

Flash Eurobarometer 210
May 2007

Cross-border health services in the EU

Basic bilingual questionnaire

The GALLUP Organization

FLASH EUROBAROMETER 210 – CROSS-BORDER HEALTHCARE IN THE EU

QUESTIONNAIRE

Q1. Please indicate if you think that the following statement is true or false: I am entitled to receive medical treatment in another EU country and be reimbursed for that treatment by my national health authority or health care insurer.

- True1
- False.....2
- [DK/NA]9

**Q2. Have you, yourself, received any medical treatment in another EU Member State in the last 12 months?
IF ASKED CLARIFY: We mean emergency or any other treatment in an EU Member State**

- Yes1
- No.....2
- [DK/NA]9

Q3. Would you be willing to travel to another EU country to receive medical treatment?

- Yes1
- No.....2
- [DK/NA]9

If yes in Q23

Q4. For which of the following reasons would you travel to another EU country to receive medical treatment?

- Yes..... 1
- No..... 2

Q1. Indiquer, s'il vous plaît, si vous pensez que les affirmations suivantes sont vraies ou fausses: J'ai le droit de recevoir un traitement médical dans un autre pays de l'Union Européenne et d'être remboursé pour ce traitement par le système social de mon pays ou mon assurance médicale.

- Vraie..... 1
- Fausse 2
- [NSP/SR]..... 9

**Q2. Avez-vous, vous-même, reçu un traitement médical dans un autre Etat-membre de l'UE au cours des 12 derniers mois ?
SI DEMANDE CLARIFIER: Nous voulons dire par là, en urgence ou tout autre traitement dans un Etat-Membre de l'Union Européenne**

- Oui 1
- Non 2
- [NSP/SR]..... 9

Q3. Voyageriez-vous dans un autre pays de l'Union Européenne pour recevoir un traitement médical ?

- Oui 1
- Non 2
- [NSP/SR]..... 9

Si oui à Q23

Q4. Voyageriez-vous dans un autre pays de l'UE afin de recevoir un traitement médical pour les raisons suivantes ?

- Oui..... 1
- Non..... 2

- [DK/NA]..... 9	
a. To receive treatment more quickly than at home	1 2 9
b. To receive cheaper treatment than at home	1 2 9
c. To receive better quality treatment than at home.....	1 2 9
d. To receive treatment from a renowned specialist.	1 2 9
e. To receive treatment that is not available in [COUNTRY].....	1 2 9
If no in Q23	
Q5. For which of the following reasons would you not travel to another EU country to receive medical treatment?	
- Mention	1
- Did not mention	2
- [DK/NA].....	9
a. I am satisfied with the health care I can receive at home.....	1 2 9
b. It is more convenient to be treated near my home.....	1 2 9
c. I have not enough information about the availability and quality of medical treatment abroad.	1 2 9
d. For language reasons.....	1 2 9
e. I can not afford it to receive medical treatment abroad	1 2 9
D1. Gender [DO NOT ASK - MARK APPROPRIATE]	
[1] Male	
[2] Female	
D2. How old are you?	
[][] years old	
[00] [REFUSAL/NO ANSWER]	
D3. How old were you when you stopped full-time education?	

- [NSP/SR]..... 9	
a. Pour recevoir un traitement plus rapidement que dans mon pays ...	1 2 9
b. Pour recevoir un traitement moins onéreux que dans mon pays	1 2 9
c. Pour recevoir un traitement de meilleur qualité que dans mon pays.....	1 2 9
d. Pour recevoir un traitement d'un spécialiste reconnu.....	1 2 9
e. Pour recevoir un traitement qui n'est pas disponible en [PAYS]	1 2 9
Si non à Q23	
Q5. Vous ne voyageriez pas dans un autre Etat-Membre afin de recevoir un traitement médical pour les raisons suivantes:	
- Oui.....	1
- Non	2
- [NSP/SR].....	9
a. Je suis satisfait(e) par les soins que je peux recevoir dans mon pays.....	1 2 9
b. Il est plus facile d'être traité près de chez moi.....	1 2 9
c. Je n'ai pas assez d'information sur la disponibilité et la qualité des traitements médicaux à l'étranger.....	1 2 9
d. Pour des raisons linguistiques	1 2 9
e. Je ne peux pas recevoir un traitement médical à l'étranger pour des raisons financières	1 2 9
D1. Sexe [NE PAS DEMANDER - NOTER COMME APPROPRIE]	
[1] Homme	
[2] Femme	
D2. Quel âge avez-vous?	
[][] ans	
[00] [REFUS/PAS DE REPONSE]	
D3. Quel âge aviez-vous quand vous avez terminé vos études à	

[Write in THE AGE WHEN EDUCATION WAS TERMINATED]

- [][] years old
- [00] [STILL IN FULL TIME EDUCATION]
- [01] [NEVER BEEN IN FULL TIME EDUCATION]
- [99] [REFUSAL/NO ANSWER]

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES - ONE ANSWER ONLY]

- Self-employed

- i.e. : - farmer, forester, fisherman 11
- owner of a shop, craftsman 12
- professional (lawyer, medical practitioner, accountant, architect,...) 13
- manager of a company 14
- other 15

- Employee

- i.e. : - professional (employed doctor, lawyer, accountant, architect) 21
- general management, director or top management 22
- middle management 23
- Civil servant 24
- office clerk 25
- other employee (salesman, nurse, etc...) 26
- other 27

- Manual worker

- i.e. : - supervisor / foreman (team manager, etc...) 31
- Manual worker 32
- unskilled manual worker 33

temps plein?

[Noter l'âge de fin d'études]

- [][] ans
- [00] [Toujours en train de poursuivre des études à temps plein]
- [01] [Jamais suivi des études à temps plein]
- [99] [REFUS/PAS DE REPONSE]

D4. Concernant votre emploi actuel, êtes vous indépendant, employé, ouvrier ou sans activité professionnelle? Cela veut-il dire que vous êtes un(une)...

[SI UNE REPONSE EST DONNEE A LA CATEGORIE PRINCIPALE, LIRE LES SOUS CATEGORIES RESPECTIVES - UNE SEULE REPONSE POSSIBLE]

- profession libérale/ indépendant

- i.e. : - agriculteur, sylviculteur, pêcheur 11
- commerçant, artisan 12
- profession libérale (avocat, médecin, comptable, architecte...) 13
- Dirigeant d'entreprise 14
- Autre 15

- Employé (e)

- i.e. : - Cadre employé (médecin sous convention, avocat, comptable, architecte) 21
- Direction générale, directeur ou direction supérieure 22
- Cadre moyen 23
- Fonctionnaire 24
- employé(e) de bureau 25
- Autre salarié (commercial, infirmière etc...) 26
- Autre 27

- Ouvrier

- i.e. : - superviseur/agent de maîtrise (chef d'équipe, etc...) 31
- Ouvrier 32
- Ouvrier non qualifié 33

- other 34

- Without a professional activity

→ i.e. : - looking after the home 41

- student (full time)..... 42

- retired 43

- seeking a job 44

- other 45

- [Refusal]..... 99

D6. Would you say you live in a ...?

- metropolitan zone 1

- other town/urban centre 2

- rural zone 3

- [Refusal] 9

- Autre 34

- Sans activité professionnelle

→ i.e. : - Femme/ Homme au foyer 41

- Etudiant (temps plein) 42

- Retraité 43

- Demandeur d'emploi..... 44

- Autre 45

- [Refus]..... 99

D6. Diriez-vous que vous vivez...?

- zone métropolitaine 1

- autre ville/centre urbain 2

- zone rurale 3

- [Refus]..... 9

Flash EB Series #210

Cross-border health services in the EU

Conducted by
The Gallup Organization, Hungary
upon the request of the
Health and Consumer Protection Directorate-
General (DG SANCO), Health Strategy Unit
(C5)



Survey organised and managed by the
Eurobarometer Team of Directorate-General
“Communication”

This document does not represent the point of
view of the European Commission.
The interpretations and opinions contained in it
are solely those of the authors.

THE GALLUP ORGANIZATION

Survey details

This survey on the General population survey on “Health Service” was conducted for the European Commission, DG Health and Consumer Protection.

Telephone interviews were conducted in each country with the exception of the Bulgaria, Czech Republic, Estonia, Latvia, Lithuania, Hungary Poland, Romania and Slovakia where, both telephone and face-to-face interviews were conducted (700 WebCATI and 300 F2F interviews) The interviews were conducted between the 26/05/2007 and the 30/05/2007 by these Institutes:

Belgium	BE	Gallup Europe	(Interviews : 26/05/2007 - 29/05/2007)
Bulgaria	BG	Vitoshka	(Interviews : 26/05/2007 - 30/05/2007)
Czech Republic	CZ	Focus Agency	(Interviews : 26/05/2007 - 30/05/2007)
Denmark	DK	Hermelin	(Interviews : 26/05/2007 - 30/05/2007)
Germany	DE	IFAK	(Interviews : 26/05/2007 - 30/05/2007)
Estonia	EE	Saar Poll	(Interviews : 26/05/2007 - 30/05/2007)
Greece	EL	Metroanalysis	(Interviews : 26/05/2007 - 30/05/2007)
Spain	ES	Gallup Spain	(Interviews : 26/05/2007 - 28/05/2007)
France	FR	Efficiency3	(Interviews : 26/05/2007 - 28/05/2007)
Ireland	IE	Gallup UK	(Interviews : 26/05/2007 - 30/05/2007)
Italy	IT	Demoskopea	(Interviews : 26/05/2007 - 30/05/2007)
Cyprus	CY	CYMAR	(Interviews : 26/05/2007 - 29/05/2007)
Latvia	LV	Latvian Facts	(Interviews : 26/05/2007 - 30/05/2007)
Lithuania	LT	Baltic Survey	(Interviews : 26/05/2007 - 30/05/2007)
Luxembourg	LU	Gallup Europe	(Interviews : 26/05/2007 - 30/05/2007)
Hungary	HU	Gallup Hungary	(Interviews : 26/05/2007 - 29/05/2007)
Malta	MT	MISCO	(Interviews : 26/05/2007 - 28/05/2007)
Netherlands	NL	Telder	(Interviews : 26/05/2007 - 29/05/2007)
Austria	AT	Spectra	(Interviews : 26/05/2007 - 30/05/2007)
Poland	PL	Gallup Poland	(Interviews : 26/05/2007 - 30/05/2007)
Portugal	PT	Consulmark	(Interviews : 26/05/2007 - 30/05/2007)
Romania	RO	Gallup Romania	(Interviews : 26/05/2007 - 30/05/2007)
Slovenia	SI	Cati d.o.o.	(Interviews : 26/05/2007 - 30/05/2007)
Slovakia	SK	Focus Agency	(Interviews : 27/05/2007 - 30/05/2007)
Finland	FI	Hermelin	(Interviews : 26/05/2007 - 30/05/2007)
Sweden	SE	Hermelin	(Interviews : 26/05/2007 - 30/05/2007)
United Kingdom	UK	Gallup UK	(Interviews : 26/05/2007 - 30/05/2007)

Representativeness of the results

Each national sample is representative of the population aged 15 years and above.

Sizes of the sample

In most EU countries the target sample size was 1000 respondents. The below table shows the achieved sample size by country

A weighting factor was applied to the national results in order to compute a marginal total where each country contributes to the European Union result in proportion to its population.

The table below presents, for each of the countries:

- (1) the number of interviews actually carried out in each country
- (2) the population-weighted total number of interviews for each country

	Total Interviews			
	Conducted	% of Total	EU27 Weighted	% on Total (weighted)
Total	27228	100	27228	100
BE	1038	3.8	578	2.1
BG	1010	3.7	449	1.7
CZ	1012	3.7	584	2.1
DK	1018	3.7	293	1.1
DE	1017	3.7	4773	17.5
EE	1006	3.7	76	0.3
EL	1011	3.7	625	2.3
ES	1007	3.7	2346	8.6
FR	1001	3.7	3230	11.9
IE	1000	3.7	214	0.8
IT	1009	3.7	3340	12.3
CY	1001	3.7	41	0.1
LV	1016	3.7	132	0.5
LT	1009	3.7	191	0.7
LU	1008	3.7	24	0.1
HU	1017	3.7	562	2.1
MT	1006	3.7	22	0.1
NL	1006	3.7	892	3.3
AT	1000	3.7	449	1.6
PL	1004	3.7	2137	7.8
PT	1000	3.7	585	2.1
RO	1009	3.7	1200	4.4
SI	1004	3.7	115	0.4
SK	1009	3.7	300	1.1
FI	1000	3.7	290	1.1
SE	1003	3.7	499	1.8
UK	1007	3.7	3280	12.0

Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English (see hereafter).
2. The institutes listed above translated the questionnaire in their respective national language(s).

Statistical significance of the results

The results in a survey are valid only between the limits of a statistical margin caused by the sampling process. This margin varies with three factors:

1. The sample size (or the size of the analysed part in the sample): the greater the number of respondents is, the smaller the statistical margin will be;
2. The result in itself: the closer the result approaches 50%, the wider the statistical margin will be;
3. The desired degree of confidence: the more "strict" we are, the wider the statistical margin will be.

As an example, examine this illustrative case:

1. One question has been answered by 500 people;
2. The analysed result is around 50%;
3. We choose a significance level of 95 % (it is the level most often used by the statisticians, and it is the one chosen for the Table hereafter);

In this illustrative case the statistical margin is: (+/- 4.4%) around the observed 50%. And as a conclusion: the result for the whole population lies between 45.6% and 54.4 %.

Hereafter, the statistical margins computed for various observed results are shown, on various sample sizes, at the 95% significance level.

STATISTICAL MARGINS DUE TO THE SAMPLING PROCESS (AT THE 95 % LEVEL OF CONFIDENCE)

Various sample sizes are in rows;

Various observed results are in columns:

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3

Evaluation of the samples

The attached tables (after the Technical Report tables) provide a detailed insight to the within country weighting of the study. (For cross-country weights please refer to the table on previous page) The weighting of the dataset is a three-fold exercise.

In the *first step* we will apply the basic **selection probability weights**, primarily to avoid the overcoverage of households with multiple telephone lines. In the same step, we calculate the weights that corrects the estimations based on the merged **dual frame** samples, i.e., weights that deal with phone owners;

In the *second step*, on a country-by-country basis, a **nonresponse population weighting** was carried out. As nonresponse rates vary by social segments, the sample characteristics reflect such differences as well (i.e., there are usually less males and especially less young people in the samples than in the universe.) In this step, we compensated for the nonresponse bias that stems from the field execution process. The most advanced method for eliminating such deviations is the so-called *Raking Adjustment for Nonresponse* (raking). Gallup applied this method. This procedure performs iterative proportional fitting in contingency table analysis. This method is also used to deal with the problem of large variability of weights. When weighting classes are formed based on full cross-classification of the auxiliary variables, the result is a large number of weighting classes with unstable response rates.

However, one drawback is that raking assumes that the variables used for adjustment are independent. Raking works in the following way:

- 1) sets initial weight factor values in each cross-classification term to 1;
- 2) adjusts the weight factors of the first cross-classification term so the weighted sample is representative for the variables involved;
- 3) adjusts the weight factors for the next cross-classification term so the weighted sample becomes representative with respect to the variables involved (this might disrupt the representativeness with respect to the variables involved);
- 4) repeats this adjustment for all cross-classification terms;
- 5) repeats all steps until the factors do not change.

A common approach to weighting is to determine the sample weights adjusting for unequal probabilities of selection, revise these weights to compensate for different sub-class response rates, and finally modify the weights again to conform the weighted sample distribution for certain variables (e.g., age, gender, education, activity etc.) to the known population distributions of the same variables.

The following variables will be used in all national raking procedures (with categories levels used):

Age X Sex

male, 15-29
 male, 30-49
 male, 50+
 female, 15-29
 female, 30-49
 female, 50+

Activity

Active worker
 retired
 Other non-active worker

Regions (NUTS2)

Please note that levels might be collapsed to achieve convergence or universe information is not available in the necessary detail.

© European Communities
The Eurobarometer questionnaires are reproduced
by permission of its publishers,
the Office for Official Publications of the European Communities,
2 rue Mercier, L-2985 Luxembourg