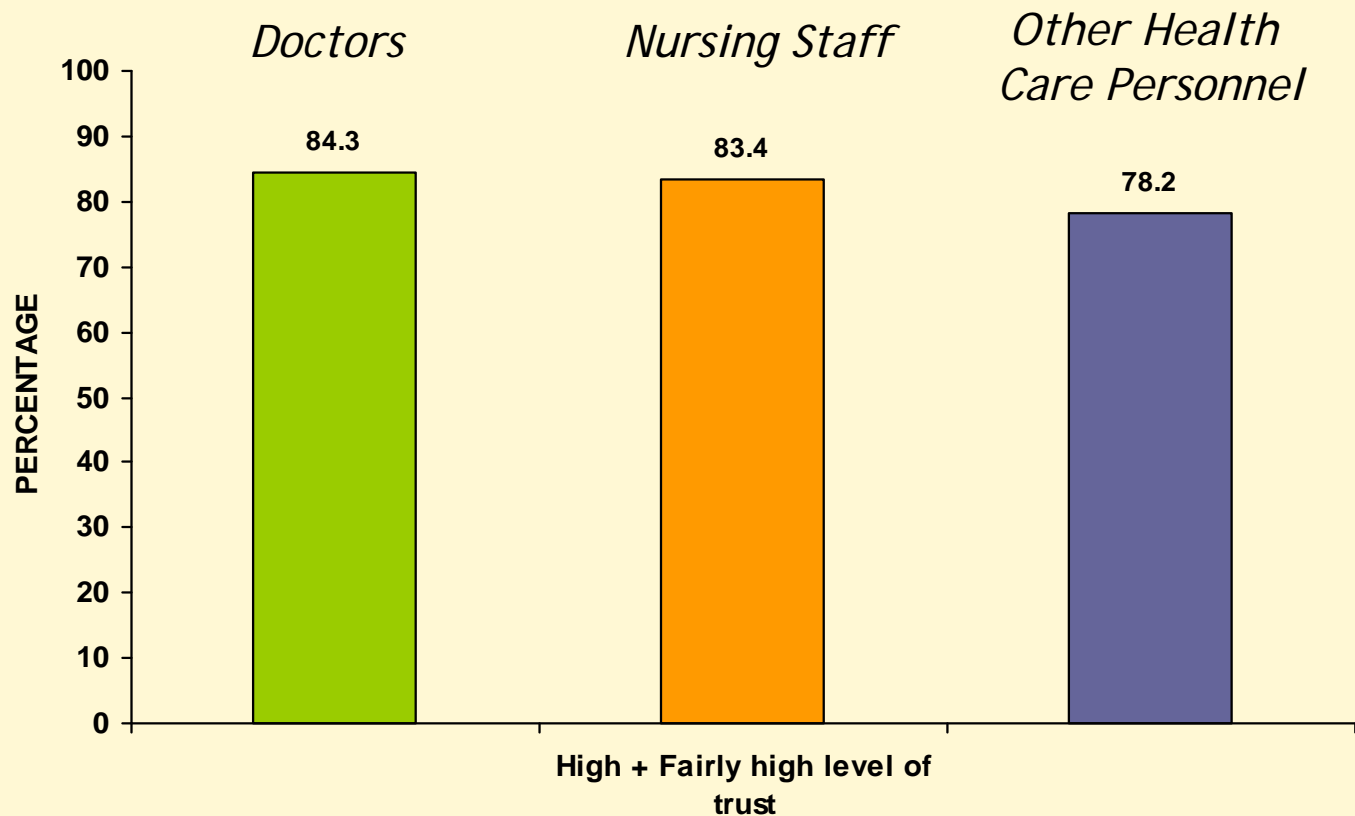


# HEALTH BAROMETER 2010



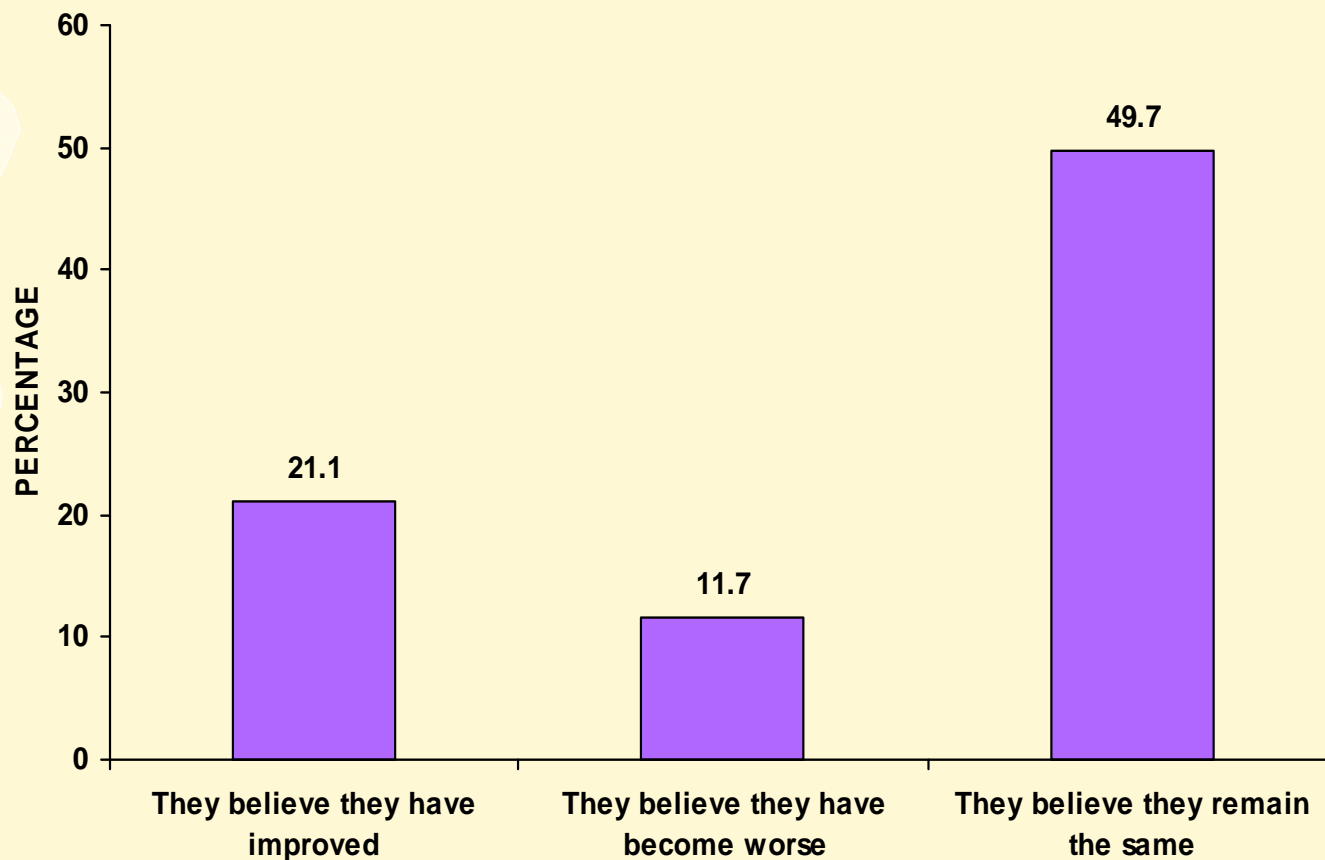
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Level of confidence in the work of the professionals who provide their services in the health care system





## Opinion of changes in the waiting lists over the last year

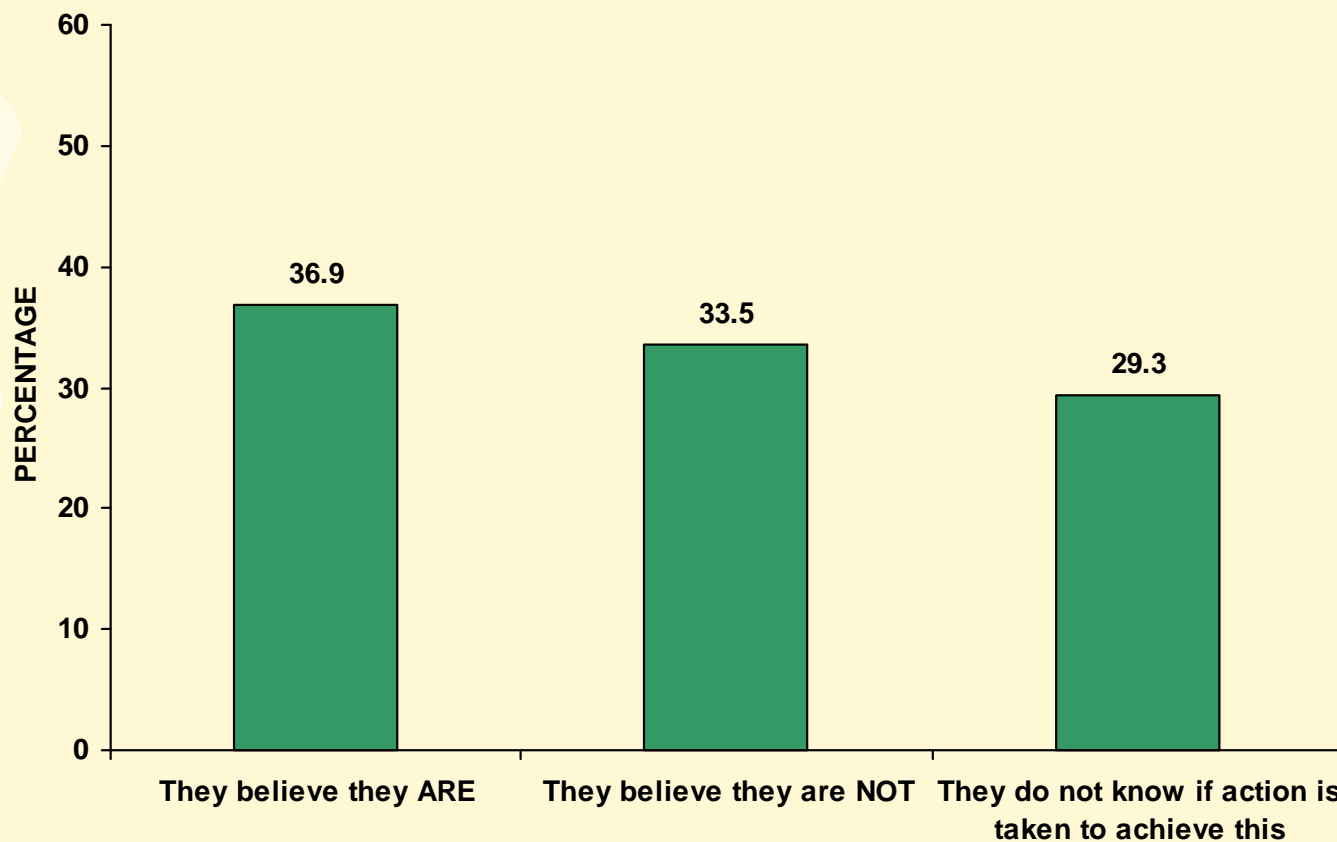


# HEALTH BAROMETER 2010



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## Opinion of whether the Autonomous Regions are taking action to improve the waiting lists

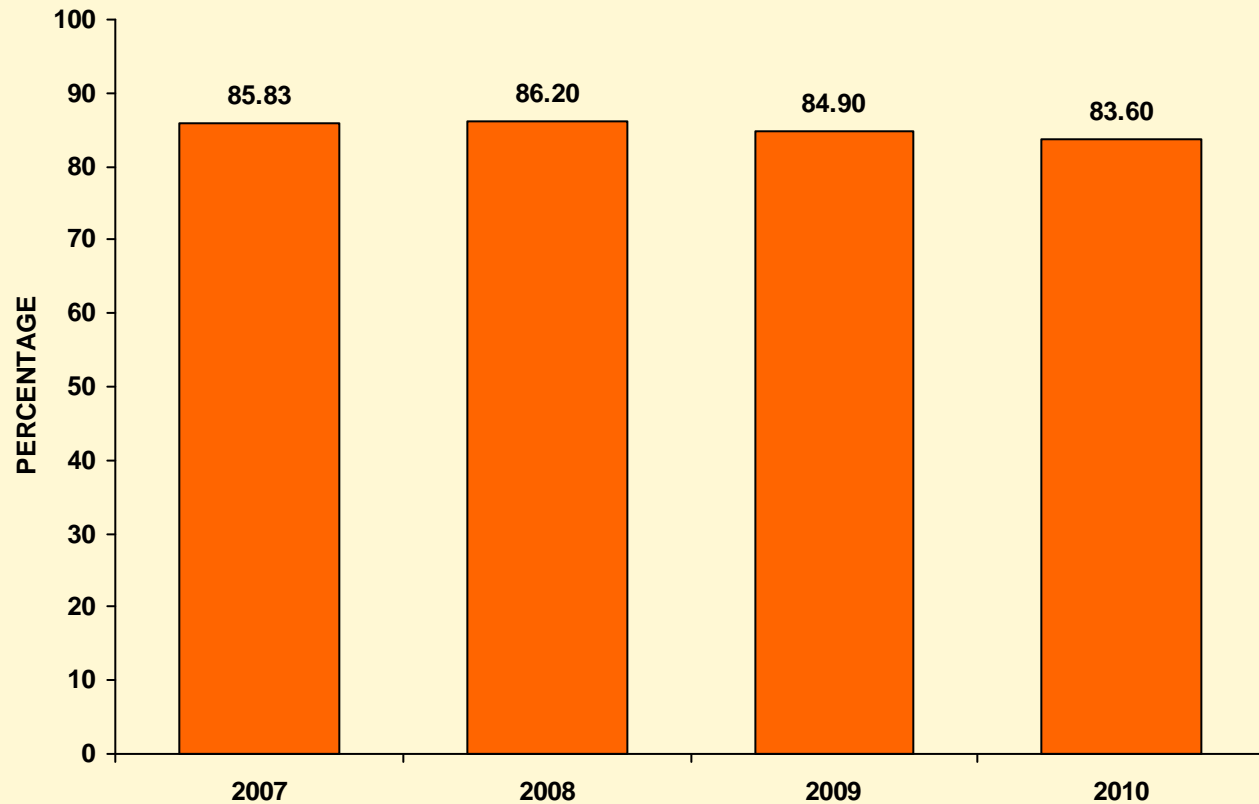


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People who believe that the Autonomous Regions should reach agreements amongst each other when offering new services to the people



# HEALTH BAROMETER 2010



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People who believe that the public health care system provides the same services to all people regardless of whether...

