Flash Eurobarometer 210
May 2007

Cross-border health services in the EU

Basic bilingual questionnaire

The GALLUP Organization
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.
- True ................................................................. 1
- 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
- Yes ......................................................................... 1
- No ........................................................................... 2
- [DK/NA] .................................................................. 9

Q3. Would you be willing to travel to another EU country to receive medical treatment?
- Yes ......................................................................... 1
- 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
Q5. For which of the following reasons would you not travel to another EU country to receive medical treatment?

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

Si non à Q23
Q5. Vous ne voyageriez pas dans un autre Etat-Membre afin de recevoir un traitement médical pour les raisons suivantes:

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

D1. Gender [DO NOT ASK - MARK APPROPRIATE]
[1] Male 
[2] Female

D2. How old are you?
[ ] years old
[0 0] [REFUSAL/NO ANSWER]

D3. How old were you when you stopped full-time education?
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

[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]

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]
- 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

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:

<table>
<thead>
<tr>
<th>Country</th>
<th>Code</th>
<th>Agency</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgium</td>
<td>BE</td>
<td>Gallup Europe</td>
<td>(Interviews : 26/05/2007 - 29/05/2007)</td>
</tr>
<tr>
<td>Bulgaria</td>
<td>BG</td>
<td>Vitosha</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>CZ</td>
<td>Focus Agency</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Denmark</td>
<td>DK</td>
<td>Hermelin</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Germany</td>
<td>DE</td>
<td>IFAK</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Estonia</td>
<td>EE</td>
<td>Saar Poll</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Greece</td>
<td>EL</td>
<td>Metroanalysis</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Spain</td>
<td>ES</td>
<td>Gallup Spain</td>
<td>(Interviews : 26/05/2007 - 28/05/2007)</td>
</tr>
<tr>
<td>France</td>
<td>FR</td>
<td>Efficienc3</td>
<td>(Interviews : 26/05/2007 - 28/05/2007)</td>
</tr>
<tr>
<td>Ireland</td>
<td>IE</td>
<td>Gallup UK</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Italy</td>
<td>IT</td>
<td>Demoskopea</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Cyprus</td>
<td>CY</td>
<td>CYMAR</td>
<td>(Interviews : 26/05/2007 - 29/05/2007)</td>
</tr>
<tr>
<td>Latvia</td>
<td>LV</td>
<td>Latvian Facts</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Lithuania</td>
<td>LT</td>
<td>Baltic Survey</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Luxembourg</td>
<td>LU</td>
<td>Gallup Europe</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Hungary</td>
<td>HU</td>
<td>Gallup Hungary</td>
<td>(Interviews : 26/05/2007 - 29/05/2007)</td>
</tr>
<tr>
<td>Malta</td>
<td>MT</td>
<td>MISCO</td>
<td>(Interviews : 26/05/2007 - 28/05/2007)</td>
</tr>
<tr>
<td>Netherlands</td>
<td>NL</td>
<td>Teldel</td>
<td>(Interviews : 26/05/2007 - 29/05/2007)</td>
</tr>
<tr>
<td>Austria</td>
<td>AT</td>
<td>Spectra</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Poland</td>
<td>PL</td>
<td>Gallup Poland</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Portugal</td>
<td>PT</td>
<td>Consulmark</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Romania</td>
<td>RO</td>
<td>Gallup Romania</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Slovenia</td>
<td>SI</td>
<td>Cati d.o.o.</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Slovakia</td>
<td>SK</td>
<td>Focus Agency</td>
<td>(Interviews : 27/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Finland</td>
<td>FI</td>
<td>Hermelin</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>Sweden</td>
<td>SE</td>
<td>Hermelin</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>UK</td>
<td>Gallup UK</td>
<td>(Interviews : 26/05/2007 - 30/05/2007)</td>
</tr>
</tbody>
</table>

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

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

**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:

<table>
<thead>
<tr>
<th></th>
<th>5%</th>
<th>10%</th>
<th>15%</th>
<th>20%</th>
<th>25%</th>
<th>30%</th>
<th>35%</th>
<th>40%</th>
<th>45%</th>
<th>50%</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=50</td>
<td>6.0</td>
<td>8.3</td>
<td>9.9</td>
<td>11.1</td>
<td>12.0</td>
<td>12.7</td>
<td>13.2</td>
<td>13.6</td>
<td>13.8</td>
<td>13.9</td>
</tr>
<tr>
<td>N=500</td>
<td>1.9</td>
<td>2.6</td>
<td>3.1</td>
<td>3.5</td>
<td>3.8</td>
<td>4.0</td>
<td>4.2</td>
<td>4.3</td>
<td>4.4</td>
<td>4.4</td>
</tr>
<tr>
<td>N=1000</td>
<td>1.4</td>
<td>1.9</td>
<td>2.2</td>
<td>2.5</td>
<td>2.7</td>
<td>2.8</td>
<td>3.0</td>
<td>3.0</td>
<td>3.1</td>
<td>3.1</td>
</tr>
<tr>
<td>N=1500</td>
<td>1.1</td>
<td>1.5</td>
<td>1.8</td>
<td>2.0</td>
<td>2.2</td>
<td>2.3</td>
<td>2.4</td>
<td>2.5</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>N=2000</td>
<td>1.0</td>
<td>1.3</td>
<td>1.6</td>
<td>1.8</td>
<td>1.9</td>
<td>2.0</td>
<td>2.1</td>
<td>2.1</td>
<td>2.2</td>
<td>2.2</td>
</tr>
<tr>
<td>N=3000</td>
<td>0.8</td>
<td>1.1</td>
<td>1.3</td>
<td>1.4</td>
<td>1.5</td>
<td>1.6</td>
<td>1.7</td>
<td>1.8</td>
<td>1.8</td>
<td>1.8</td>
</tr>
<tr>
<td>N=4000</td>
<td>0.7</td>
<td>0.9</td>
<td>1.1</td>
<td>1.2</td>
<td>1.3</td>
<td>1.4</td>
<td>1.5</td>
<td>1.5</td>
<td>1.5</td>
<td>1.5</td>
</tr>
<tr>
<td>N=5000</td>
<td>0.6</td>
<td>0.8</td>
<td>1.0</td>
<td>1.1</td>
<td>1.2</td>
<td>1.3</td>
<td>1.3</td>
<td>1.4</td>
<td>1.4</td>
<td>1.4</td>
</tr>
<tr>
<td>N=6000</td>
<td>0.6</td>
<td>0.8</td>
<td>0.9</td>
<td>1.0</td>
<td>1.1</td>
<td>1.2</td>
<td>1.2</td>
<td>1.2</td>
<td>1.3</td>
<td>1.3</td>
</tr>
</tbody>
</table>
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.