

**REPORT**  
**RESULTS OF SURVEY ON HEALTHCARE SERVICES**

by The International Advisory Group of H4i.

September 2021

This report was compiled within the activities and tasks undertaken by the *International Advisory Group of H4i*.

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*Special thanks to*

**H4i - Dirk Jan Frijling** (*providing with input to develop the survey, resources to create it and promote it with the international community via the H4i network*)

**All Regional Representatives and other 'invisible volunteers'** that participated in one or more of the 10 available languages the survey was translated into.

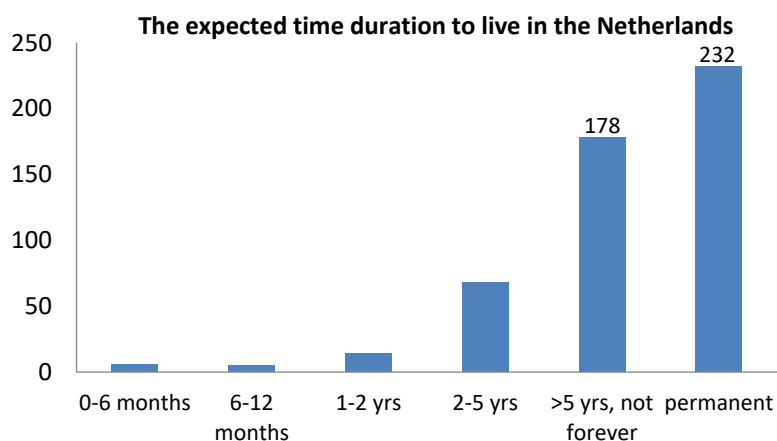
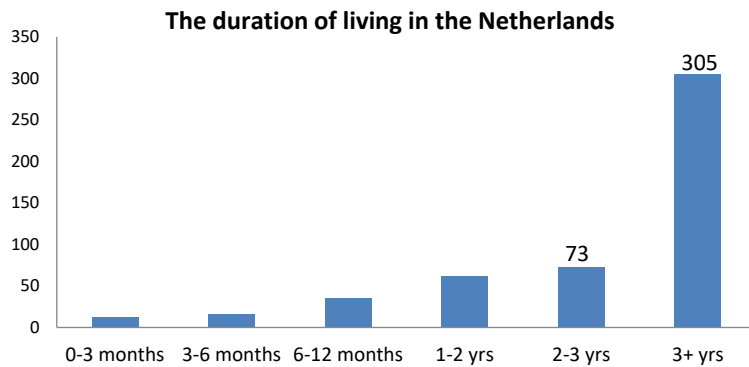
## REPORT - RESULTS OF SURVEY ON HEALTHCARE SERVICES

### *Context of the Research and Data collection*

The aim of this survey was to investigate how internationals living in the Netherlands experience Dutch Healthcare. It took place over one year, starting from the end of 2019.

The survey was offered in 10 different languages, English being primarily used (56,98%) followed by Spanish and Polish (15,68% each). Hungarian, Portuguese, Italian, French, Armenian, Chinese and Dutch responses ranged from seldom used (8%) to not used.

In total, 537 internationals have participated in the survey, the majority of whom have been living in the Netherlands for more than three years. 81% of participants were female and 29% male. 71,5% of participants were between 25 and 44 years old. The majority of the participants, 76,4%, have responded as they plan to live in the Netherlands for more than five years or permanently.



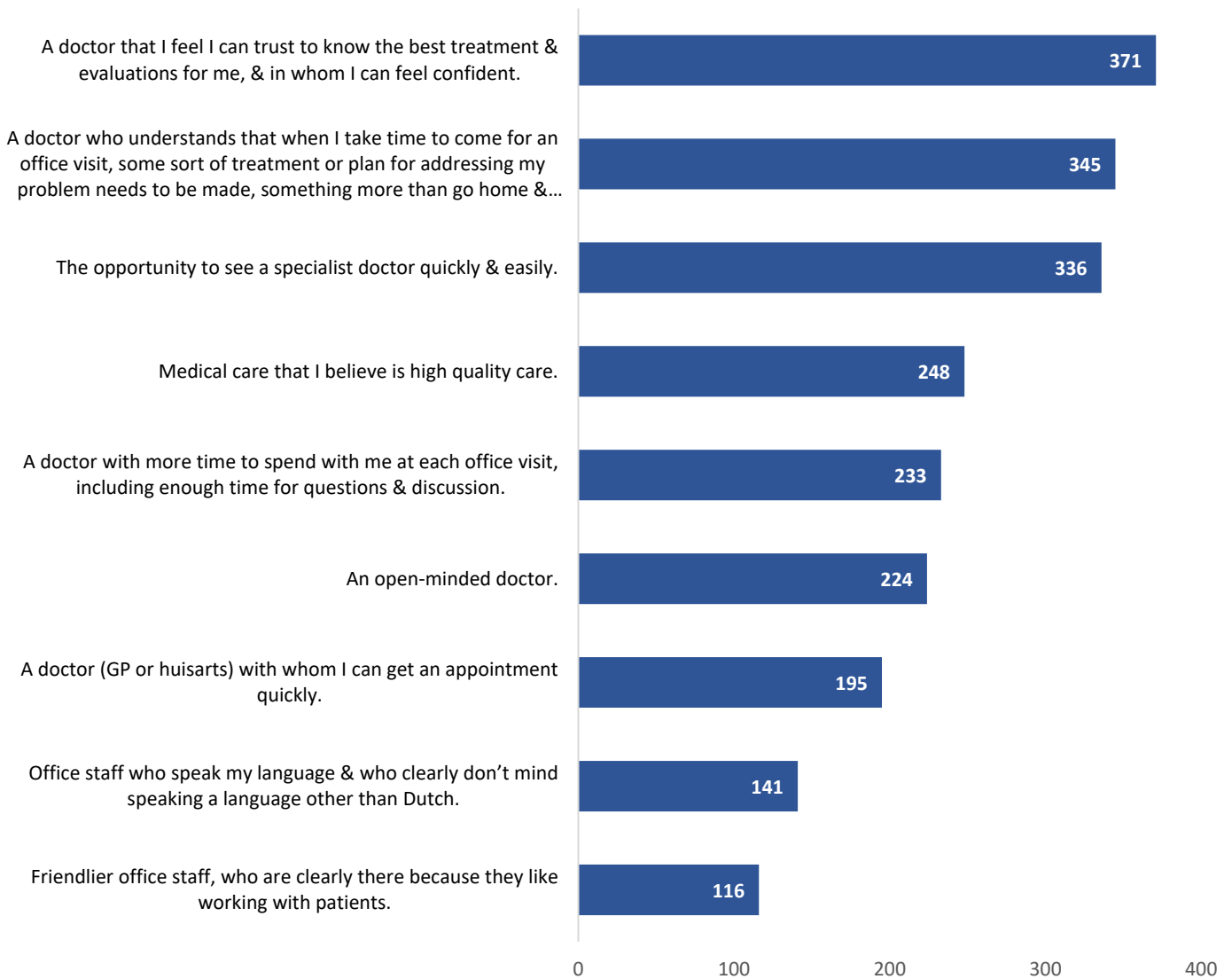
*Opinions on aspects to improve on in the Dutch Healthcare system*

Based on the analysis shown in the graph below, responders have selected the aspects that they think the Dutch Healthcare system should improve upon. The first three aspects exceeding 60% appear as the most urgent to be considered.

The second set of three aspects to immediately follow (between 41% and 46% each) are those following in the graph, respectively:

- A feeling of trust and confidence in the GP and the treatment approach to be taken.
- A GP that offers a specific action plan when I am at his/her office.
- A smoother way to get a specialist doctor referral.
- Medical care that is perceived as high quality.
- A GP with enough time to discuss questions.
- An open-minded GP

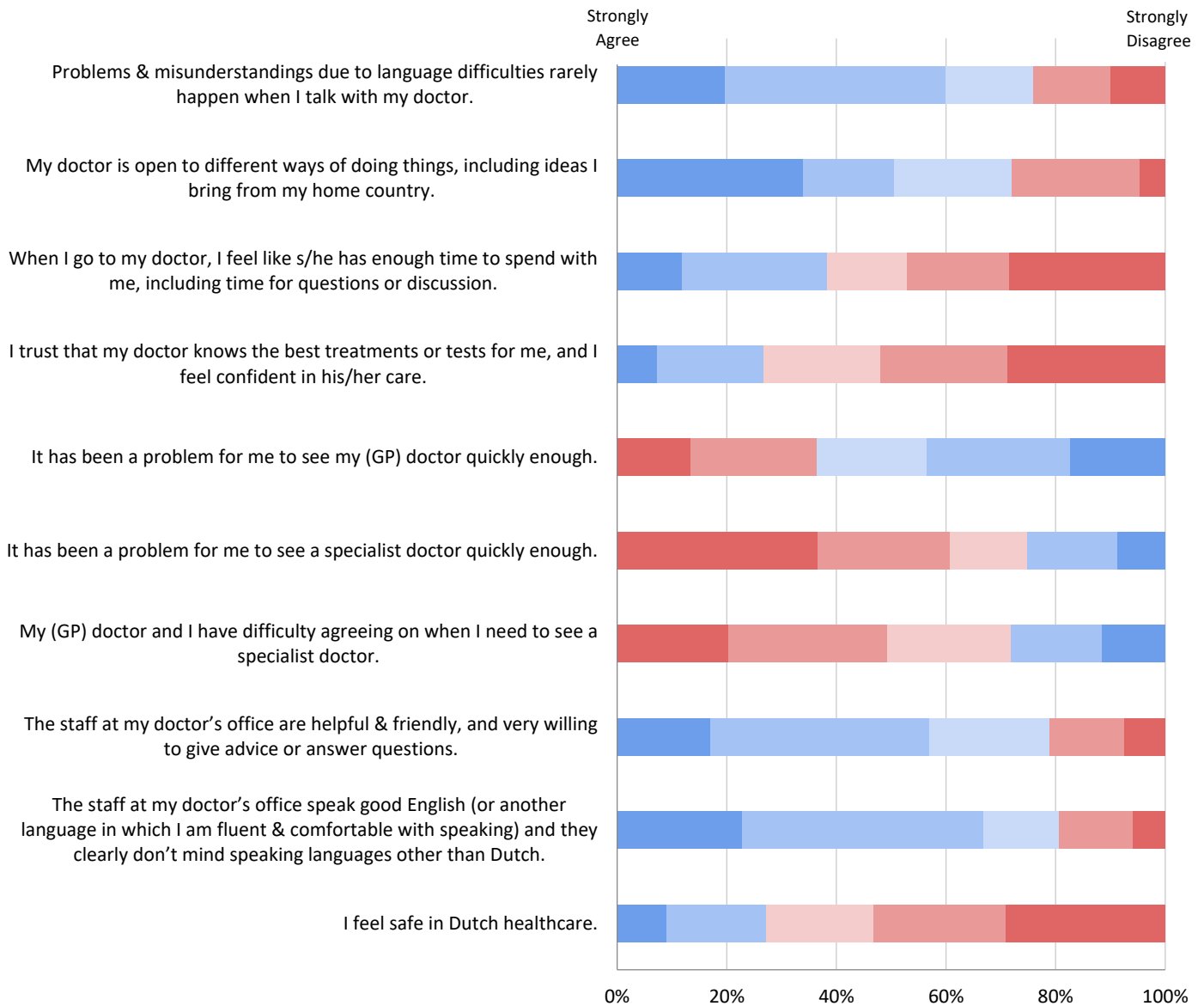
**The most recommended aspects that Dutch Healthcare system should improve**



*The Results about aspects to improve in the Dutch Healthcare system*

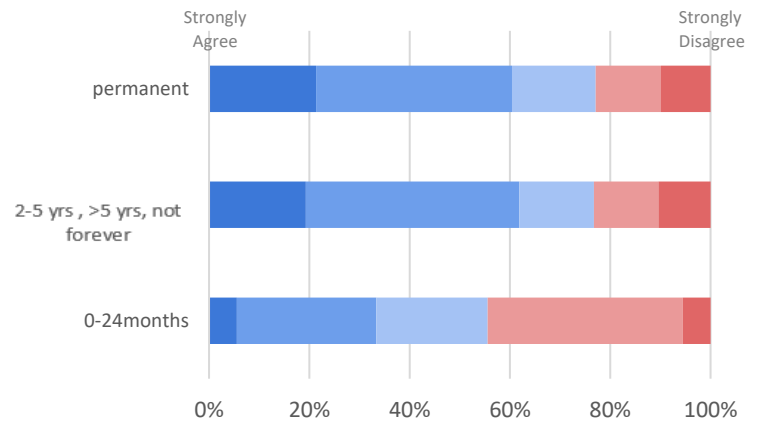
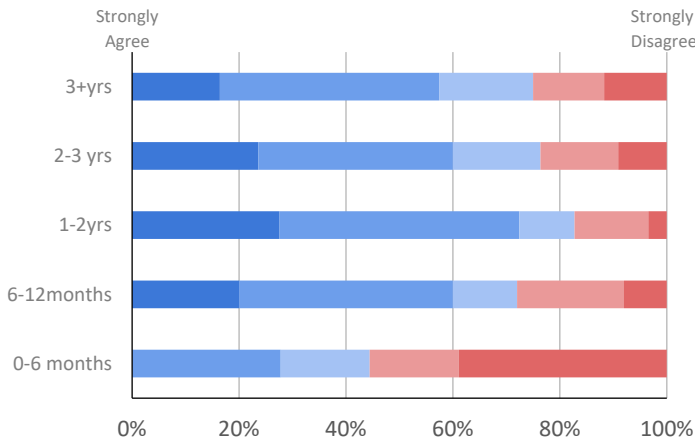
The graph below consists of a general overview about people's experiences of Dutch Healthcare. Two different colours have been used to highlight the satisfaction and the potential struggles that people have noted in the survey. In the graph, **Red** highlights the points that seem to be problematic according to participants.

**Experiences with seeing a doctor & getting medical care in The Netherlands**

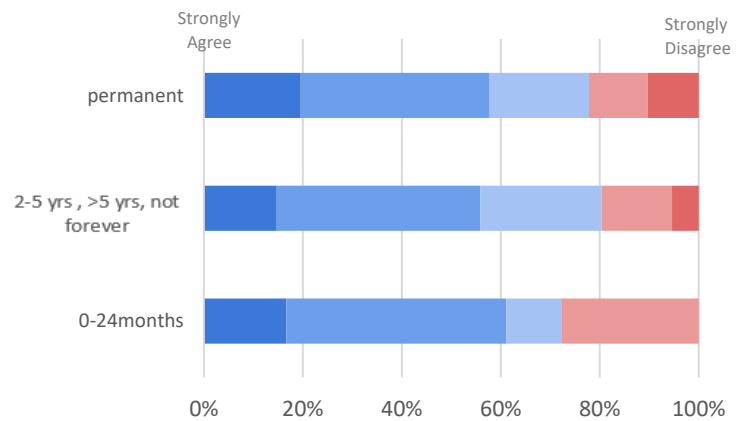
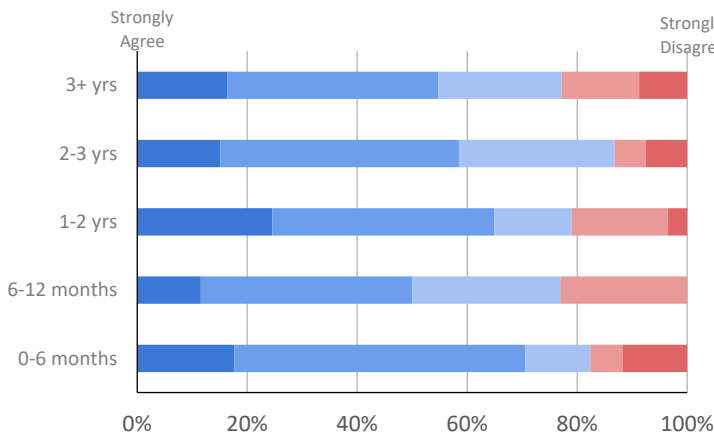


In the following section, you will find a set of graphs per statement to offer a more in-depth review of the previously summarized perception of Dutch Healthcare. In this section, the results are examined from the perspective of time. We created two groups given the provided answers of the participants, the perception of those ‘having stayed in The Netherlands for X amount of time’ in the graphs on the right, and the one of those ‘expecting to stay for X amount of time’ on the left of the page to see if we could identify a tendency or differences in between the groups to further determine if ‘stay’ (assuming adaptation to culture) would foster a change in perception of some sort.

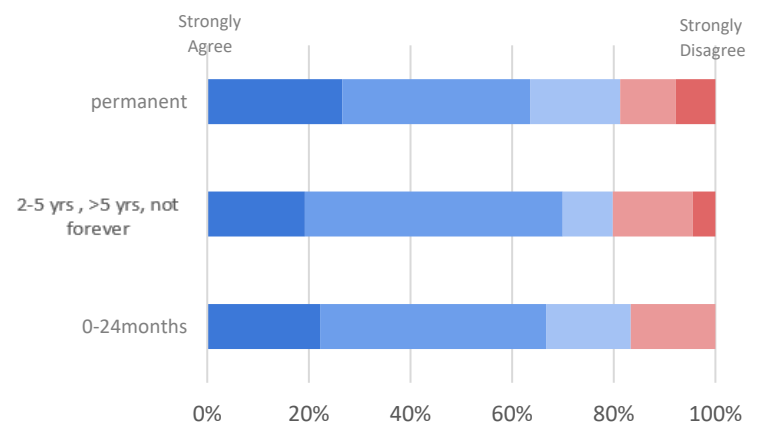
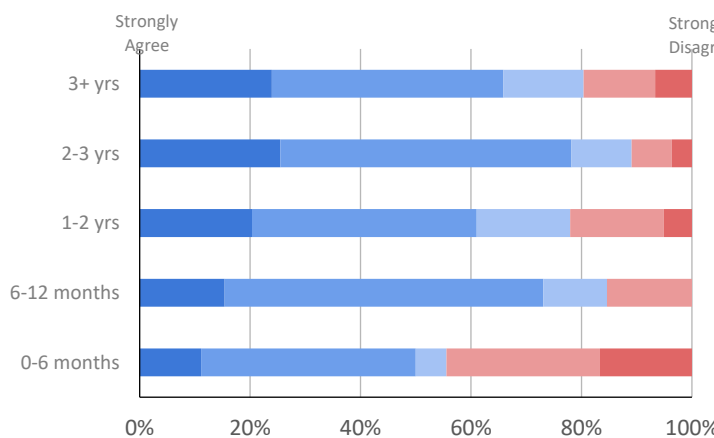
**Problems & misunderstandings due to language difficulties rarely happen when I talk with my doctor.**



**The staff at my doctor’s office are helpful & friendly, and very willing to give advice or answer questions.**



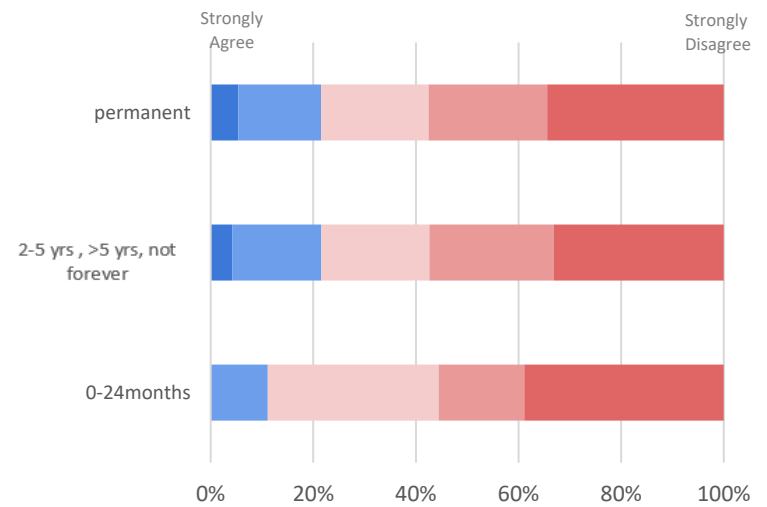
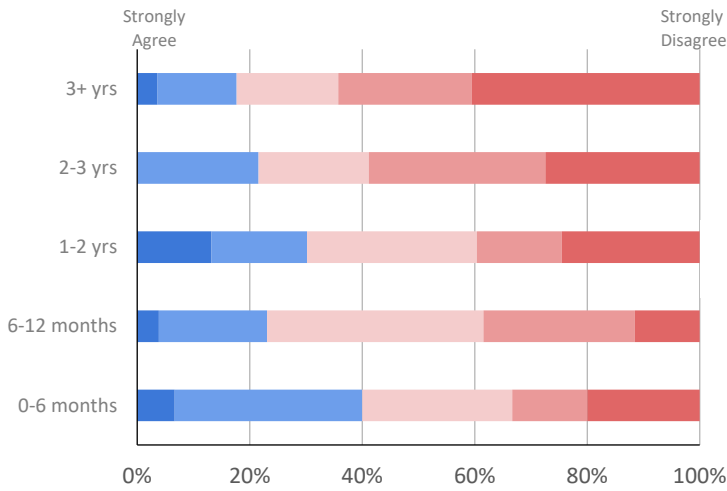
**The staff at my doctor’s office speak good English and they clearly don’t mind speaking languages other than Dutch.**



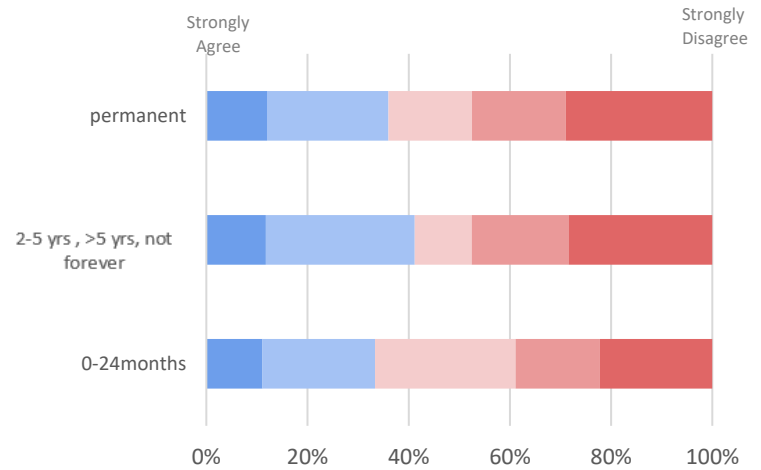
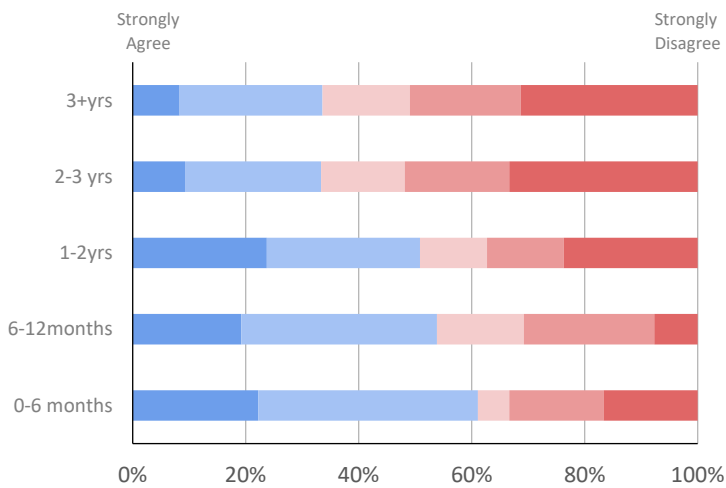
Language barrier isn’t considered an urgent issue. Most participants referred to minimal language barriers and agreed on the staff being both friendly and willing to speak English when needed.

**GP PERCEPTION**

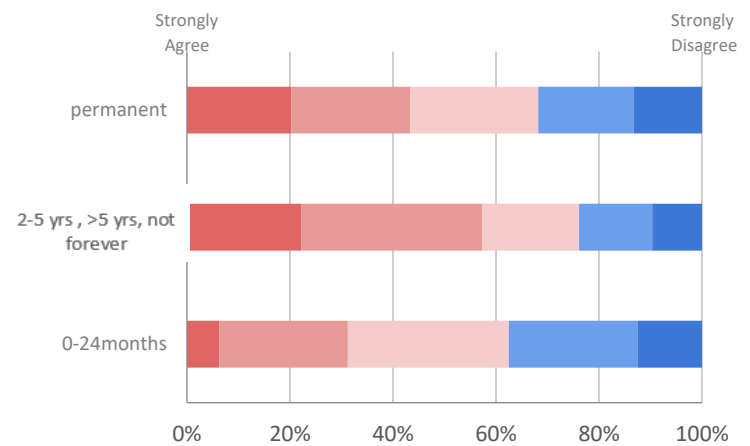
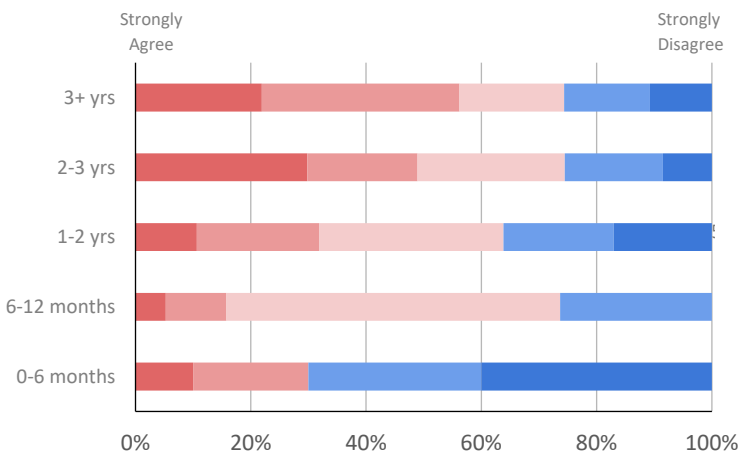
**My doctor is open to different ways of doing things, including ideas I bring from my home country.**



**When I go to my doctor, I feel like s/he has enough time to spend with me, including time for questions or discussion.**



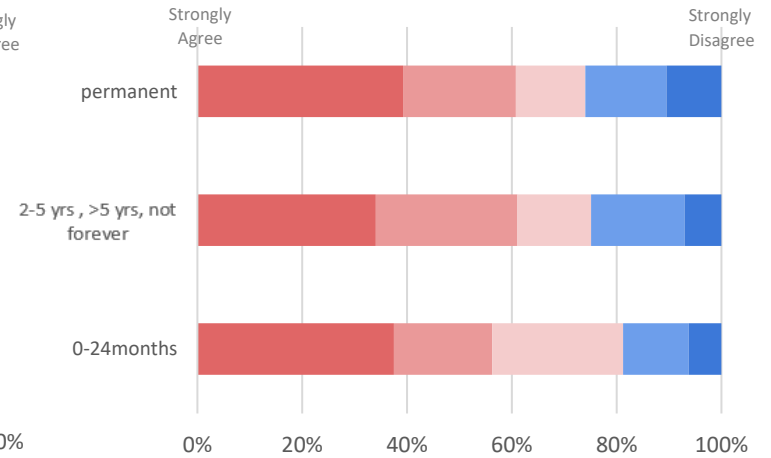
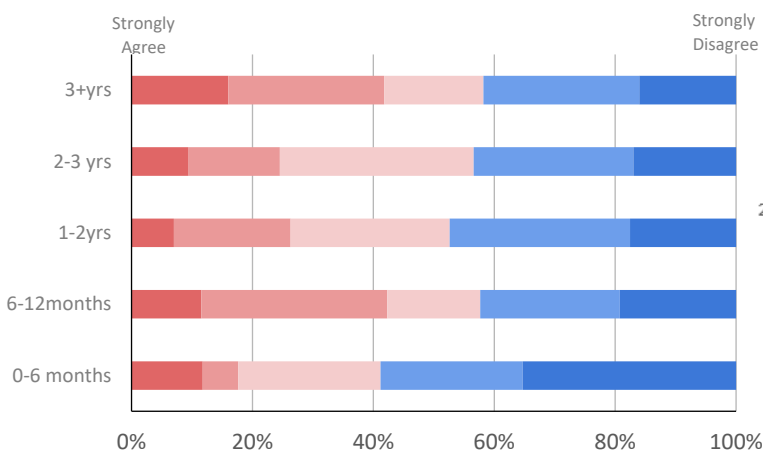
**My (GP) doctor and I have difficulty agreeing on when I need to see a specialist doctor.**



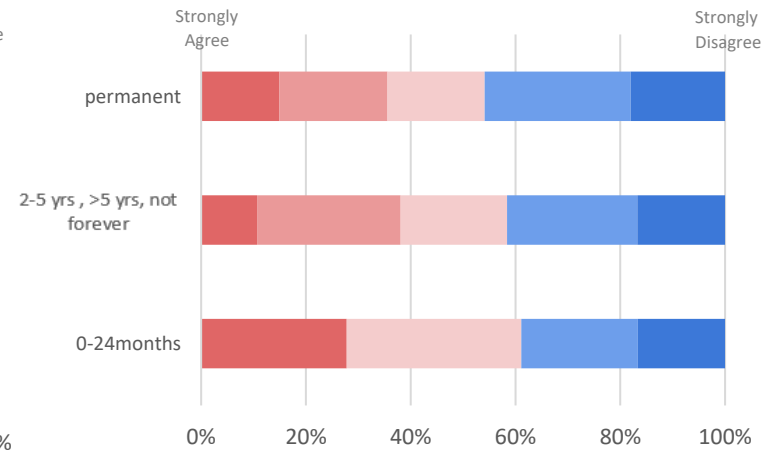
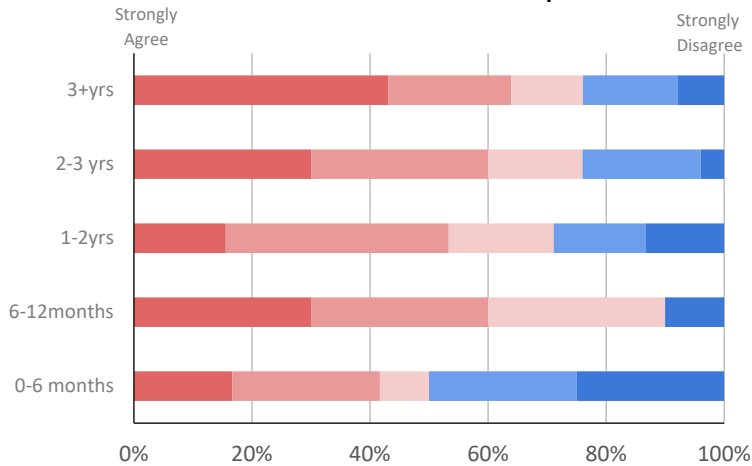
The longer people stay, the more difficulties they experience with the GP regarding whether or not it is necessary to see a specialist and in getting to the specialist within what is perceived to be a reasonable amount of time. Most people considered the GP as closed-minded.

**IN CONSULTATION**

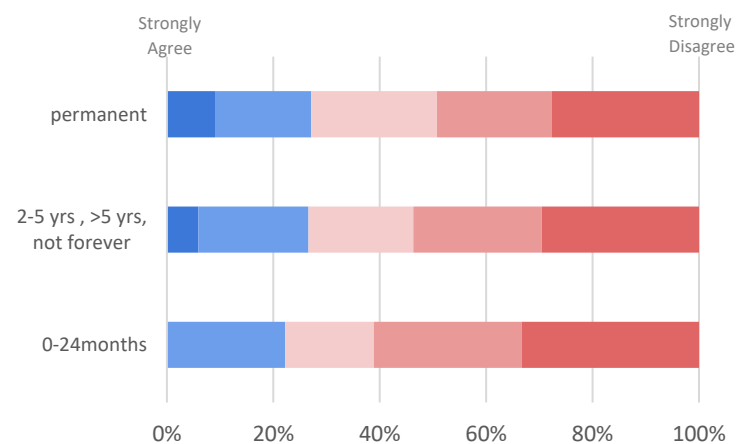
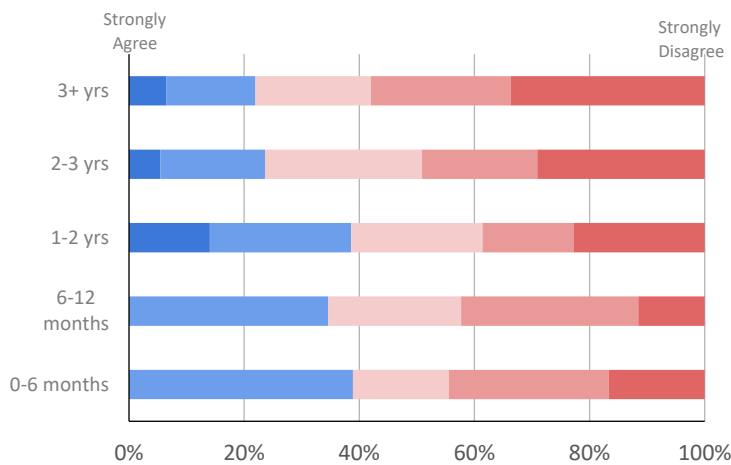
**It has been a problem for me to see my (GP) doctor quickly enough.**



**It has been a problem for me to see a specialist doctor quickly enough.**



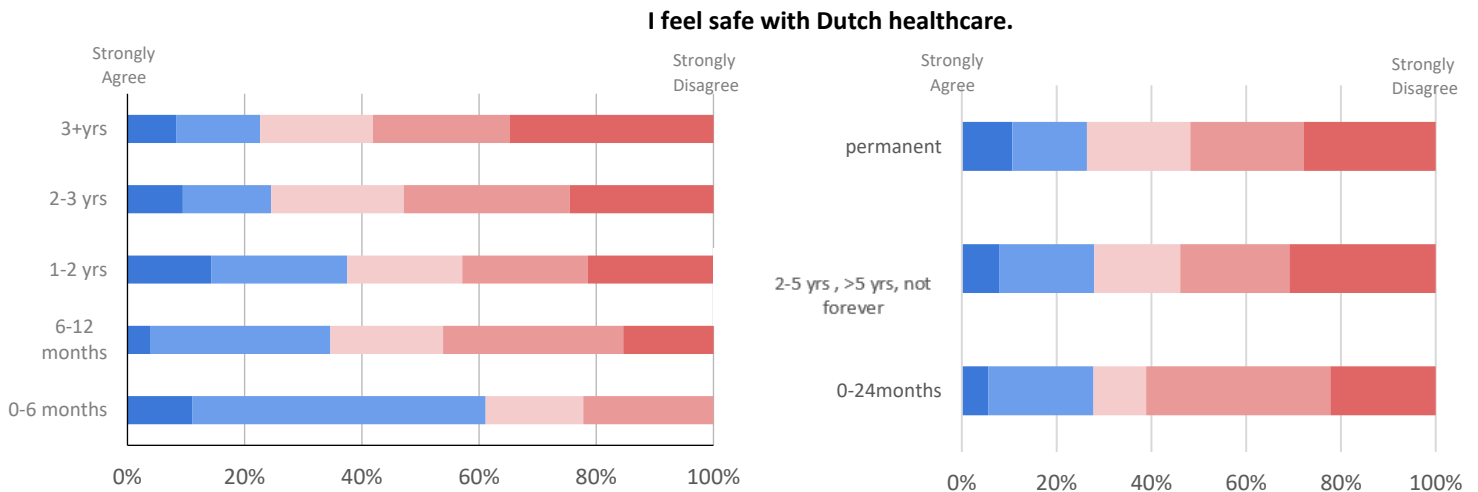
**I trust that my doctor knows the best treatments or tests for me, and I feel confident in his/her care.**



The longer people stay, the more they consider the waiting time to meet with both the GP and the Specialist to be longer than average, desired and/or expected. The longer the time living in The Netherlands, the more negative the effect on the confidence and trust participants have towards their GP's.



## FEELING SAFE



The longer people stay, the less they feel safe with the Dutch healthcare.

**DISCLAIMER:** All data presented in this report was collected and analysed by a group of volunteers, and none of them are Data Analysis Specialists.

## Additional Comments & Summary

During analysis, some of the questions or unexpected results that arose and will be considered in further surveys were:

- Given the vast majority of English responses received, it seems that multiple language surveys may be unnecessary in future. Resources would be put to better use by extending the reach of the survey, most notably to males, to ensure input is balanced in every possible way.
- In light of the findings, the amount of time spent in The Netherlands has a negative impact on the feelings of safety, trust, and the perceived difficulties to meet the GP and the Specialists. We initially assumed that the more adapted people become to the culture, the happier they would be about the system but, given the results, it could be deduced that this is not exclusively a perception of the International community, it could also feature the Dutch community.
- When creating this survey, we took some sections of the original version created by H4i back in 2016 to speed up the process and proceed with the translation of the several languages it was offered in. This led us to have an entirely different section of 'time spent in The Netherlands' to later compare results between the groups staying an X amount of year vs the group expecting to stay X amount of months/years. Tendencies only have been presented, because it is not certain how reliable our understanding of the data is for this particular section.
- Another issue we would like to further investigate is the possibility of significant differences between 'profiles', e.g., students vs single young professionals, young expat family, expat family, etc.


## Overall results of the survey


Input shows that the longer people stay, the less safe they feel with the Dutch healthcare system; the same applies when it comes to trust in the GP's judgment concerning treatment.

Longer stays present a more negative perception of the GP. People who have been living in The Netherlands for a longer period (more than three years) stated that less openness from their GP and less time from the GP's to care for them and discuss their issues.

There are no significant differences in perception of Dutch Healthcare whether the participants intend to stay in The Netherlands permanently or only for a set amount of time.

Language does not seem to be an urgent issue to attend to (that is, compared to feeling safe or assured about their GP experiences).

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### A personal message for you

Let us begin with gratitude. Thank you for your time reading this report. Thank you for participating in the survey. We deeply appreciate the patience you had to receive this report and hope to continue counting on your support and active participation in the coming opportunities.

Keep in mind we are always glad to hear from you!

Share with us your ideas about how to better reach, connect and interact with you and the international community at [internationalboardh4i@gmail.com](mailto:internationalboardh4i@gmail.com)

*You can join us as:*

*Regional Representative*

*Task Force Member*

*Regional Focus Group Member*

For Regions: Amsterdam, Den Haag, Eindhoven, Groningen, Rotterdam, and Utrecht; more will join soon.

For more info (for the volunteering roles for internationals):

 <https://h4i.nl/international-board/the-board-today/>

 [internationalboardh4i@gmail.com](mailto:internationalboardh4i@gmail.com)

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