

IPSOS GLOBAL HEALTH SERVICE MONITOR 2023

New Zealand Report

October 2023



GAME CHANGERS



CONTENTS



This document is interactive, please click the [links](#) to jump to the findings

Introduction

[Page 3](#)



Health Concerns

[Page 4](#)



Healthcare Perceptions

[Page 13](#)



Healthcare Challenges

[Page 25](#)



Appendix

[Page 32](#)



INTRODUCTION

The Ipsos Global Health Service Monitor has been run on a regular basis in around 30 markets globally since 2018. It provides a global perspective on the major issues for personal health and healthcare systems today.

In 2023, the Global Health Service Monitor was conducted in New Zealand for the first time.

In this edition, we cover:

- The health problems New Zealanders and others around the world are most concerned about
- The perceived quality of our healthcare system, both currently and in the future
- The level of trust people have in their healthcare system
- Perceptions around equity, access, and affordability
- What are seen to be the biggest challenges facing the healthcare system in New Zealand and around the world

Full data tables are available on request.



HEALTH CONCERNS





THE HEADLINES: NEW ZEALAND



Mental health concerns

Mental health seen as the biggest health worry

Mental health is identified as the top health concern in New Zealand by a considerable margin, with over half of New Zealanders (59%) saying that it is the biggest health issue that the country is currently facing. It is the top health concern for the global country average too.

New Zealanders' level of concern for mental health is significantly higher compared to the global country average (44%) and is sixth highest among the 31 countries surveyed.



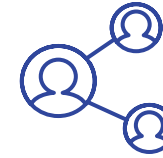
Other health concerns

Cancer is the second biggest health concern in NZ

35% of New Zealanders say that **cancer** is the biggest health problem facing the country – this is a slightly lower level compared to the global country average (40%).

New Zealanders are significantly less concerned about **stress** as a health issue (17%) than other countries (30% global country average).

However, New Zealanders have slightly higher levels of concern about **drug** and **alcohol abuse**.



Generational differences

The main health issue concerns are largely consistent across generations

Concern regarding **mental health** is consistently high across all generations, though slightly lower among Baby Boomers.

Conversely, Baby Boomers have higher levels of concern about **obesity** and **cancer** compared to the younger generations.

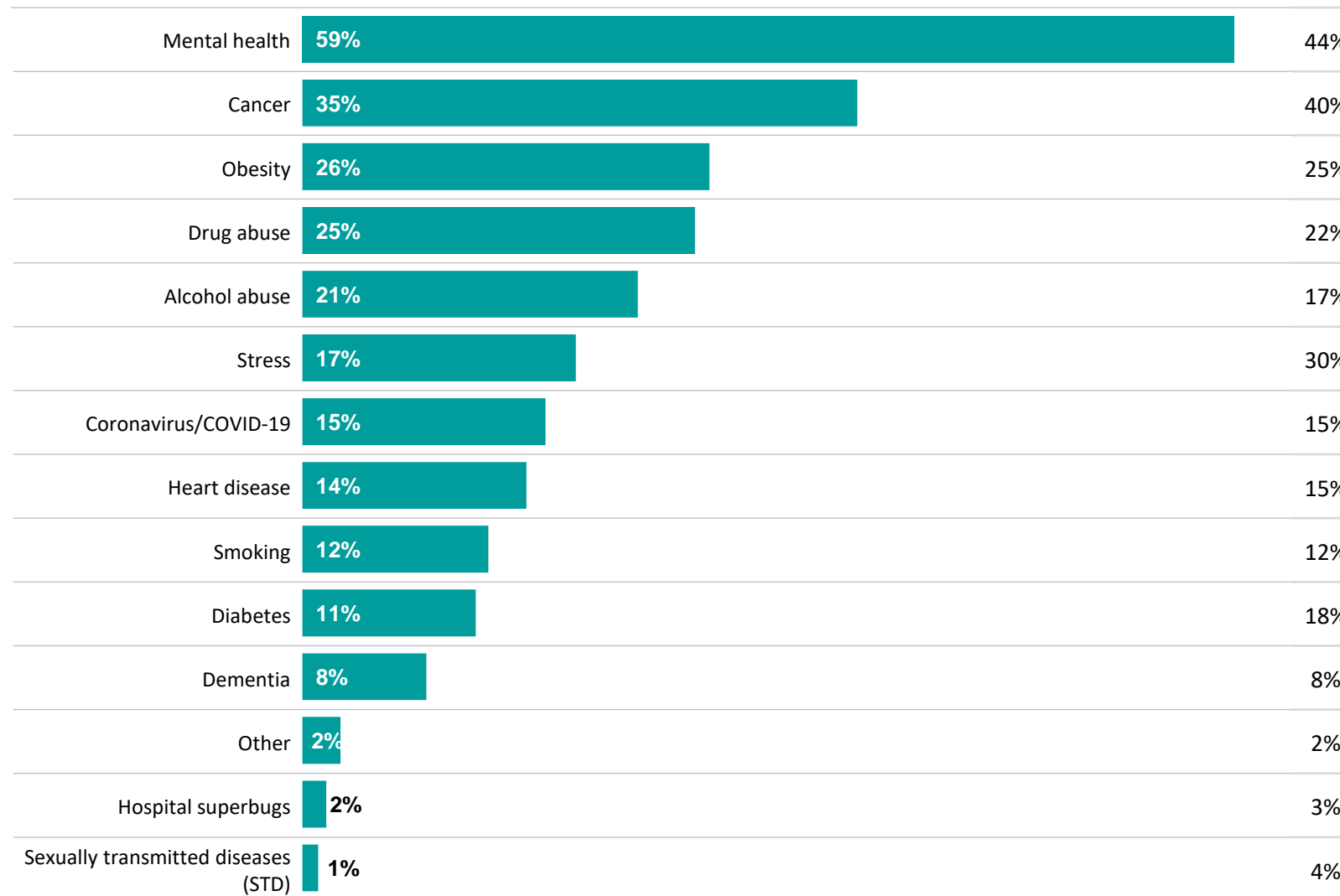


Global country average



Health problems: New Zealand Results

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



[Click here for the generational breakdown.](#)

Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.

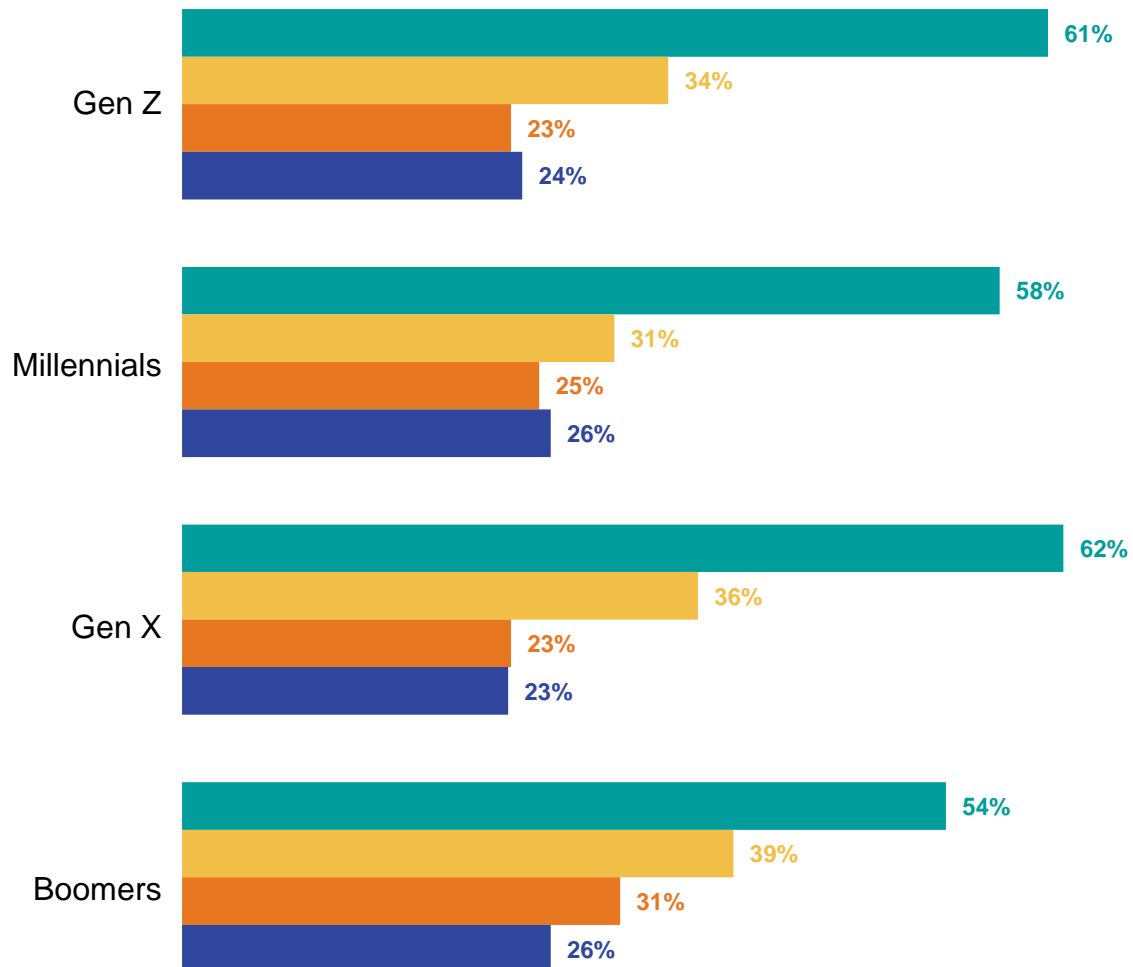




Health problems: New Zealand Results

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

Mental health Cancer Obesity Drug abuse



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.

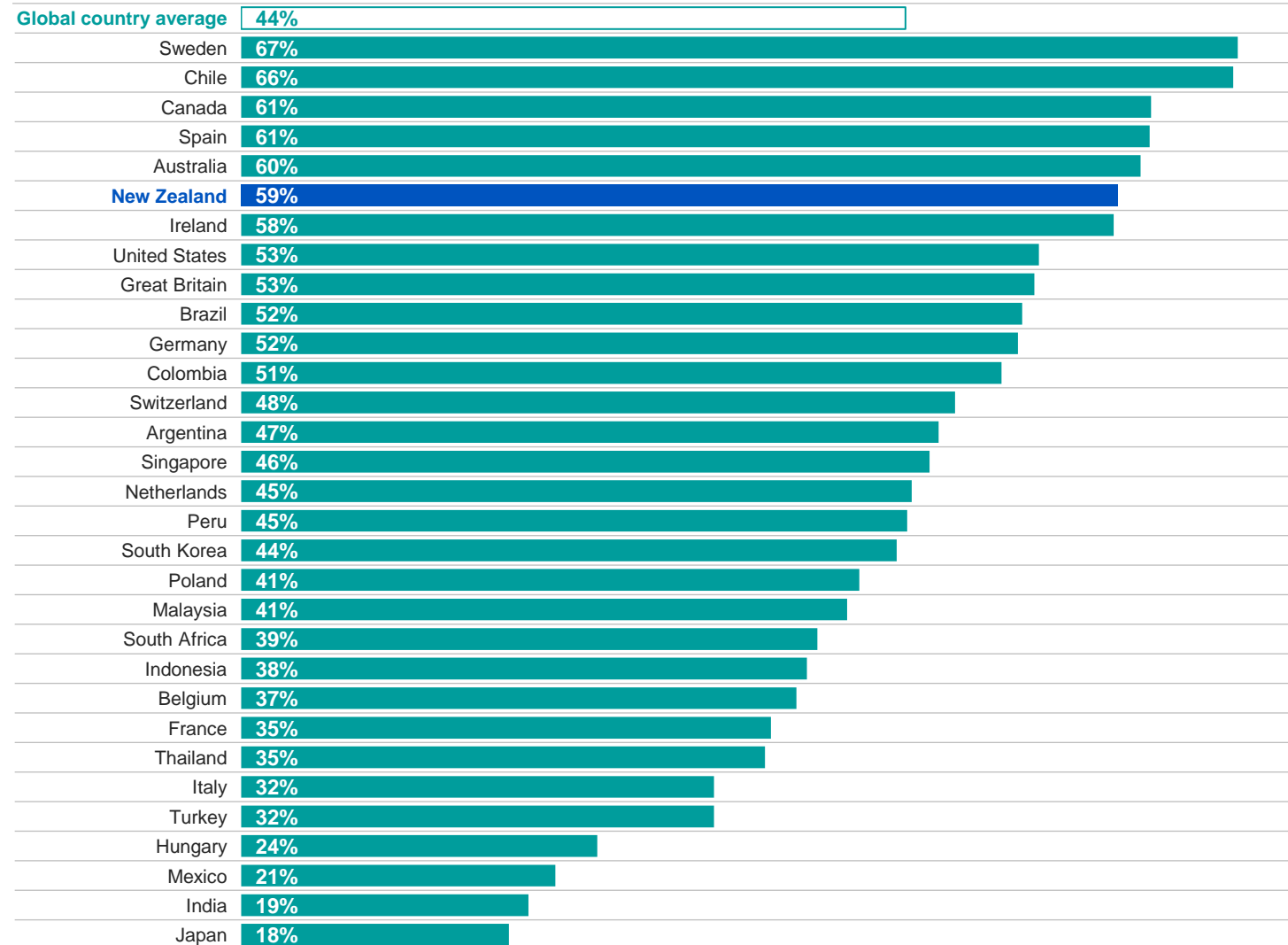




Mental health

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

% answering "mental health"



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

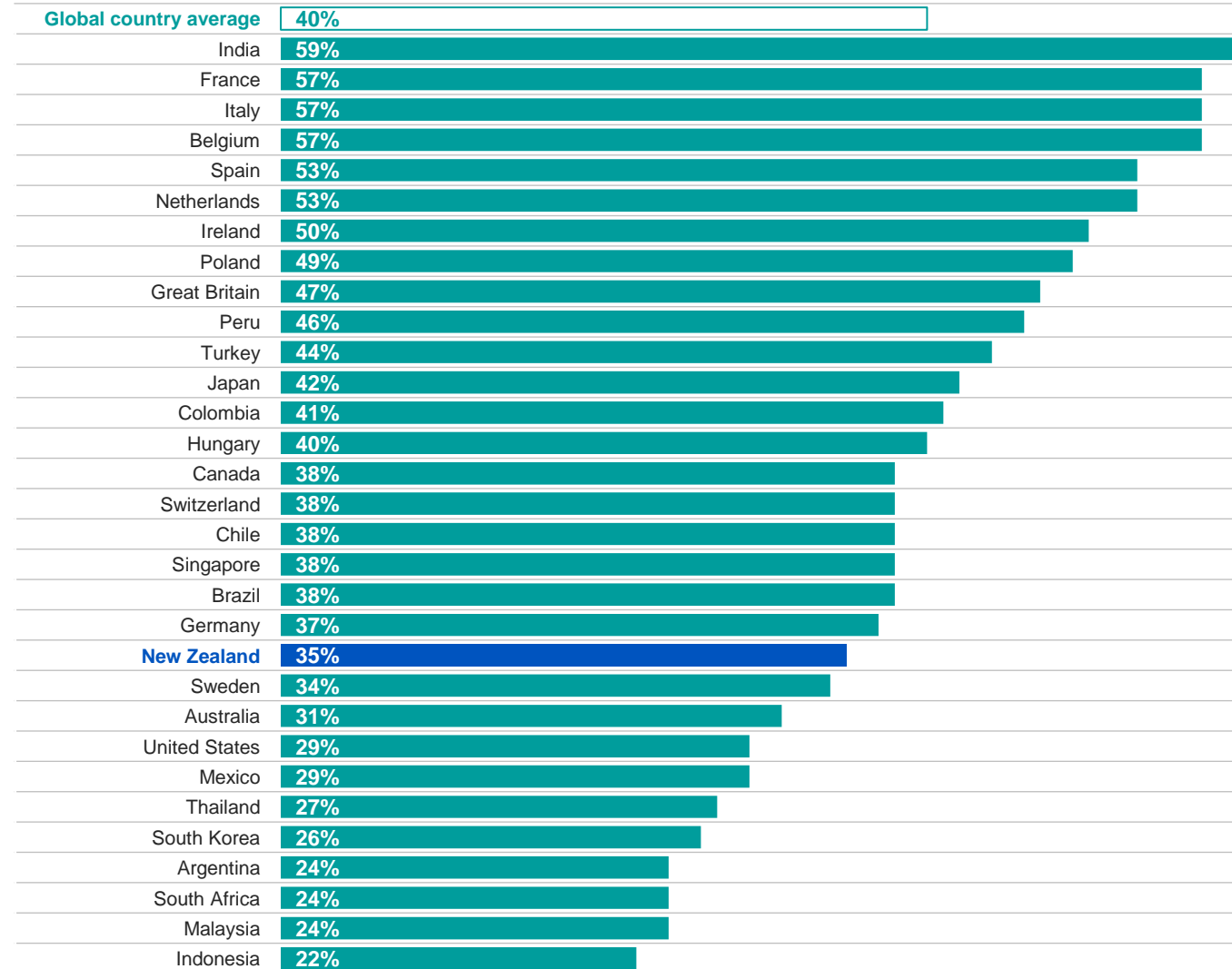




Cancer

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

% answering "cancer"



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

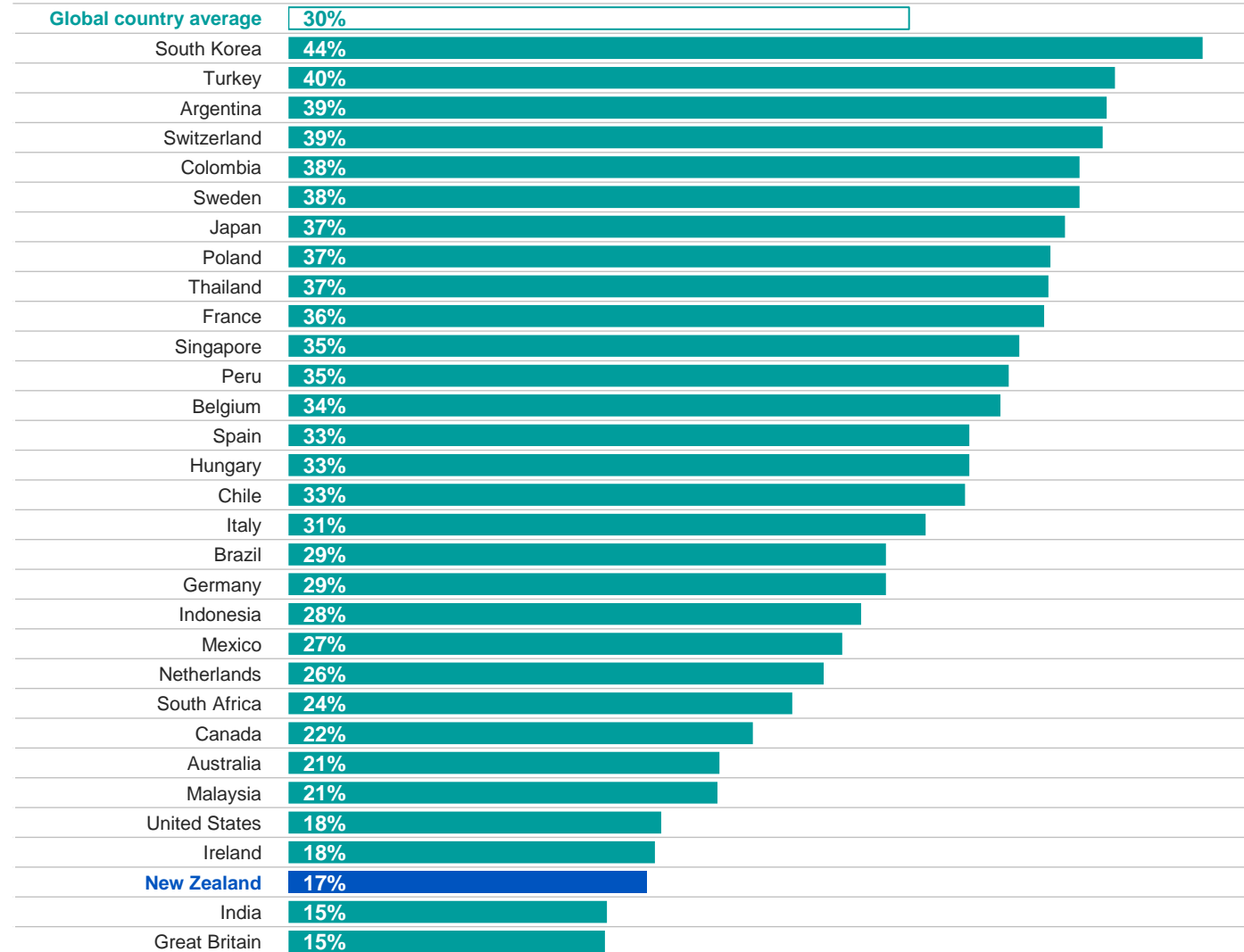




Stress

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

% answering "stress"



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

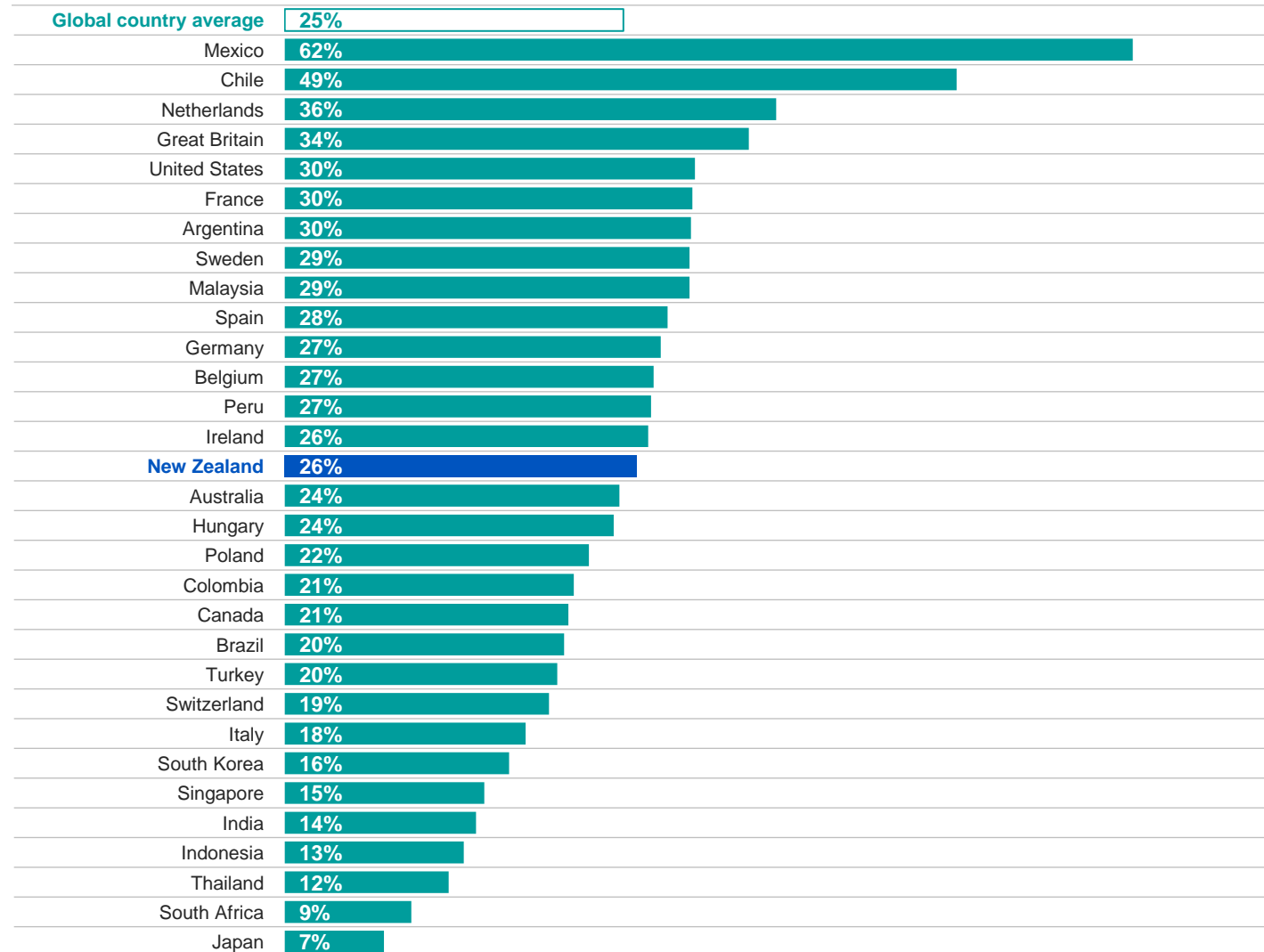




Obesity

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

% answering "obesity"



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

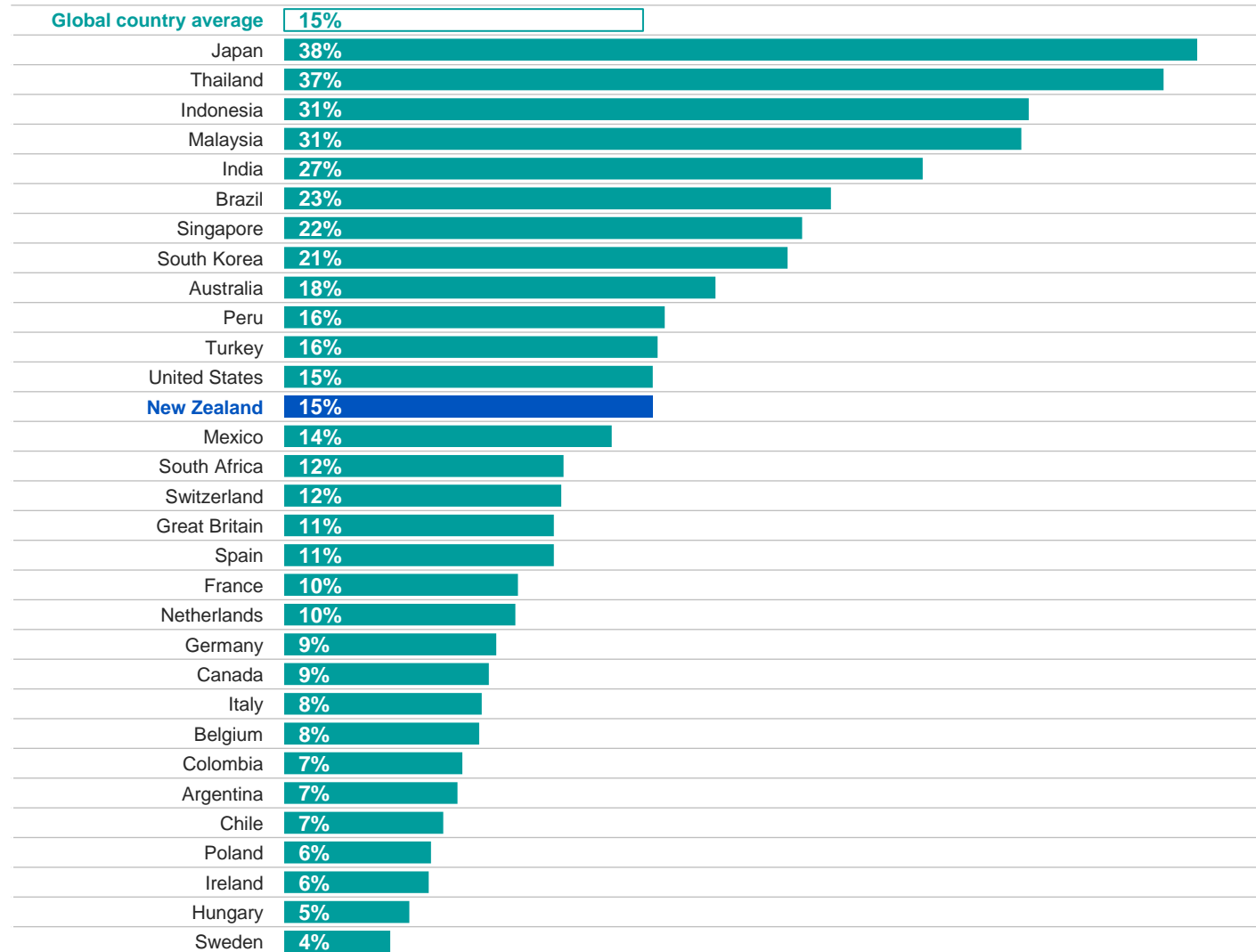




Coronavirus

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

% answering "coronavirus"



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.



HEALTHCARE PERCEPTIONS





THE HEADLINES: NEW ZEALAND



Quality and trust

New Zealanders' trust and perceived quality of the healthcare system are in line with the global average

Just over half of New Zealanders (52%) rated the New Zealand healthcare system as good, while 17% rated it as poor.

A similar proportion of New Zealanders (53%) trust that our healthcare system will provide them with the best treatment, while 20% expressed distrust.



Access and affordability

Wait times and cost of healthcare are a concern globally

At levels similar to the global average, around two thirds of New Zealanders (66%) believe that the wait time to get an appointment with a doctor is too long. The majority (64%) also believe that many people in the country cannot afford good healthcare.

Notably, however, New Zealanders feel confident about the accessibility of information about taking care of their health and healthcare services.

Under pressure

New Zealanders believe their healthcare system is under pressure

Three quarters of New Zealanders (75%) believe that our healthcare system is overstretched. This is significantly higher than the global country average (62%).

However, New Zealand is not alone. A majority in 25 of the 31 countries surveyed say their healthcare system is overstretched.

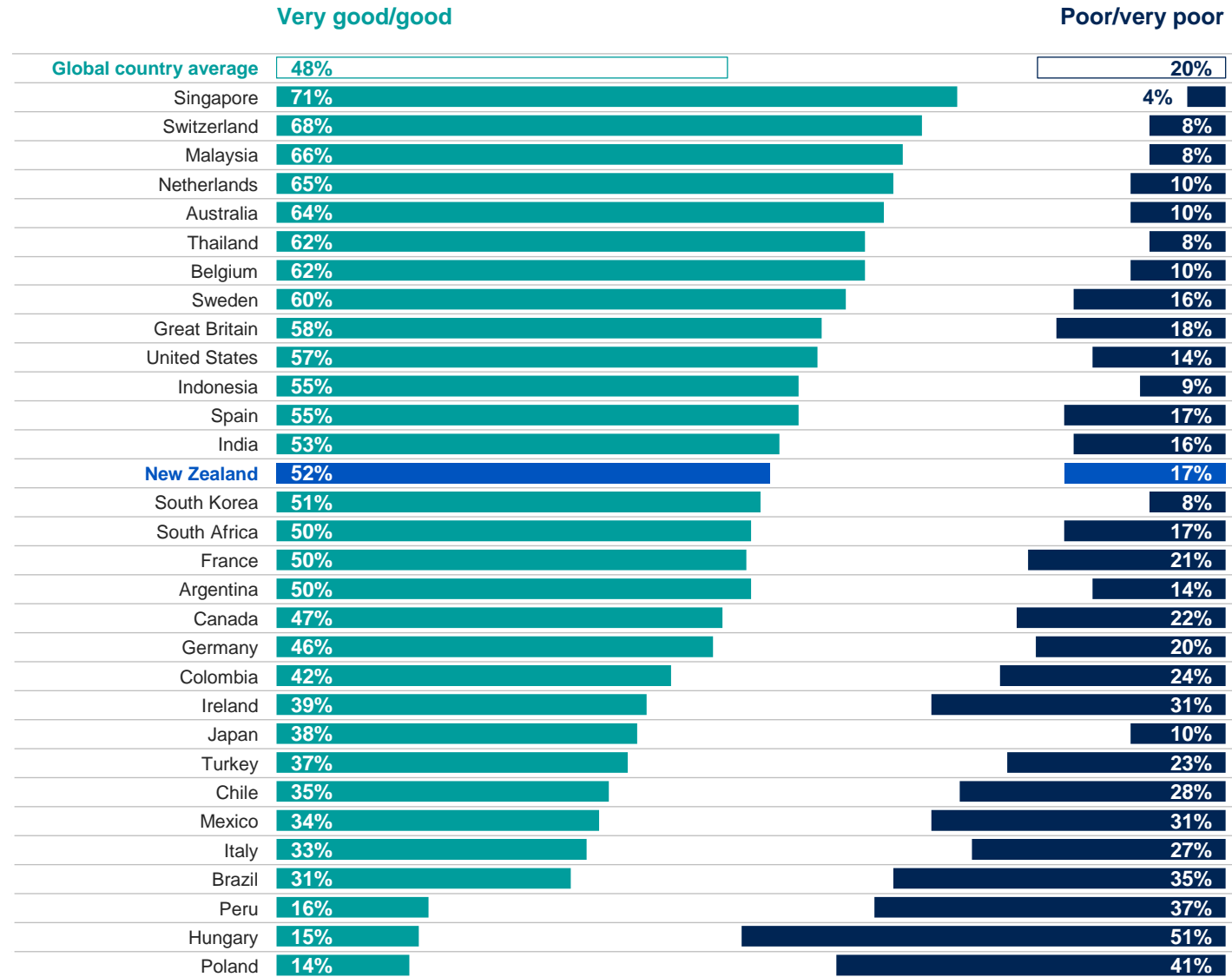


Quality of healthcare

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

By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments.

New Zealanders' view of the quality of our healthcare sits slightly above the global average.



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.

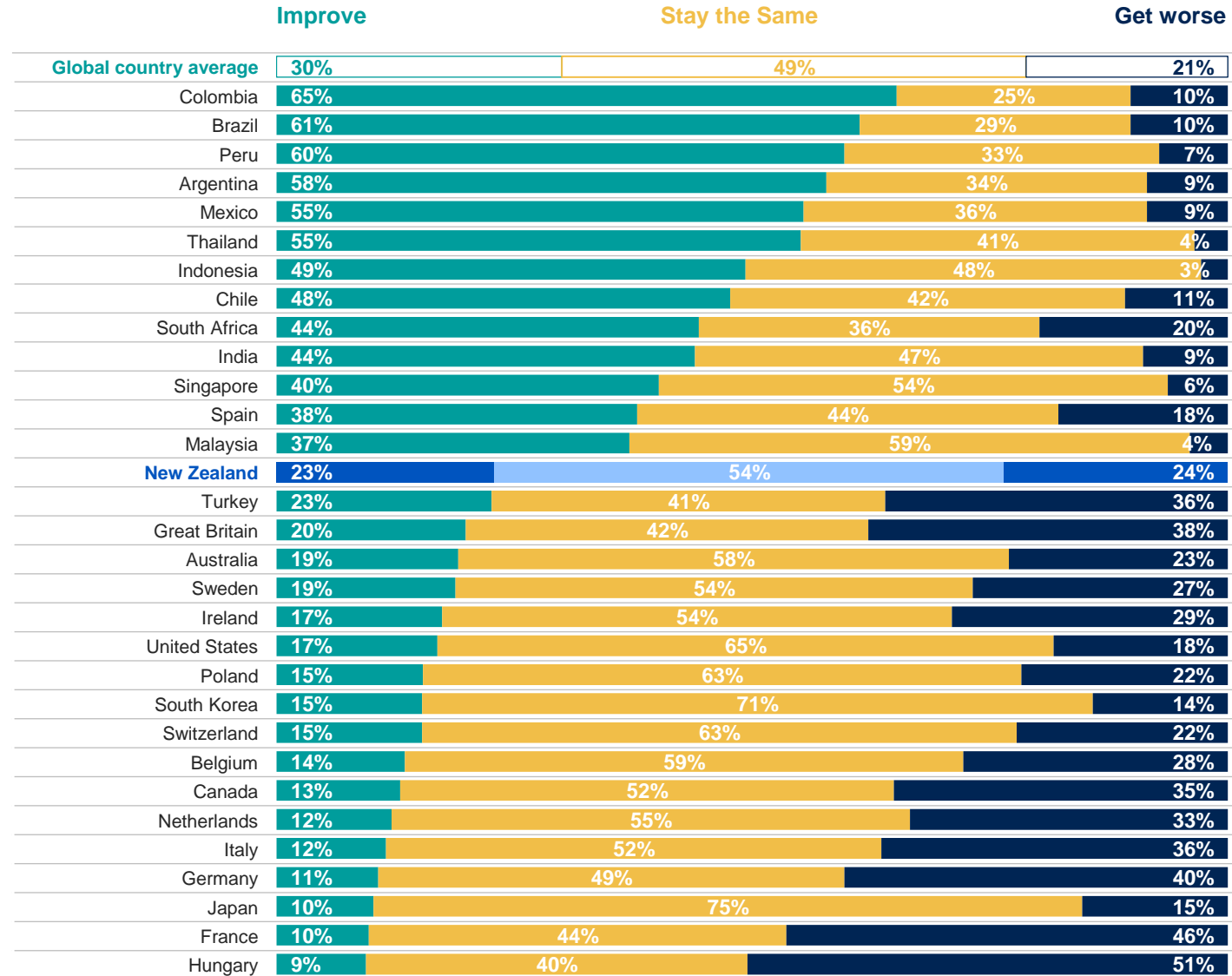




Quality of healthcare in the future

Q: 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?

While around half of New Zealanders expect the quality of the country's healthcare to stay the same, the remainder are split between believing that it will either get better or get worse.



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



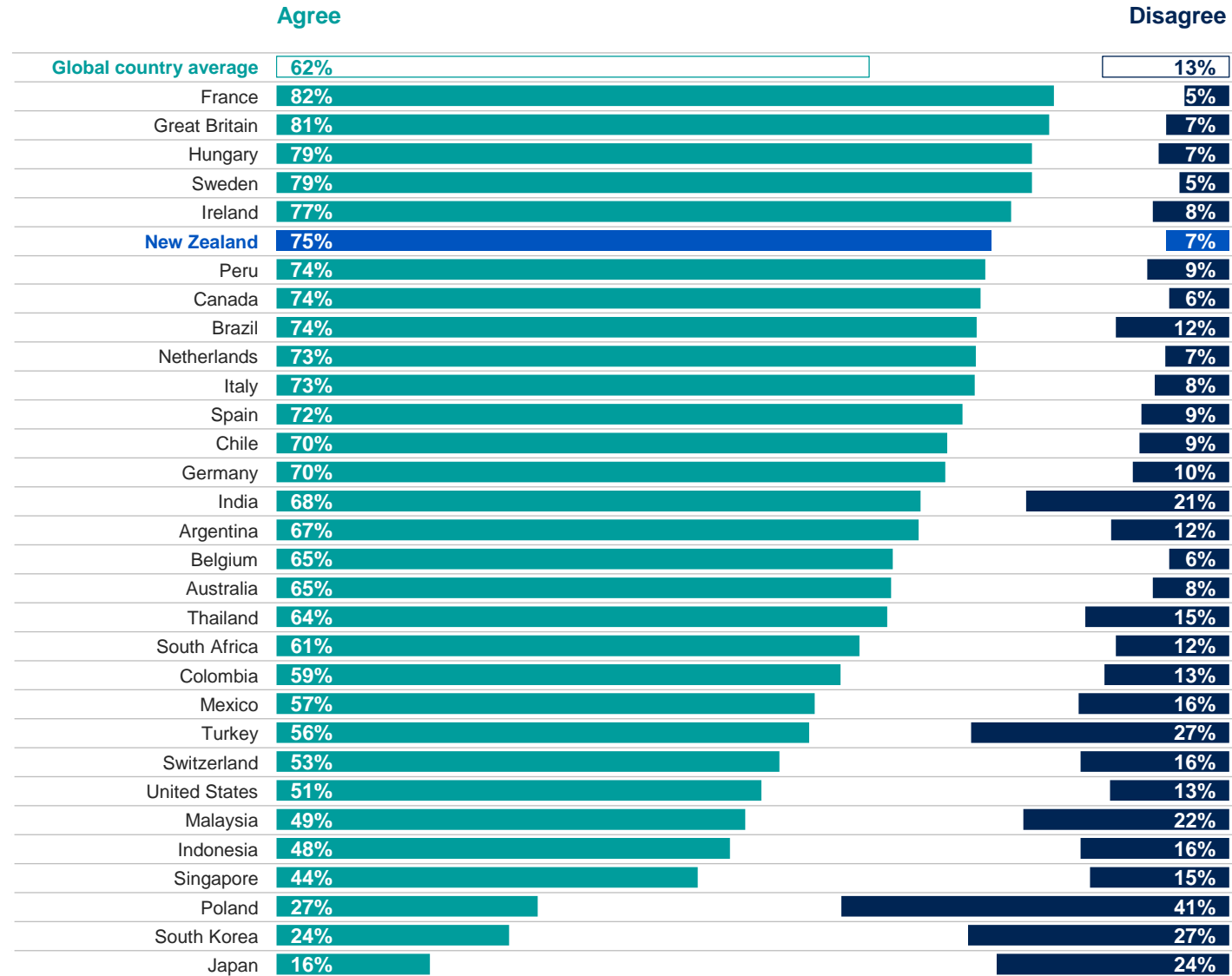


Healthcare capacity

Q: The healthcare system in my country is overstretched.

To what extent do you agree or disagree with this statement?

Three-quarters of New Zealanders believe that our healthcare system is overstretched. This is significantly higher than the global country average.



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



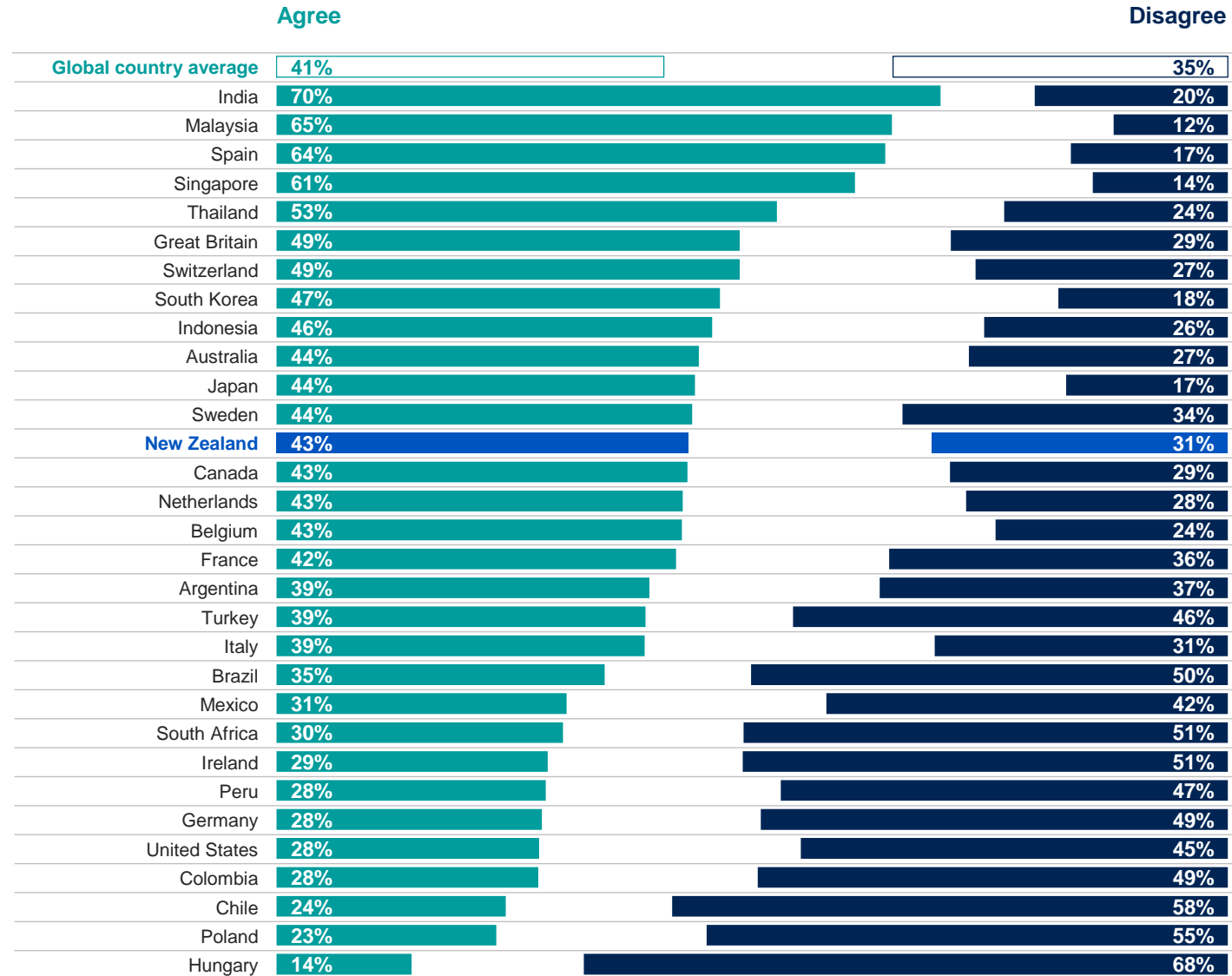


Equality of care

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

To what extent do you agree or disagree with this statement?

Under half of New Zealanders (43%) believe that the country's healthcare system provides equitable care. This is slightly higher than the global country average.



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



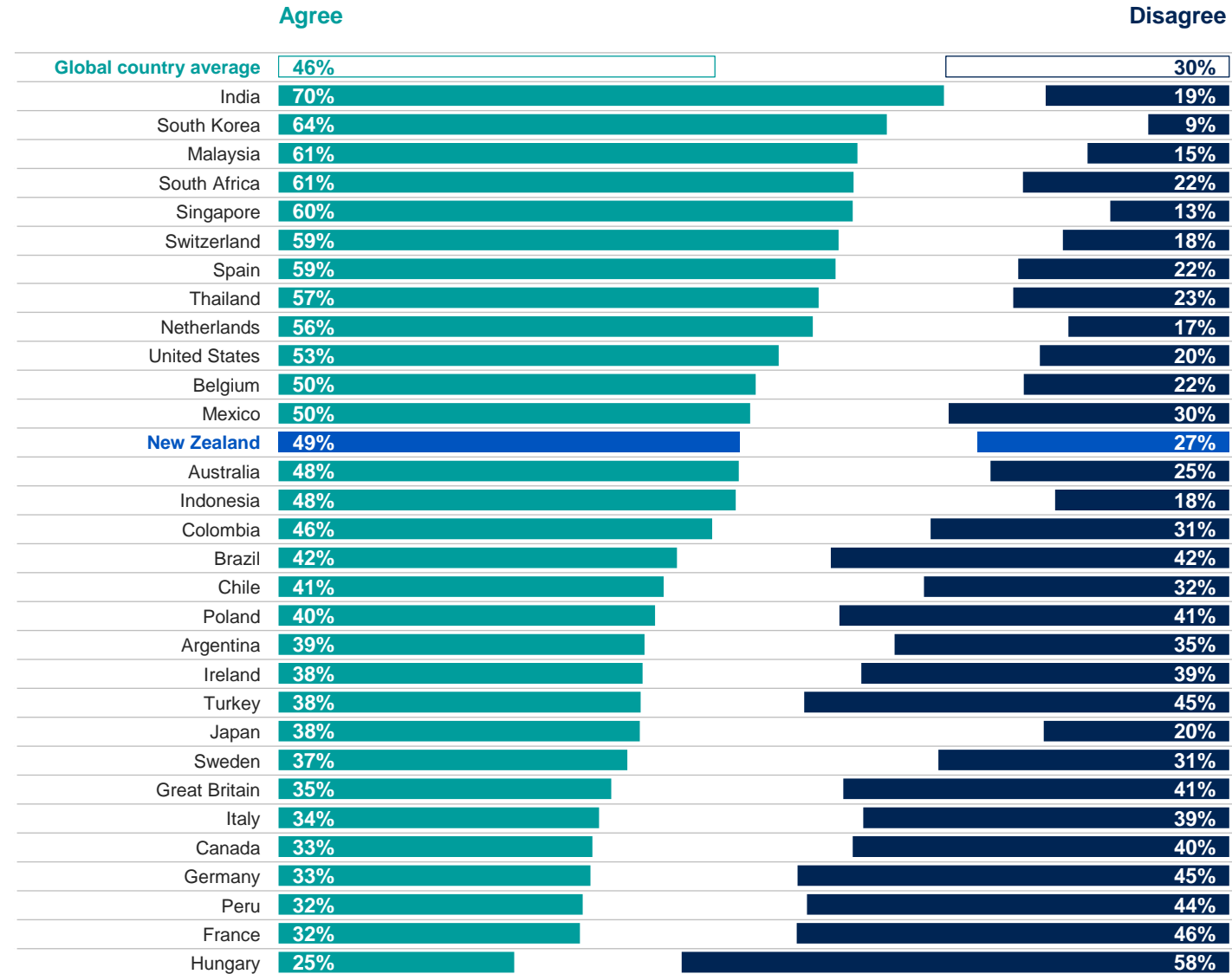


Getting an appointment

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

To what extent do you agree or disagree with this statement?

Just half of New Zealanders say that they find it is easy to get an appointment with a doctor in their local area.



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.





Trust in healthcare

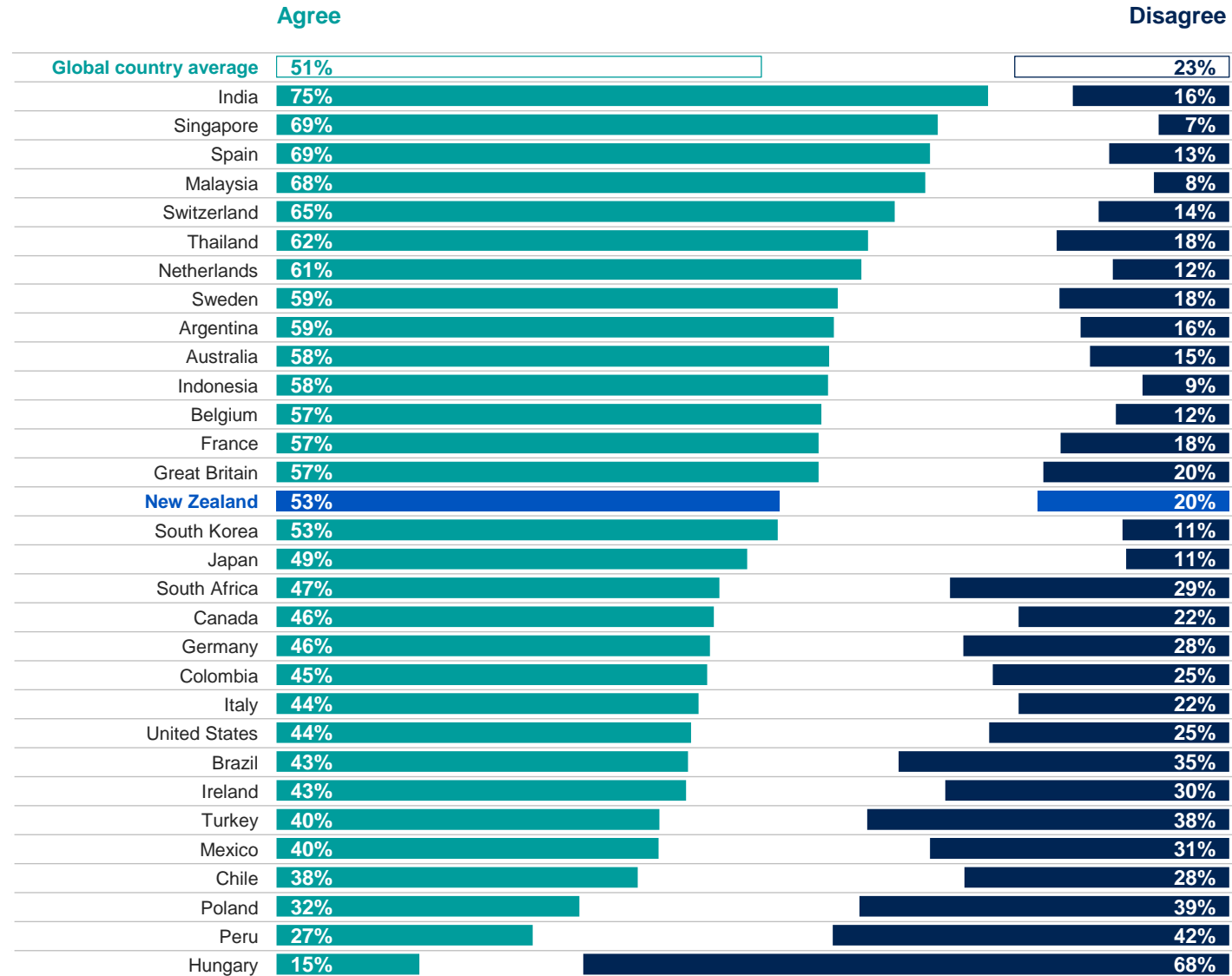
Q: I trust the healthcare system in my country to provide me with the best treatment.

To what extent do you agree or disagree with this statement?

New Zealanders' trust of the country's healthcare system is roughly in line with the global country average.



[Click here for the generational breakdown.](#)



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



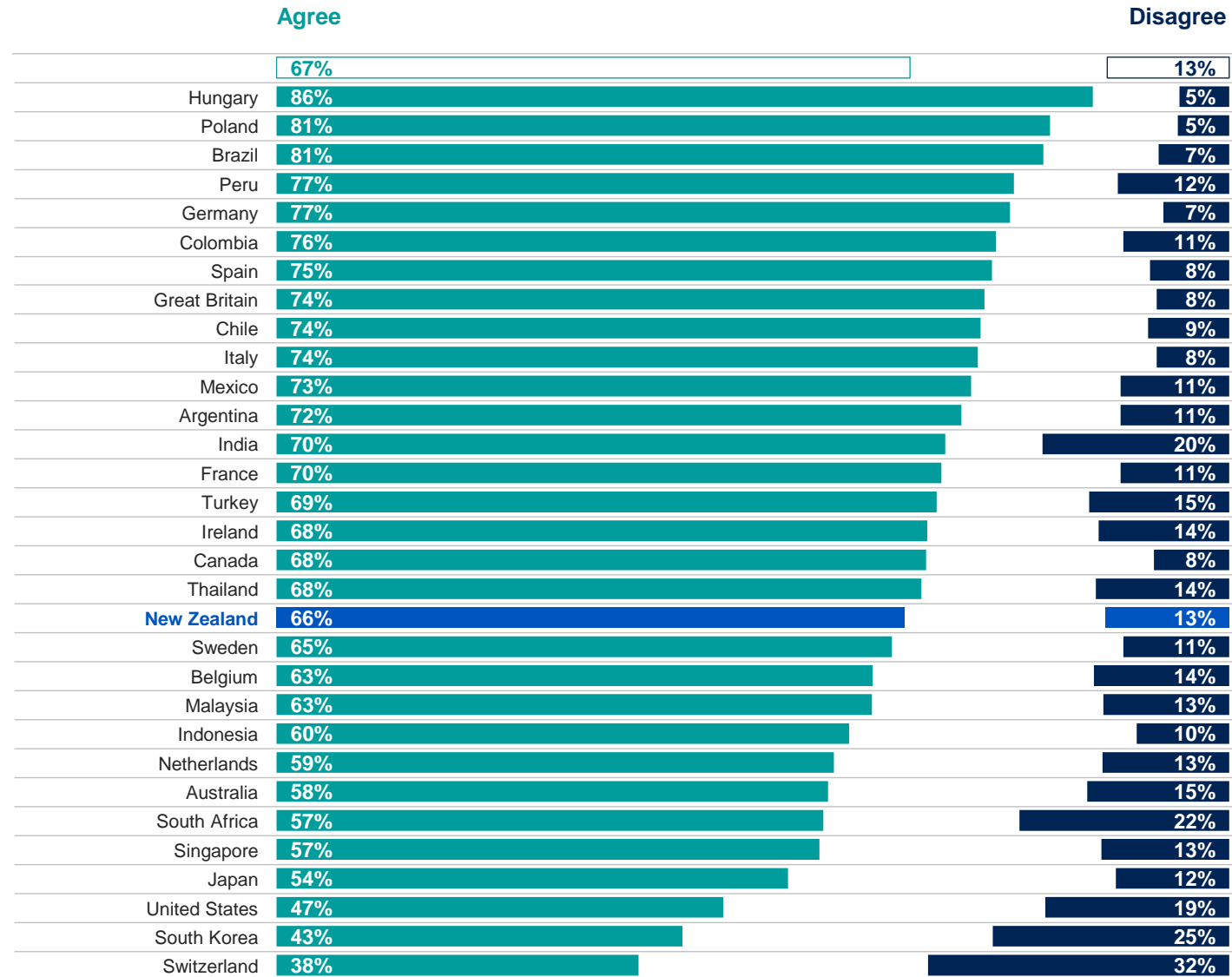


Waiting times

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

To what extent do you agree or disagree with this statement?

Two thirds of New Zealanders is of the view that the wait time to get an appointment with a doctor is too long.



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



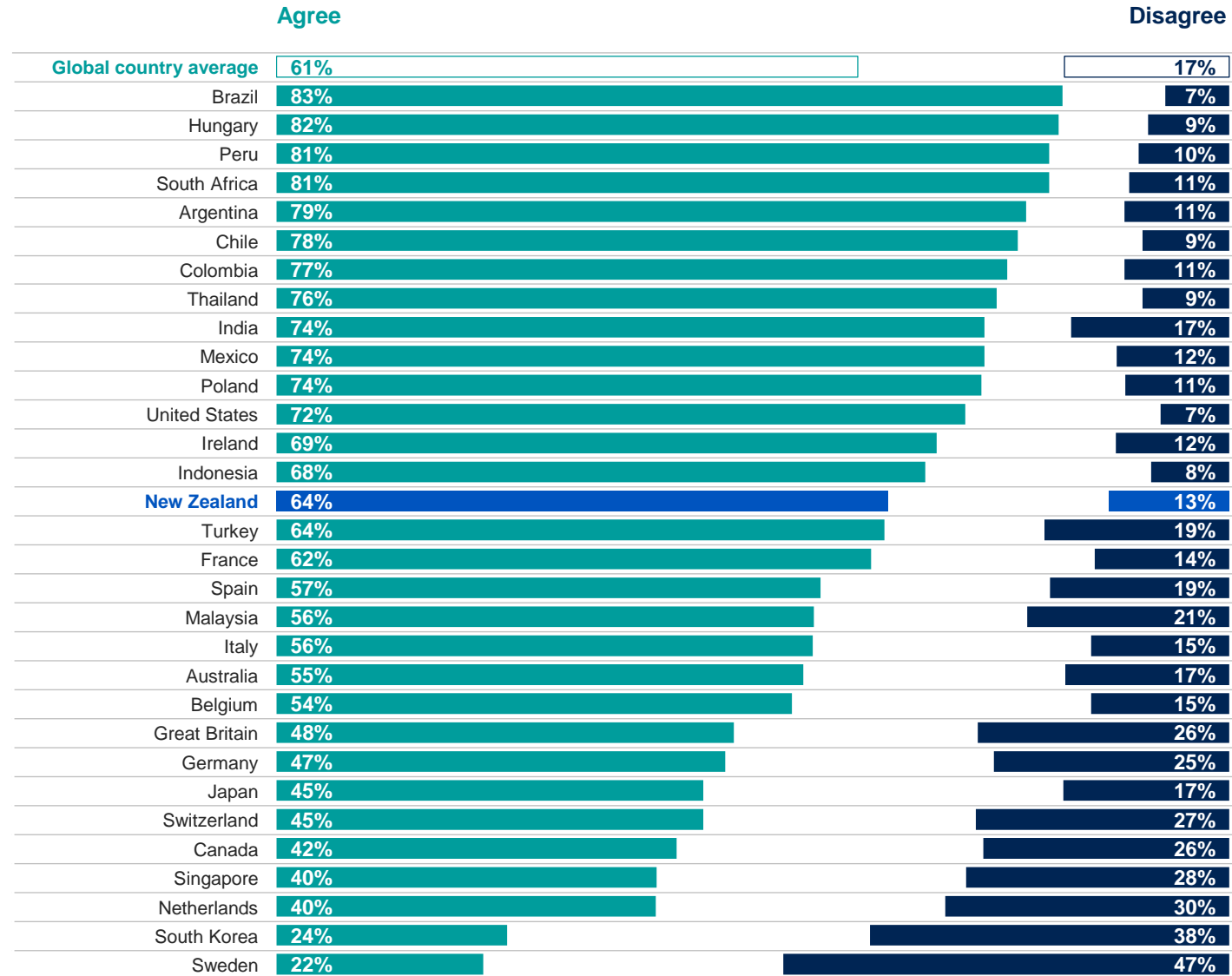


Cost of healthcare

Q: Many people in my country cannot afford good healthcare.

To what extent do you agree or disagree with this statement?

The majority of New Zealanders believe that many people in the country cannot afford good healthcare.



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



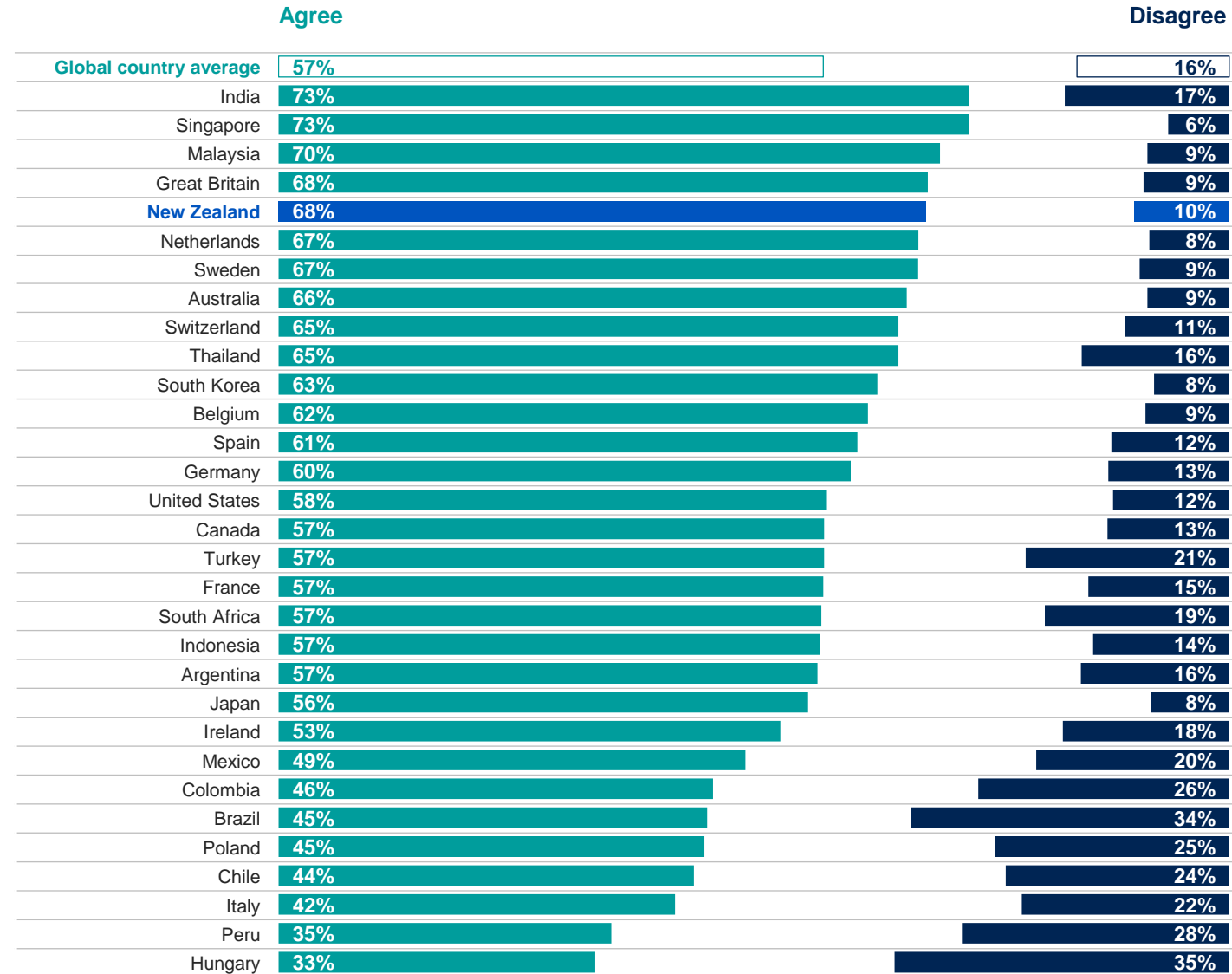


Healthcare information

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

To what extent do you agree or disagree with this statement?

New Zealanders are much more likely to agree that health information is readily available than other people around the world.



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



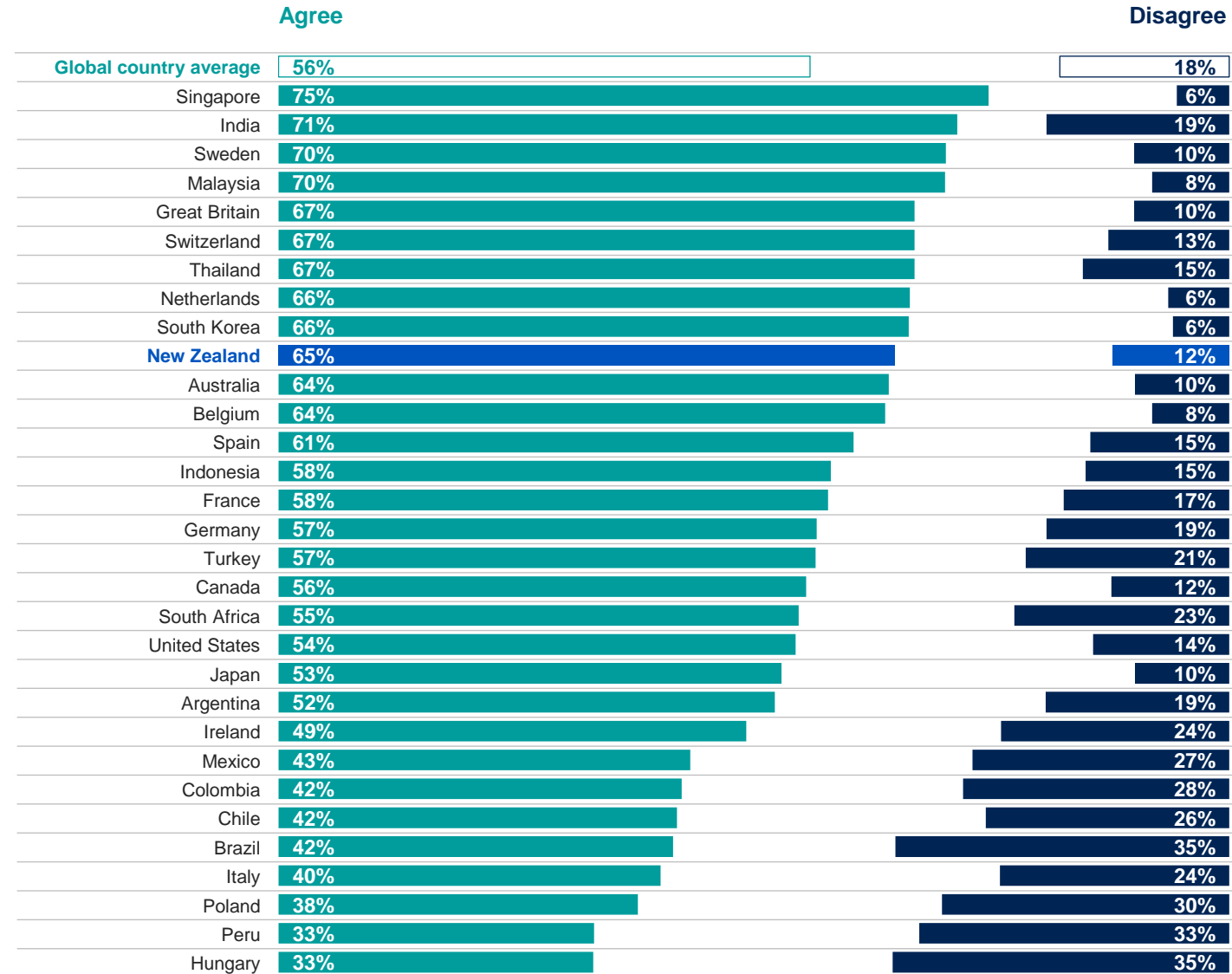


Health service information

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

To what extent do you agree or disagree with this statement?

New Zealand sits well above the global average in terms of the accessibility of information about healthcare services.



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.

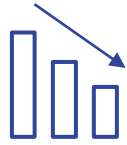


HEALTHCARE CHALLENGES





THE HEADLINES: NEW ZEALAND



Under resourced

Staffing levels and waiting times the biggest challenges

Globally, the two biggest challenges facing healthcare systems are *not enough staff* (46%) and *access to treatment/ waiting times* (46%).

The same two issues are identified as the top challenges facing the New Zealand healthcare system. Notably, New Zealanders are significantly more likely to identify *staff shortages* as the biggest issue facing the country's healthcare system (64%), while half of us are most concerned about *access to treatment/waiting times*.



Other concerns

Cost of care and an ageing population

A third of New Zealanders (33%) identified the *cost of accessing treatment* as the biggest issue the healthcare system is facing.

20% are concerned about the impact of the *ageing population*, while 18% think that the *lack of investment* in the system is a key issue. These levels are in line with the global country average.



Quality of care

Low levels of concern around treatment quality and bureaucracy

Compared to other countries around the world, New Zealanders are less likely to be concerned about the *lack of investment in preventative health* (16%) and *poor quality of treatment* (11%).

New Zealanders are also among the least likely to be concerned about *bureaucracy* (15%).



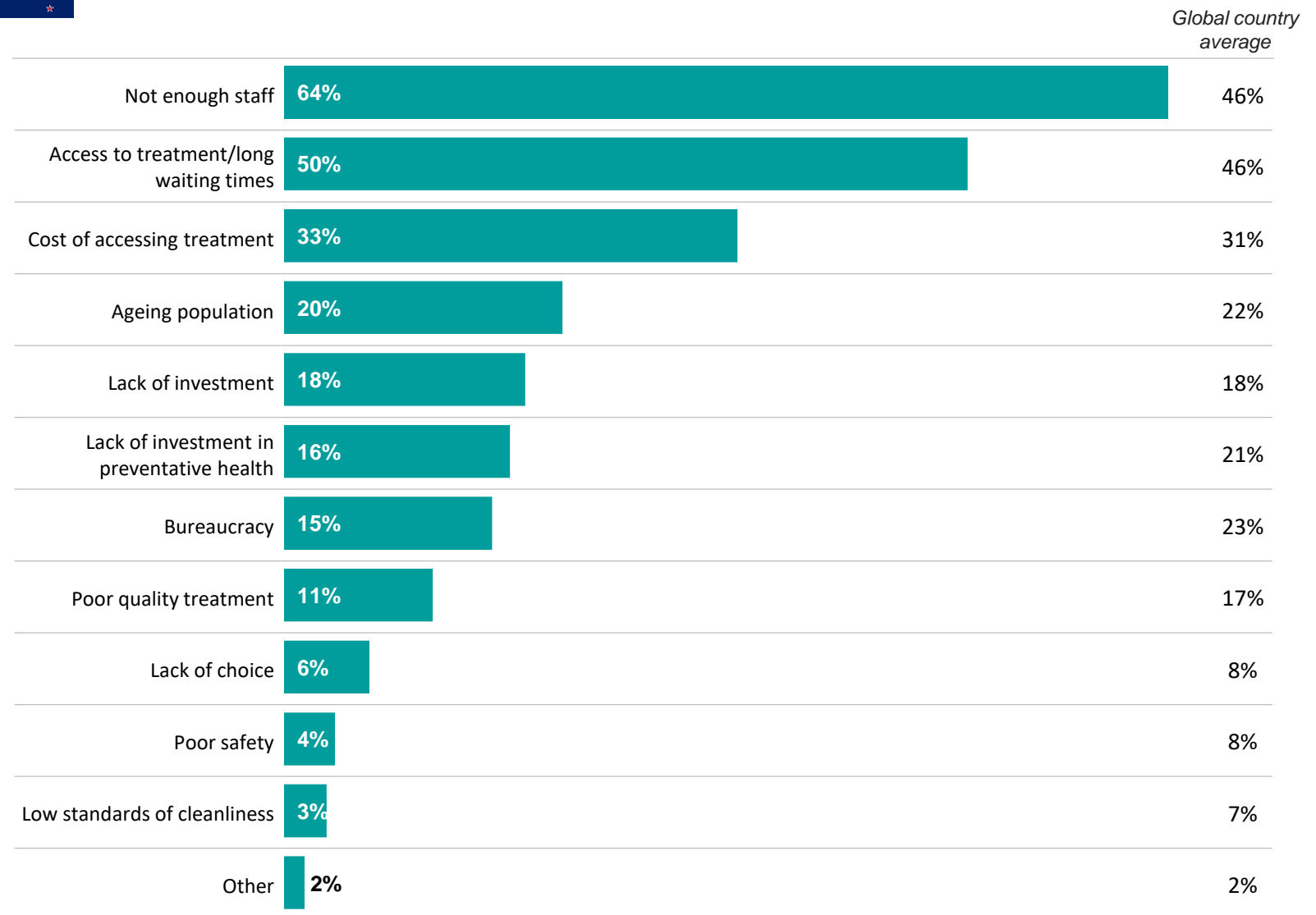
Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

New Zealand Results

Staff shortages and access to treatment/long waiting times are identified as the biggest challenges facing the New Zealand healthcare system.



[Click here for the generational breakdown.](#)



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.

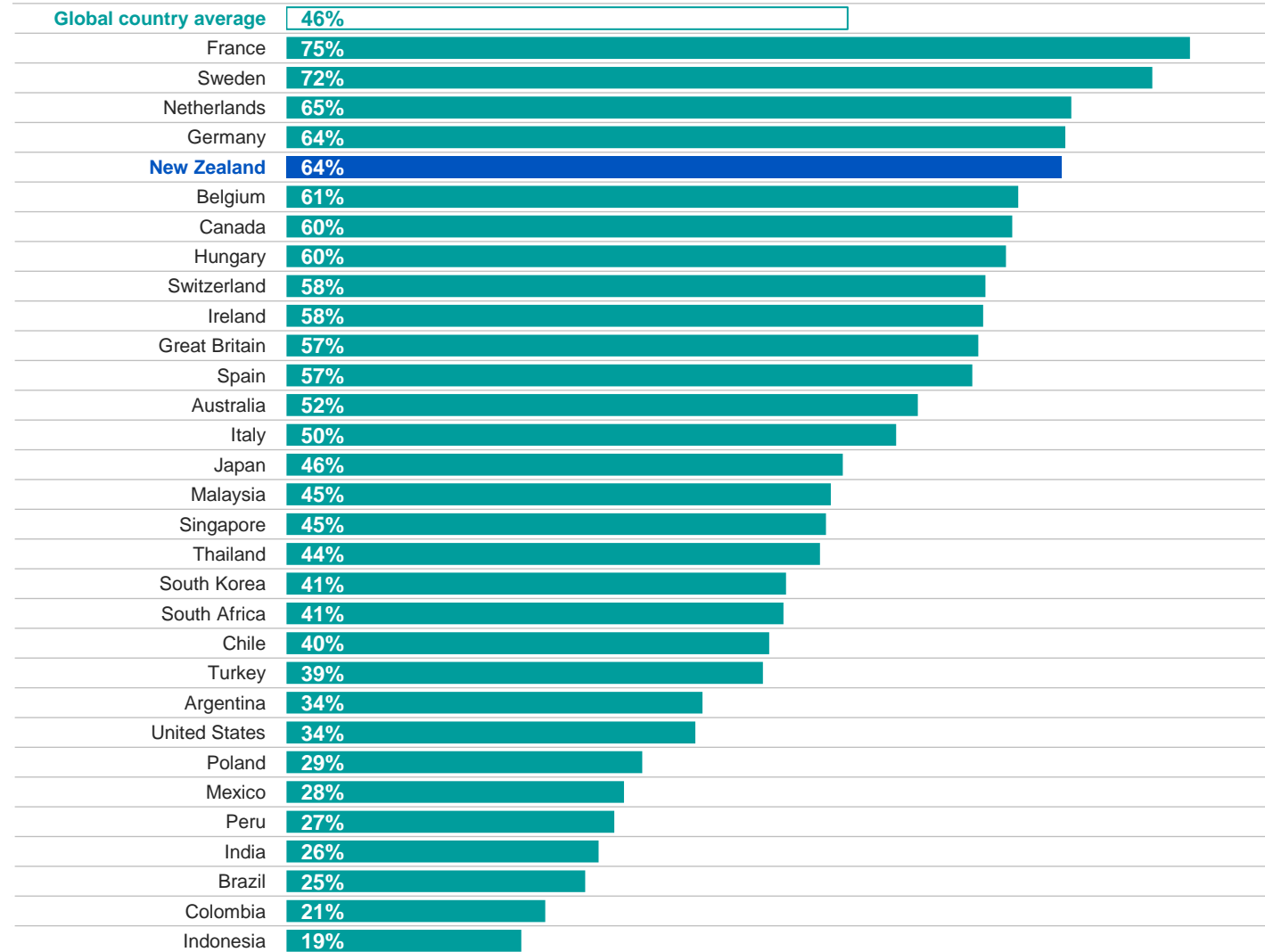




Not enough staff

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

% answering "not enough staff"



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

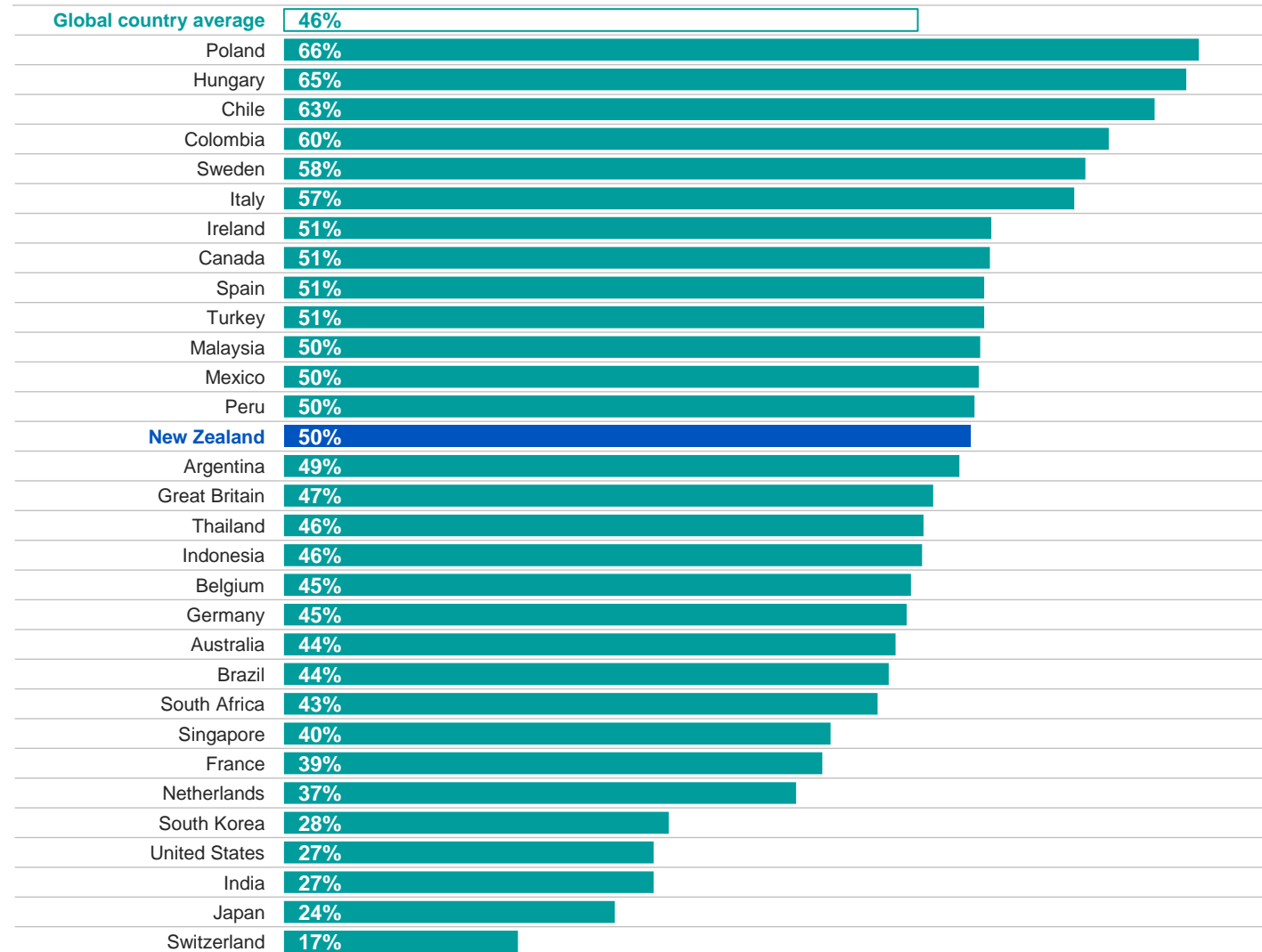




Access to treatment/ waiting times

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

% answering "access to treatment/waiting times"



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

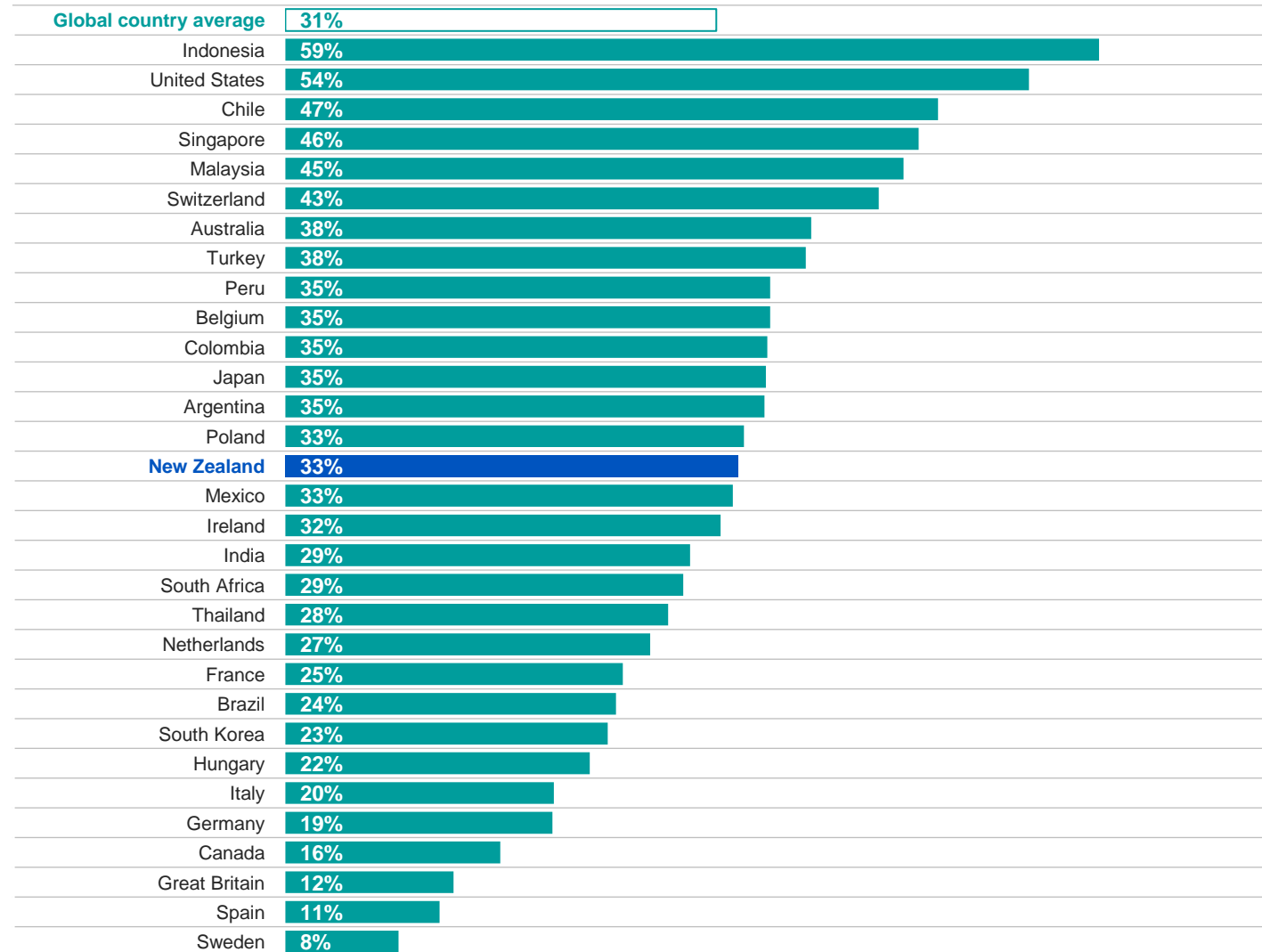




Cost of accessing treatment

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

% answering "cost of accessing treatment"



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

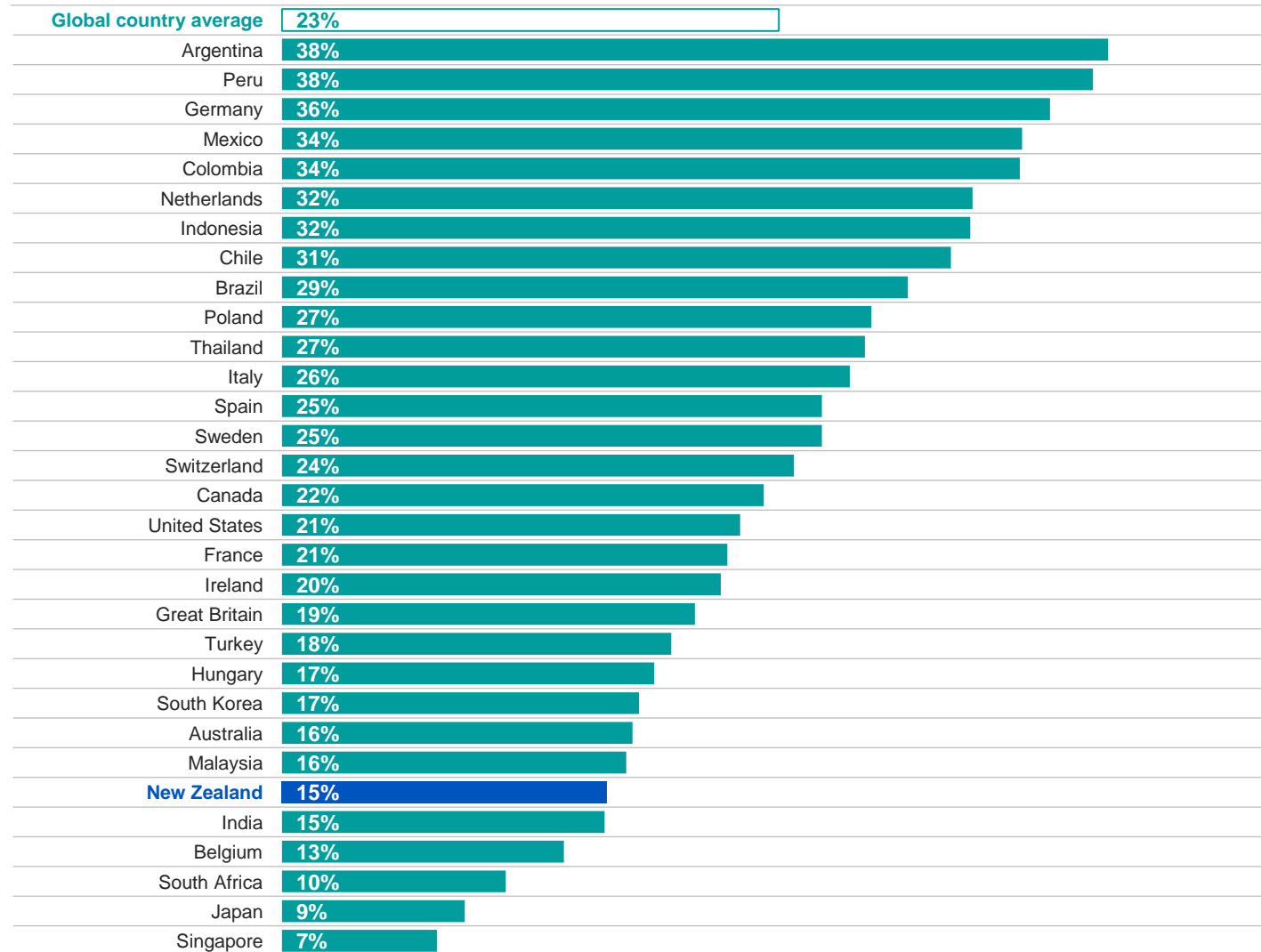




Bureaucracy

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

% answering "bureaucracy"



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.



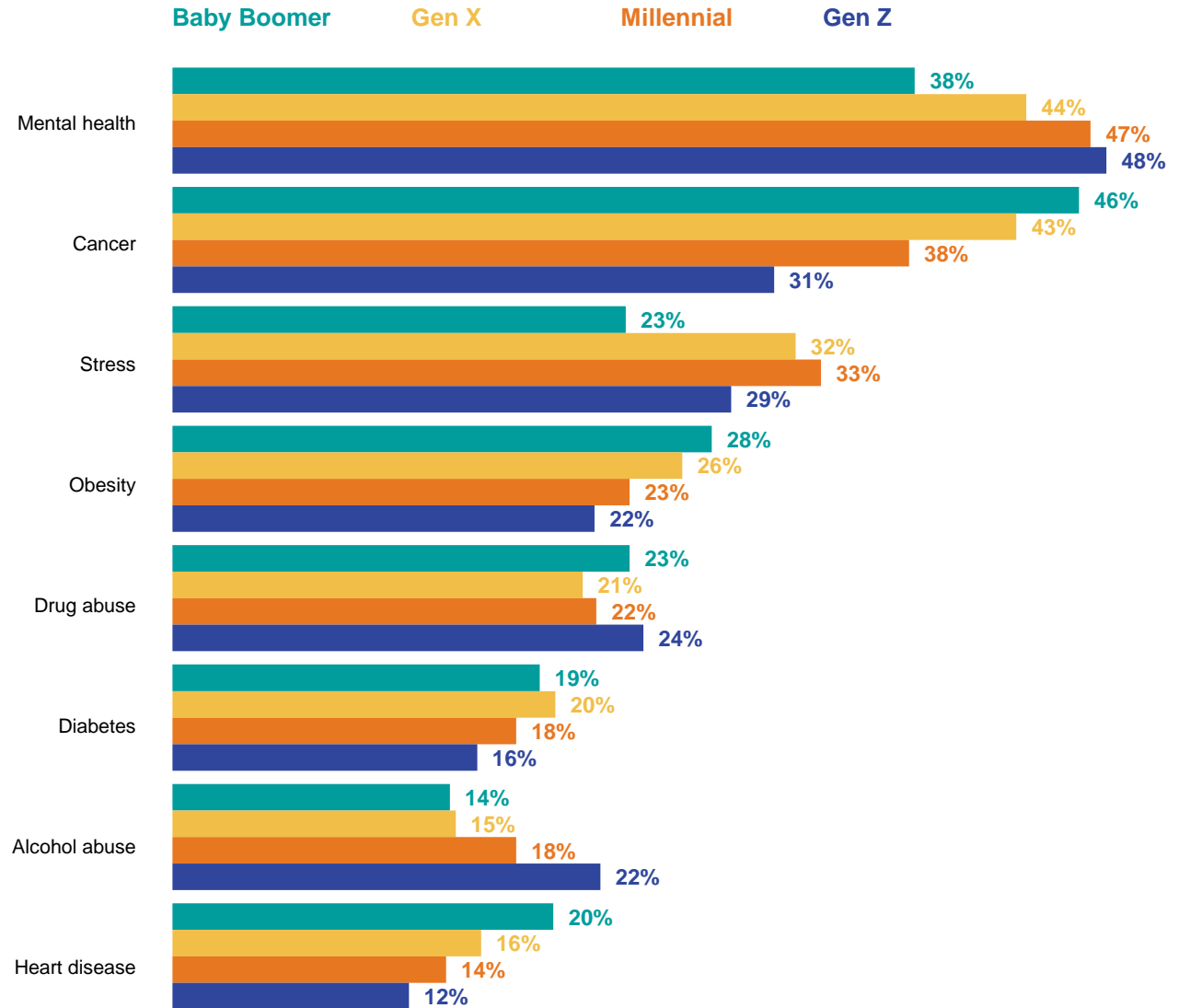
APPENDIX





Health problems: Global overview

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



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



[Click here to return](#)





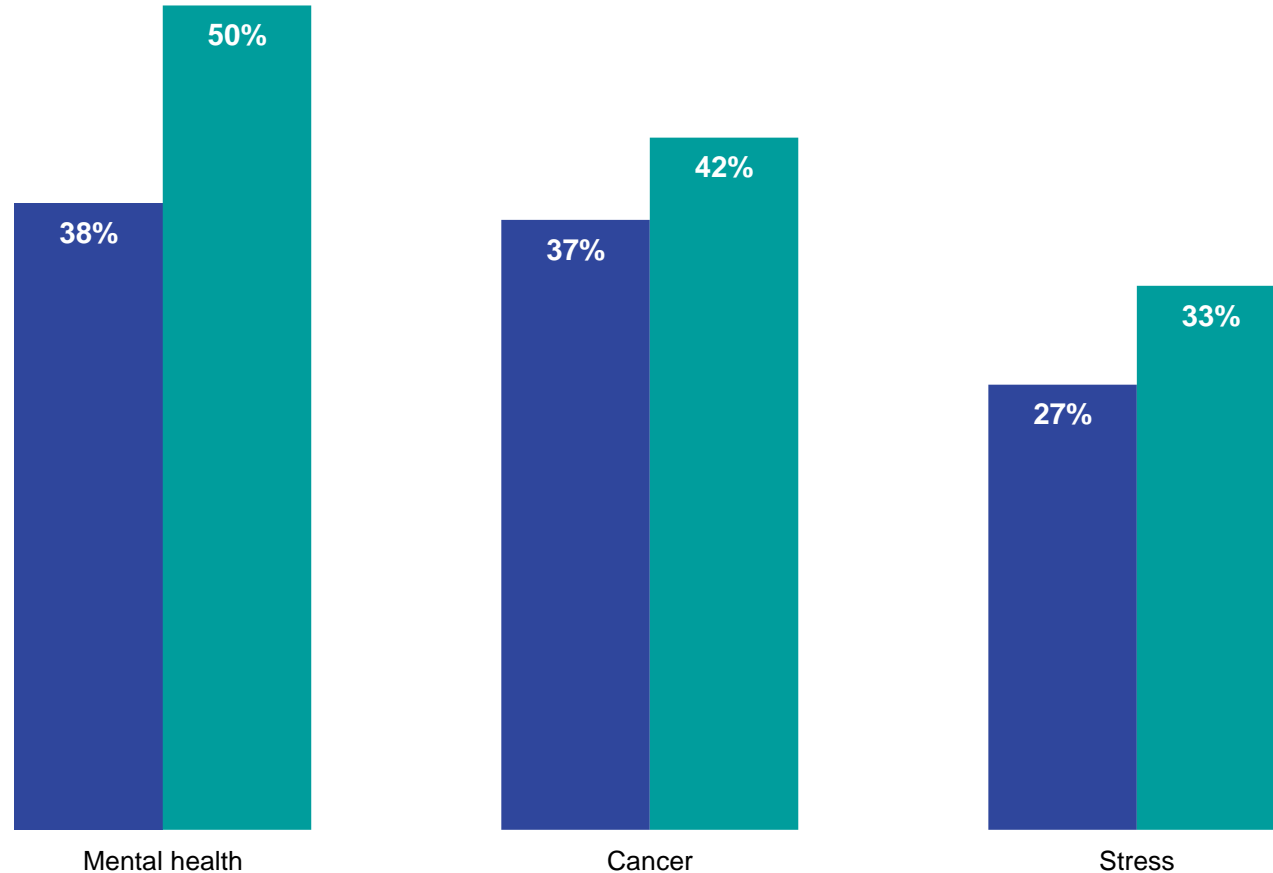
Health problems: Global overview

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



[Click here to return](#)

% of Men choosing this answer
% of Women choosing this answer



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.





Quality of healthcare

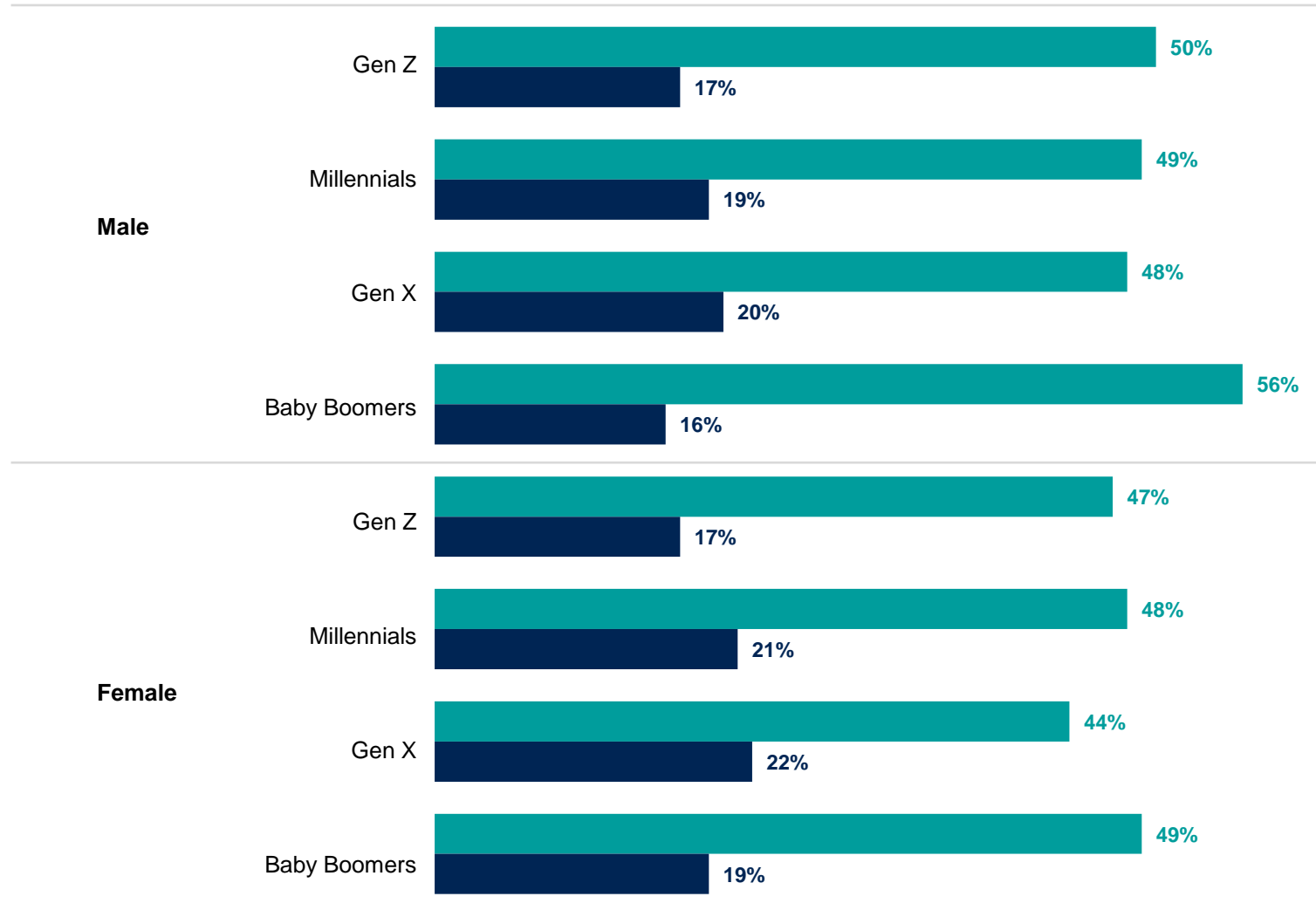
Q: How would you rate the quality of healthcare that you and your family have access to in your country?

By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments.



[Click here to return](#)

Very good/good Poor/very poor

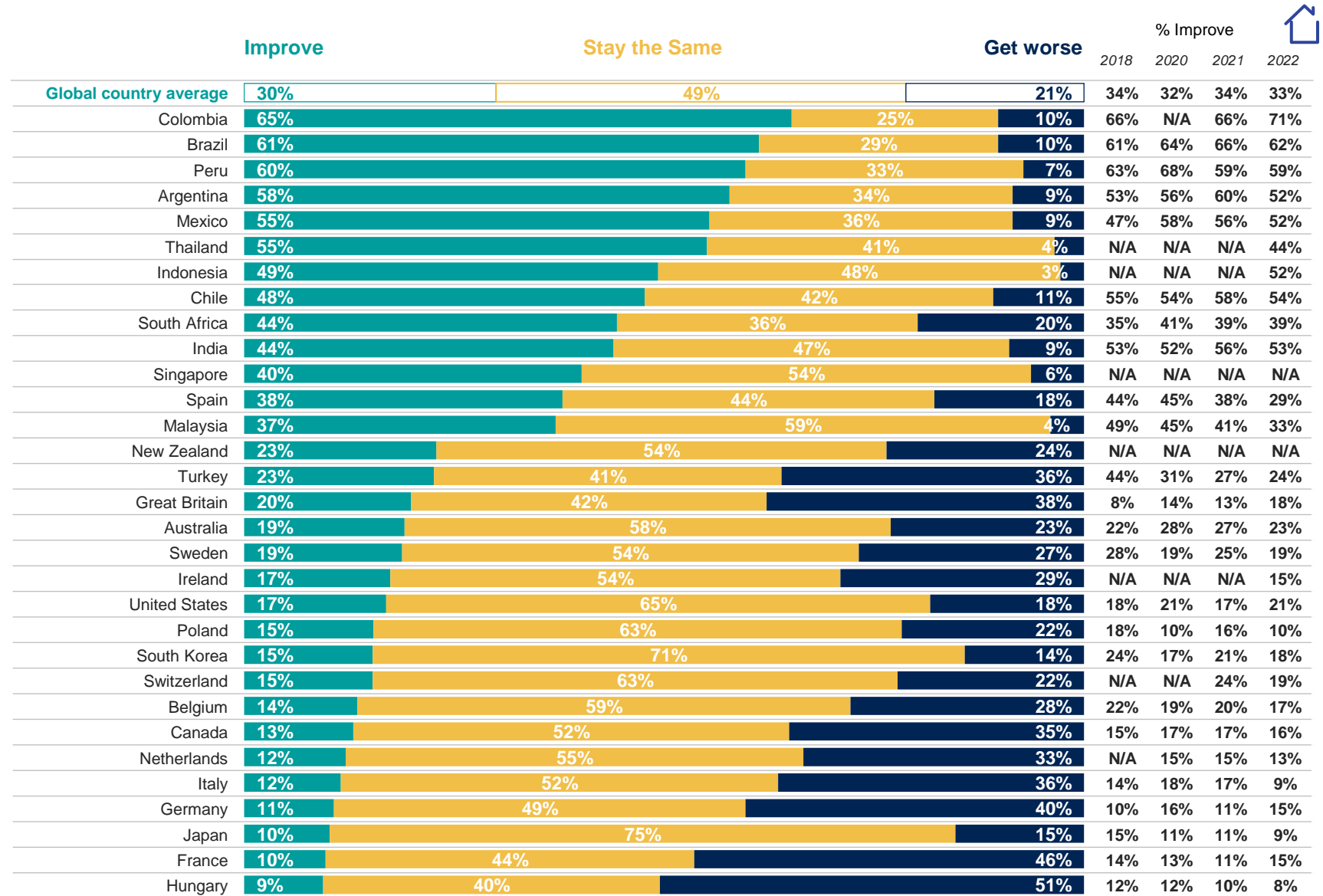


Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. The sample in India consists of approximately 2,200 individuals, of whom approximately 1,800 were interviewed face-to-face and 400 were interviewed online. Samples in Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



Quality of healthcare in the future

Q: 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: 23,274 adults in 31 countries, July 21 – August 4, 2023. 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.



Equality of care

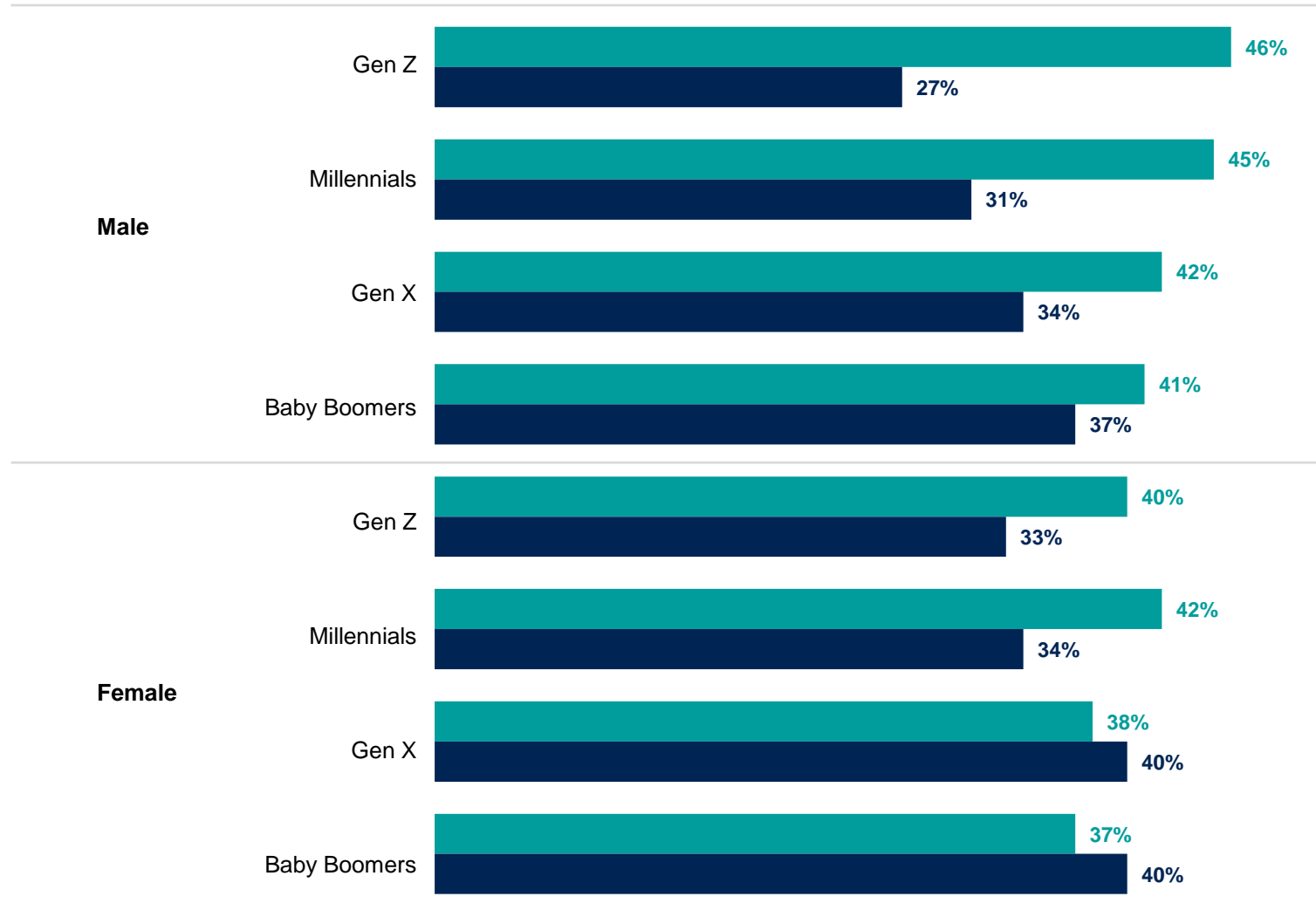
Q: The healthcare system in my country provides the same standard of care to everyone.

To what extent do you agree or disagree with this statement?



[Click here to return](#)

Agree Disagree



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.





Trust in healthcare

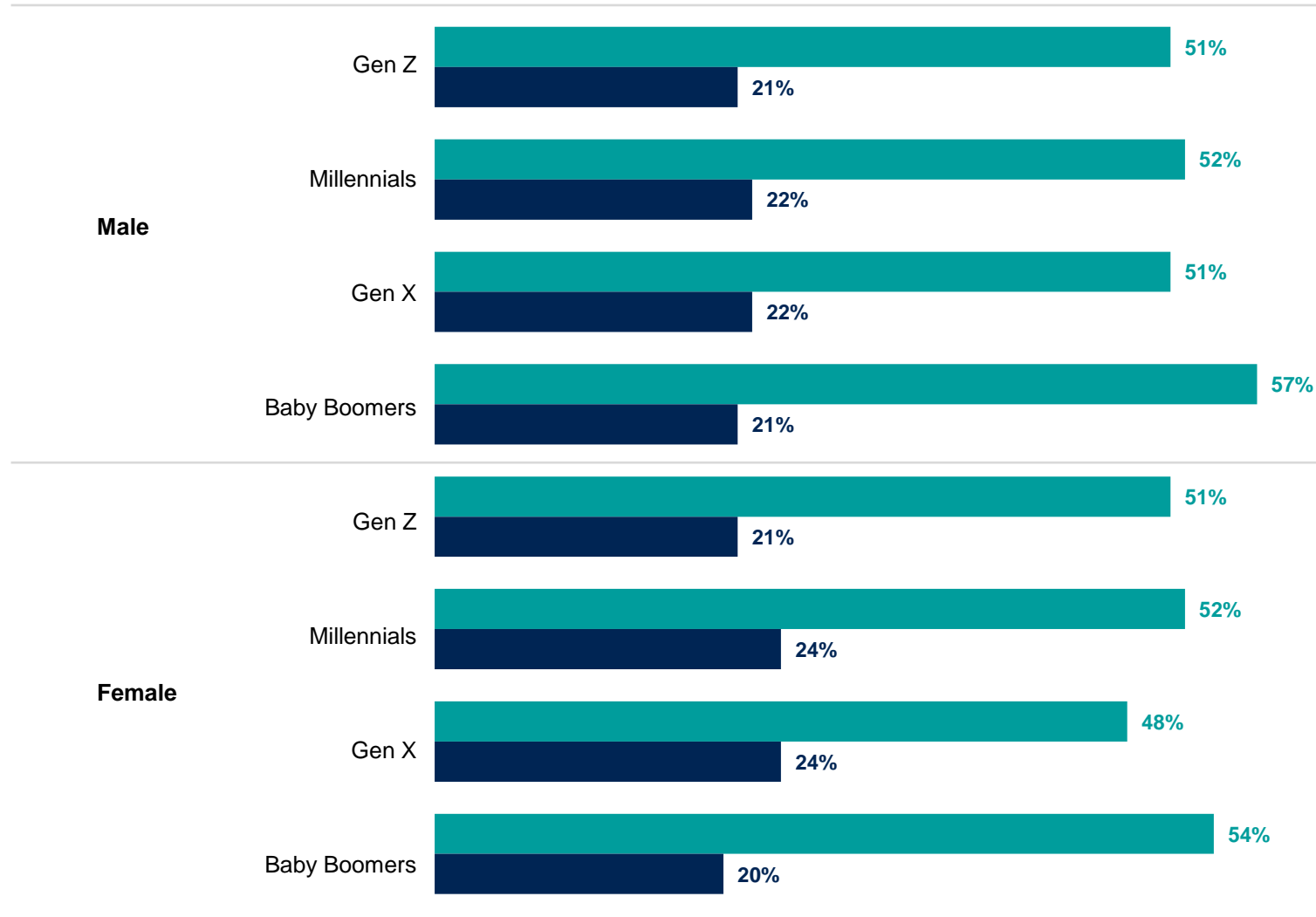
Q: I trust the healthcare system in my country to provide me with the best treatment.

To what extent do you agree or disagree with this statement?



[Click here to return](#)

Agree Disagree



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.

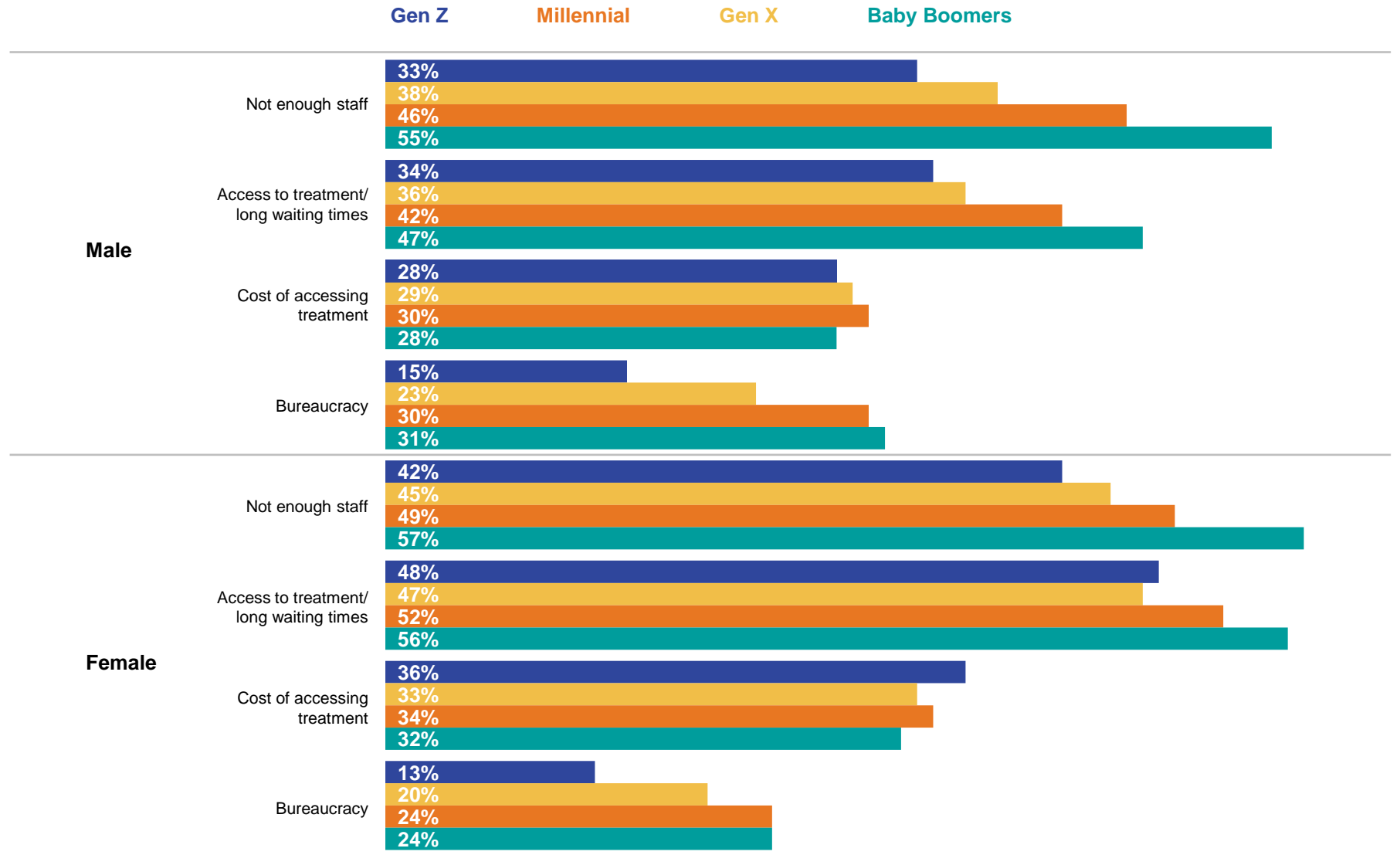




Healthcare challenges

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

Global Country average



[Click here to return](#)

Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



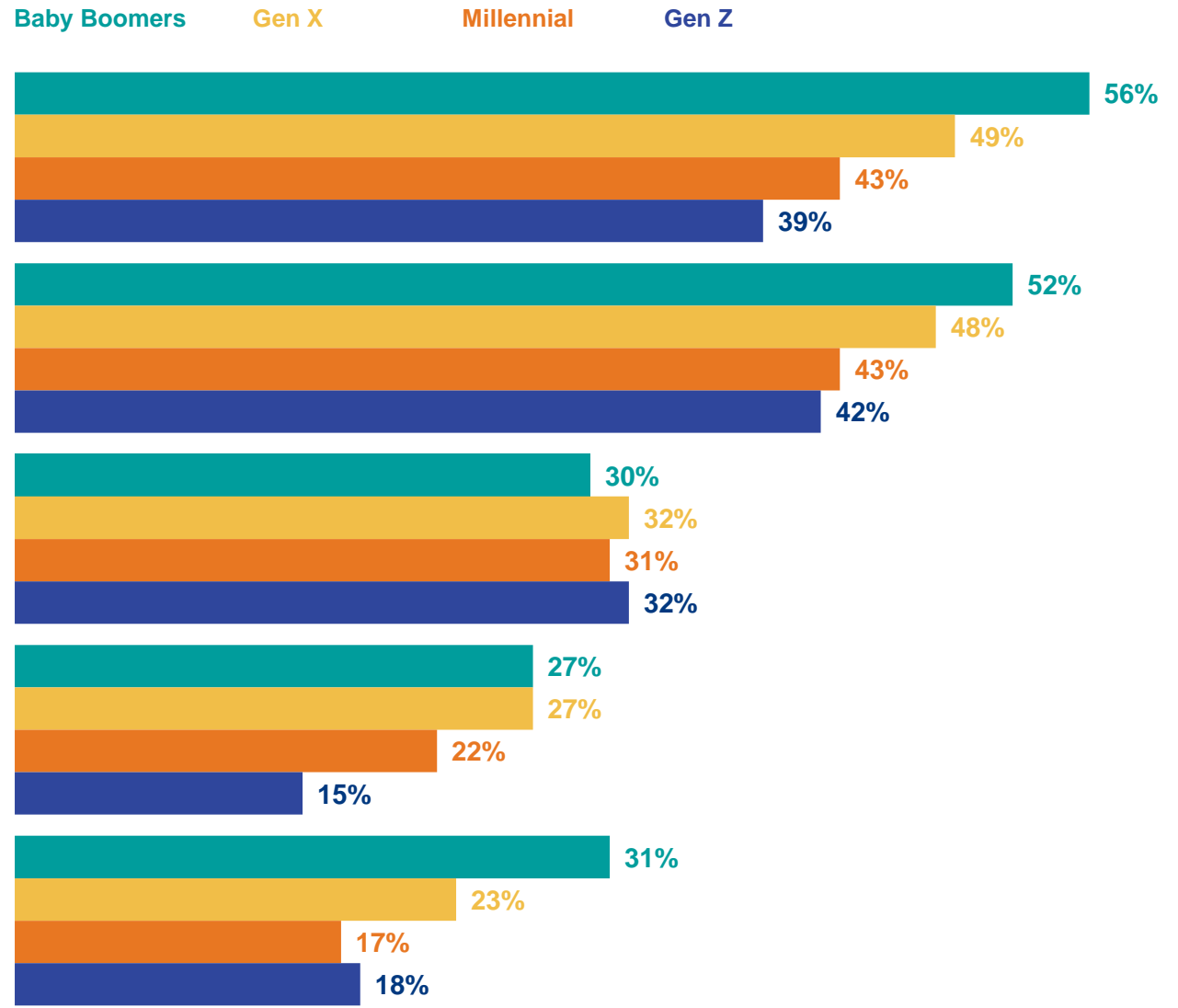


Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Global Country average



[Click here for the generational data by gender](#)



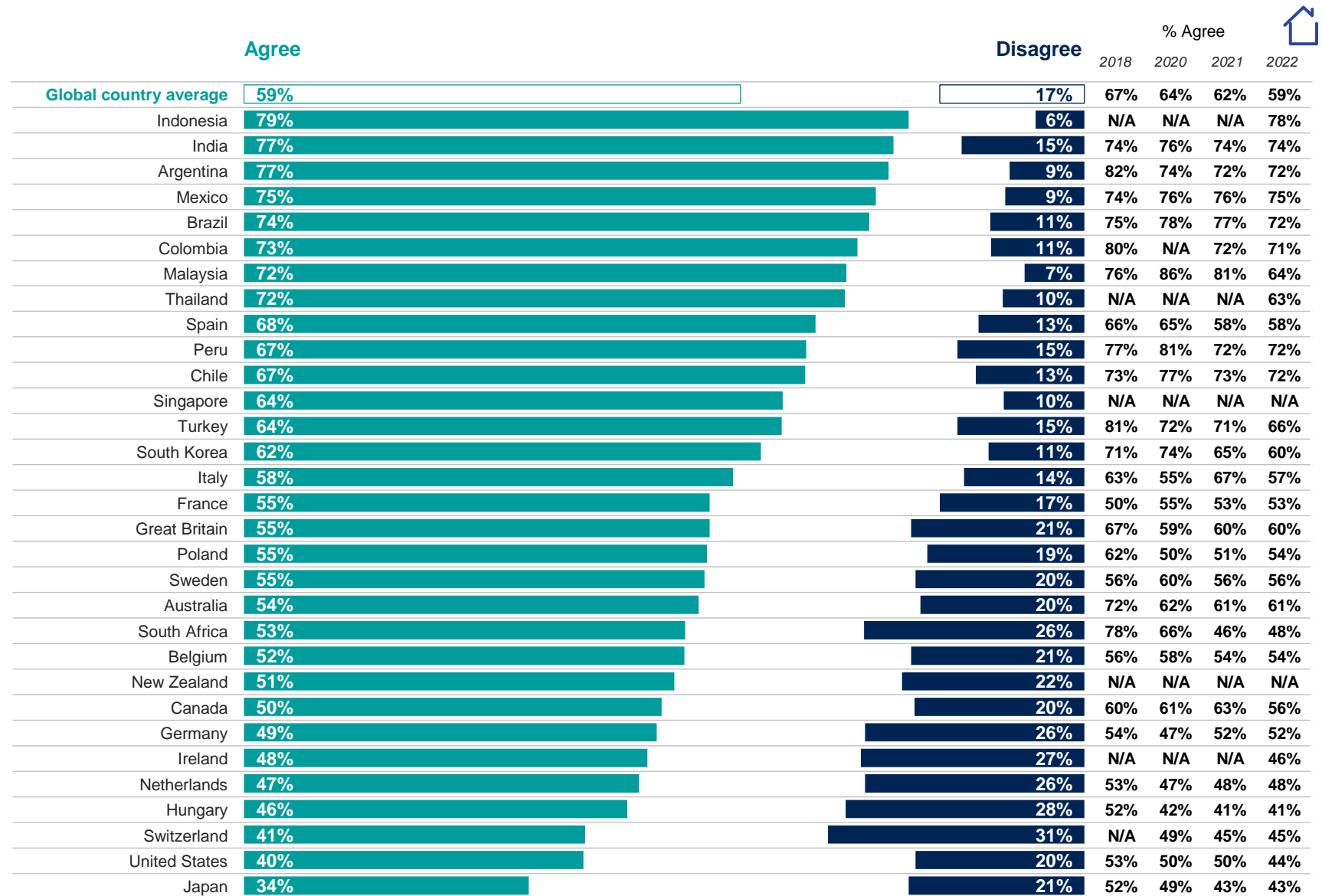
Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. The sample in India consists of approximately 2,200 individuals, of whom approximately 1,800 were interviewed face-to-face and 400 were interviewed online. Samples in Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



Compulsory vaccinations

Q: Vaccinating against serious infectious diseases should be compulsory.

To what extent do you agree or disagree with this statement?



Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.





Health problems: Global overview

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

	Argentina	Australia	Belgium	Brazil	Canada	Chile	Colombia	France	Germany	Great Britain	Hungary	India	Indonesia	Ireland	Italy	Japan	Malaysia	Mexico	Netherlands	New Zealand	Peru	Poland	Singapore	South Africa	South Korea	Spain	Sweden	Switzerland	Thailand	Turkey	United States
Mental health	47%	60%	37%	52%	61%	66%	51%	35%	52%	53%	24%	19%	38%	58%	32%	18%	41%	21%	45%	59%	45%	41%	46%	39%	44%	61%	67%	48%	35%	32%	53%
Cancer	24%	31%	57%	38%	38%	38%	41%	57%	37%	47%	40%	59%	22%	50%	57%	42%	24%	29%	53%	35%	46%	49%	38%	24%	26%	53%	34%	38%	27%	44%	29%
Stress	39%	21%	34%	29%	22%	33%	38%	36%	29%	15%	33%	15%	28%	18%	31%	37%	21%	27%	26%	17%	35%	37%	35%	24%	44%	33%	38%	39%	37%	40%	18%
Obesity	30%	24%	27%	20%	21%	49%	21%	30%	27%	34%	24%	14%	13%	26%	18%	7%	29%	62%	36%	26%	27%	22%	15%	9%	16%	28%	29%	19%	12%	20%	30%
Drug abuse	41%	21%	25%	36%	30%	31%	39%	20%	17%	15%	16%	14%	26%	28%	7%	4%	21%	23%	17%	25%	19%	8%	4%	52%	19%	15%	18%	16%	23%	31%	34%
Diabetes	17%	11%	12%	17%	10%	21%	23%	16%	11%	12%	18%	35%	32%	8%	12%	8%	28%	63%	14%	11%	35%	17%	27%	18%	12%	9%	10%	8%	18%	13%	12%
Alcohol abuse	20%	17%	20%	17%	12%	17%	19%	18%	18%	10%	32%	26%	11%	22%	20%	1%	10%	21%	13%	21%	18%	29%	2%	49%	7%	14%	16%	16%	6%	13%	11%
Heart disease	16%	17%	16%	19%	12%	7%	16%	6%	16%	19%	17%	39%	25%	15%	25%	2%	23%	9%	11%	14%	10%	25%	17%	6%	5%	14%	17%	9%	10%	23%	12%
Coronavirus/ COVID-19	7%	18%	8%	23%	9%	7%	7%	10%	9%	11%	5%	27%	31%	6%	8%	38%	31%	14%	10%	15%	16%	6%	22%	12%	21%	11%	4%	12%	37%	16%	15%
Smoking	18%	8%	15%	4%	5%	6%	10%	20%	10%	11%	17%	20%	21%	8%	21%	4%	25%	8%	9%	12%	7%	14%	11%	8%	10%	17%	10%	15%	10%	20%	7%
Dementia	2%	12%	9%	3%	7%	3%	2%	4%	8%	18%	6%	5%	1%	12%	10%	20%	1%	2%	21%	8%	2%	4%	17%	1%	18%	8%	6%	12%	4%	4%	6%
Sexually transmitted diseases (STD)	7%	1%	2%	6%	3%	5%	8%	1%	2%	2%	1%	2%	11%	2%	2%	4%	2%	3%	1%	1%	8%	2%	1%	18%	1%	3%	1%	2%	3%	2%	4%
Hospital superbugs	2%	3%	3%	3%	2%	1%	2%	3%	7%	2%	14%	2%	0%	2%	12%	1%	0%	0%	3%	2%	4%	7%	1%	1%	3%	2%	2%	2%	1%	3%	1%

Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



Health challenges: Global overview

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

	Argentina	Australia	Belgium	Brazil	Canada	Chile	Colombia	France	Germany	Great Britain	Hungary	India	Indonesia	Ireland	Italy	Japan	Malaysia	Mexico	Netherlands	New Zealand	Peru	Poland	Singapore	South Africa	South Korea	Spain	Sweden	Switzerland	Thailand	Turkey	United States
Not enough staff	34%	52%	61%	25%	60%	40%	21%	75%	64%	57%	60%	26%	19%	58%	50%	46%	45%	28%	65%	64%	27%	29%	45%	41%	41%	57%	72%	58%	44%	39%	34%
Access to treatment/long waiting times	49%	44%	45%	44%	51%	63%	60%	39%	45%	47%	65%	27%	46%	51%	57%	24%	50%	50%	37%	50%	50%	66%	40%	43%	28%	51%	58%	17%	46%	51%	27%
Cost of accessing treatment	35%	38%	35%	24%	16%	47%	35%	25%	19%	12%	22%	29%	59%	32%	20%	35%	45%	33%	27%	33%	35%	33%	46%	29%	23%	11%	8%	43%	28%	38%	54%
Bureaucracy	38%	16%	13%	29%	22%	31%	34%	21%	36%	19%	17%	15%	32%	20%	26%	9%	16%	34%	32%	15%	38%	27%	7%	10%	17%	25%	25%	24%	27%	18%	21%
Ageing population	4%	27%	30%	9%	30%	9%	4%	28%	23%	28%	15%	29%	5%	20%	21%	53%	15%	3%	37%	20%	3%	25%	51%	8%	53%	24%	22%	30%	17%	15%	16%
Lack of investment in preventative health	32%	17%	15%	43%	15%	28%	39%	18%	19%	20%	23%	19%	18%	17%	19%	11%	14%	36%	15%	16%	32%	24%	9%	20%	15%	30%	17%	13%	10%	18%	16%
Lack of investment	40%	13%	13%	40%	12%	19%	30%	26%	14%	35%	13%	21%	6%	22%	29%	6%	12%	28%	9%	18%	29%	11%	6%	14%	8%	40%	12%	8%	12%	18%	8%
Poor quality treatment	11%	13%	8%	29%	12%	15%	22%	7%	14%	9%	21%	30%	37%	14%	14%	6%	19%	26%	7%	11%	27%	36%	7%	40%	6%	7%	13%	8%	24%	32%	19%
Lack of choice	7%	8%	7%	9%	6%	10%	11%	6%	6%	6%	7%	21%	9%	5%	6%	8%	15%	9%	6%	6%	7%	8%	5%	9%	9%	6%	6%	5%	12%	7%	11%
Poor safety	8%	6%	7%	9%	4%	8%	8%	10%	6%	6%	2%	21%	13%	4%	9%	6%	9%	12%	4%	4%	11%	7%	3%	14%	7%	7%	5%	6%	15%	12%	6%
Low standards of cleanliness	6%	4%	5%	6%	3%	2%	3%	5%	5%	5%	10%	27%	14%	5%	6%	1%	11%	9%	5%	3%	6%	4%	4%	22%	4%	4%	3%	5%	10%	8%	5%

Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. 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 Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey 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. The “Global Country Average” reflects the average result for all the countries where the survey was conducted.



[Click here to return](#)



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 21 and Friday, August 4, 2023. For this survey, Ipsos interviewed a total of 23,274 adults aged 18 years and older in India, 18-74 in Canada, Republic of Ireland, Malaysia, New Zealand, South Africa, Turkey, 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 1,000 individuals each in Australia, Brazil, Canada, France, Germany, Great Britain, Italy, Japan, New Zealand, Singapore, Spain, and the U.S., and 500 individuals each in Argentina, Belgium, Chile, Colombia, Hungary, Indonesia, Ireland, Malaysia, Mexico, the Netherlands, Peru, Poland, South Africa, South Korea, Sweden, Switzerland, Thailand, and Turkey.

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 Turkey 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.

ABOUT IPSOS

Ipsos is the third largest market research company in the world, present in 90 countries and employing more than 18,000 people.

Our research professionals, analysts and scientists have built unique multi-specialist capabilities that provide powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. We serve more than 5000 clients across the world with 75 business solutions.

Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP

www.ipsos.com



GAME CHANGERS

In our world of rapid change, the need of reliable information to make confident decisions has never been greater.

At Ipsos we believe our clients need more than a data supplier, they need a partner who can produce accurate and relevant information and turn it into actionable truth.

This is why our passionately curious experts not only provide the most precise measurement, but shape it to provide True Understanding of Society, countries and People.

To do this we use the best of science, technology and know-how and apply the principles of security, simplicity, speed and substance to everything we do.

So that our clients can act faster, smarter and bolder.

Ultimately, success comes down to a simple truth:

You act better when you are sure.

“**Game Changers**” – our tagline – summarises our ambition to help our clients to navigate more easily our deeply changing world.



FURTHER INFORMATION



Carin.Hercock@ipsos.com



Amanda.Dudding@ipsos.com