

IPSOS HEALTH SERVICE REPORT 2024

A 31-Country Ipsos
Global Advisor Survey

September 2024



Introduction

While the Covid-19 virus is a respiratory disease, perhaps the pandemic's biggest long-term effect on public health will be on mental health. We have seen a fundamental shift in attitudes to mental health compared to 2018, when we first started the *Ipsos Health Service Report*, and today. Six years ago, 27% chose mental health as one of the biggest health problems, putting it third, today that figure is 45% on average across 31 countries, now first.

However, alongside looking at the global picture, we should also note the big differences in attitudes between countries and genders. In all but [two countries women are](#) more likely to choose mental health as a health concern.

The gender gap on mental health is much greater amongst young people.

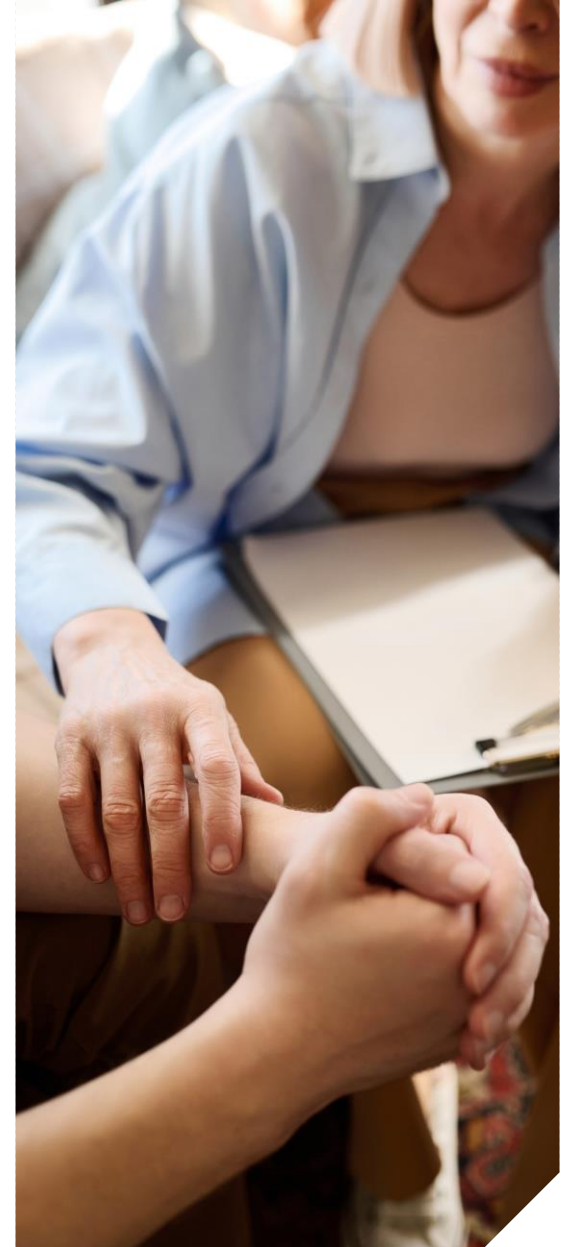
Fifty-five per cent of Gen Z women choose mental health as one of the biggest health problems, compared to 37% of Gen Z men. Amongst the oldest generation in this survey, the gap between [men and women is much smaller.](#)

Our surveys regularly tell us people see [mental and physical wellbeing as equally important.](#) However, they do not feel their health service views them the same way. People's attitudes to mental health have changed a lot in recent years and citizens feel their healthcare systems have not caught up with that change.

While mental health is the top health concern on average, it is not for Baby Boomers. Cancer, a disease which older people are more likely to get, is the number one health problem for Baby Boomers (46%).

In this year's survey, we asked people to assess how likely they were to get cancer in their country, as well as how widespread obesity is. We found that people were much better at understanding their obesity risk than their cancer risk. With many countries seeing a fall in [cancer screenings during the pandemic,](#) and now [some cancers affecting more younger people than previously,](#) it is important for people to be able to understand what risk they have of getting the disease.

In the following pages we review the trends we are seeing in attitudes to health and explore how people's experience on the ground matches with their country's health spend. We look forward to discussing what this means in your country and for your work.



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At a glance



45%

on average across 31 countries say mental health is the biggest health concern. This is up from 27% in 2018. Cancer, as well as stress, obesity and drug abuse follow as concerns.



44%

would rate the quality of healthcare they receive as good. Down four percentage points on last year and down from 53% in 2021.

28%



expect the quality of the healthcare they receive to improve over the coming years. However, people in Europe are more likely to feel the quality will decline.

64%



on average say the healthcare system is overstretched in their country. This has been steadily rising every year since 2018 (54%). Great Britain is where people are most likely to say this (82%).

Perceived biggest healthcare problems:

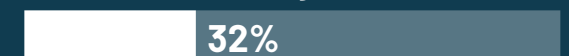
Access to treatment/waiting times



Not enough staff



Cost of accessing treatment



Ageing population



Bureaucracy



Key findings



Mental health is a bigger priority and more widespread

Almost one in two (45%) across 31 countries see mental health as one of the biggest health concerns. This is up from 27% in 2018. In 12 countries a majority choose mental health this year, while back in 2018 only three did.



Mental health is an even bigger problem among women

While both men and women say mental health is the biggest health problem, 51% of women pick it while 40% of men do. This gap is much wider among the youngest generation with 55% of Gen Z women choosing mental health compared to 37% of their male counterparts.



Cancer seen less as a problem

In 18 of the 31 countries the number of people choosing cancer as one of the biggest health problems has fallen since last year. These include some of the countries with the highest cancer incidence rates in the world.



Healthcare systems being overstretched a growing issue

Two-thirds (64%) feel their healthcare system is overstretched. This figure has steadily risen in every wave of the Ipsos Health Service Report and is now up ten percentage points since 2018. Great Britain is the most likely to say this is the case in their country (82%).



Fewer people think the quality of their healthcare is good

Forty-four per cent on average describe the quality of the healthcare they have access to as good. Satisfaction rose during the Covid-19 pandemic (53% in 2021) and has now returned to where it was in 2018 (44%).



Expectation that care will improve in the future dwindles

While people are more likely to say they think the quality of the healthcare they have will stay the same in the coming years (51%), the proportion who think it will improve (28%) has fallen in the last four waves of this survey. The perception saying care will get worse is highest in Hungary and France.

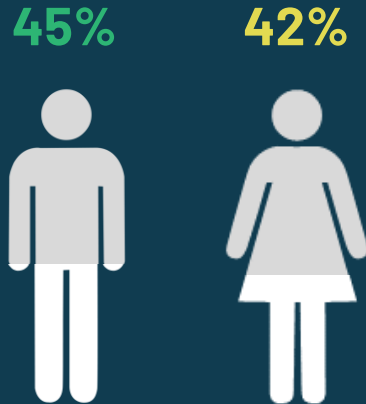


Gender breakdown

Quality of healthcare

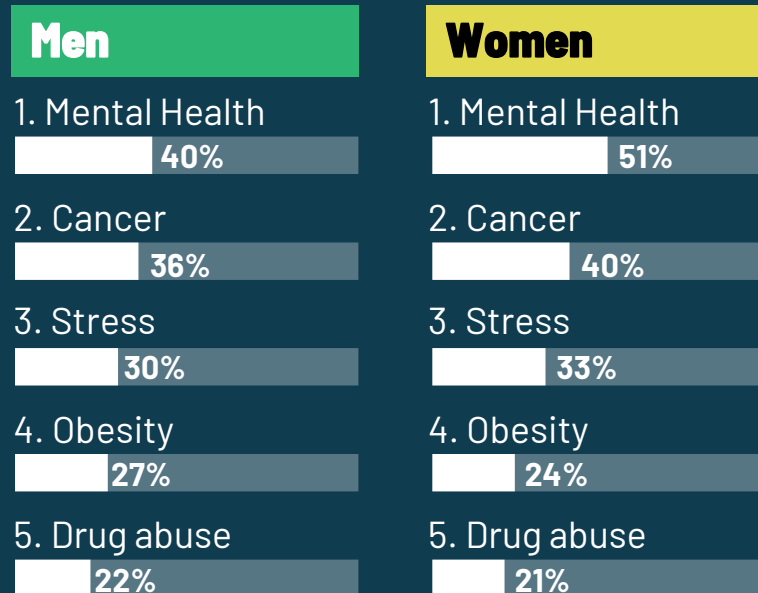
How would you rate the quality of healthcare that you and your family have access to in your country?

- Global Country Average
(% good)



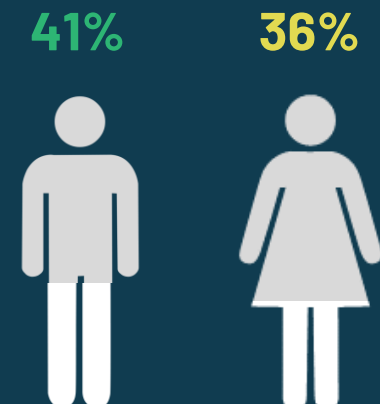
Top health concerns:

Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today? - Global Country Average



Equality in care

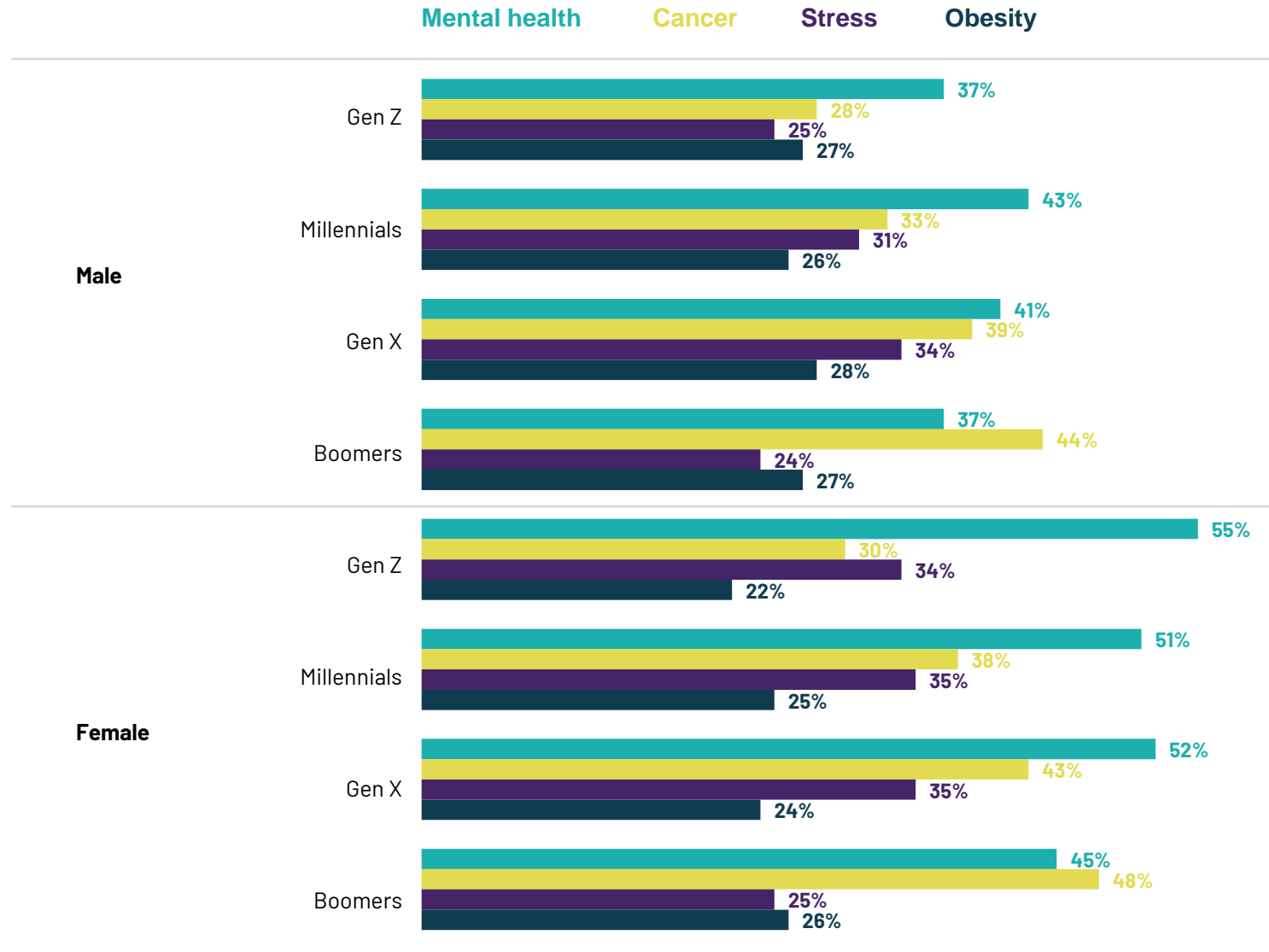
The healthcare system in my country provides the same standard of care to everyone (% agree)



Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Top concerns by gender and generation

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.



The biggest health problems

For the third consecutive year, mental health is seen as the number one problem, with 45% across 31 countries mentioning it.

Belief in mental health as a problem has risen considerably since the Covid-19 pandemic started. In 2021, 70% cited Coronavirus as the biggest health issue facing their nation. In 2022, that figure fell to 47% and in 2023 it was 15%. In that same period, those mentioning mental health rose 13 percentage points (pp) from 31% to 44%.

When we look deeper into the data, we see that women are significantly more concerned about mental health.

Across 31 countries, half (51%) of women seen it as one of the biggest

health problems. This is 11pp higher than men and is greater still among young people. Gen Z women are the most likely to see it as a problem, with 55% voicing concern compared to 37% of their male counterparts.

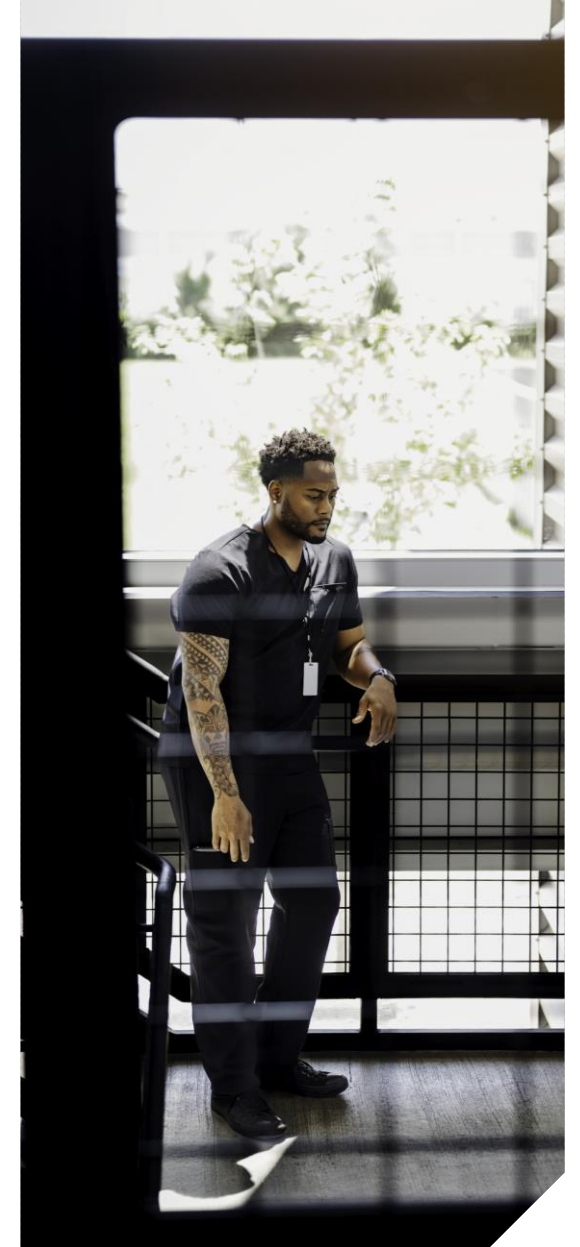
Cancer is seen as the second biggest health problem (38%). While perception of mental health as a problem has risen since before the pandemic, perception about cancer as a problem is lower. In 2018, 52% choose it as one of the biggest health issues affecting their country.

In five countries – Italy, France, Belgium, Netherlands and Spain – a majority see cancer as a major health problem.

It is also seen the number one health problem for the oldest generation in this survey. Forty-six per cent of Baby Boomers across 31 countries believe cancer is a concern. This generation is also the only one not to see mental health as the top problem.

Stress (31%), obesity (26%) and drug abuse (21%) make up the rest of the top five biggest health worries.

For now, Covid-19 feels like it is in the past and it ranks tenth out 13 health problems, behind smoking, diabetes, heart disease, and alcohol abuse. Only 11% choose Covid-19 as one of the biggest health problems. However, this is slightly higher in Asia (Japan 31%, Malaysia 25%, and Thailand 22%).



Access and quality of healthcare provided

Across 31 countries, people's perceptions to the current and future quality of their healthcare system remains positive, albeit faltering somewhat.

This year, 44% say the quality of their countries healthcare system is either 'very good' or 'good' (vs. 21% who say it is poor). During the pandemic there was an increase in satisfaction with the healthcare people had access to and this peaked in 2021 when 53% described the care as good. Now that figure has fallen and returned to the level it was before the Covid-19 virus (44% in 2018).

The proportion that expect the quality of the healthcare they receive to get better in the future is declining. In 2018

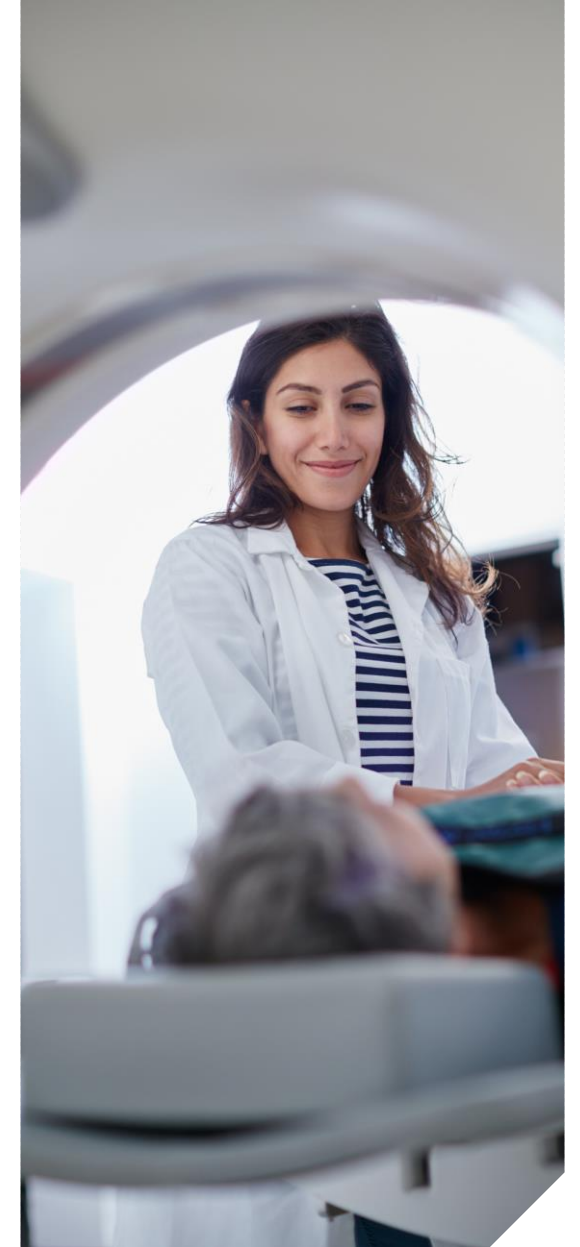
34% on average said they expect the care they receive to improve in the coming years, that figure is now 28%. Some countries have seen a significant fall in expectation that things will improve. This include Türkiye (-29pp since 2018) and Chile (-16pp).

The reverse is true in Great Britain. In 2018 only 8% of Brits thought the quality of care would improve, that figure is 26% in 2024. However, 82% in Great Britain describe their health service as overstretched, the highest country in this survey and only 50% rate the current care they are receiving as good, down 23pp since 2018 and 8pp in the last 12 months.

Hungary is the country least likely to rate the care they have access to as

good. Only 12% say it is good and 58% describe it as poor. In our [What Worries the World](#) survey, which tracks what people see are the biggest problems affecting their country, Hungary is the most concerned about healthcare with 60% saying it is an issue.

Hungary is also pessimistic for the future with 47% saying they expect care to get worse. In France 42% think they healthcare system will decline in coming years.



The challenges facing healthcare services

Access to treatment/long waiting times is now the biggest issue facing healthcare systems across 31 countries.

For the first time in two years, access to treatment/long waiting times is no longer joint first with not enough staff as an issue. That said, the proportion mentioning it has stayed the same over the last year, with over two-fifths (46%) picking it as a major challenge.

Hungary is consistently worried about access to treatment and this year is no different, with 68% concerned. This is also reflected in our [What Worries the World](#) survey,

where Hungarians put healthcare as their top worry.

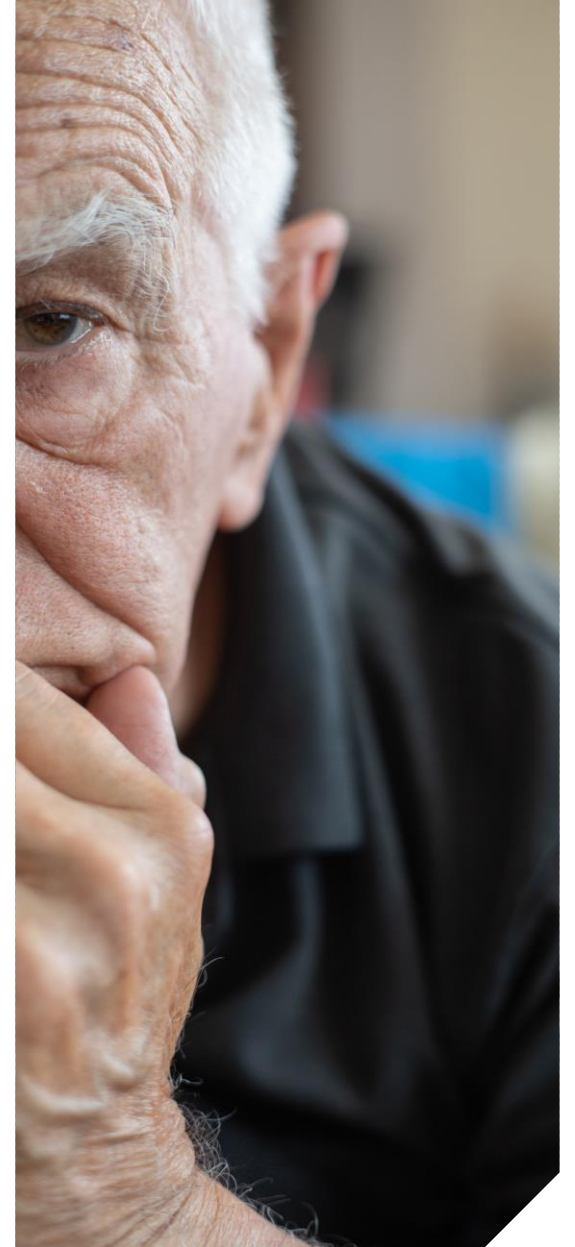
Great Britain is a country to note when it comes to access to treatment and other challenges.

Since last year, the number of Brits picking this issue rose 8pp to 55%, this is the highest it has been for the nation in the six years of running this survey. They are also particularly worried about not having enough staff, with 54% citing it as an issue (although this is down slightly from last year).

In terms of ageing populations, the top three most worried nations are in Asia and have some of the lowest

birth rates in the world. Singapore, Japan and South Korea all have over half saying this is one of the top challenges facing their country (53%, 52%, and 51%, respectively).

South Korea has seen the biggest increase in worry since 2018 compared to the others – up 8pp.



Perils of perception



Perils of perception

For the last decade Ipsos has been exploring the gap between people's perception and reality on a range of issues.

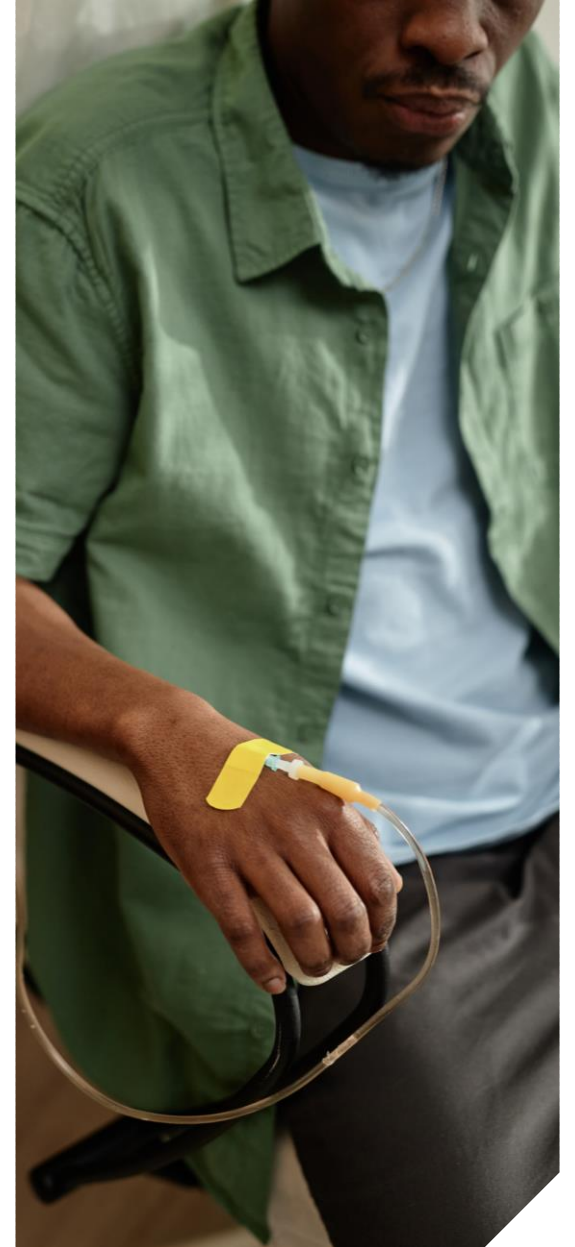
In this survey we see that in the majority of countries covered (17) [people accurately perceive the quality of healthcare](#) they receive according to data from the World Health Organisation (WHO).

This includes countries from Western Europe, North America and some wealthier countries in Asia Pacific.

However, from our analysis we find [what a country spends on healthcare is not reflected](#) in people's satisfaction with what they receive in terms of care. Switzerland, Netherlands, Australia and Belgium are seeing a return in citizen satisfaction for the amount spent on health as a percentage of GDP.

We also find that people are better at assessing their [obesity risk](#) than their [cancer risk](#). Not being able to accurately recognise how likely they are to get cancer, coupled

with the proportion seeing cancer as one of the biggest health risks affecting their [country falling in recent years](#), is a concern. Especially so as many countries are trying to increase cancer screenings after a [decline during the Covid-19 pandemic](#) and a rise in [diagnoses among younger people](#).



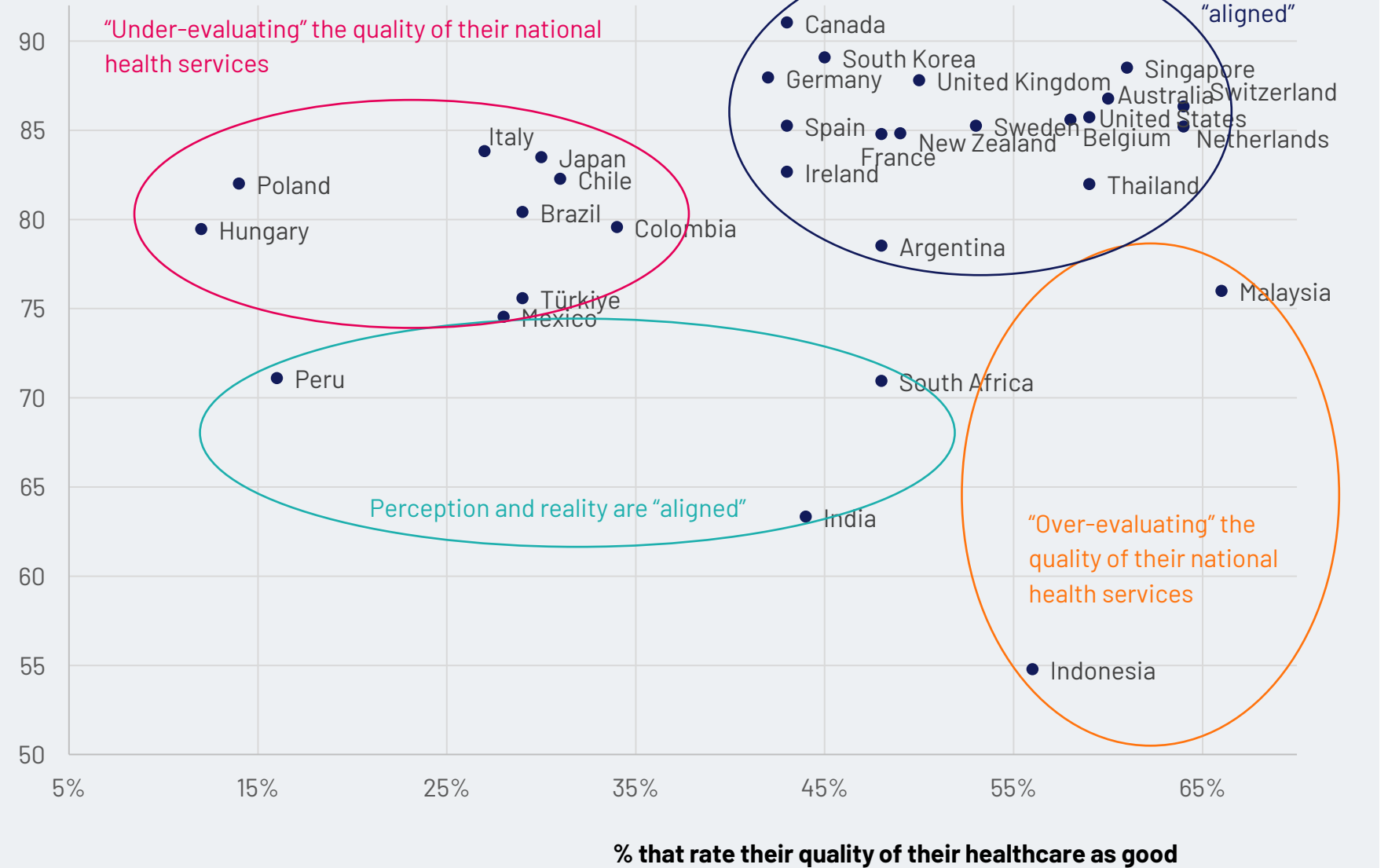
How would you rate the quality of healthcare that you and your family have access to in your country?

Across 31 countries, 17 nations accurately perceive the quality of their healthcare system, according to World Health Organisation (WHO) figures.

Source: WHO

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

WHO's UHC Service Coverage Index

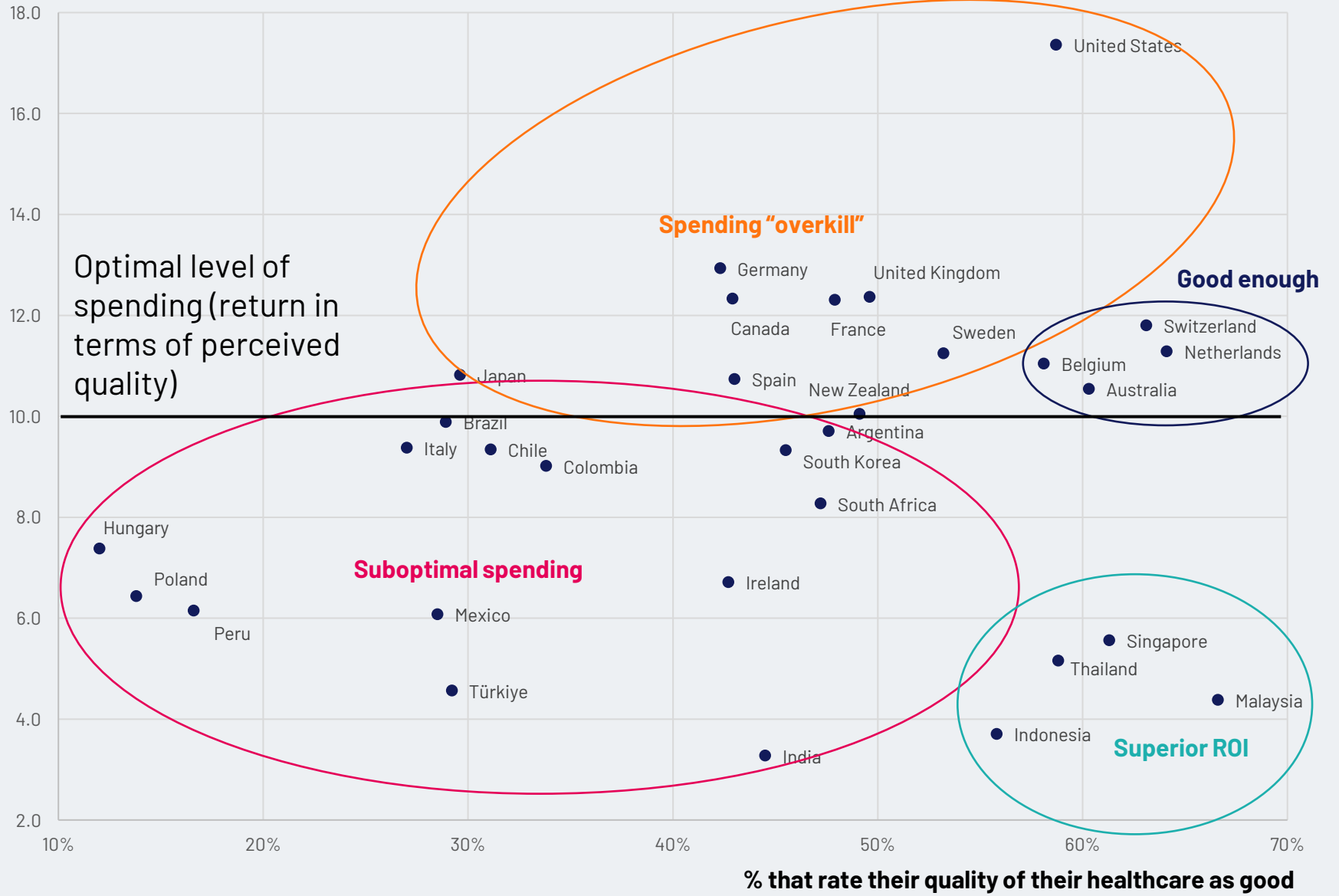


How would you rate the quality of healthcare that you and your family have access to in your country?

Across 31 countries, 15 nations spend a suboptimal amount on their healthcare, which is reflected in their perceived quality of healthcare.

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Current health expenditure (% of 2021 GDP)



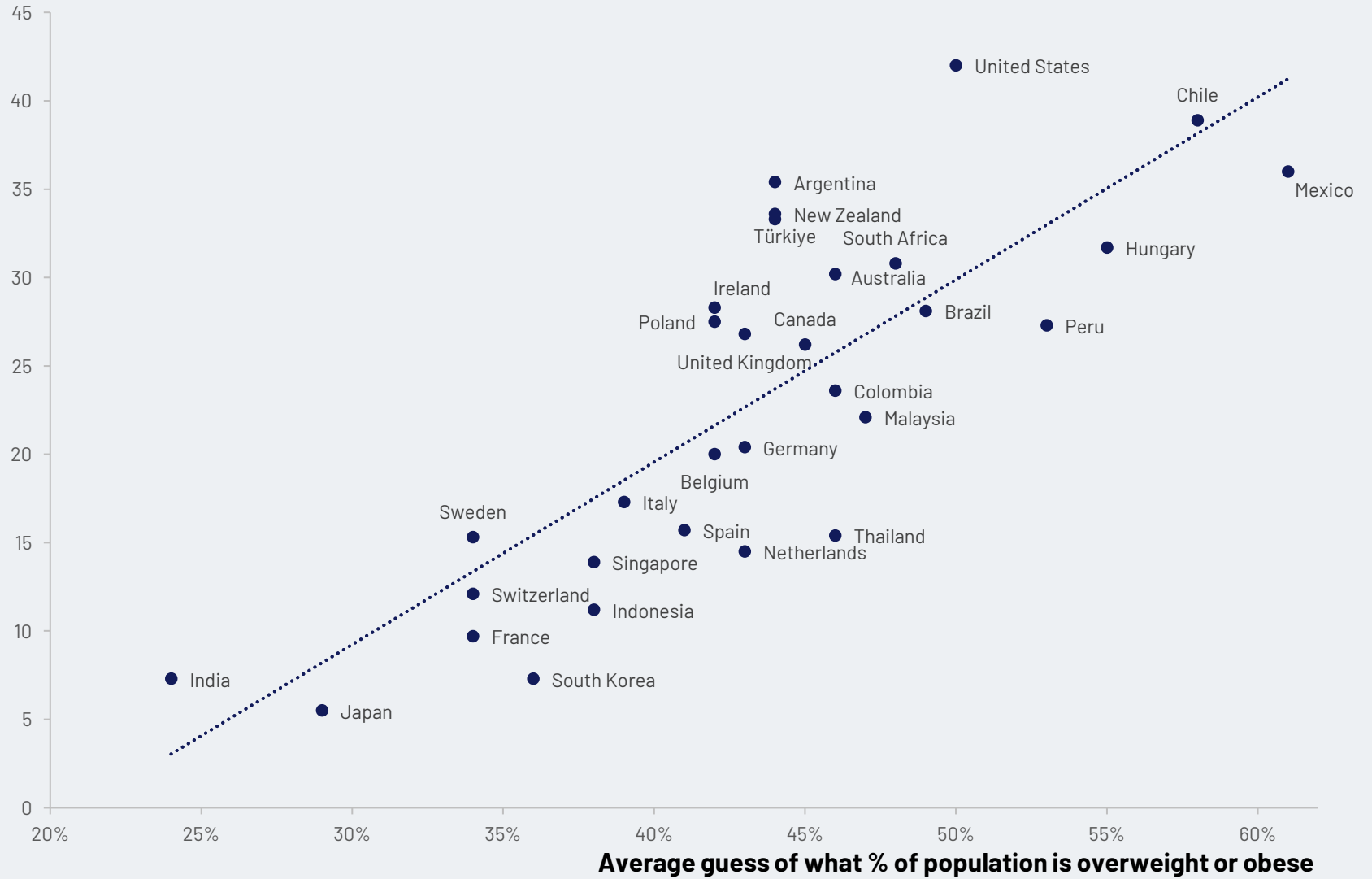
Out of every 100 people aged 20 years or over in ..., how many do you think are either overweight or obese?

While there is a slight gap between average guess and prevalence of obesity, people are **reasonably accurate** at knowing what proportion of their country is overweight or obese.

Source: [WHO](#)

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Prevalence of obesity among adults %



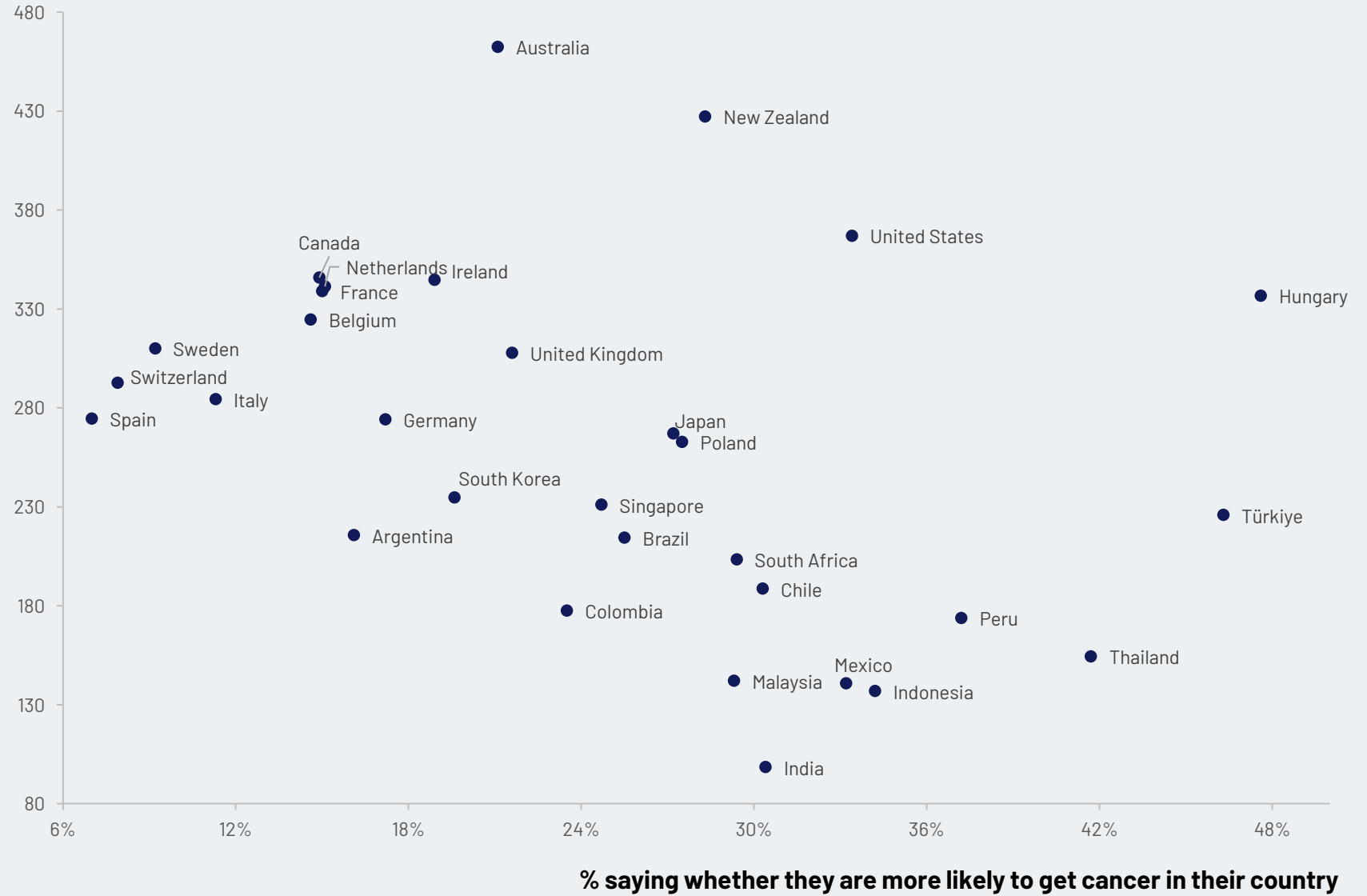
Are people in your country more, less, or neither more nor less likely to get cancer in your country than in any other comparably developed country?

While people in general are quite accurate at guessing their obesity rate, they are **less accurate** at assessing the risk of cancer.

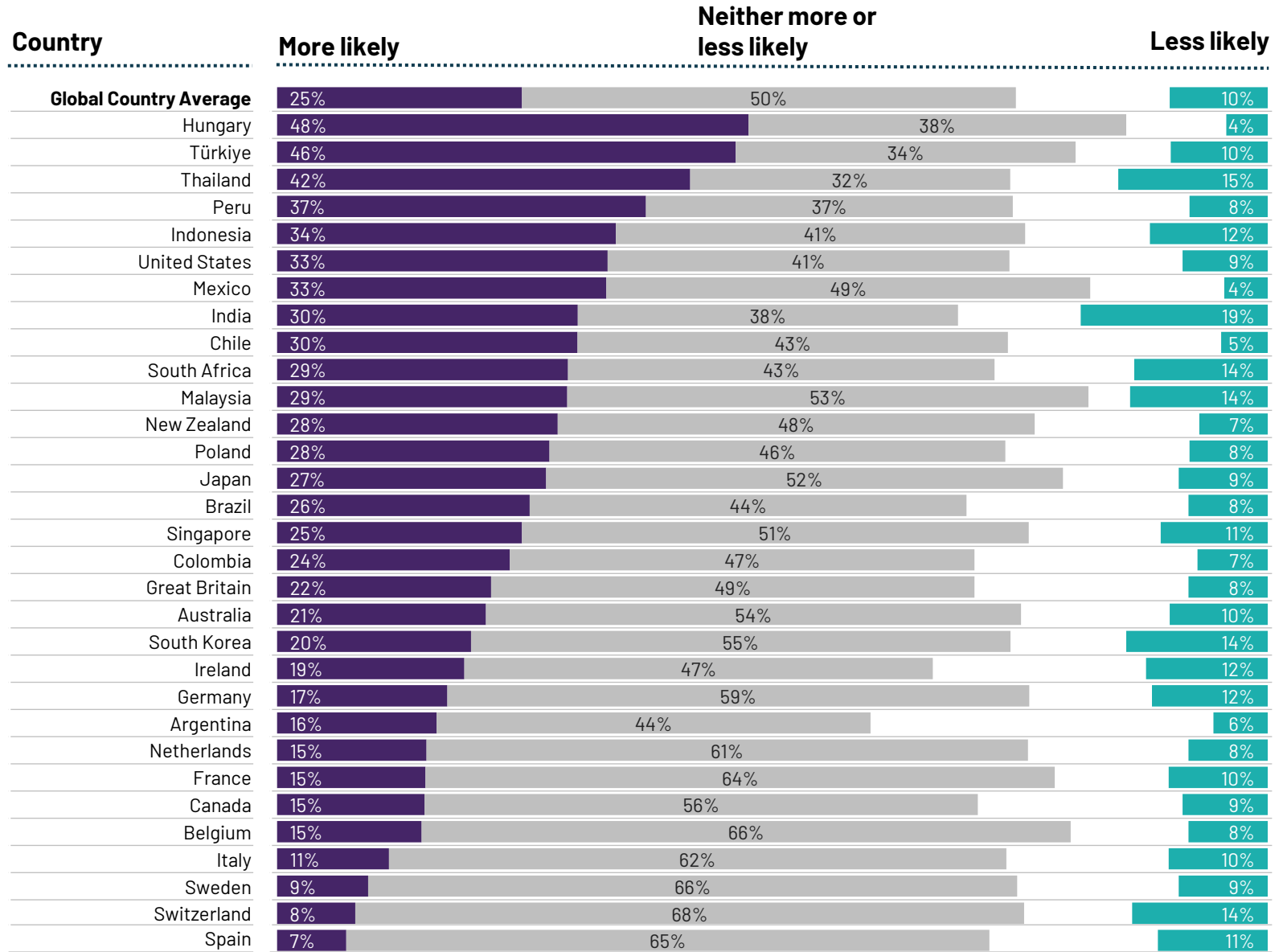
Source: [WHO – Cancer Over Time](#)

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024. .

Age-standardized (Incidence) rate (100,000 persons per year)



Are people in your country more, less, or neither more nor less likely to get cancer in your country than in any other comparably developed country?



Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.



Out of every 100 people aged 20 years or over in ..., how many do you think are either overweight or obese?

Average guess

*Prevalence of obesity among adults

Source: WHO

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country		Obesity rate*	Avg. guess in 2017
Global Country Average	43%	N/A	39%
Mexico	61%	36%	53%
Chile	58%	40%	53%
Hungary	55%	36%	49%
Peru	53%	27%	41%
United States	50%	43%	50%
Brazil	49%	29%	47%
South Africa	48%	30%	47%
Malaysia	47%	22%	N/A
Australia	46%	32%	51%
Colombia	46%	35%	35%
Thailand	46%	15%	N/A
Canada	45%	27%	43%
Argentina	44%	36%	40%
New Zealand	44%	34%	47%
Türkiye	44%	34%	32%
Germany	43%	24%	40%
Great Britain	43%	29%	44%
Netherlands	43%	17%	40%
Belgium	42%	22%	36%
Ireland	42%	31%	44%
Poland	42%	31%	40%
Spain	41%	38%	38%
Italy	39%	19%	36%
Indonesia	38%	12%	N/A
Singapore	38%	14%	N/A
South Korea	36%	7%	32%
France	34%	11%	32%
Sweden	34%	16%	33%
Switzerland	34%	14%	N/A
Japan	29%	5%	32%
India	24%	7%	41%



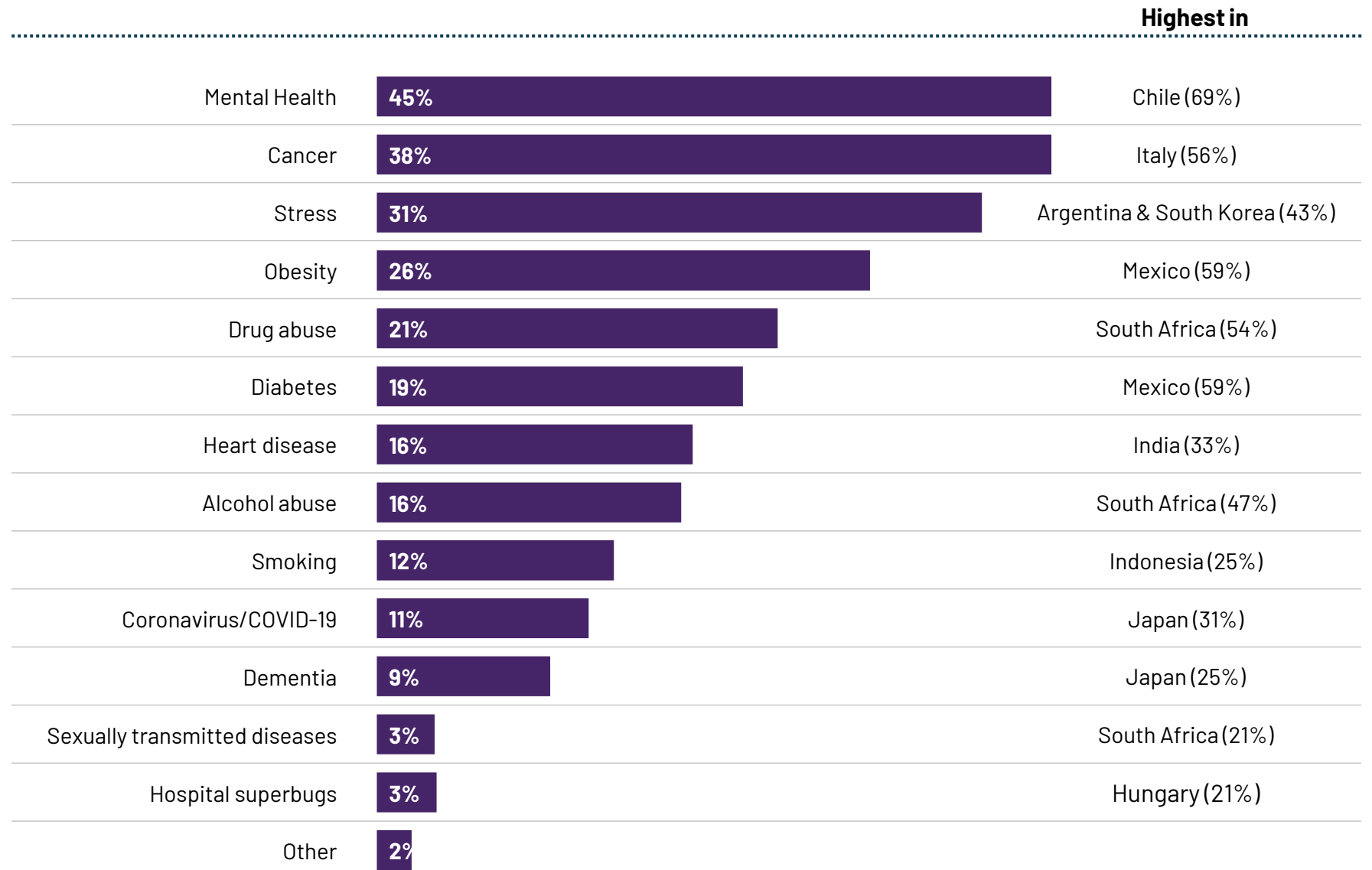
The biggest health problems



Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Global Country Average

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

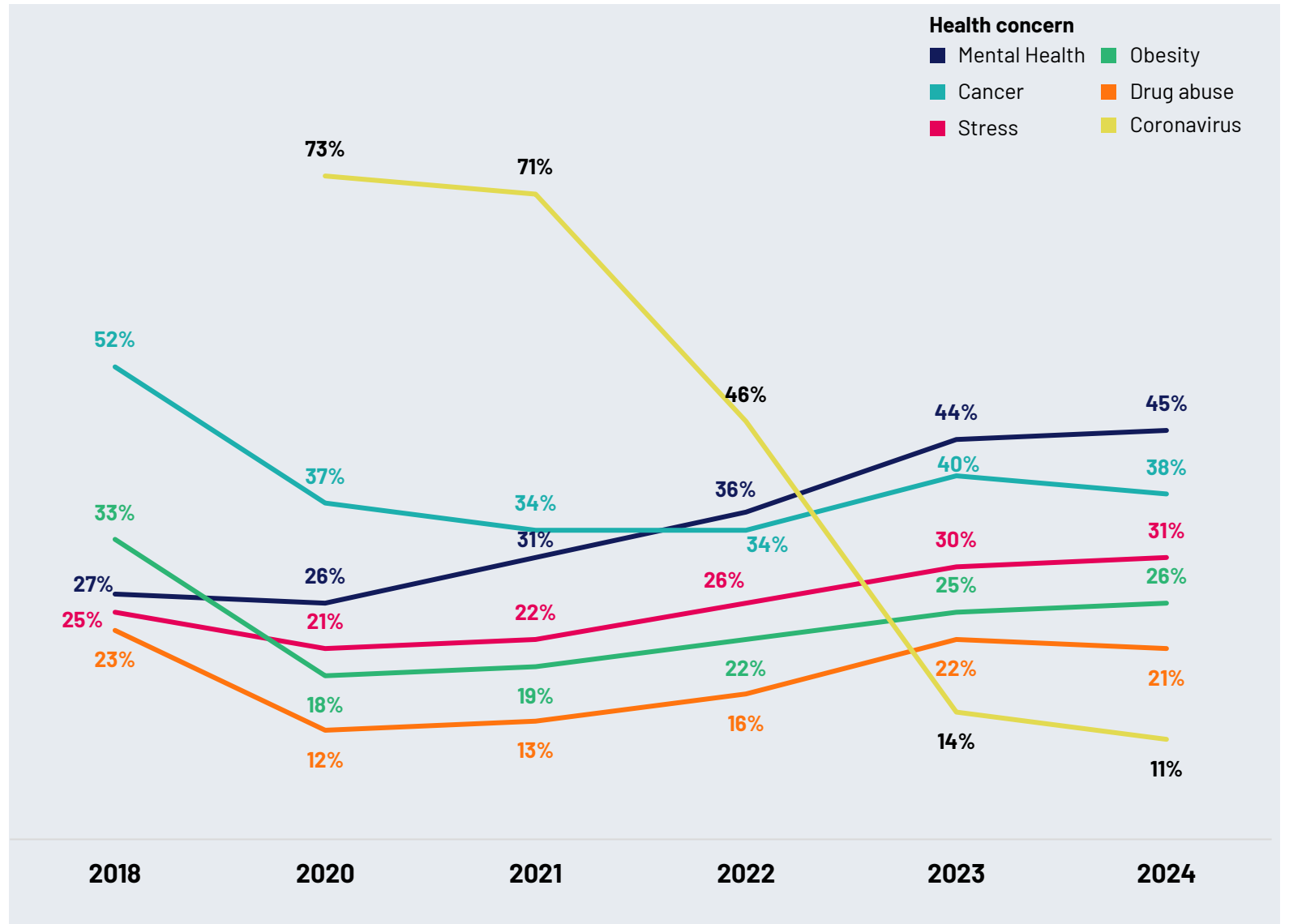


Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Top concerns for women

Global average over time

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.



Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Mental Health

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country

Country	2018	2020	2021	2022	2023
Global Country Average	45%				
Chile	27%	26%	31%	36%	44%
Sweden	26%	50%	59%	62%	66%
Australia	59%	59%	63%	63%	67%
Spain	50%	47%	47%	44%	60%
New Zealand	23%	16%	35%	51%	61%
Canada	N/A	N/A	N/A	N/A	59%
Colombia	49%	42%	43%	46%	61%
Great Britain	17%	N/A	42%	46%	51%
Brazil	50%	43%	40%	43%	53%
Ireland	18%	27%	40%	49%	52%
United States	N/A	N/A	N/A	58%	58%
Germany	44%	33%	35%	51%	53%
Argentina	37%	26%	32%	31%	52%
Singapore	15%	25%	28%	37%	47%
Switzerland	N/A	N/A	N/A	N/A	46%
Netherlands	N/A	N/A	28%	48%	48%
Peru	N/A	27%	33%	33%	45%
South Korea	41%	36%	37%	39%	45%
Poland	48%	27%	27%	35%	44%
France	19%	23%	30%	33%	41%
South Africa	10%	10%	12%	20%	35%
Indonesia	16%	22%	27%	37%	39%
Thailand	N/A	N/A	N/A	32%	38%
Belgium	N/A	N/A	N/A	29%	35%
Italy	23%	22%	35%	33%	37%
Malaysia	18%	10%	19%	28%	32%
Hungary	16%	22%	33%	31%	41%
Türkiye	14%	12%	18%	23%	24%
Japan	17%	25%	19%	27%	32%
India	24%	14%	9%	15%	18%
Mexico	18%	27%	25%	30%	19%
	6%	8%	11%	15%	21%



Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Mental health for women and men over time

Global country average

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

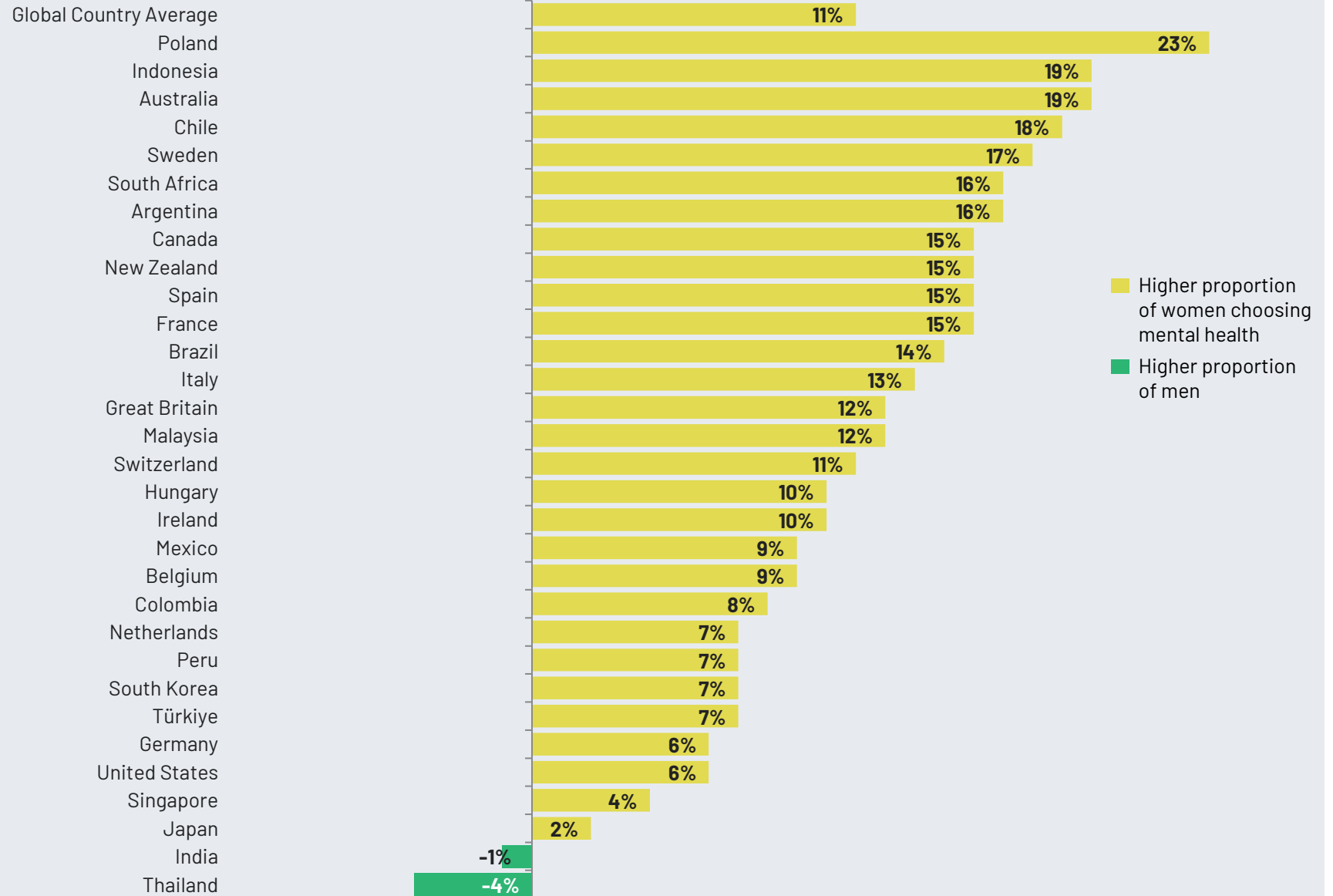


Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Mental health

Net difference between women and men

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.



Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Cancer

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country

Country	2018	2020	2021	2022	2023
Global Country Average	52%	37%	34%	34%	40%
Italy	75%	53%	53%	53%	57%
France	69%	51%	45%	46%	57%
Belgium	60%	63%	55%	59%	57%
Netherlands	N/A	48%	43%	40%	53%
Spain	68%	49%	53%	49%	53%
Great Britain	50%	46%	41%	41%	47%
Türkiye	61%	41%	37%	44%	44%
India	38%	20%	18%	21%	59%
Ireland	N/A	N/A	N/A	44%	50%
Poland	68%	59%	53%	47%	49%
Singapore	N/A	N/A	N/A	N/A	38%
Canada	58%	35%	26%	30%	38%
Peru	53%	41%	36%	43%	46%
Chile	38%	33%	34%	33%	38%
Hungary	56%	38%	41%	43%	40%
Japan	59%	30%	22%	26%	42%
New Zealand	N/A	N/A	N/A	N/A	35%
Sweden	36%	39%	36%	35%	34%
Brazil	57%	27%	31%	29%	38%
Colombia	50%	N/A	31%	34%	41%
Australia	39%	30%	24%	23%	31%
Germany	45%	30%	25%	26%	37%
Switzerland	N/A	N/A	29%	32%	38%
United States	42%	26%	22%	29%	29%
Mexico	38%	29%	30%	27%	29%
Thailand	N/A	N/A	N/A	19%	27%
Malaysia	35%	18%	16%	18%	24%
South Korea	37%	19%	21%	21%	26%
Argentina	37%	31%	27%	25%	24%
South Africa	44%	24%	23%	20%	24%
Indonesia	N/A	N/A	N/A	16%	22%



Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Stress

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country

Country	2018	2020	2021	2022	2023
Global Country Average	25%	21%	22%	26%	30%
South Korea	48%	35%	33%	35%	44%
Argentina	34%	29%	34%	39%	39%
Sweden	39%	33%	28%	35%	38%
Peru	29%	26%	35%	35%	35%
Thailand	N/A	N/A	N/A	27%	37%
Colombia	35%	N/A	30%	34%	38%
Türkiye	31%	31%	28%	34%	40%
Japan	37%	33%	28%	31%	37%
France	33%	23%	23%	28%	36%
Singapore	N/A	N/A	N/A	N/A	35%
Switzerland	N/A	N/A	31%	39%	39%
Poland	25%	30%	26%	29%	37%
Chile	23%	25%	27%	30%	33%
Spain	25%	18%	19%	28%	33%
Italy	26%	18%	21%	29%	31%
Belgium	31%	26%	30%	31%	34%
Brazil	19%	18%	22%	27%	29%
Germany	24%	17%	16%	14%	29%
Hungary	32%	25%	23%	27%	33%
Indonesia	N/A	N/A	N/A	22%	28%
Netherlands	N/A	19%	18%	23%	26%
Mexico	18%	19%	15%	23%	27%
Canada	14%	13%	16%	14%	22%
Australia	9%	14%	12%	11%	21%
South Africa	17%	18%	17%	24%	24%
New Zealand	N/A	N/A	N/A	N/A	17%
United States	13%	15%	14%	17%	18%
Malaysia	14%	17%	18%	18%	21%
Great Britain	12%	9%	11%	14%	15%
Ireland	N/A	N/A	N/A	18%	18%
India	26%	19%	20%	25%	15%



Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Obesity

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country

Country	2018	2020	2021	2022	2023
Global Country Average	33%	18%	19%	22%	25%
Mexico	76%	52%	52%	55%	62%
Chile	59%	36%	43%	38%	49%
Netherlands	41%	21%	28%	28%	36%
Great Britain	50%	27%	28%	29%	34%
Malaysia	52%	20%	18%	27%	29%
United States	40%	25%	20%	23%	30%
Poland	34%	11%	18%	25%	22%
France	33%	17%	20%	23%	30%
Peru	28%	26%	21%	25%	27%
New Zealand	N/A	N/A	N/A	N/A	26%
India	21%	7%	9%	10%	14%
Australia	46%	22%	17%	19%	24%
Sweden	30%	21%	23%	25%	29%
Türkiye	44%	19%	22%	20%	20%
Ireland	N/A	N/A	N/A	23%	26%
Spain	43%	15%	22%	23%	28%
Belgium	23%	22%	20%	24%	27%
Germany	30%	14%	17%	18%	27%
Switzerland	N/A	N/A	12%	16%	19%
Hungary	29%	14%	22%	22%	24%
Argentina	31%	20%	21%	25%	30%
Canada	31%	12%	12%	17%	21%
South Korea	20%	10%	11%	15%	16%
Colombia	23%	N/A	16%	20%	21%
Brazil	24%	11%	13%	15%	20%
Italy	24%	8%	9%	13%	18%
Singapore	N/A	N/A	N/A	N/A	15%
Indonesia	N/A	N/A	N/A	6%	13%
South Africa	21%	7%	7%	9%	9%
Thailand	N/A	N/A	N/A	11%	12%
Japan	12%	4%	4%	5%	7%



Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Drug abuse

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country

Country	2018	2020	2021	2022	2023
Global Country Average	23%	12%	13%	16%	22%
South Africa	48%	34%	30%	50%	52%
Argentina	48%	26%	34%	45%	41%
Colombia	52%	N/A	30%	32%	39%
Thailand	N/A	N/A	N/A	21%	23%
Brazil	42%	14%	22%	24%	36%
United States	37%	20%	20%	22%	34%
Ireland	N/A	N/A	N/A	19%	28%
Indonesia	N/A	N/A	N/A	26%	26%
Canada	21%	16%	17%	17%	30%
Chile	32%	19%	19%	25%	31%
Türkiye	35%	11%	17%	17%	31%
New Zealand	N/A	N/A	N/A	N/A	25%
Mexico	26%	17%	14%	19%	23%
Australia	35%	15%	12%	13%	21%
Germany	16%	8%	8%	8%	17%
Belgium	13%	13%	12%	14%	25%
Malaysia	28%	18%	11%	19%	21%
Peru	27%	7%	11%	13%	19%
France	15%	7%	9%	11%	20%
Great Britain	14%	6%	9%	8%	15%
Sweden	11%	12%	13%	15%	18%
India	17%	11%	10%	14%	14%
Spain	19%	10%	11%	13%	15%
Switzerland	N/A	N/A	9%	12%	16%
Hungary	9%	12%	10%	11%	16%
Netherlands	N/A	6%	6%	12%	17%
South Korea	8%	2%	2%	4%	19%
Poland	18%	10%	14%	9%	8%
Italy	7%	3%	3%	5%	7%
Singapore	N/A	N/A	N/A	N/A	4%
Japan	4%	3%	1%	3%	4%



Access to and quality of healthcare provided



How would you rate the quality of healthcare that you and your family have access to in your country?

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	Very good	Good	Neither good nor poor	Poor	Very poor	2018	2020	2021	2022	2023
Global Country Average	10%	34%	36%	15%	6%	44%	50%	53%	50%	48%
Malaysia	15%	51%	24%	8%	2%	72%	71%	67%	66%	66%
Netherlands	14%	50%	26%	8%	2%	N/A	76%	77%	68%	65%
Switzerland	20%	44%	28%	7%	2%	N/A	N/A	78%	68%	68%
Singapore	15%	46%	30%	6%	3%	N/A	N/A	N/A	N/A	71%
Australia	16%	44%	26%	10%	4%	71%	81%	78%	69%	64%
Thailand	11%	48%	35%	6%	1%	N/A	N/A	N/A	53%	62%
United States	16%	43%	30%	8%	4%	63%	71%	67%	66%	57%
Belgium	18%	40%	31%	7%	4%	64%	70%	76%	69%	62%
Indonesia	12%	44%	36%	7%	1%	N/A	N/A	N/A	57%	55%
Sweden	13%	40%	30%	11%	5%	51%	64%	64%	63%	60%
Great Britain	12%	38%	31%	13%	6%	73%	74%	68%	63%	58%
New Zealand	17%	32%	28%	18%	5%	N/A	N/A	N/A	N/A	52%
France	9%	39%	30%	16%	7%	55%	59%	62%	55%	50%
Argentina	10%	38%	34%	13%	5%	58%	49%	58%	55%	50%
South Africa	14%	34%	36%	12%	5%	46%	47%	50%	46%	50%
South Korea	6%	39%	43%	9%	2%	50%	55%	58%	57%	51%
India	11%	33%	41%	10%	5%	55%	52%	56%	60%	53%
Spain	7%	36%	35%	16%	6%	58%	52%	60%	50%	55%
Canada	8%	35%	34%	16%	7%	62%	72%	64%	54%	47%
Ireland	8%	35%	32%	18%	8%	N/A	N/A	N/A	42%	39%
Germany	9%	33%	37%	16%	5%	56%	66%	60%	54%	46%
Colombia	8%	26%	46%	16%	5%	25%	N/A	34%	38%	42%
Chile	3%	28%	39%	21%	10%	30%	32%	29%	35%	35%
Japan	4%	26%	57%	9%	4%	34%	33%	36%	41%	38%
Türkiye	6%	23%	42%	21%	8%	46%	41%	45%	37%	37%
Brazil	6%	23%	40%	21%	10%	18%	31%	30%	29%	31%
Mexico	5%	23%	40%	23%	9%	26%	29%	32%	29%	34%
Italy	3%	24%	39%	25%	9%	33%	42%	46%	34%	33%
Peru	2%	14%	49%	22%	13%	20%	18%	19%	21%	16%
Poland	3%	11%	44%	28%	14%	14%	9%	12%	14%	14%
Hungary	3%	9%	30%	33%	25%	20%	21%	16%	14%	15%



Over the coming years, do you expect the quality of healthcare that you and your family will have access to locally will improve, stay the same, or get worse?

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	Improve	Stay the same	Get worse	2018	2020	2021	2022	2023
Global Country Average	28%	51%	21%	34%	32%	34%	33%	30%
Colombia	65%	21%	14%	66%	N/A	66%	71%	65%
Argentina	63%	28%	10%	53%	56%	60%	52%	58%
Peru	60%	35%	5%	63%	68%	59%	59%	60%
Brazil	59%	31%	9%	61%	64%	66%	62%	61%
Thailand	55%	42%	3%	N/A	N/A	N/A	44%	55%
Mexico	51%	39%	11%	47%	58%	56%	52%	55%
Indonesia	50%	47%	3%	N/A	N/A	N/A	52%	49%
South Africa	47%	38%	15%	35%	41%	39%	39%	44%
Chile	39%	47%	14%	55%	54%	58%	54%	48%
Malaysia	39%	55%	6%	49%	45%	41%	33%	37%
Singapore	33%	58%	9%	N/A	N/A	N/A	N/A	40%
Spain	29%	51%	21%	44%	45%	38%	29%	38%
Great Britain	26%	47%	27%	8%	14%	13%	18%	20%
India	26%	63%	11%	53%	52%	56%	53%	44%
United States	20%	67%	13%	18%	21%	17%	21%	17%
New Zealand	20%	49%	32%	N/A	N/A	N/A	N/A	23%
Belgium	19%	54%	27%	22%	19%	20%	17%	14%
Australia	18%	60%	22%	22%	28%	27%	23%	19%
Sweden	18%	51%	31%	28%	19%	25%	19%	19%
Ireland	17%	59%	25%	N/A	N/A	N/A	15%	17%
Poland	16%	63%	21%	18%	10%	16%	10%	15%
Türkiye	15%	54%	31%	44%	31%	27%	24%	23%
Switzerland	14%	64%	22%	N/A	N/A	24%	19%	15%
Canada	12%	58%	30%	15%	17%	17%	16%	13%
Germany	12%	50%	39%	10%	16%	11%	15%	11%
South Korea	12%	68%	21%	24%	17%	21%	18%	15%
Hungary	11%	43%	47%	12%	12%	10%	8%	9%
Italy	10%	53%	37%	14%	18%	17%	9%	12%
France	9%	49%	42%	14%	13%	11%	15%	10%
Japan	9%	72%	20%	15%	11%	11%	9%	10%
Netherlands	8%	57%	35%	N/A	15%	15%	13%	12%



To what extent do you agree or disagree with the following statements?

The healthcare system in my country is overstretched

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	64%	12%	54%	55%	56%	61%	62%
Great Britain	82%	6%	85%	81%	85%	83%	81%
Sweden	80%	6%	74%	77%	76%	82%	79%
France	79%	6%	70%	73%	66%	78%	82%
Hungary	78%	9%	80%	77%	73%	76%	79%
New Zealand	76%	7%	N/A	N/A	N/A	N/A	75%
Ireland	74%	9%	N/A	N/A	N/A	78%	77%
Italy	74%	8%	64%	61%	63%	70%	73%
Canada	74%	7%	67%	64%	74%	73%	74%
Netherlands	73%	7%	N/A	65%	67%	74%	73%
Poland	73%	9%	32%	22%	25%	27%	27%
Spain	71%	8%	70%	75%	71%	71%	72%
Belgium	70%	8%	33%	57%	57%	64%	65%
Brazil	69%	12%	66%	69%	71%	67%	74%
Germany	66%	12%	55%	35%	44%	59%	70%
Peru	66%	13%	60%	75%	72%	69%	74%
Australia	65%	11%	60%	52%	58%	72%	65%
Chile	65%	11%	70%	65%	67%	70%	70%
Argentina	62%	12%	60%	67%	59%	59%	67%
Thailand	61%	16%	N/A	N/A	N/A	63%	64%
Colombia	61%	11%	69%	N/A	75%	65%	59%
Mexico	60%	11%	57%	51%	52%	53%	57%
India	60%	20%	46%	51%	54%	58%	68%
Türkiye	58%	21%	46%	46%	53%	59%	56%
South Africa	57%	11%	57%	62%	64%	59%	61%
Switzerland	56%	15%	N/A	N/A	39%	46%	53%
United States	52%	12%	48%	48%	55%	51%	51%
Indonesia	49%	20%	N/A	N/A	N/A	47%	48%
Malaysia	49%	24%	42%	39%	44%	42%	49%
Singapore	45%	15%	N/A	N/A	N/A	N/A	44%
Japan	43%	12%	15%	12%	13%	15%	16%
South Korea	25%	27%	24%	27%	29%	30%	24%



To what extent do you agree or disagree with the following statements?

Waiting times to get an appointment with doctors are too long in my country

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	67%	12%	62%	62%	60%	64%	67%
Hungary	85%	6%	78%	80%	83%	86%	86%
Poland	83%	7%	77%	83%	81%	81%	81%
Colombia	77%	9%	74%	N/A	78%	75%	76%
Italy	76%	7%	70%	72%	73%	70%	74%
Germany	75%	8%	65%	60%	61%	67%	77%
Great Britain	75%	8%	62%	68%	73%	75%	74%
Brazil	75%	8%	73%	79%	84%	78%	81%
Chile	75%	8%	77%	77%	76%	76%	74%
Peru	74%	13%	75%	84%	74%	81%	77%
Thailand	74%	9%	N/A	N/A	N/A	64%	68%
Mexico	74%	10%	74%	71%	73%	70%	73%
Argentina	74%	10%	64%	68%	70%	71%	72%
Spain	73%	9%	70%	74%	72%	73%	75%
New Zealand	73%	10%	N/A	N/A	N/A	N/A	66%
Belgium	72%	10%	38%	56%	57%	65%	63%
Canada	71%	8%	62%	61%	65%	68%	68%
Türkiye	70%	13%	51%	66%	69%	75%	69%
Ireland	70%	11%	N/A	N/A	N/A	67%	68%
France	66%	12%	53%	57%	51%	66%	70%
Malaysia	64%	14%	61%	62%	56%	63%	63%
Sweden	64%	10%	59%	60%	59%	62%	65%
Indonesia	61%	13%	N/A	N/A	N/A	58%	60%
Singapore	60%	11%	N/A	N/A	N/A	N/A	57%
India	59%	20%	55%	55%	55%	57%	70%
Japan	59%	9%	47%	58%	57%	57%	54%
Netherlands	57%	15%	N/A	47%	46%	53%	59%
Australia	56%	18%	43%	41%	43%	56%	58%
South Africa	56%	21%	54%	56%	55%	50%	57%
United States	49%	20%	41%	36%	40%	43%	47%
Switzerland	42%	30%	N/A	N/A	28%	34%	38%
South Korea	41%	25%	38%	37%	35%	37%	43%



To what extent do you agree or disagree with the following statements?

Many people in my country cannot afford good healthcare

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	61%	17%	59%	59%	58%	61%	61%
Hungary	86%	7%	77%	83%	80%	83%	82%
Brazil	82%	6%	74%	83%	90%	80%	83%
South Africa	79%	10%	83%	88%	83%	85%	81%
Colombia	78%	9%	78%	N/A	83%	77%	77%
Chile	78%	6%	81%	85%	81%	82%	78%
Poland	77%	10%	73%	83%	74%	73%	74%
Peru	76%	11%	77%	86%	81%	82%	81%
Argentina	75%	10%	70%	81%	80%	78%	79%
Mexico	75%	9%	75%	76%	80%	77%	74%
Thailand	74%	8%	N/A	N/A	N/A	72%	76%
United States	71%	9%	75%	69%	67%	69%	72%
Indonesia	70%	13%	N/A	N/A	N/A	69%	68%
Türkiye	69%	13%	57%	64%	63%	67%	64%
Ireland	68%	9%	N/A	N/A	N/A	70%	69%
New Zealand	67%	15%	N/A	N/A	N/A	N/A	64%
Italy	63%	11%	54%	53%	55%	53%	56%
India	62%	20%	72%	73%	73%	70%	74%
France	61%	15%	60%	58%	49%	55%	62%
Malaysia	58%	20%	51%	50%	56%	51%	56%
Spain	57%	20%	52%	58%	57%	57%	57%
Australia	56%	20%	46%	42%	43%	50%	55%
Belgium	55%	18%	32%	55%	54%	51%	54%
Great Britain	49%	26%	30%	28%	37%	50%	48%
Japan	47%	16%	44%	48%	53%	50%	45%
Canada	46%	23%	27%	29%	33%	38%	42%
Germany	45%	25%	40%	37%	37%	39%	47%
Switzerland	43%	24%	N/A	N/A	42%	45%	45%
Singapore	40%	27%	N/A	N/A	N/A	N/A	40%
Netherlands	40%	29%	N/A	29%	33%	39%	40%
Sweden	27%	45%	25%	24%	19%	24%	22%
South Korea	25%	35%	28%	25%	26%	24%	24%



To what extent do you agree or disagree with the following statements?

Vaccinating against serious infectious diseases should be compulsory

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	59%	17%	67%	64%	62%	59%	59%
Mexico	76%	7%	74%	76%	76%	75%	75%
Indonesia	75%	%	N/A	N/A	N/A	78%	79%
Argentina	73%	11%	82%	74%	72%	72%	77%
Colombia	72%	9%	80%	N/A	72%	71%	73%
Brazil	71%	13%	75%	78%	77%	72%	74%
Thailand	69%	11%	N/A	N/A	N/A	63%	72%
South Korea	66%	10%	71%	74%	65%	60%	62%
India	65%	18%	74%	76%	74%	74%	77%
Malaysia	65%	11%	76%	86%	81%	64%	72%
Peru	64%	12%	77%	81%	72%	72%	67%
Chile	63%	13%	73%	77%	73%	72%	67%
Belgium	62%	15%	56%	58%	54%	54%	52%
South Africa	62%	20%	78%	66%	46%	48%	53%
Spain	62%	15%	66%	65%	58%	58%	68%
Poland	62%	20%	62%	50%	51%	54%	55%
Great Britain	60%	18%	67%	59%	60%	60%	55%
Sweden	60%	17%	56%	60%	56%	56%	55%
Netherlands	59%	20%	53%	47%	48%	48%	47%
Türkiye	57%	21%	81%	72%	71%	66%	64%
Australia	56%	19%	72%	62%	61%	61%	54%
France	55%	17%	50%	55%	53%	53%	55%
Italy	55%	17%	63%	55%	67%	57%	58%
Singapore	54%	14%	N/A	N/A	N/A	N/A	64%
New Zealand	53%	22%	N/A	N/A	N/A	N/A	51%
Ireland	52%	23%	N/A	N/A	N/A	46%	48%
Canada	51%	21%	60%	61%	63%	56%	50%
Germany	51%	26%	54%	47%	52%	52%	49%
Hungary	47%	27%	52%	42%	41%	41%	46%
United States	42%	20%	53%	50%	50%	44%	40%
Switzerland	40%	32%	N/A	49%	45%	45%	41%
Japan	33%	24%	52%	49%	43%	43%	34%



To what extent do you agree or disagree with the following statements?

In my country, information about how to look after my health is readily available when I need it

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	55%	16%	50%	55%	57%	56%	57%
Malaysia	73%	7%	59%	74%	68%	66%	70%
Singapore	71%	5%	N/A	N/A	N/A	N/A	73%
Thailand	68%	14%	N/A	N/A	N/A	64%	65%
Great Britain	67%	10%	73%	77%	75%	69%	68%
Switzerland	66%	9%	N/A	74%	65%	65%	65%
Sweden	66%	10%	31%	67%	72%	70%	67%
Belgium	66%	9%	54%	56%	60%	60%	62%
Netherlands	66%	7%	N/A	66%	64%	66%	67%
Australia	64%	9%	78%	76%	68%	68%	66%
India	63%	16%	56%	56%	57%	63%	73%
Germany	63%	12%	66%	67%	61%	61%	60%
United States	61%	12%	54%	66%	65%	62%	58%
South Korea	61%	8%	56%	59%	60%	66%	63%
New Zealand	60%	11%	N/A	N/A	N/A	N/A	68%
South Africa	59%	17%	N/A	N/A	N/A	57%	57%
Argentina	57%	18%	50%	50%	49%	49%	57%
Canada	56%	16%	66%	62%	59%	59%	57%
Spain	56%	16%	55%	59%	58%	58%	61%
Ireland	55%	16%	46%	46%	56%	56%	53%
France	55%	15%	56%	61%	60%	60%	57%
Indonesia	51%	15%	53%	57%	53%	57%	57%
Japan	47%	11%	N/A	N/A	N/A	56%	56%
Poland	47%	21%	35%	38%	45%	45%	45%
Türkiye	47%	25%	63%	54%	59%	51%	57%
Mexico	43%	24%	42%	47%	51%	51%	49%
Brazil	43%	32%	37%	43%	41%	41%	45%
Peru	42%	25%	27%	36%	37%	37%	35%
Chile	40%	21%	32%	40%	39%	39%	44%
Colombia	40%	25%	N/A	39%	46%	46%	46%
Italy	37%	25%	35%	43%	42%	42%	42%
Hungary	32%	32%	36%	32%	35%	35%	33%



To what extent do you agree or disagree with the following statements?

In my country, information about healthcare services is readily available when I need it

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	53%	18%	47%	52%	55%	55%	56%
Malaysia	75%	5%	N/A	76%	66%	66%	70%
Singapore	69%	6%	N/A	N/A	N/A	N/A	75%
Netherlands	68%	8%	N/A	69%	67%	66%	66%
Sweden	67%	11%	58%	70%	72%	70%	70%
Thailand	66%	14%	N/A	N/A	N/A	64%	67%
Belgium	66%	11%	62%	63%	61%	61%	64%
Switzerland	65%	11%	63%	71%	70%	66%	67%
Great Britain	64%	11%	69%	73%	70%	68%	67%
India	62%	19%	50%	52%	60%	65%	71%
Australia	61%	11%	77%	71%	70%	70%	64%
South Korea	59%	8%	54%	61%	63%	66%	66%
United States	58%	12%	61%	63%	62%	58%	54%
New Zealand	57%	13%	N/A	N/A	N/A	N/A	65%
Spain	55%	16%	64%	62%	55%	55%	61%
Germany	55%	16%	54%	62%	61%	61%	57%
France	54%	18%	50%	56%	56%	56%	58%
Indonesia	54%	17%	N/A	N/A	N/A	55%	58%
South Africa	53%	21%	45%	47%	51%	51%	55%
Canada	51%	17%	50%	58%	55%	55%	56%
Türkiye	51%	26%	66%	63%	59%	52%	57%
Argentina	48%	22%	47%	52%	48%	51%	52%
Ireland	48%	22%	N/A	N/A	N/A	54%	49%
Japan	44%	10%	42%	42%	50%	50%	53%
Poland	42%	32%	34%	41%	39%	39%	38%
Mexico	40%	22%	31%	41%	45%	45%	43%
Chile	39%	25%	35%	36%	43%	43%	42%
Colombia	39%	31%	N/A	33%	42%	42%	42%
Brazil	38%	36%	30%	33%	37%	37%	42%
Peru	35%	34%	24%	29%	35%	35%	33%
Italy	34%	29%	24%	33%	39%	39%	40%
Hungary	30%	34%	35%	29%	31%	31%	33%



To what extent do you agree or disagree with the following statements?

I trust the healthcare system in my country to provide me with the best treatment

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	48%	24%	40%	50%	51%	53%	51%
Malaysia	72%	7%	63%	75%	68%	64%	68%
Thailand	65%	13%	N/A	N/A	N/A	62%	62%
Singapore	64%	10%	N/A	N/A	N/A	N/A	69%
India	63%	19%	51%	54%	59%	66%	75%
Switzerland	61%	16%	N/A	N/A	74%	65%	65%
Belgium	61%	12%	54%	59%	59%	61%	57%
Netherlands	61%	16%	N/A	67%	67%	66%	61%
Indonesia	60%	10%	N/A	N/A	N/A	60%	58%
Spain	59%	15%	64%	62%	65%	64%	69%
Australia	57%	18%	61%	74%	69%	60%	58%
France	56%	18%	50%	58%	57%	60%	57%
Sweden	52%	26%	48%	59%	56%	61%	59%
Great Britain	51%	19%	63%	68%	65%	61%	57%
Argentina	51%	19%	47%	50%	55%	53%	59%
South Korea	49%	13%	36%	54%	55%	53%	53%
South Africa	48%	26%	37%	42%	42%	46%	47%
United States	48%	22%	43%	52%	49%	48%	44%
Germany	47%	27%	45%	58%	55%	51%	46%
New Zealand	46%	28%	N/A	N/A	N/A	N/A	53%
Ireland	44%	32%	N/A	N/A	N/A	50%	43%
Japan	44%	14%	37%	48%	49%	53%	49%
Canada	43%	23%	56%	64%	59%	53%	46%
Brazil	40%	32%	20%	33%	37%	41%	43%
Colombia	38%	30%	26%	N/A	36%	41%	45%
Türkiye	37%	38%	43%	43%	45%	42%	40%
Italy	37%	29%	36%	45%	52%	45%	44%
Mexico	36%	32%	31%	38%	40%	40%	40%
Chile	32%	33%	34%	30%	33%	37%	38%
Poland	31%	41%	22%	18%	25%	31%	32%
Peru	30%	38%	24%	28%	28%	27%	27%
Hungary	9%	76%	13%	16%	11%	10%	15%



To what extent do you agree or disagree with the following statements?

I find it easy to get an appointment with doctors in my local area

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	44%	31%	41%	46%	48%	48%	46%
Malaysia	70%	11%	53%	60%	59%	59%	61%
South Korea	61%	11%	55%	62%	67%	65%	64%
Thailand	61%	18%	N/A	N/A	N/A	57%	57%
India	60%	21%	61%	63%	65%	70%	70%
Switzerland	59%	16%	N/A	N/A	70%	58%	59%
South Africa	59%	24%	52%	61%	53%	61%	61%
Singapore	56%	14%	N/A	N/A	N/A	N/A	60%
Netherlands	55%	20%	N/A	60%	61%	58%	56%
Australia	51%	24%	63%	72%	63%	53%	48%
United States	50%	21%	58%	61%	58%	56%	53%
Indonesia	50%	17%	N/A	N/A	N/A	53%	48%
Spain	49%	28%	64%	45%	51%	54%	59%
Belgium	46%	32%	45%	55%	59%	51%	50%
Mexico	43%	29%	37%	41%	41%	47%	50%
Chile	41%	30%	37%	35%	35%	42%	41%
New Zealand	41%	37%	N/A	N/A	N/A	N/A	49%
Poland	41%	44%	30%	25%	34%	40%	40%
Ireland	40%	39%	N/A	N/A	N/A	49%	38%
Colombia	40%	34%	31%	N/A	35%	44%	46%
Argentina	39%	37%	41%	45%	40%	43%	39%
Brazil	37%	41%	24%	37%	41%	38%	42%
Sweden	36%	35%	34%	42%	49%	43%	37%
Japan	35%	22%	27%	35%	37%	41%	38%
France	34%	43%	36%	35%	36%	35%	32%
Germany	32%	45%	32%	46%	44%	43%	33%
Great Britain	32%	45%	40%	37%	33%	35%	35%
Canada	32%	41%	43%	45%	42%	36%	33%
Peru	31%	43%	26%	23%	27%	31%	32%
Italy	28%	42%	27%	30%	42%	34%	34%
Türkiye	27%	53%	59%	53%	49%	32%	38%
Hungary	24%	58%	23%	25%	24%	24%	25%



To what extent do you agree or disagree with the following statements?

The healthcare system in my country provides the same standard of care to everyone

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	Agree	Disagree	2018	2020	2021	2022	2023
Global Country Average	38%	36%	31%	37%	39%	42%	41%
Malaysia	67%	11%	57%	62%	59%	59%	65%
India	61%	20%	40%	41%	45%	56%	70%
Thailand	54%	20%	N/A	N/A	N/A	52%	53%
Singapore	54%	17%	N/A	N/A	N/A	N/A	61%
Spain	54%	21%	52%	51%	61%	54%	64%
Indonesia	46%	29%	N/A	N/A	N/A	44%	46%
Netherlands	45%	27%	N/A	52%	47%	46%	43%
Great Britain	45%	33%	54%	63%	56%	55%	49%
Belgium	44%	27%	34%	34%	35%	43%	43%
Switzerland	44%	32%	N/A	N/A	51%	45%	49%
South Korea	44%	21%	33%	49%	49%	49%	47%
Australia	43%	30%	47%	53%	50%	49%	44%
Sweden	42%	32%	40%	40%	50%	47%	44%
Argentina	41%	31%	34%	32%	34%	35%	39%
Canada	40%	30%	50%	54%	53%	49%	43%
France	39%	36%	30%	38%	42%	46%	42%
New Zealand	38%	39%	N/A	N/A	N/A	N/A	43%
Italy	33%	38%	28%	36%	44%	39%	39%
Japan	32%	24%	26%	35%	35%	41%	44%
South Africa	31%	50%	17%	20%	23%	27%	30%
Mexico	31%	38%	24%	22%	25%	34%	31%
Germany	30%	49%	23%	37%	33%	36%	28%
Ireland	30%	47%	N/A	N/A	N/A	31%	29%
Türkiye	30%	48%	35%	36%	41%	34%	39%
United States	30%	45%	24%	24%	27%	28%	28%
Peru	28%	48%	19%	18%	19%	25%	28%
Brazil	27%	49%	18%	23%	23%	29%	35%
Poland	24%	57%	17%	13%	19%	23%	23%
Colombia	23%	52%	17%	N/A	19%	27%	28%
Chile	22%	53%	19%	13%	16%	19%	24%
Hungary	14%	73%	13%	19%	14%	15%	14%



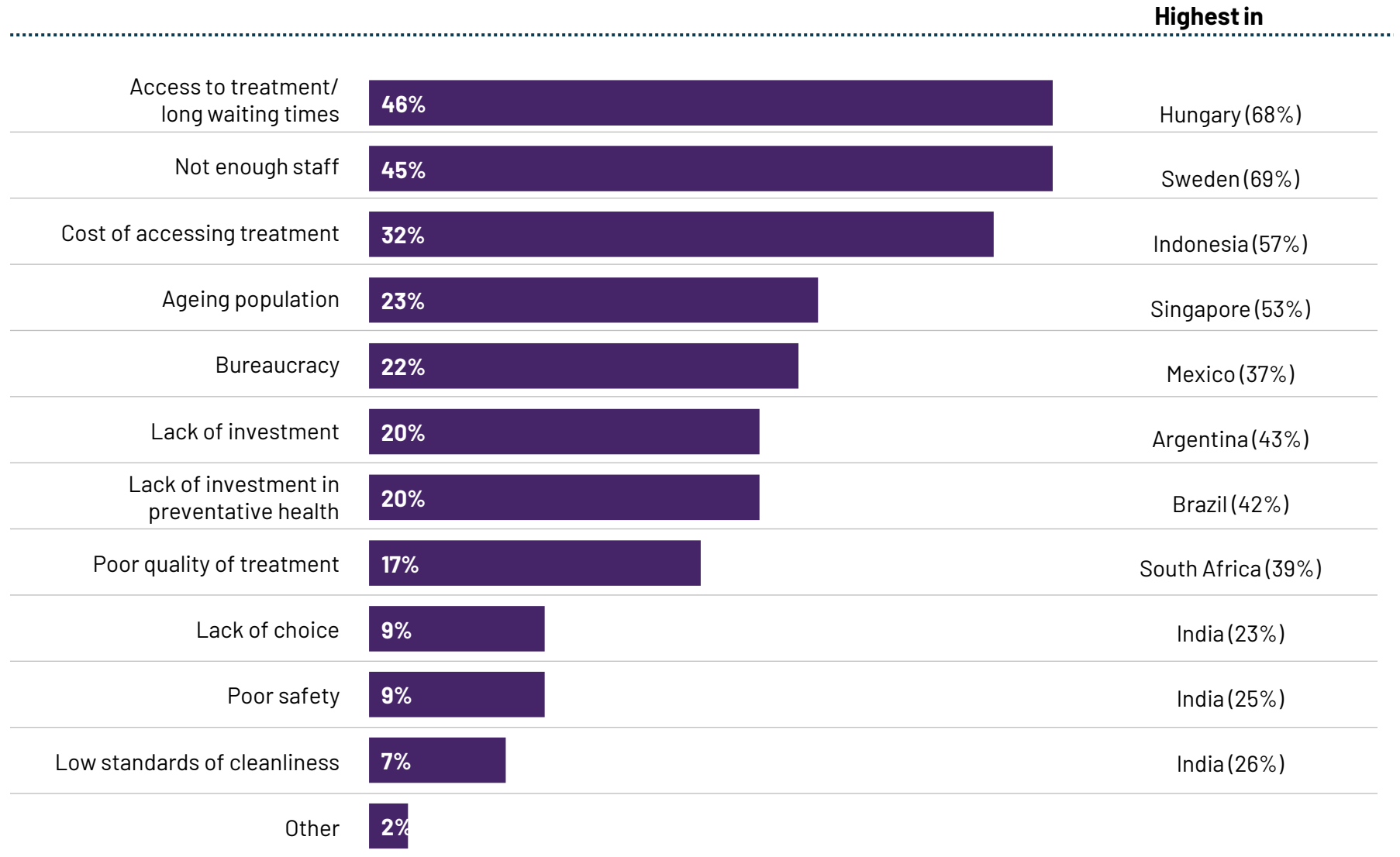
The challenges facing healthcare services



Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Global Country Average

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.



Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Access to treatment/long waiting times

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	2018	2020	2021	2022	2023
Global Country Average	41%	40%	41%	42%	46%
Hungary	65%	59%	61%	65%	65%
Poland	70%	68%	68%	63%	66%
Chile	64%	64%	61%	65%	63%
Sweden	52%	55%	51%	58%	58%
Italy	59%	60%	55%	56%	57%
Great Britain	32%	43%	52%	46%	47%
Ireland	N/A	N/A	N/A	51%	51%
Türkiye	38%	46%	45%	58%	51%
Spain	52%	43%	52%	51%	51%
Canada	49%	47%	48%	47%	51%
Colombia	59%	N/A	52%	57%	60%
Mexico	48%	51%	55%	50%	50%
Thailand	N/A	N/A	N/A	46%	46%
Peru	46%	48%	51%	52%	50%
New Zealand	N/A	N/A	N/A	N/A	50%
Germany	37%	35%	39%	39%	45%
Malaysia	43%	53%	43%	47%	50%
Australia	37%	36%	38%	37%	44%
Brazil	35%	37%	45%	42%	44%
South Africa	41%	39%	40%	42%	43%
Argentina	35%	38%	45%	43%	49%
Indonesia	N/A	N/A	N/A	41%	46%
Belgium	26%	32%	36%	40%	45%
Singapore	N/A	N/A	N/A	N/A	40%
France	29%	29%	29%	29%	39%
Netherlands	N/A	36%	34%	34%	37%
South Korea	26%	20%	24%	25%	28%
United States	22%	21%	24%	22%	27%
India	22%	17%	22%	23%	27%
Japan	20%	23%	24%	23%	24%
Switzerland	N/A	N/A	12%	18%	17%



Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Not enough staff

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country		2018	2020	2021	2022	2023
Global Country Average	45%	36%	39%	39%	42%	46%
Sweden	69%	68%	68%	71%	76%	72%
France	68%	67%	69%	63%	69%	75%
Netherlands	66%	N/A	61%	66%	67%	65%
Canada	64%	54%	54%	61%	63%	60%
Belgium	63%	38%	57%	57%	67%	61%
New Zealand	62%	N/A	N/A	N/A	N/A	64%
Germany	62%	61%	58%	58%	59%	64%
Hungary	58%	63%	54%	58%	61%	60%
Spain	58%	49%	55%	51%	56%	57%
Switzerland	56%	N/A	N/A	44%	53%	58%
Great Britain	54%	54%	49%	56%	56%	57%
Ireland	52%	N/A	N/A	N/A	51%	58%
Italy	52%	38%	41%	45%	49%	50%
Japan	51%	33%	47%	52%	43%	46%
Australia	51%	37%	40%	47%	58%	52%
Thailand	44%	N/A	N/A	N/A	36%	44%
Malaysia	42%	34%	37%	38%	37%	45%
South Korea	42%	27%	30%	31%	33%	41%
South Africa	40%	41%	39%	38%	46%	41%
Singapore	40%	N/A	N/A	N/A	N/A	45%
Türkiye	39%	36%	30%	27%	42%	39%
Chile	37%	39%	30%	27%	35%	40%
United States	33%	14%	16%	28%	34%	34%
Poland	30%	23%	28%	26%	30%	29%
Argentina	27%	25%	28%	24%	25%	34%
Mexico	26%	20%	21%	19%	23%	28%
Peru	24%	21%	25%	25%	25%	27%
India	24%	17%	19%	22%	18%	26%
Brazil	21%	23%	17%	19%	24%	25%
Indonesia	18%	N/A	N/A	N/A	16%	19%
Colombia	18%	17%	N/A	22%	17%	21%



Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Cost of accessing treatment

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country

Country	2018	2020	2021	2022	2023
Global Country Average	32%	31%	31%	31%	31%
Indonesia	N/A	N/A	N/A	68%	59%
United States	64%	59%	52%	55%	54%
Chile	46%	62%	58%	52%	47%
Singapore	N/A	N/A	N/A	N/A	46%
Switzerland	N/A	N/A	37%	38%	43%
Malaysia	49%	42%	41%	38%	45%
Australia	38%	29%	25%	25%	38%
Argentina	35%	34%	40%	39%	35%
Türkiye	32%	39%	32%	37%	38%
Japan	44%	32%	28%	31%	35%
Poland	34%	35%	34%	37%	33%
South Africa	39%	32%	37%	38%	29%
Colombia	37%	N/A	35%	37%	35%
Peru	29%	37%	37%	36%	35%
Belgium	27%	39%	36%	34%	35%
Mexico	26%	36%	40%	33%	33%
New Zealand	N/A	N/A	N/A	N/A	33%
Ireland	N/A	N/A	N/A	30%	32%
Thailand	N/A	N/A	N/A	27%	28%
India	44%	45%	44%	40%	29%
Netherlands	N/A	26%	24%	23%	27%
South Korea	32%	27%	25%	26%	23%
Hungary	18%	20%	21%	24%	22%
France	34%	28%	24%	21%	25%
Italy	28%	20%	18%	19%	20%
Brazil	18%	22%	24%	25%	24%
Germany	19%	17%	17%	16%	19%
Canada	10%	11%	10%	12%	16%
Great Britain	8%	9%	9%	9%	12%
Spain	15%	8%	10%	9%	11%
Sweden	11%	11%	11%	9%	8%



Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Bureaucracy

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country	2018	2020	2021	2022	2023
Global Country Average	26%	26%	26%	26%	23%
Mexico	46%	42%	38%	41%	34%
Germany	32%	36%	36%	29%	36%
Chile	36%	34%	34%	31%	31%
Argentina	39%	40%	43%	43%	38%
Indonesia	N/A	N/A	N/A	38%	32%
Brazil	26%	28%	31%	28%	29%
Netherlands	N/A	32%	32%	30%	32%
Peru	38%	45%	39%	39%	38%
Colombia	40%	N/A	36%	36%	34%
Sweden	28%	29%	29%	29%	25%
Switzerland	N/A	N/A	28%	32%	24%
Italy	33%	34%	35%	31%	26%
United States	33%	35%	30%	23%	21%
Poland	32%	28%	27%	26%	27%
Thailand	N/A	N/A	N/A	31%	27%
Canada	21%	25%	23%	20%	22%
India	17%	16%	14%	16%	15%
France	20%	25%	23%	22%	21%
Spain	23%	23%	28%	26%	25%
Ireland	N/A	N/A	N/A	26%	20%
Australia	19%	23%	21%	18%	16%
Great Britain	26%	28%	23%	21%	19%
South Korea	21%	22%	15%	16%	17%
New Zealand	N/A	N/A	N/A	N/A	15%
Hungary	19%	19%	19%	17%	17%
Türkiye	23%	18%	21%	17%	18%
Belgium	20%	20%	20%	16%	13%
Malaysia	17%	17%	19%	16%	16%
South Africa	14%	14%	16%	11%	10%
Japan	7%	10%	15%	13%	9%
Singapore	N/A	N/A	N/A	N/A	7%



Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Ageing population

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country

Country	2018	2020	2021	2022	2023
Global Country Average	20%	18%	21%	19%	22%
Singapore	N/A	N/A	56%	N/A	51%
Japan	52%	53%	48%	52%	53%
South Korea	43%	46%	47%	51%	53%
Netherlands	N/A	35%	27%	30%	37%
Switzerland	N/A	N/A	34%	31%	30%
Great Britain	37%	31%	26%	27%	28%
France	28%	23%	22%	26%	28%
Canada	38%	36%	30%	29%	30%
Australia	37%	41%	31%	27%	27%
Belgium	28%	30%	29%	28%	30%
Germany	29%	24%	27%	22%	23%
Poland	22%	21%	19%	24%	25%
India	16%	14%	15%	17%	29%
Thailand	N/A	N/A	N/A	15%	17%
Spain	22%	15%	20%	22%	24%
Sweden	19%	26%	20%	17%	22%
Italy	16%	16%	12%	20%	21%
New Zealand	N/A	N/A	N/A	N/A	20%
United States	16%	17%	16%	15%	16%
Malaysia	12%	15%	13%	14%	15%
Ireland	N/A	N/A	N/A	17%	20%
Türkiye	16%	15%	12%	11%	15%
Hungary	16%	14%	13%	12%	15%
Chile	9%	10%	8%	7%	9%
Brazil	4%	5%	5%	6%	9%
Indonesia	N/A	N/A	N/A	3%	5%
South Africa	5%	7%	6%	5%	8%
Colombia	2%	N/A	3%	6%	4%
Mexico	3%	4%	5%	5%	3%
Argentina	4%	2%	3%	4%	4%
Peru	2%	1%	2%	2%	3%



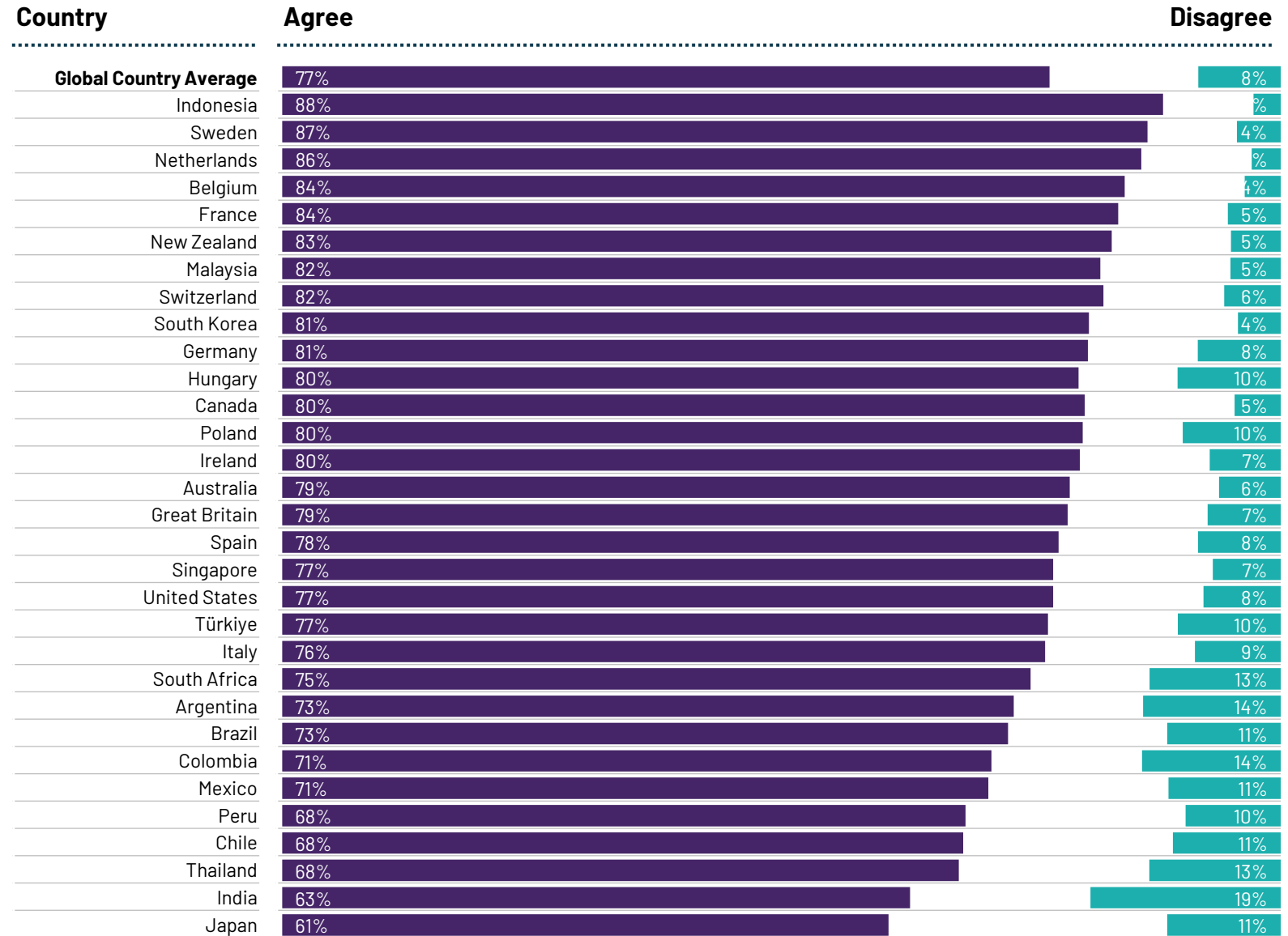
Appendix



To what extent do you agree or disagree with the following statements?

I find it easy to get access to a pharmacy in my local area

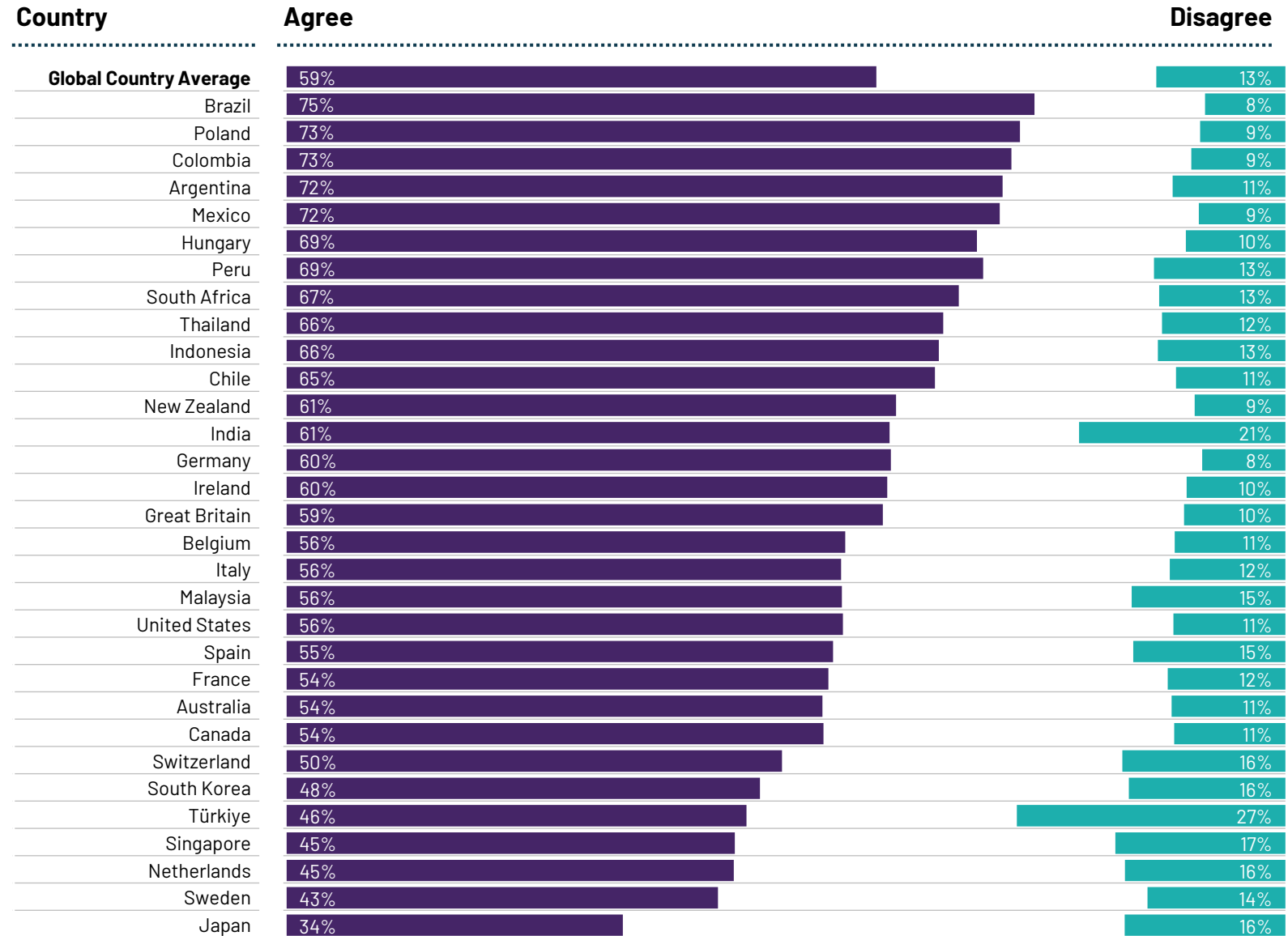
Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.



To what extent do you agree or disagree with the following statements?

In my country, individuals often take health decisions (over the counter drugs, home remedies etc.) independently without consulting a doctor or a medical professional

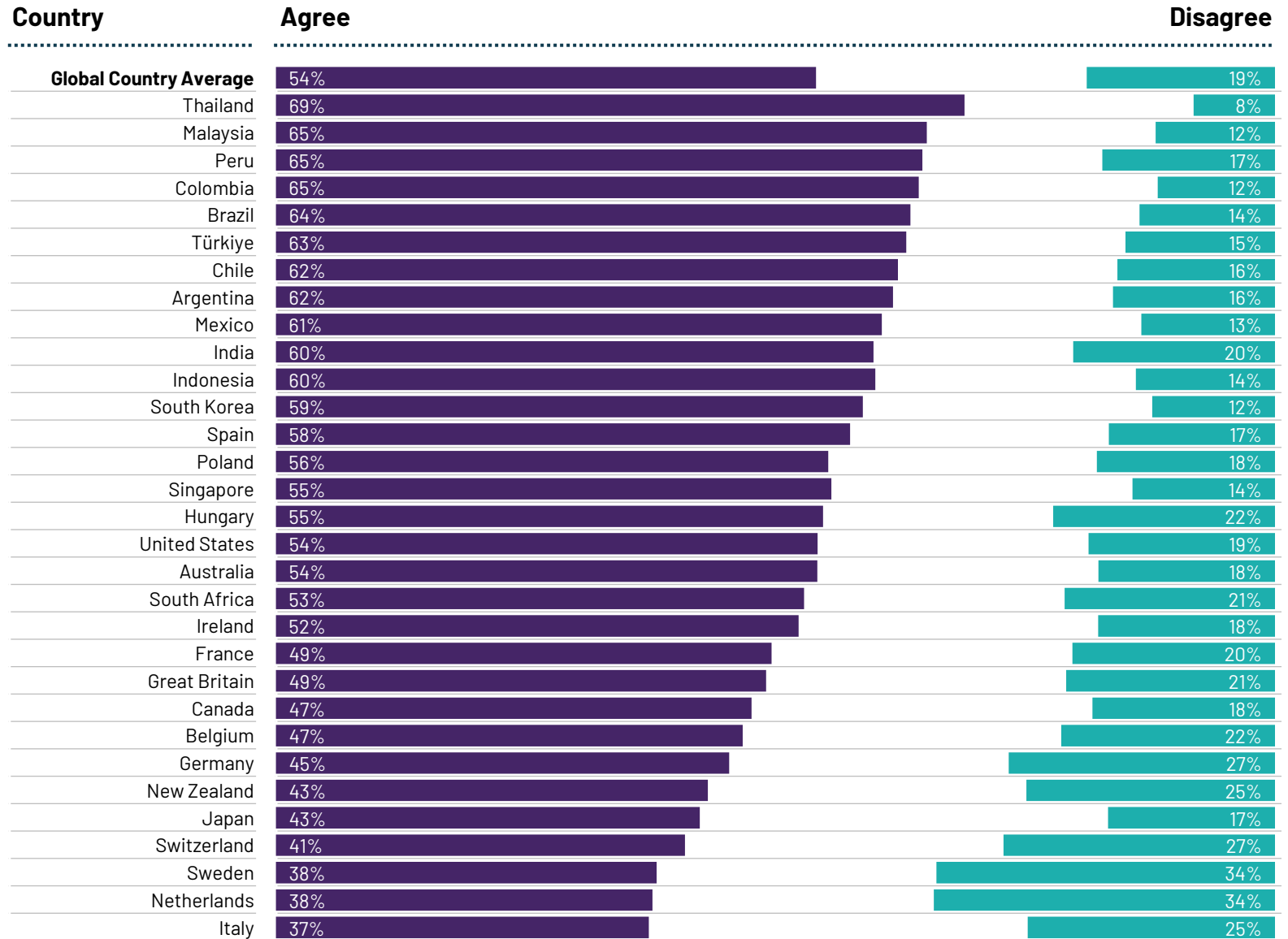
Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.



To what extent do you agree or disagree with the following statements?

I am concerned that my personal data will be made available to third parties (government, private companies) without my consent

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

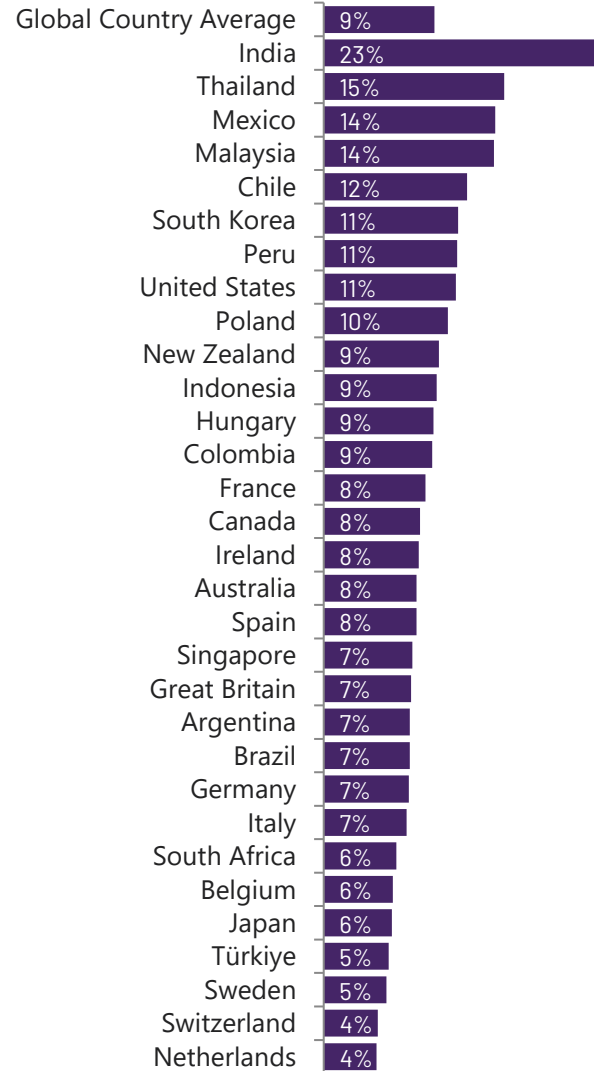


Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Lack of choice

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

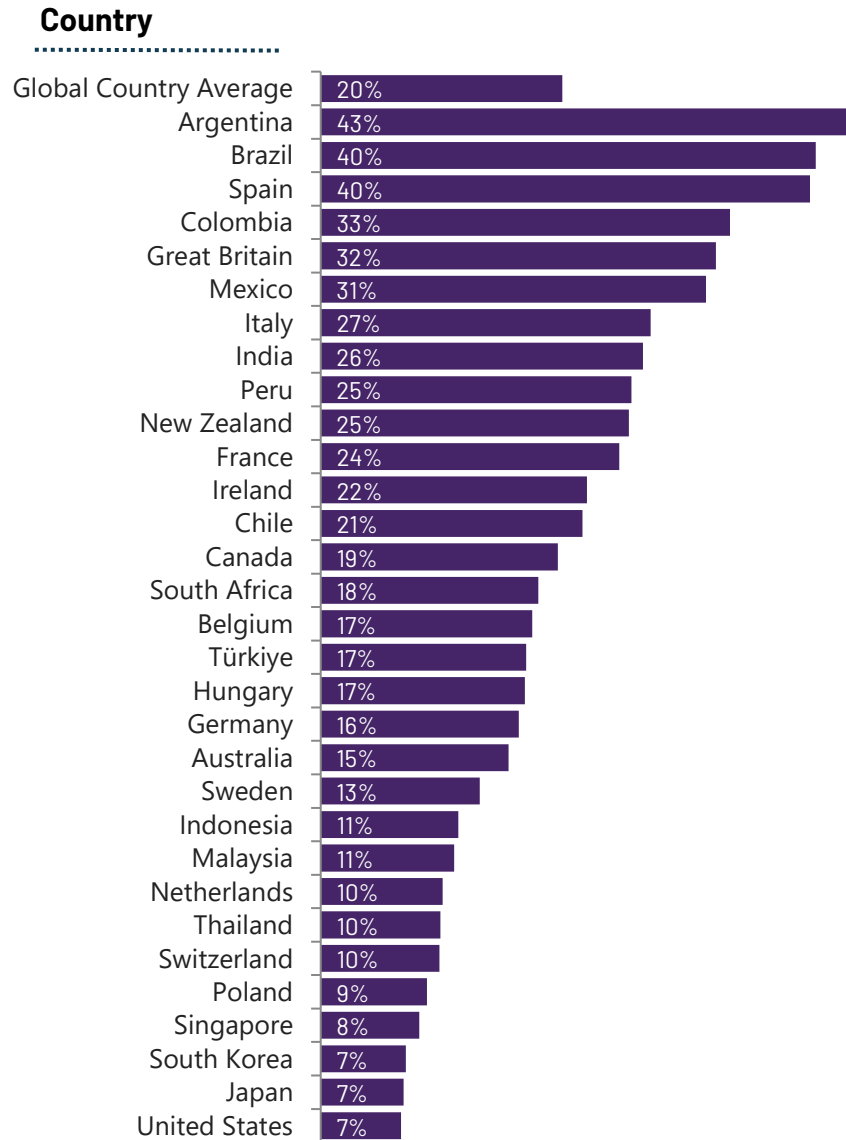
Country



Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Lack of investment

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

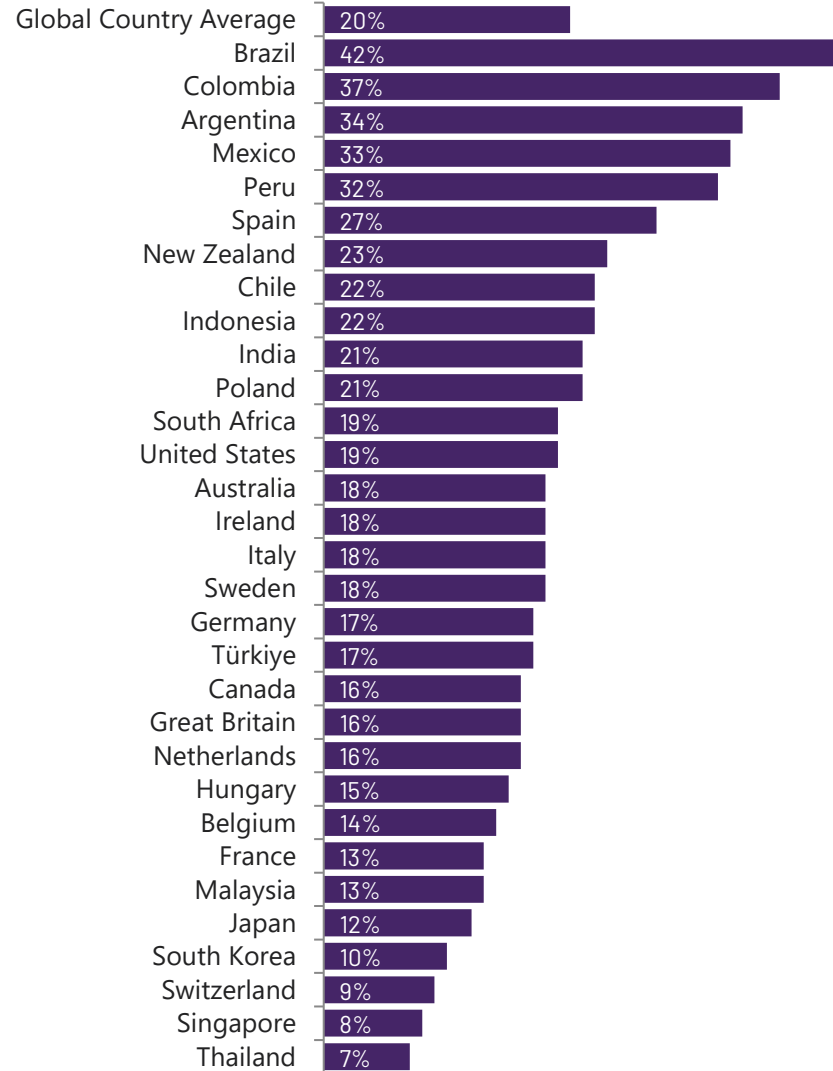


Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Lack of investment in preventative health

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

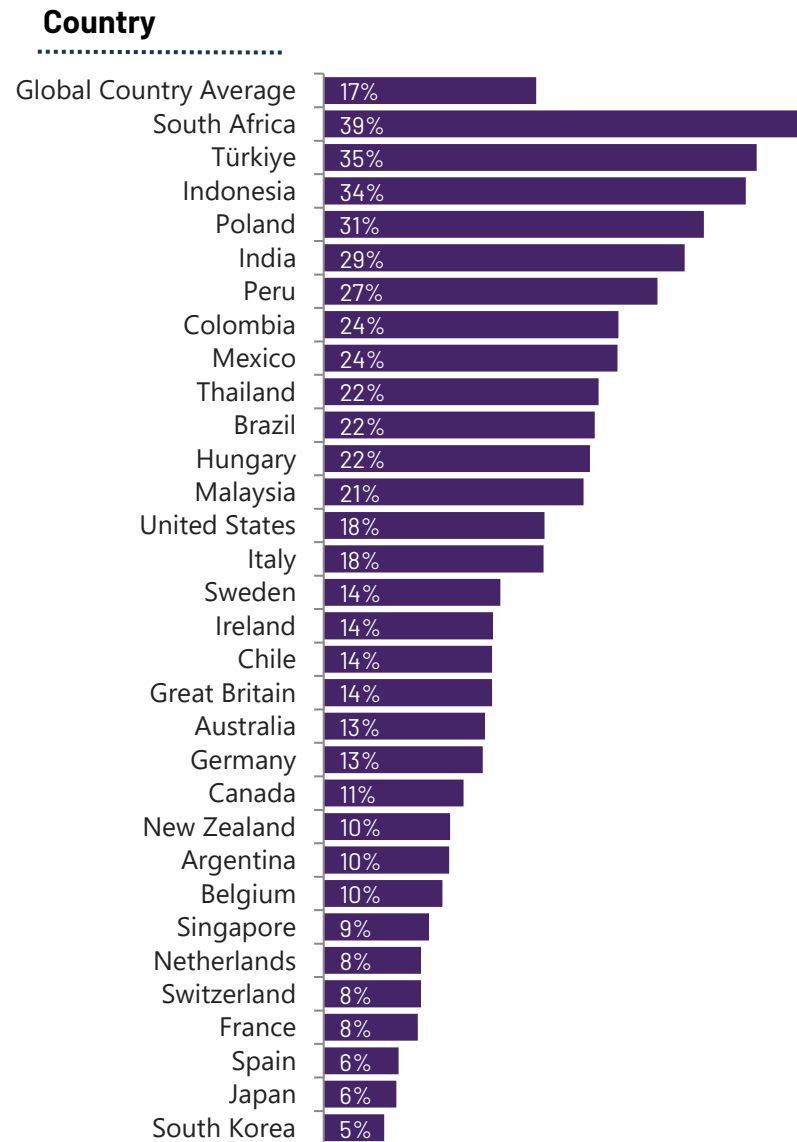
Country



Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Poor quality treatment

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

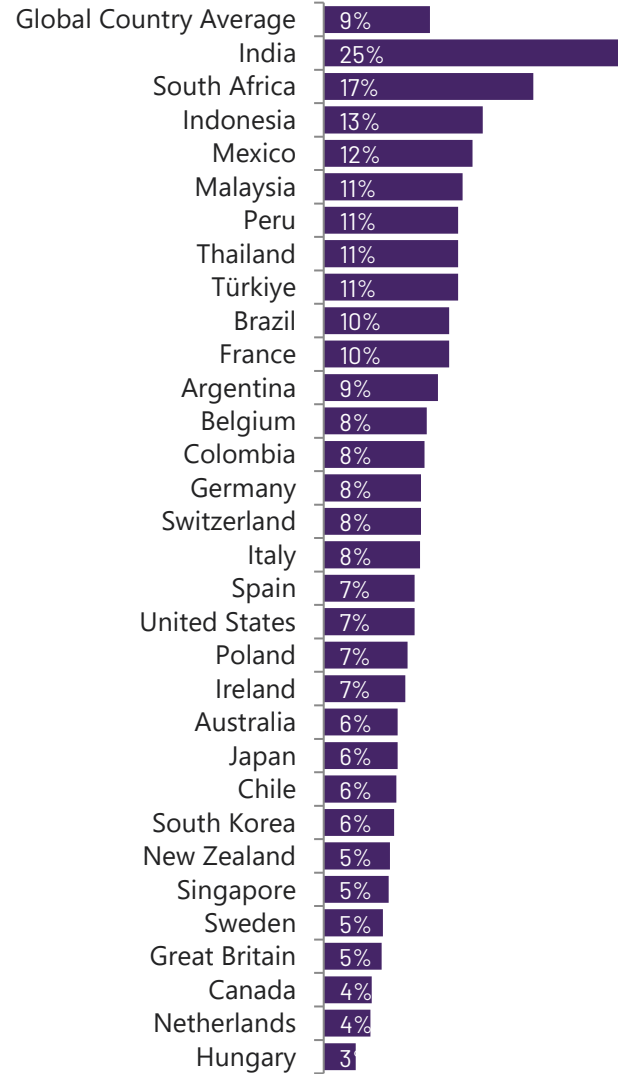


Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Poor safety

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country

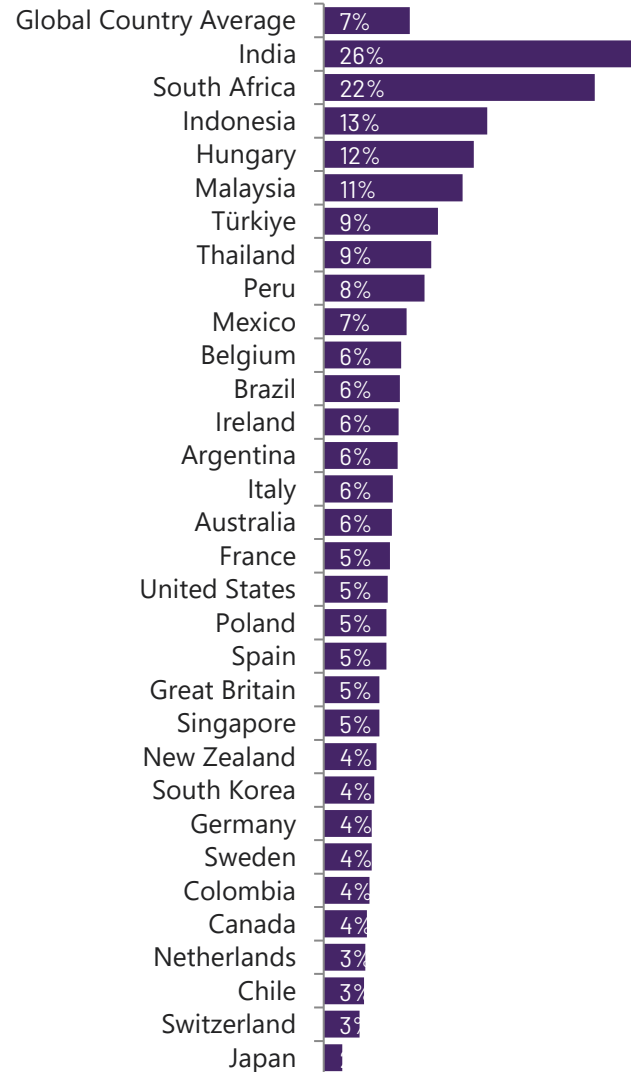


Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Low standards of cleanliness

Base: 23,667 online adults under the age of 75 across 31 countries, interviewed 26 July – 9 August 2024.

Country



Methodology



METHODOLOGY

These are the results of a 31-country survey conducted by Ipsos on its Global Advisor online platform and, in India, on its IndiaBus platform, between Friday, July 26 and Friday, August 9, 2024. For this survey, Ipsos interviewed a total of 23,667 adults aged 18 years and older in India, 18-74 in Canada, Republic of Ireland, Malaysia, South Africa, Türkiye, and the United States, 20-74 in Thailand, 21-74 in Indonesia and Singapore, and 16-74 in all other countries.

The sample consists of approximately 1,500 individuals each in Germany and Brazil, and 1,000 individuals each in Australia, Canada, France, Great Britain, Italy, Japan, New Zealand, Spain, and the U.S., and 500 individuals each in Argentina, Belgium, Chile, Colombia, Hungary, Indonesia, Ireland, Malaysia, Mexico, the Netherlands, Peru, Poland, Singapore, South Africa, South Korea, Sweden, Switzerland, Thailand, and Türkiye. The sample in India consists of approximately 2,200 individuals, of whom approximately 1,800 were interviewed face-to-face

and 400 were interviewed online.

Samples in Argentina, Australia, Belgium, Canada, France, Germany, Great Britain, Hungary, Italy, Japan, the Netherlands, New Zealand, Poland, South Korea, Spain, Sweden, Switzerland, and the U.S. can be considered representative of their general adult populations under the age of 75. Samples in Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Türkiye are more urban, more educated, and/or more affluent than the general population. The survey results for these countries should be viewed as reflecting the views of the more “connected” segment of their population.

India’s sample represents a large subset of its urban population – social economic classes A, B and C in metros and tier 1-3 town classes across all four zones.

The data is weighted so that the composition of each country’s sample best reflects the demographic profile of the adult population according to the most

recent census data. “The Global Country Average” reflects the average result for all the countries and markets in which the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

When percentages do not sum up to 100 or the ‘difference’ appears to be +/-1 percentage point more/less than the actual result, this may be due to rounding, multiple responses, or the exclusion of “don't know” or not stated responses.

The precision of Ipsos online polls is calculated using a credibility interval with a poll where N=1,000 being accurate to +/- 3.5 percentage points and of where N=500 being accurate to +/- 5.0 percentage points. For more information on Ipsos' use of credibility intervals, please visit the Ipsos website.

The publication of these findings abides by local rules and regulations.



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