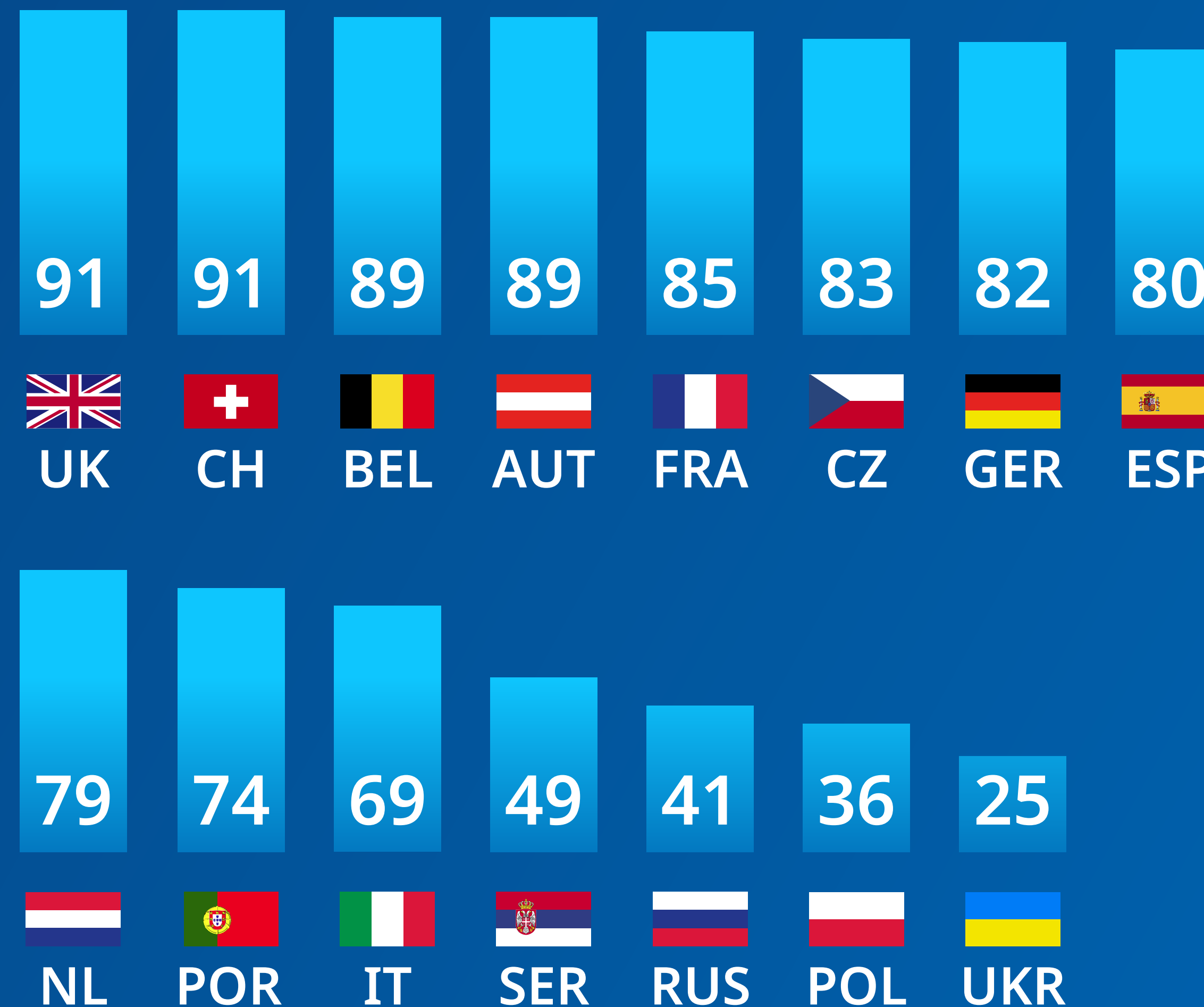


# Wide variation in satisfaction with national healthcare systems. (in percent)



**71%**

I am (very) satisfied with the healthcare system in my country.

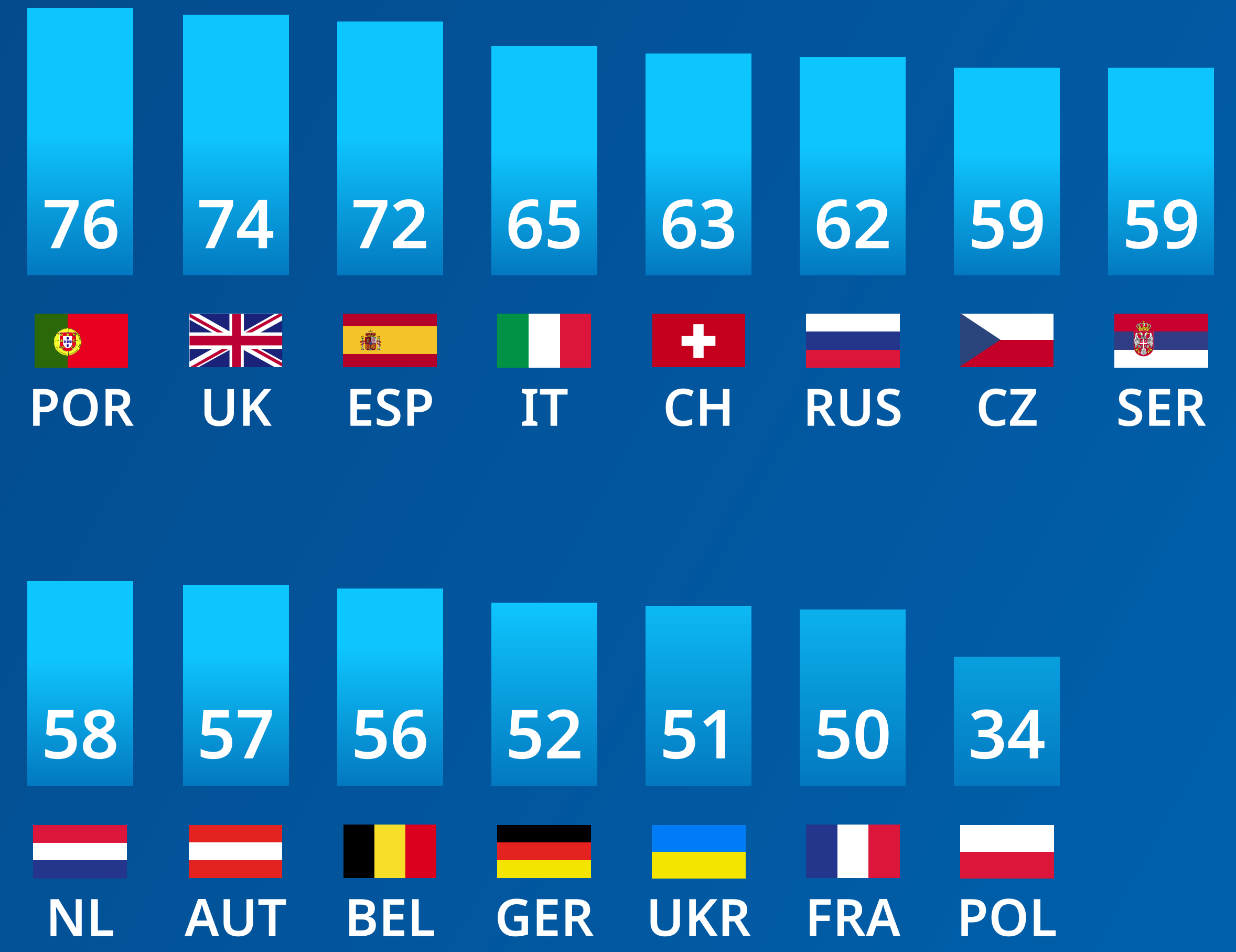


# The Portuguese, British and Spanish are sure their health systems would withstand another pandemic.

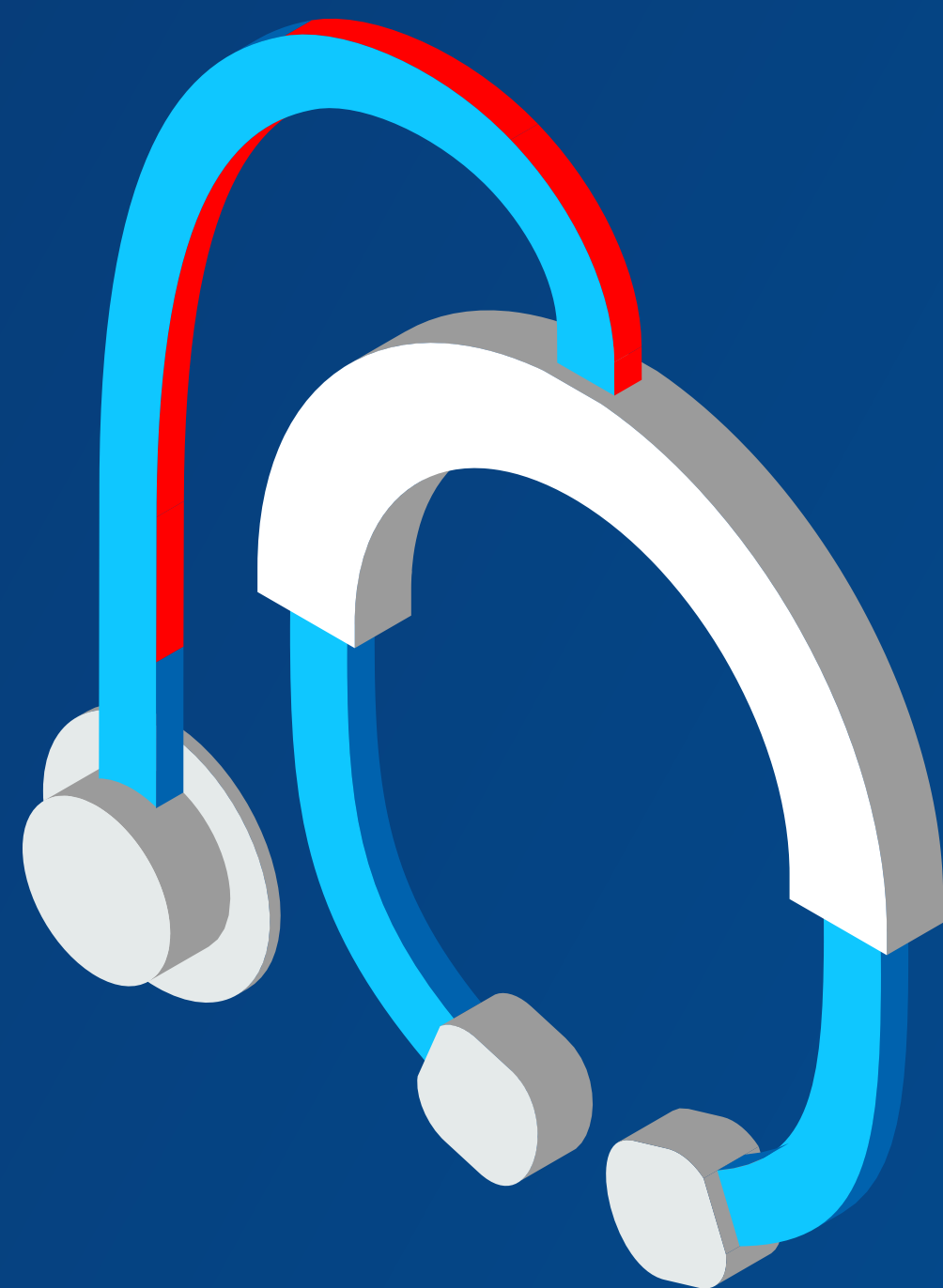
(in percent)

## 59%

I think the health-care system in my country is now better prepared for another pandemic.

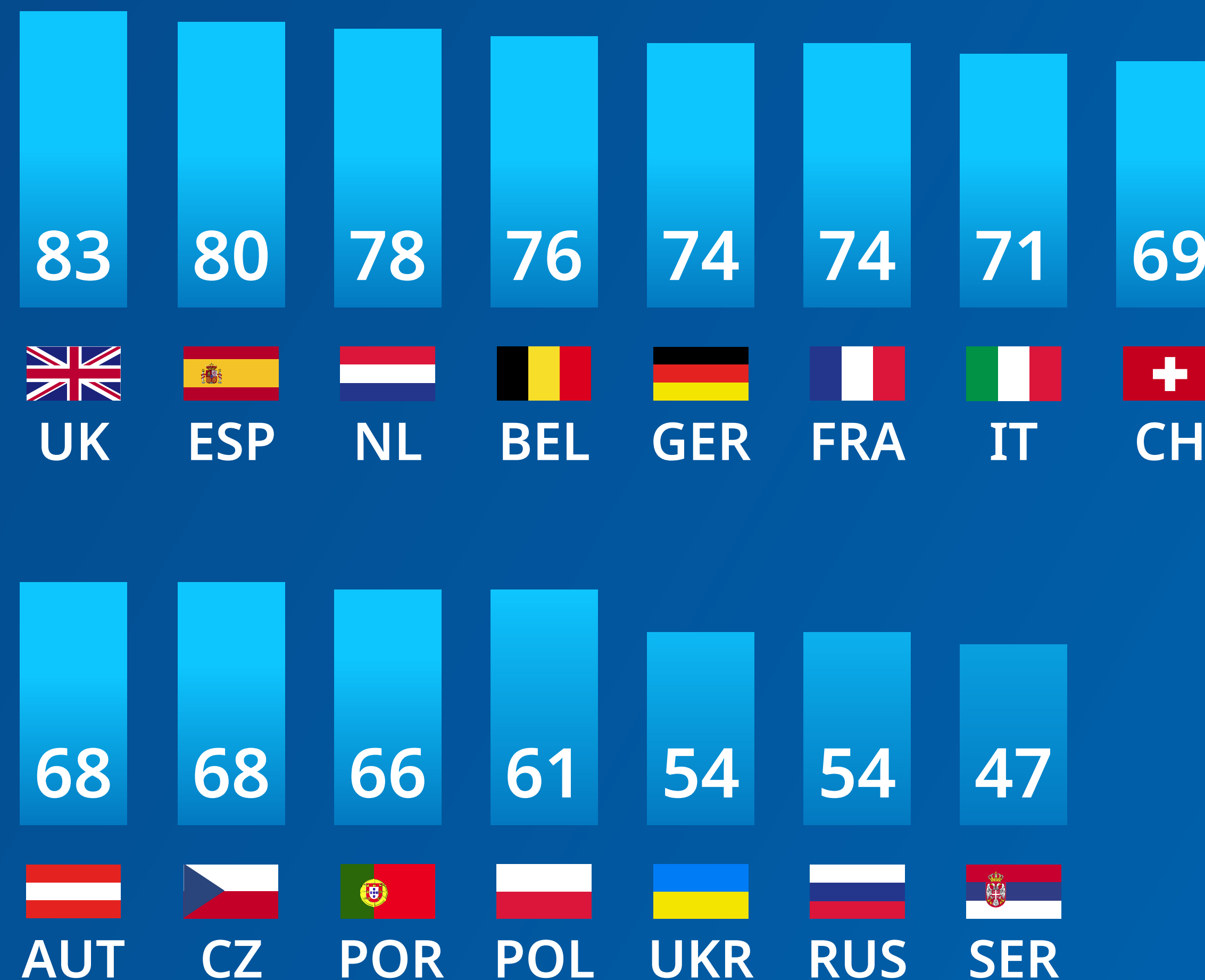


# Trust in conventional medicine remains high overall. (in percent)



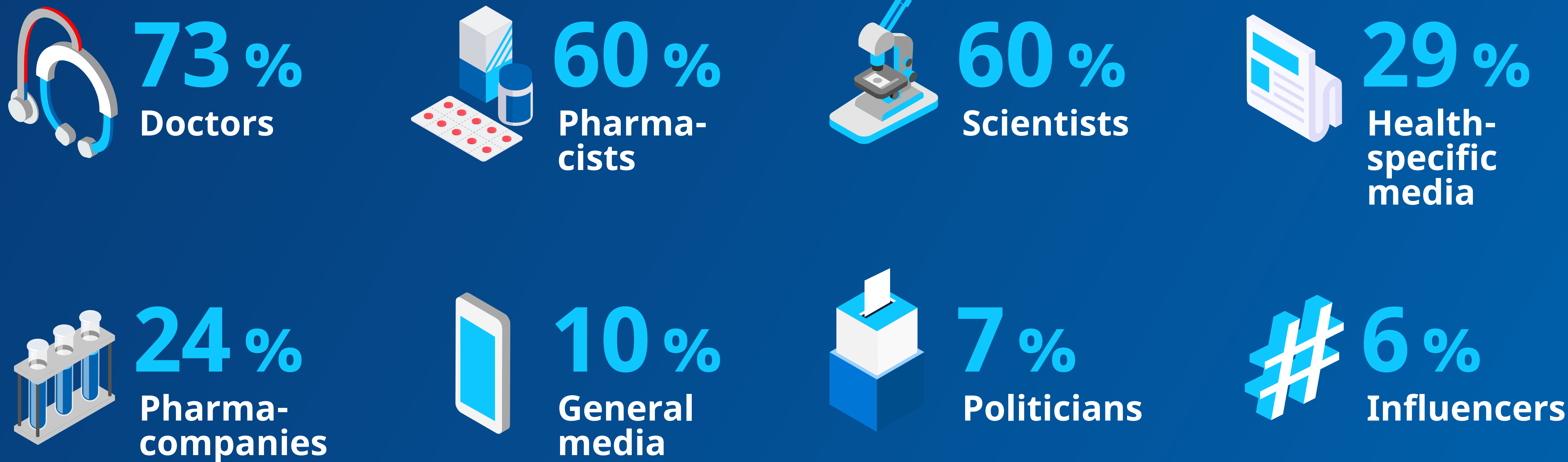
## 68%

I wholeheartedly or generally trust conventional medicine.



# Who do Europeans trust in health-related matters?

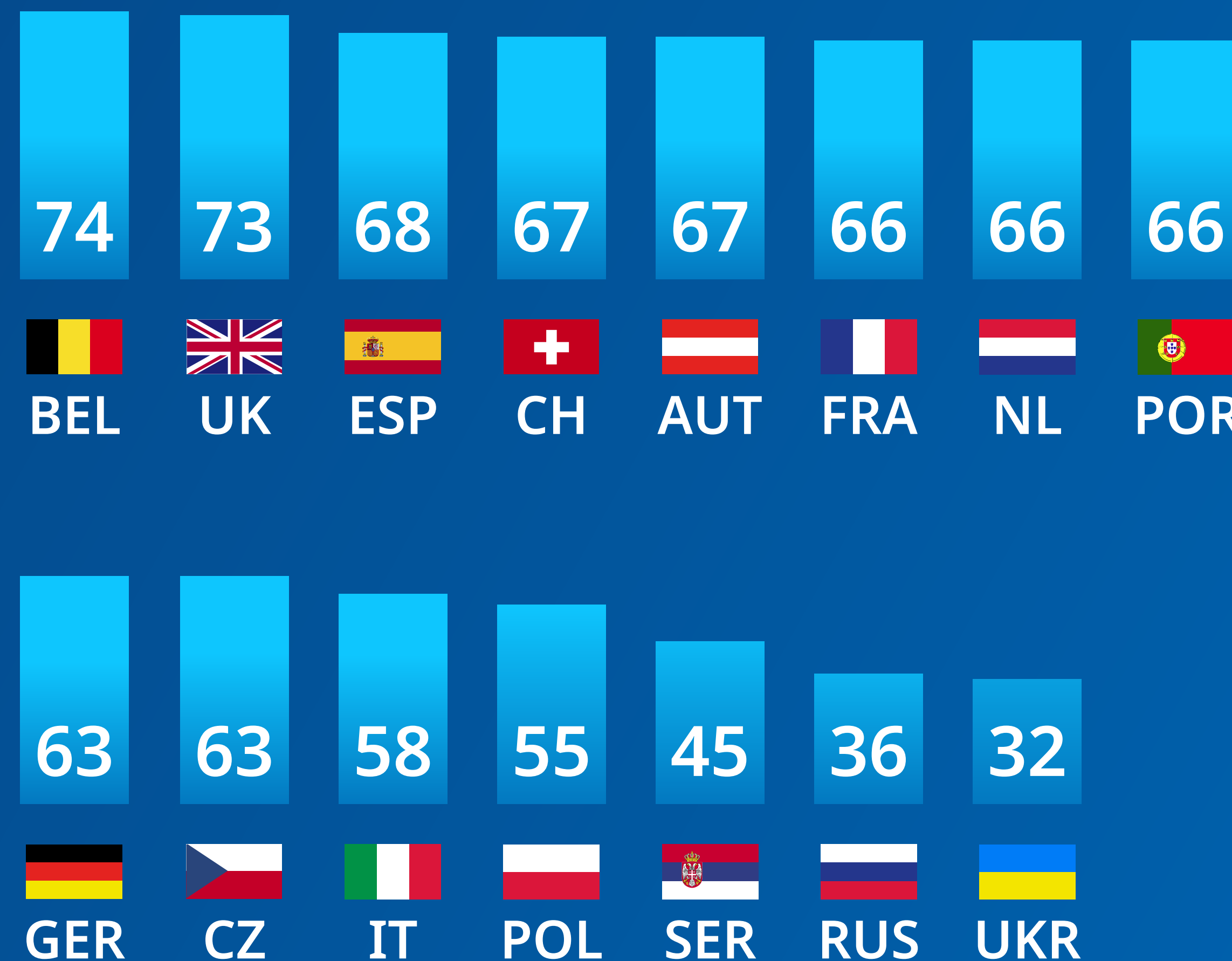
*Who do you trust on health issues?*



# The UK and Belgium have great confidence in pharmacists. (in percent)

60%

I trust pharmacists in health-related matters.





# Doctors, nurses and hospital staff are heroes of the pandemic. (in percent)



## 81%

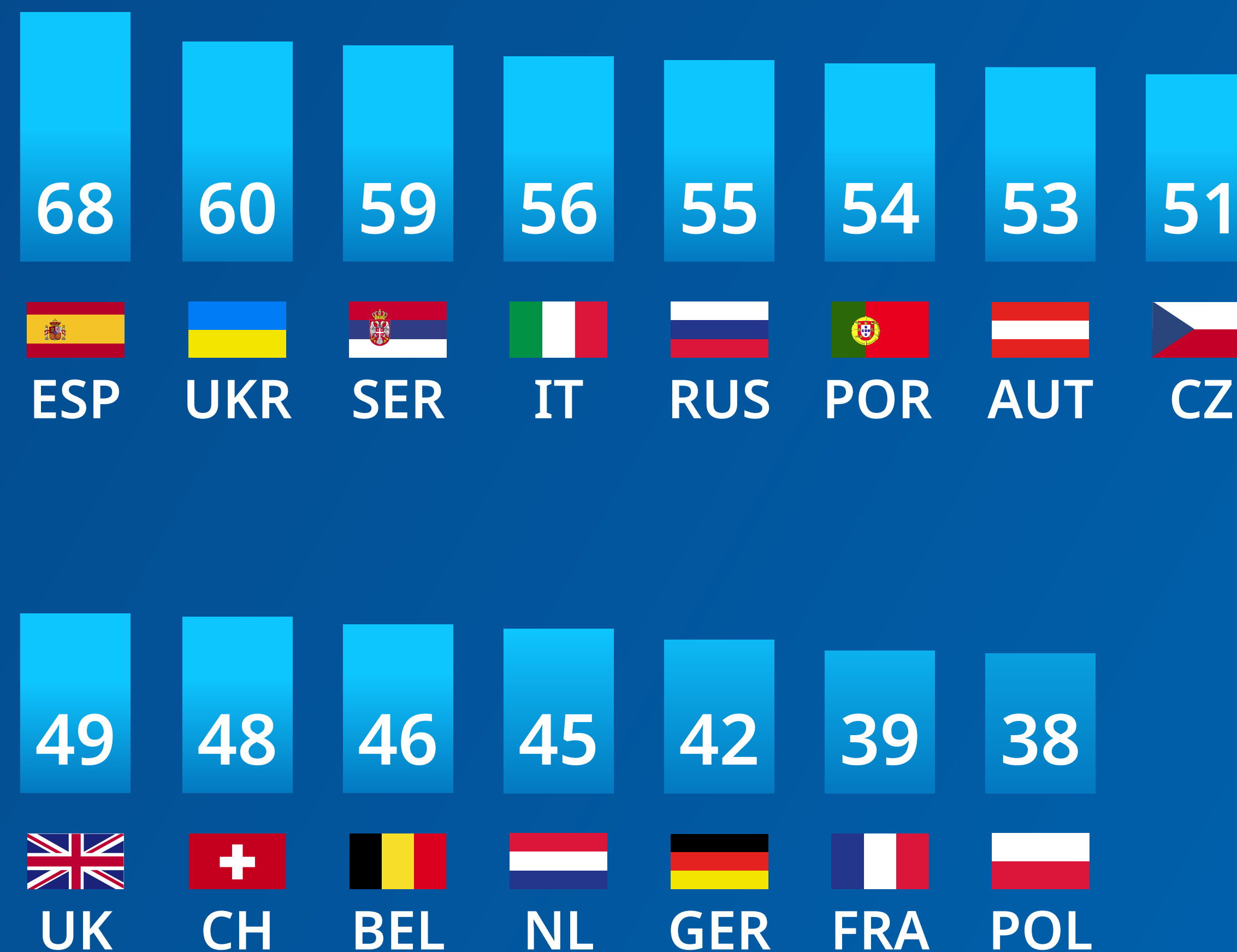
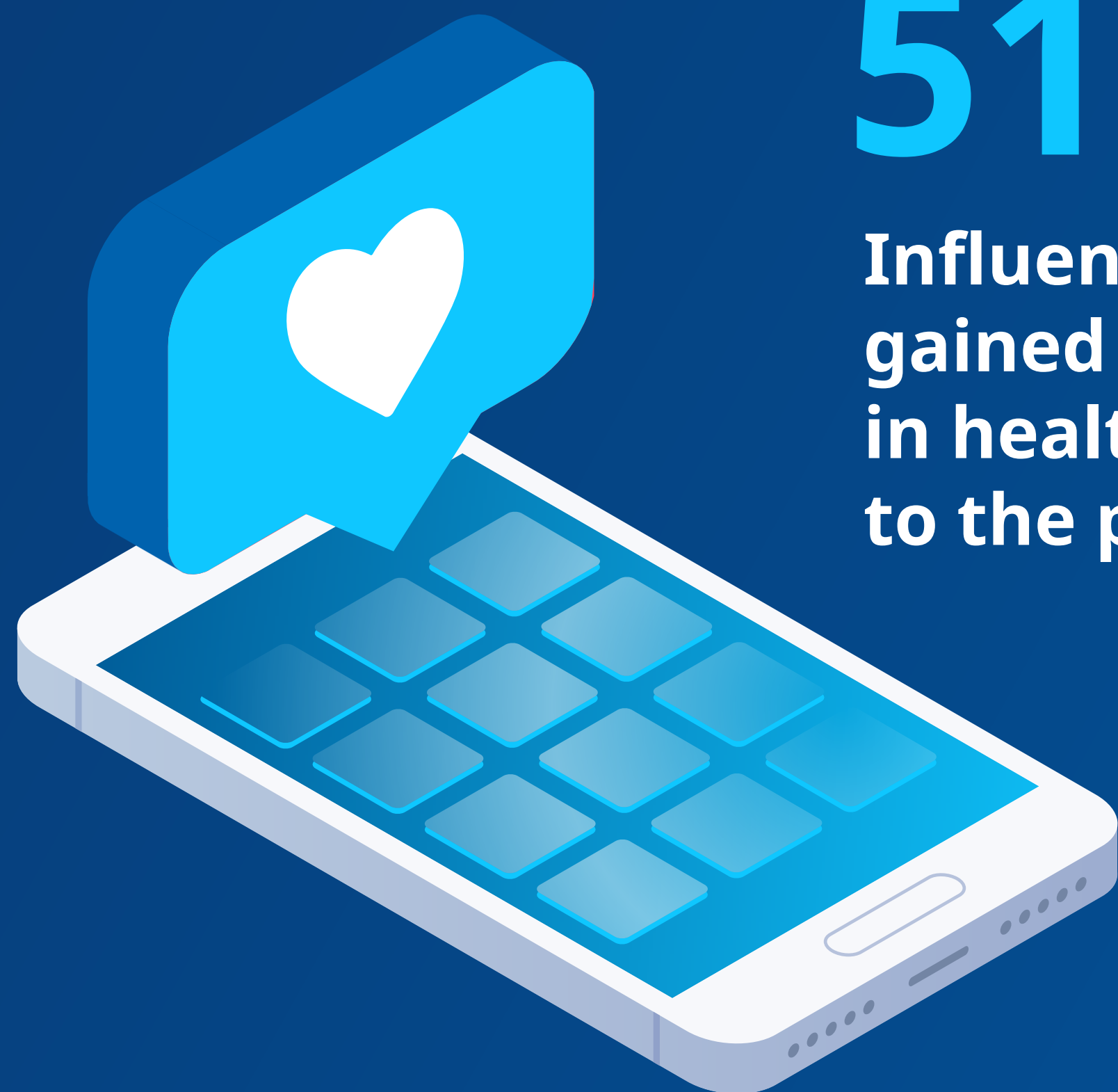
Medical staff in hospitals have contributed most to the fight against the pandemic.



# Online-boom and lockdown: 1 in 2 is convinced of the growing impact of influencers in health issues. (in percent)

## 51%

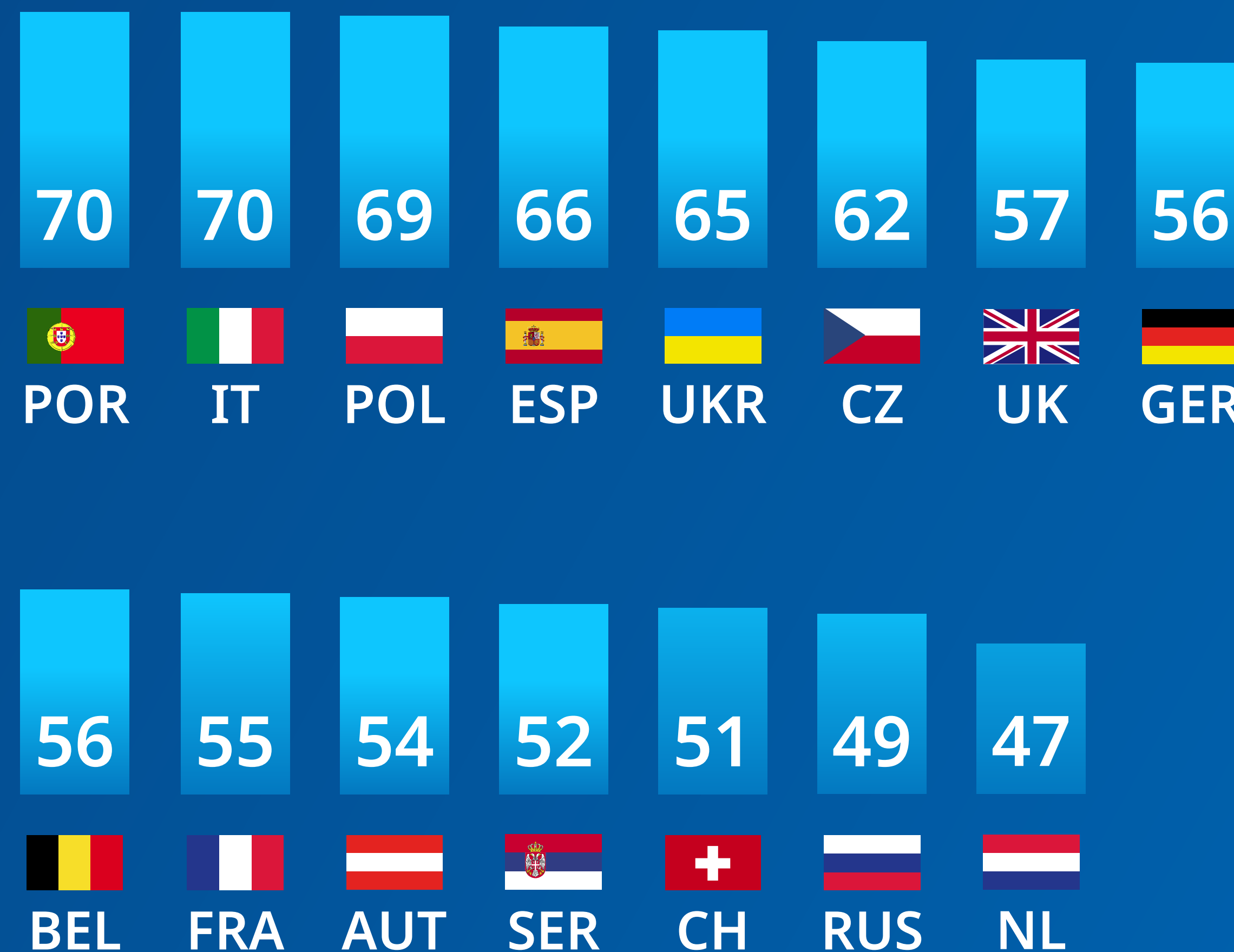
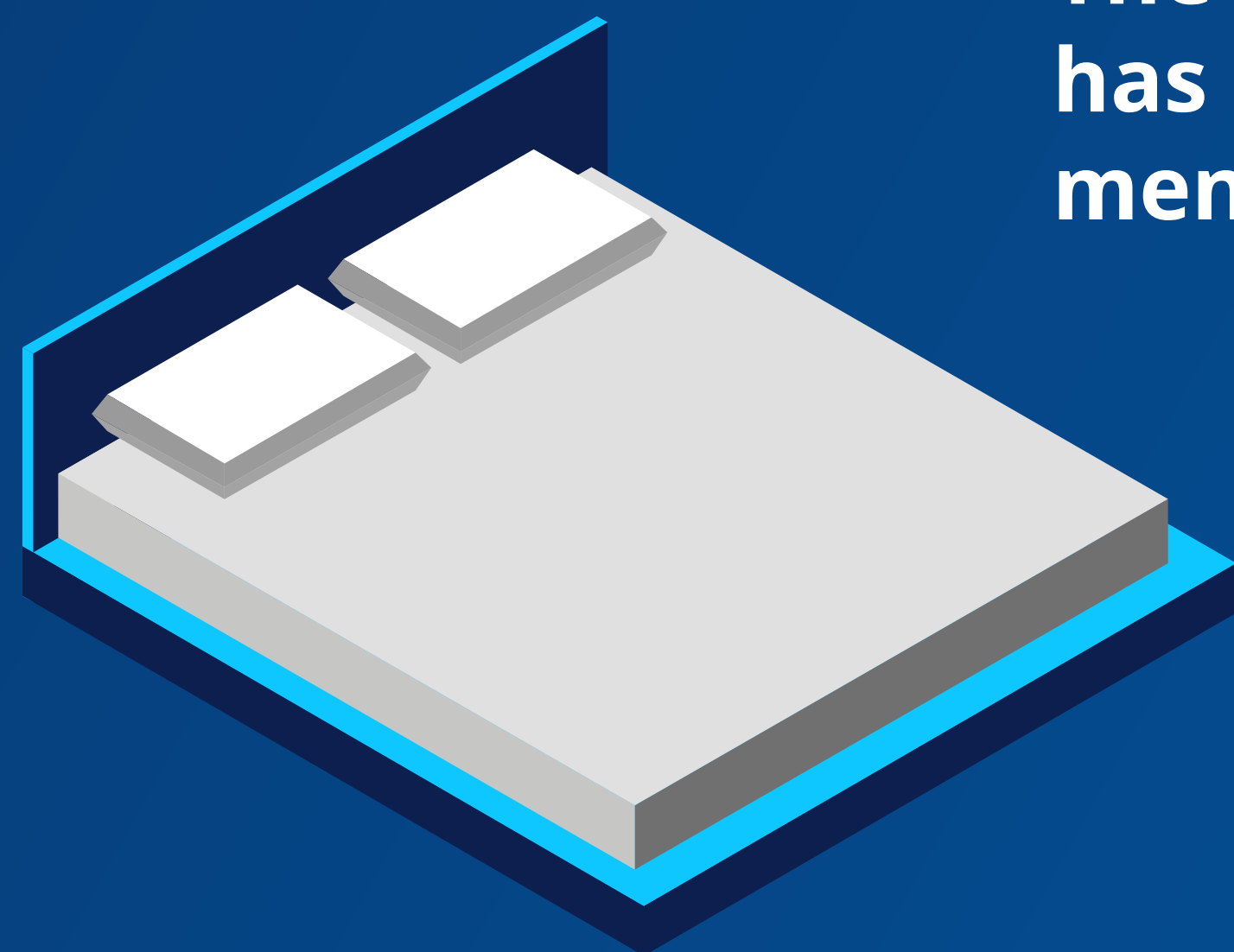
Influencers have gained more impact in health issues due to the pandemic.



# 59 % of Europeans feel psychological effects of the pandemic – e.g. inner restlessness or sleep problems. (in percent)

## 59 %

The pandemic has influenced my mental well-being.



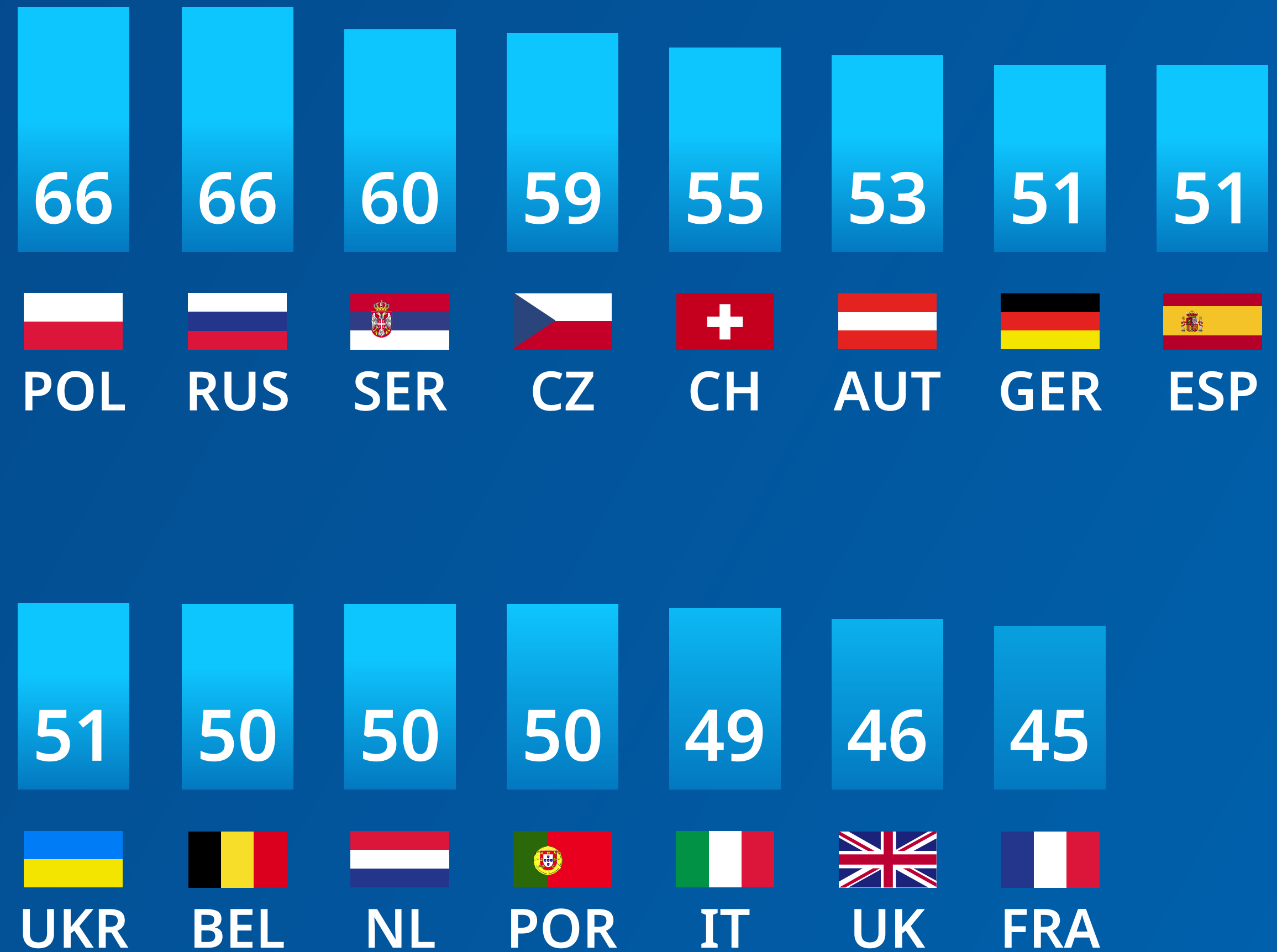


# More than half of Europeans worry about burnout. (in percent)



**54%**

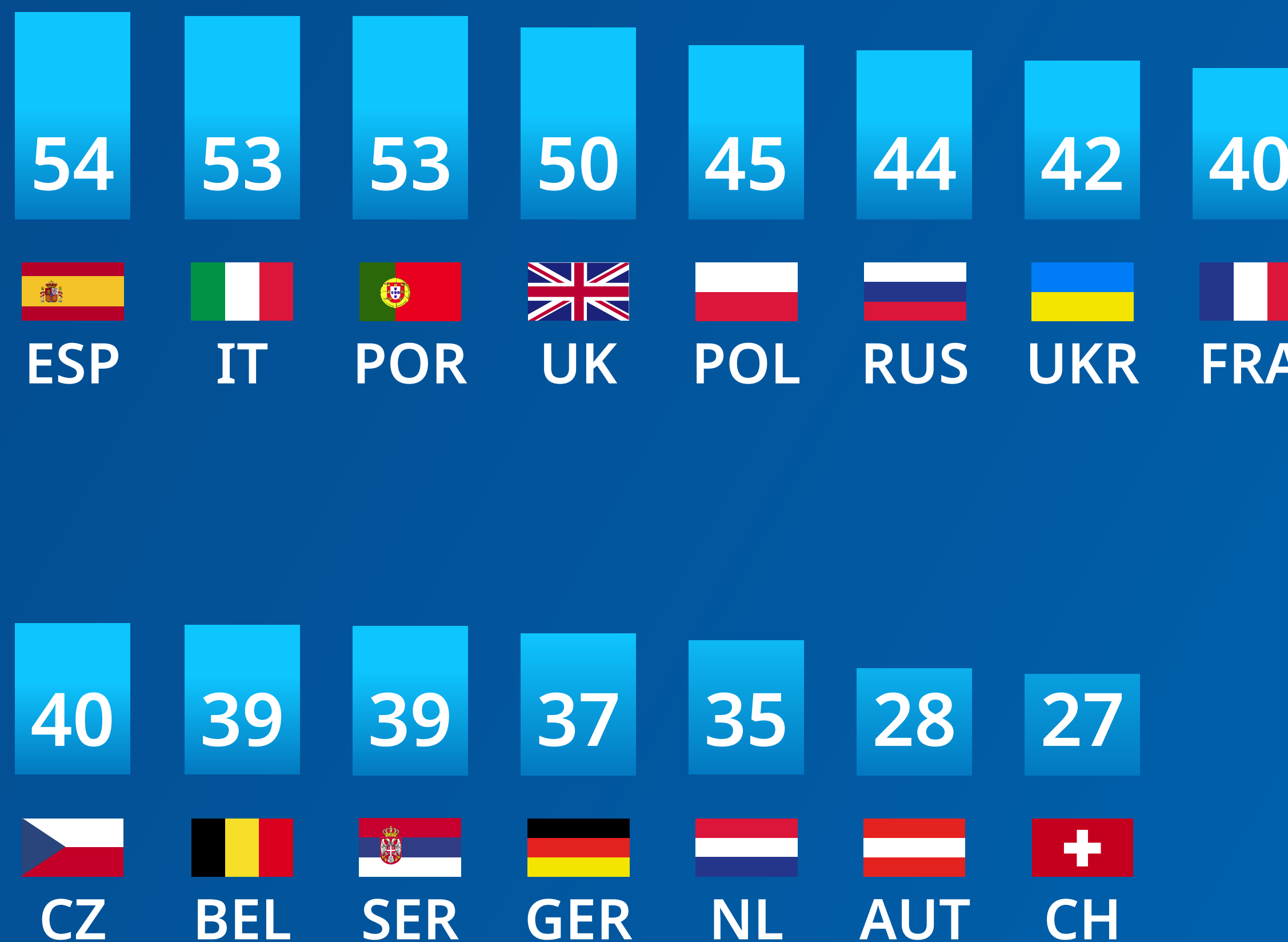
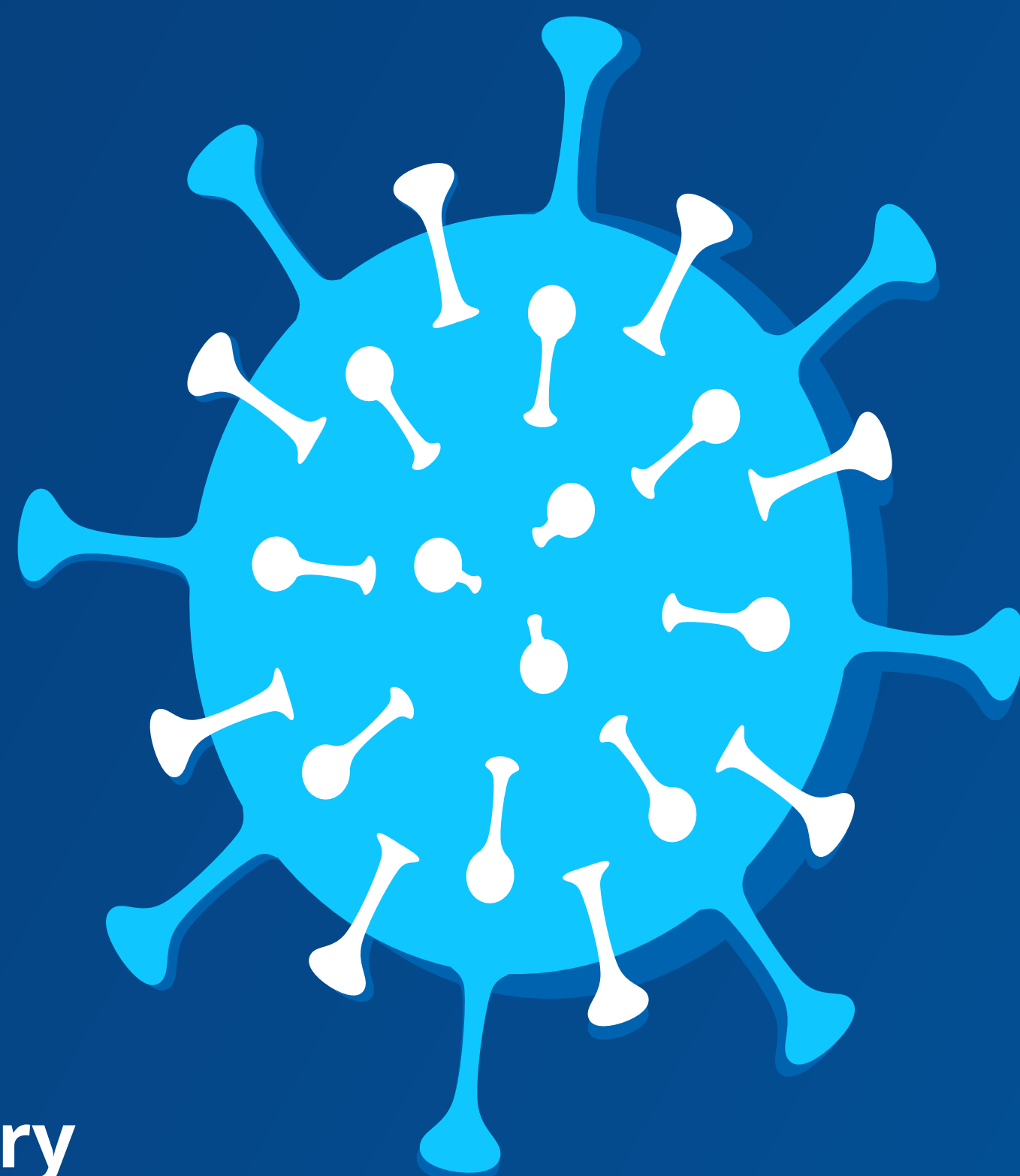
**I have already suffered from burnout or felt on the verge of it.**



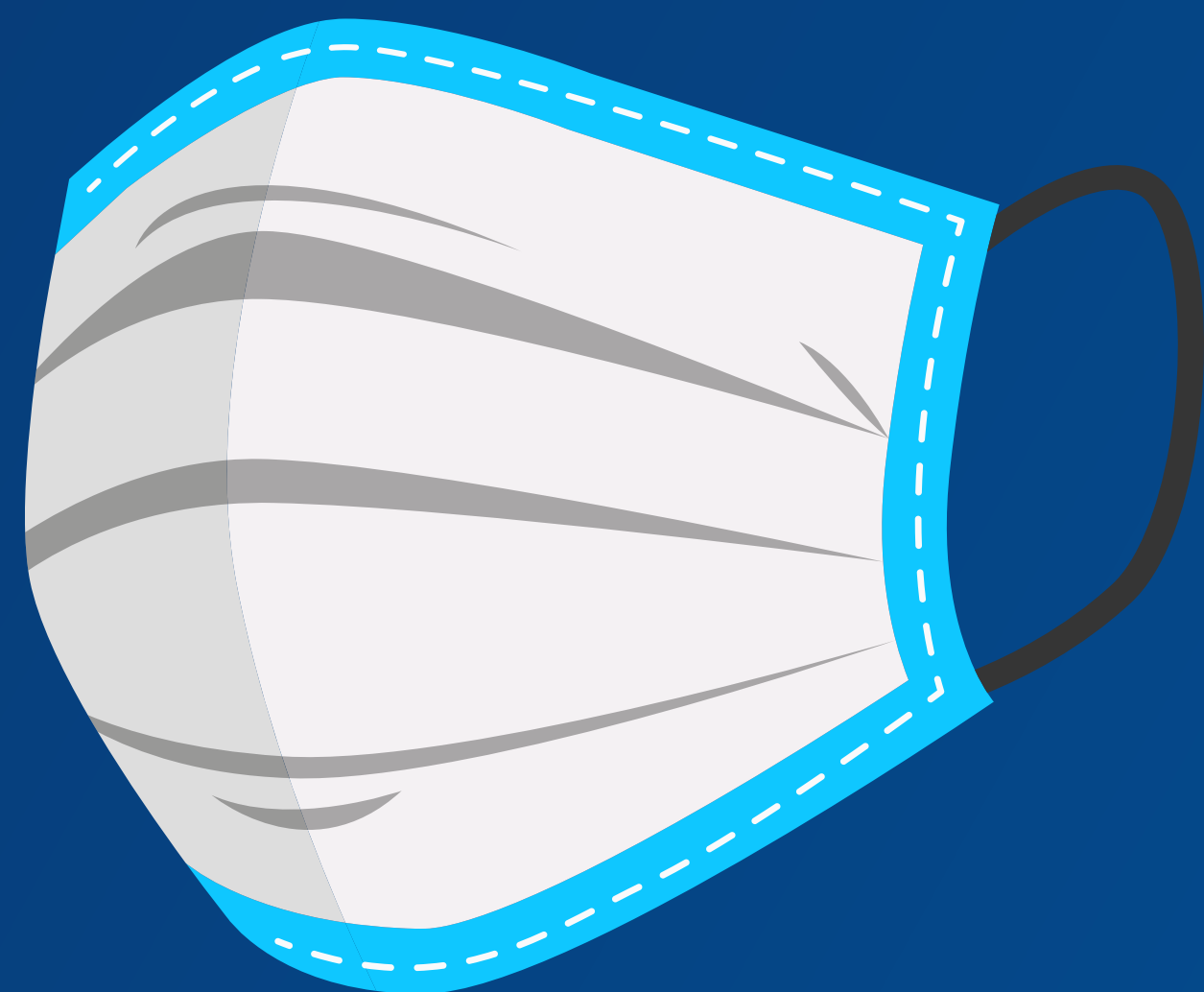
# Only 4 in 10 Europeans worry most about infection with Covid-19 during the pandemic – isolation from family and friends more debilitating. (in percent)

# 42%

The fear of contracting Covid-19 was my biggest worry during the pandemic.



# Face masks are here to stay – even post-Covid. (in percent)



22%

After the pandemic I am still going to wear a face mask, e.g. on public transport.



Even if given free choice, pharmacies would remain preferred place to shop for medication.

*Where would you buy OTC-medicine if you had free choice?*



**43%**

Community pharmacy



**21%**

Drugstore



**15%**

Supermarket



**12%**

Online pharmacy



**5%**

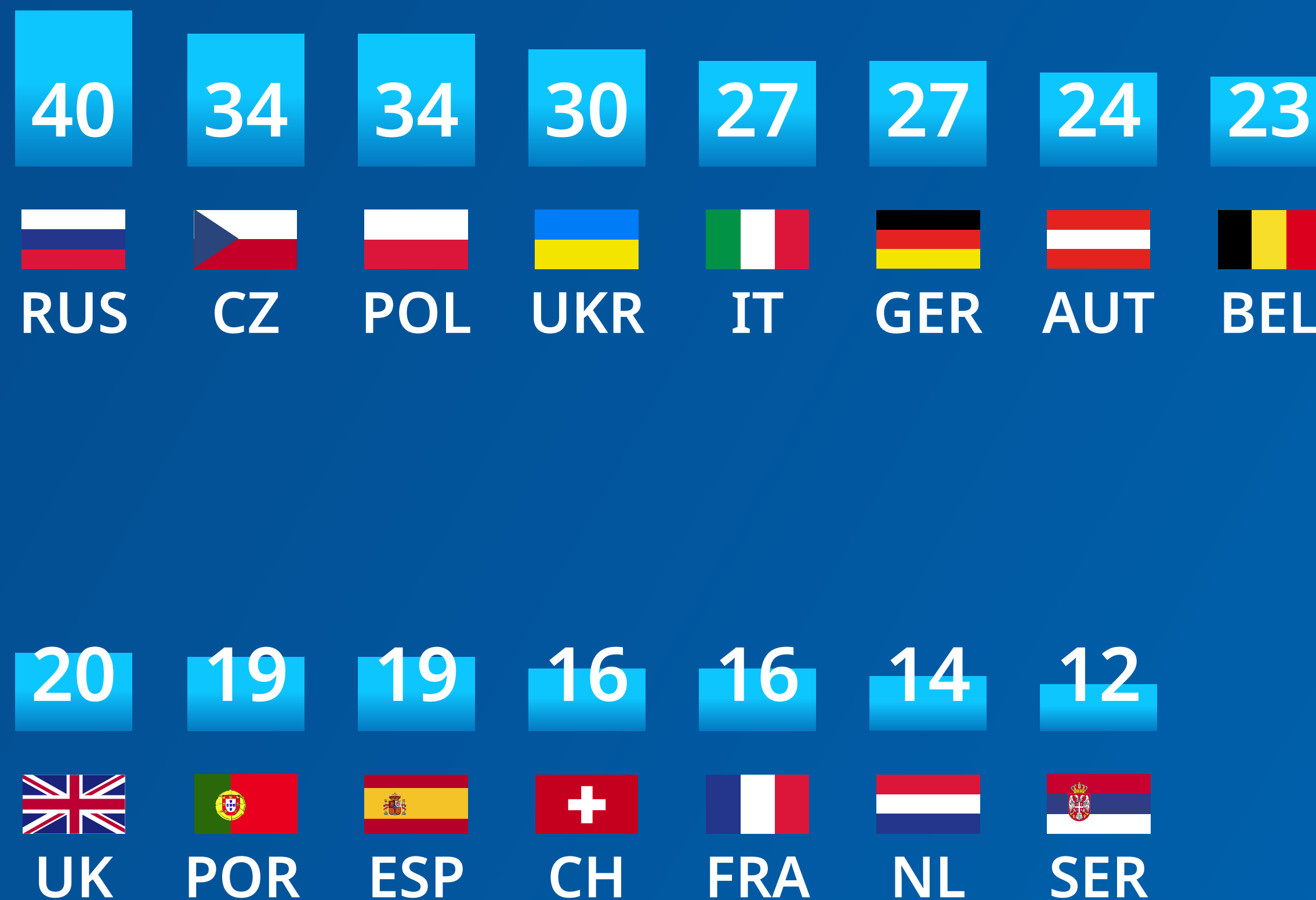
Online mail order company



# During lockdown, medication orders placed online increased significantly – especially in Russia. (in percent)

# 23%

I have recently ordered more medications online than in the past.



# Brand name and environment: What consumers care about when buying medication.

*What is most important when purchasing medication and nutritional supplements?*

