

# The Trust Gap: Marginalised communities and trust in healthcare

Nationally representative survey of adults in the US, UK, Japan, Brazil, and France  
with booster samples to achieve large subsamples of minority groups



Brazil Report

September  
2022

sanofi

Sob embargo  
até o dia  
18/01/23 às  
11h (horário de  
Brasília)

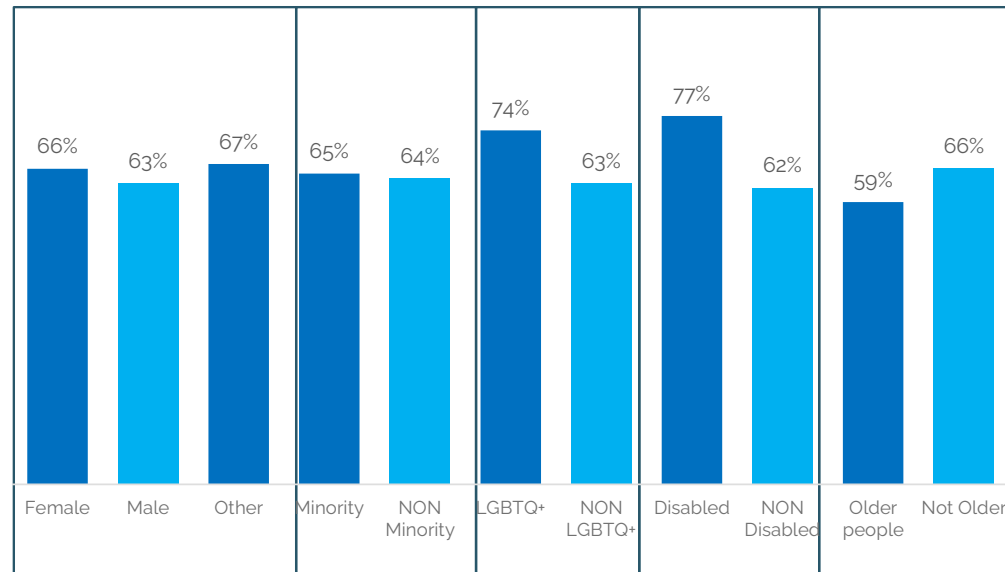
# COUNTRY LEVEL DATA: BRAZIL



# People from marginalised groups are more likely to say they have had their trust damaged by their healthcare provider

- 64% of all respondents in Brazil say they have had healthcare experiences that damaged their trust in their healthcare provider
- However, those who are most likely to say they have had trust-damaging experiences are from marginalised groups: Disabled respondents (77%) and LGBTQ+ respondents (74%).

*Have you ever had a health care experience that made you lose trust in your Health Care Provider? (% saying "Yes")*



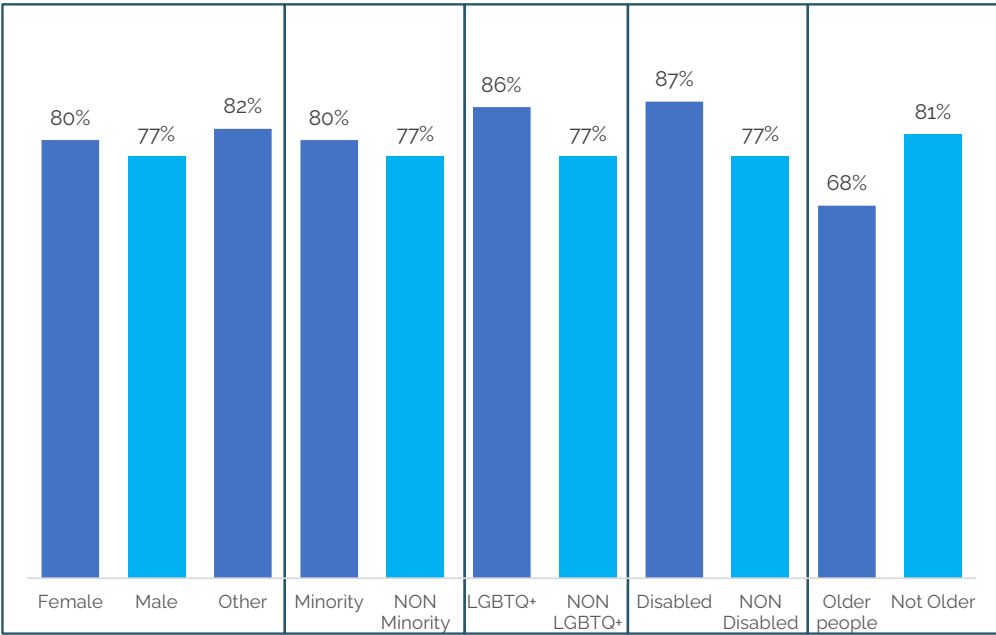
(N=2,270)



# Close to nine in ten disabled and LGBTQ+ respondents say they have had an experience that damaged their trust in the healthcare system

- 79% of all respondents in Brazil say they have had experiences that damaged their trust in the healthcare system in general.
- Those most likely to say this include: *Those who are **disabled (87%)** and **LGBTQ+ respondents (86%)**.*

*Have you ever had a health care experience that made you lose trust in the health care system in general? (% saying "Yes")*



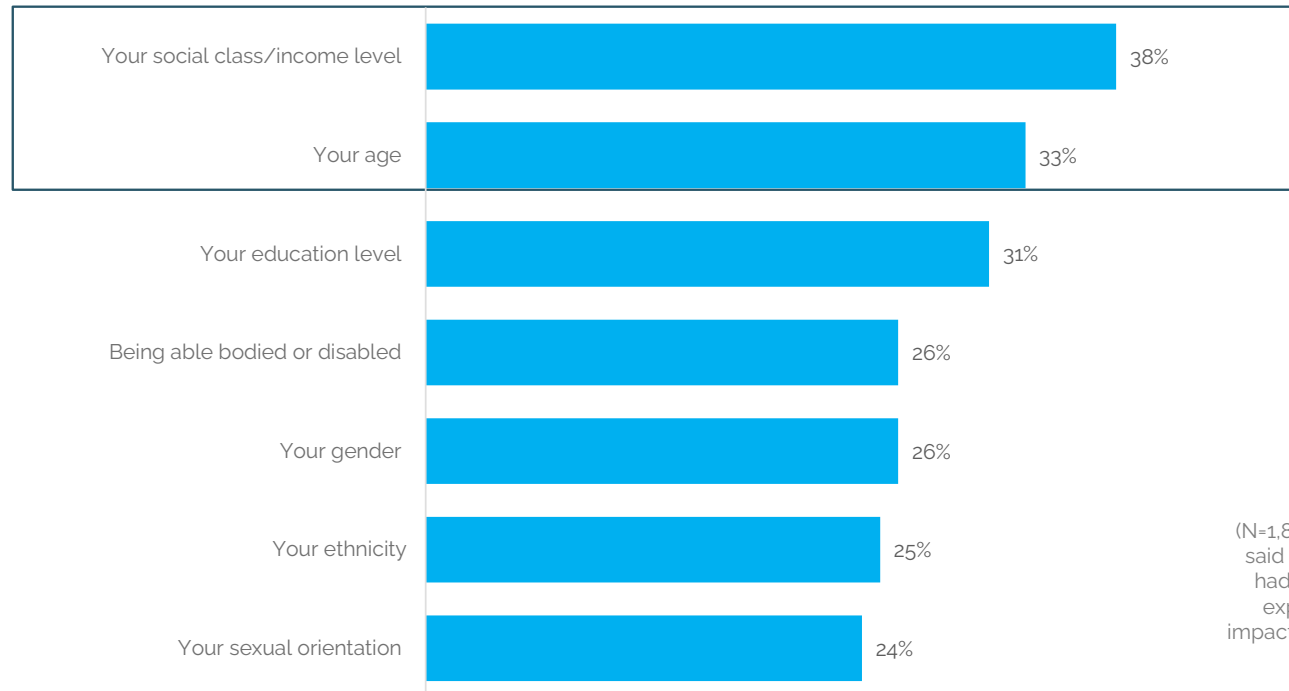
(N=2,270)



# Social class and age were major or moderate factors in people's negative health care experiences

- When asked how much of a factor a variety of characteristics were in the experiences that made them lose trust in their HCP or the healthcare system in general, respondents overall are most likely to say their social class/income level (38%) and age (33%) were major or moderate factors.

*Thinking about the experience(s) you had that made you lose trust in your health care provider or the healthcare system: How much of a factor were each of the following in that experience?*



(N=1,861) - those who said "yes" to having had a health care experience that impacted trust in HCPs

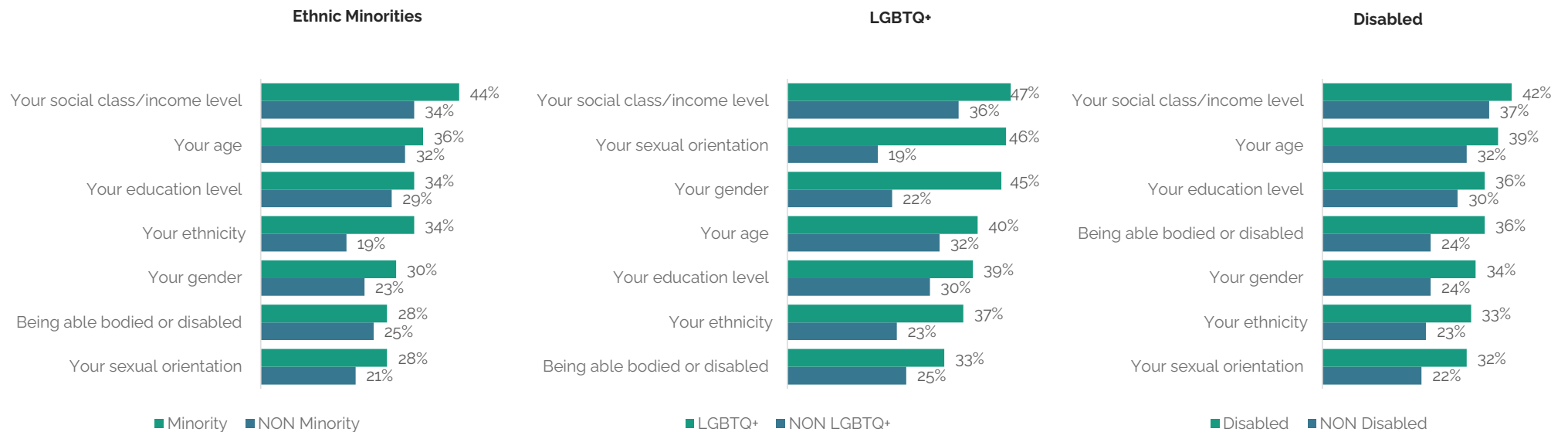
Sizeable numbers of those who have had trust-damaging healthcare experiences go on to say key aspects of who they are as individuals (such as their gender, ethnic status, being LGBTQ+ or disabled) were major or moderate factors in their negative health care experiences



# Ethnic minorities, LGBTQ+, and disabled respondents report 'social class or income level' as the top factor in their negative health care experiences

- Ethnic minorities also identify a range of other aspects of who they are that were major/moderate factor in those negative experiences.
- LGBTQ+ respondents are especially likely to say their sexual orientation (46%) and gender (45%) (as well as other factors) also played a role in these negative experiences.
- Disabled respondents also say their age (39%), education level (36%) and disability were major or moderate factors.

**Thinking about the experience(s) you had that made you lose trust in your healthcare provider or the healthcare system: How much of a factor were each of the following in that experience? (% who say each was a 'major' or 'moderate' factor)**



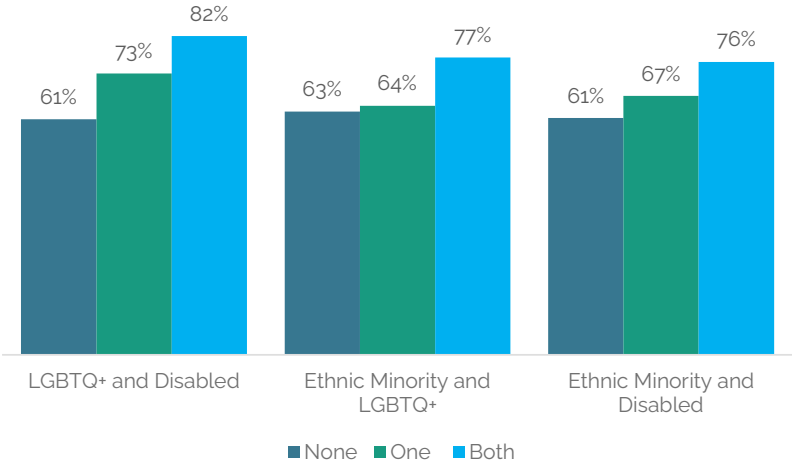
(N=1,861)



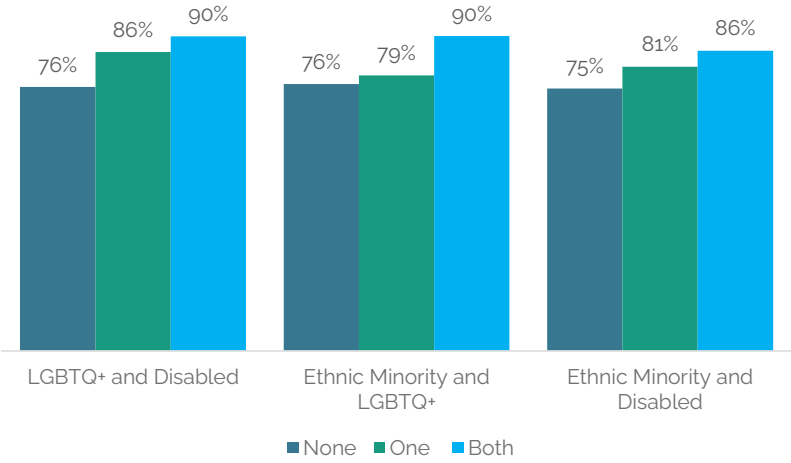
# People in two or more marginalised groups are even more likely to say they have had a trust-damaging experience (e.g., both LGBTQ+ and disabled)

- As many as **82%** of those who have two or more characteristics (e.g., both LGBTQ+ and disabled) report trust-destroying experiences with healthcare providers, much more than those who have none or just one characteristic.
- Likewise, as many as **90%** of those who have two or more characteristics report losing trust in the healthcare system in general
- In terms of losing trust in their healthcare provider, there is a **21-point gap** between people who are LGBTQ+ and are disabled compared to people without those backgrounds. That gap is **14 points** for those who have lost trust in the health care system and are LGBTQ+ and disabled compared to those who have neither characteristic..

*Have you ever had a healthcare experience that made you lose trust in your HEALTHCARE PROVIDER (% who say "YES")*



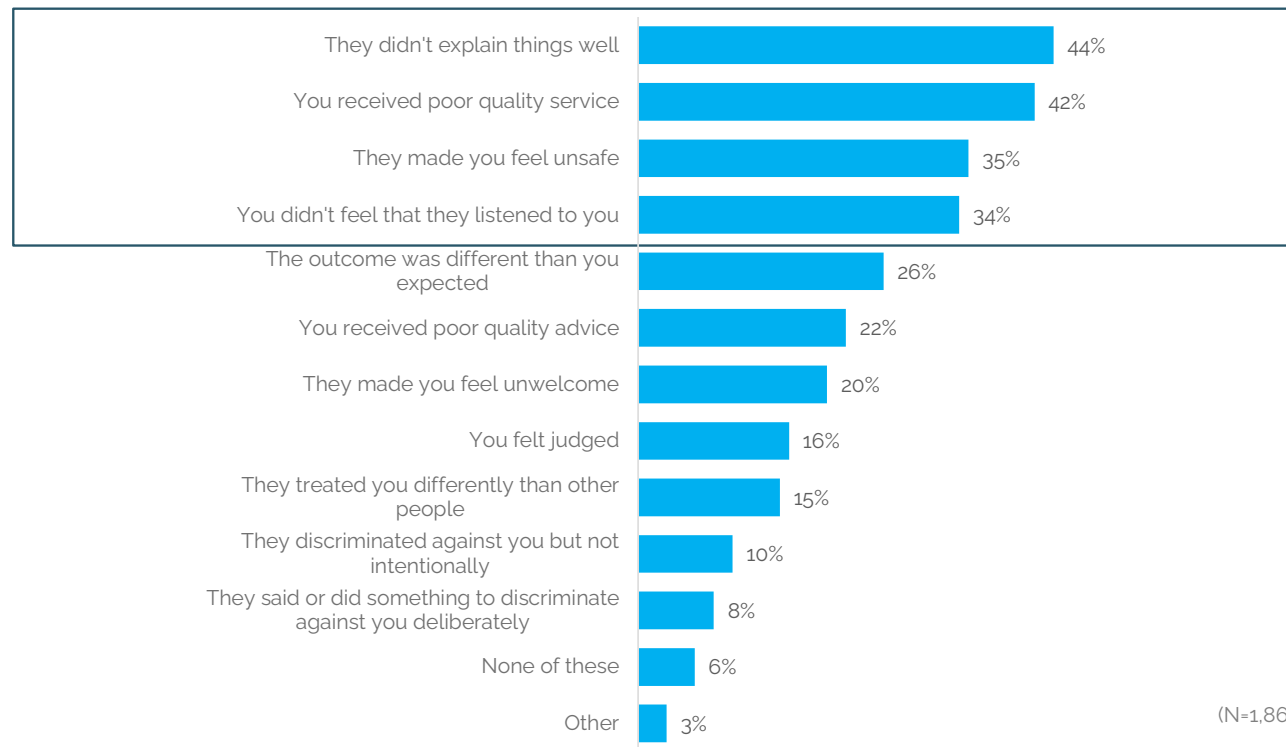
*Have you ever had a healthcare experience that made you lose trust in the HEALTHCARE SYSTEM IN GENERAL (% who say "YES")*



# Receiving poor explanations, poor service, feeling unsafe, and not listened to were the top factors contributing to loss of trust in healthcare

- Respondents are most likely to say they didn't feel like the HCP or system representative didn't explain things well (44%), they received poor quality service (42%), they were made to feel unsafe (35%), or didn't feel listened to (34%).

***Which of the following reasons, if any, contributed to you losing trust in your healthcare provider or healthcare system?***



(N=1,861)

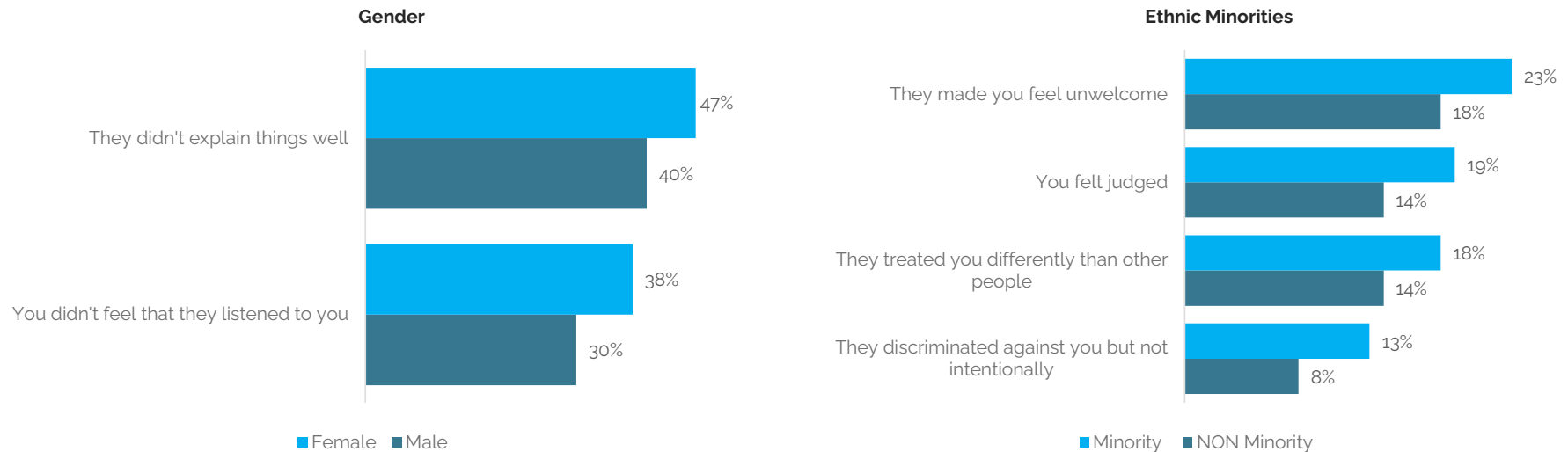




# Black and ethnic minority communities are more likely than non-ethnic minorities to feel unwelcome, judged, treated differently, and unintentionally discriminated against

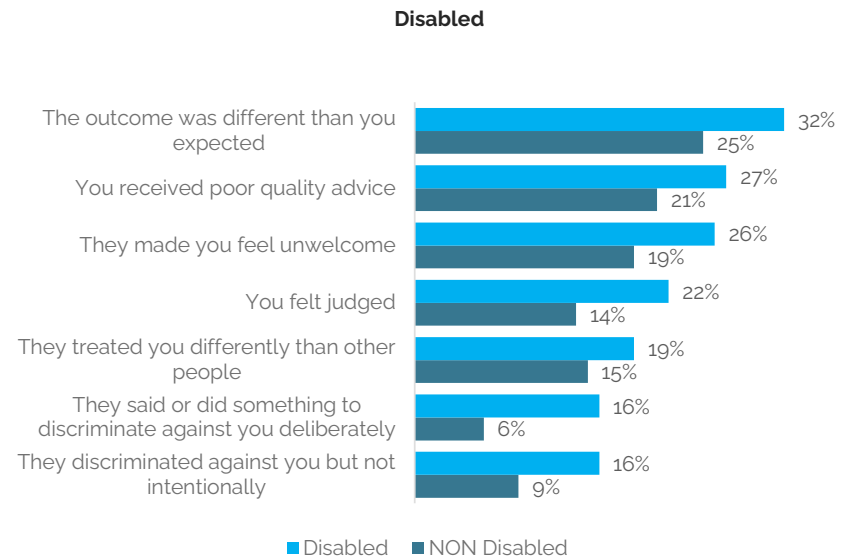
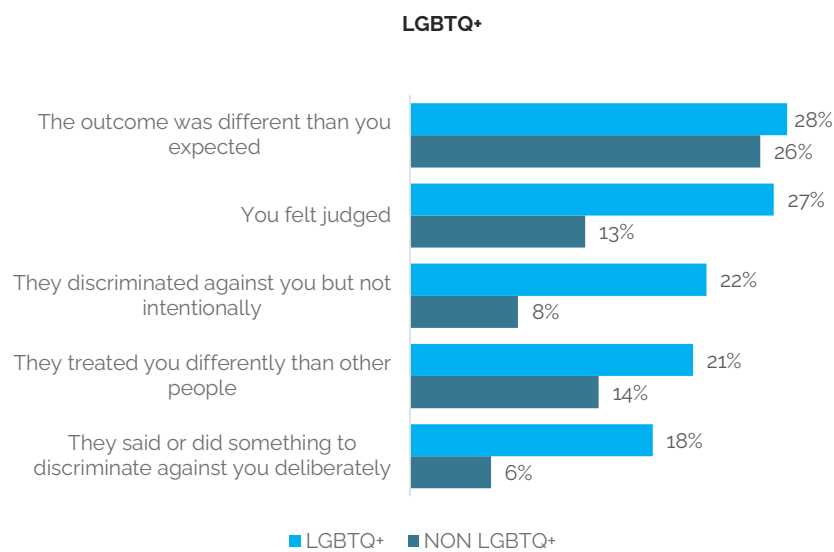
- Women are more likely than men say their HCP didn't explain things well and made them feel not listened to.

*Which of the following reasons, if any, contributed to you losing trust in your health care provider or health care system?*



# LGBTQ+ and disabled people are more likely than others to say the outcome was different than expected, they felt judged, and discriminated against

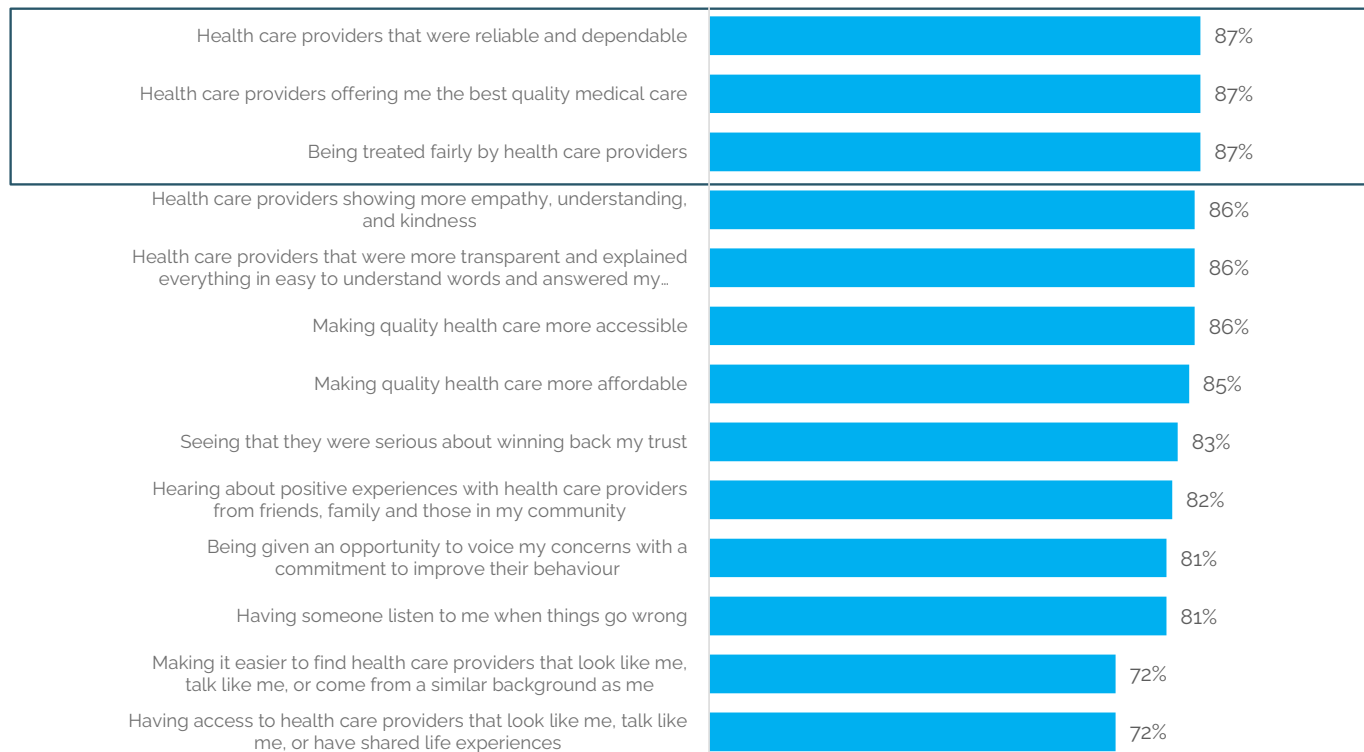
Which of the following reasons, if any, contributed to you losing trust in your health care provider or health care system?



# Healthcare providers being dependable, providing the best quality care, and treating them fairly would most likely increase respondents' trust in Brazil

- Respondents are most likely to say trust in health care providers could be increased if HCPs were reliable and dependable (87%), offered them the best quality care (87%), and treated them fairly (87%).

## How likely would each of the following be to increase your trust in health care providers?



(N=2,270)



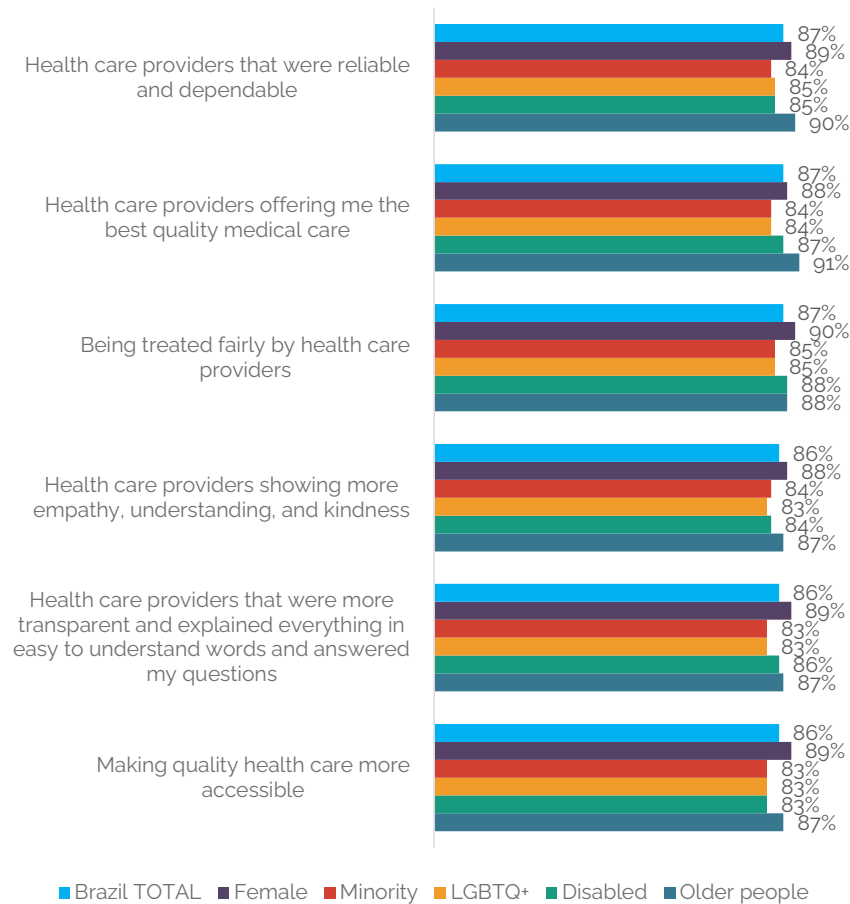
# Respondents in Brazil, regardless of their personal attributes or characteristics, want the same thing from their healthcare providers in exchange for their trust

Respondents across marginalised groups want the same things when it comes to building trust.

They want healthcare providers to:

- be there when needed
- provide the best quality care
- be fair
- be understanding and kind
- be more transparent and answer questions
- make quality care more accessible

How likely would each of the following be to increase your trust in health care providers? (TOP SIX RESPONSES)



(N=2,270)

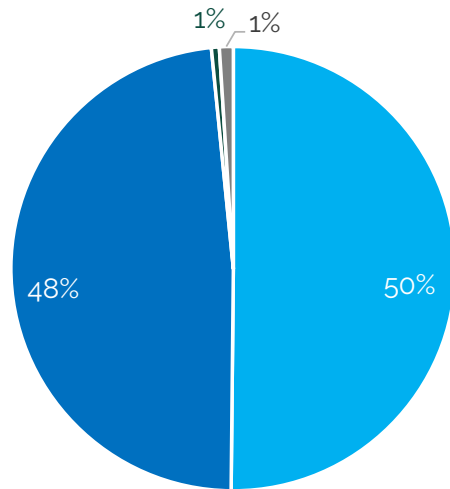


# DEMOGRAPHICS

Limpar dados global e deixar só o local

## Gender and Age (Global total)

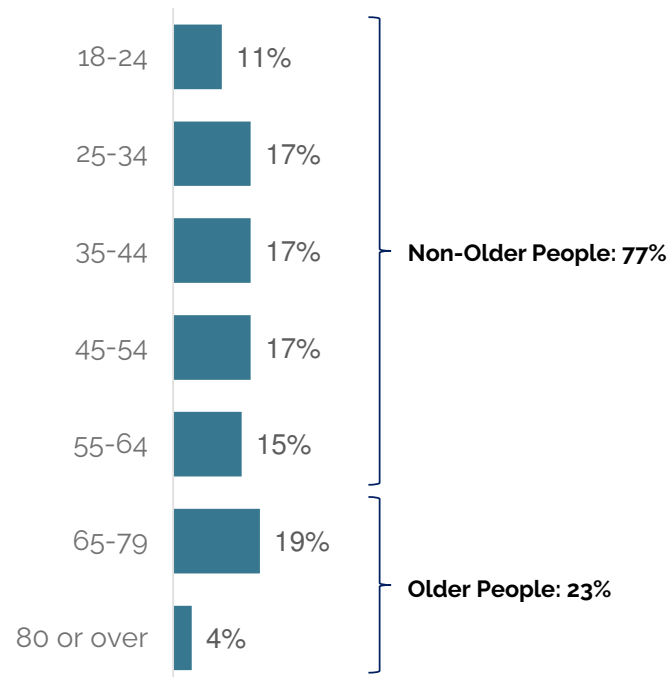
% who say



What best describes you in terms of gender identity?

■ Female ■ Male ■ Transgender ■ Other

Which of the following categories includes your age?



(N=11,525)

## Gender (Country total)

What best describes you in terms of gender identity?

	<b>UK</b>	<b>US</b>	<b>Brazil</b>	<b>Japan</b>	<b>France</b>
Female	51%	51%	51%	48%	50%
Male	49%	48%	47%	49%	49%
Transgender	0%	1%	1%	1%	0%
Non-binary	0%	0%	1%	1%	0%
Other	0%	0%	0%	1%	0%
Prefer not to answer	0%	0%	0%	1%	0%
Column n	2406	2244	2270	2395	2210

(N=11,525)

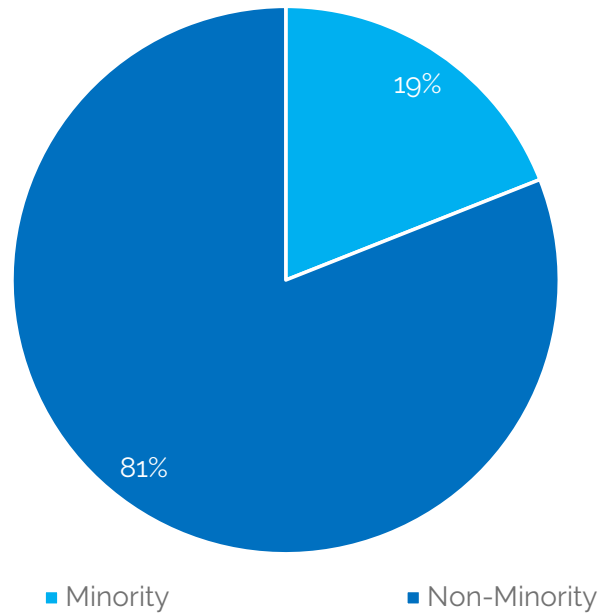
## Age (Country total)

D5 Which of the following categories includes your age?

	<b>UK</b>	<b>US</b>	<b>Brazil</b>	<b>Japan</b>	<b>France</b>
Under 16	0%	0%	0%	0%	0%
16-17	0%	0%	0%	0%	0%
18-24	12%	11%	12%	8%	10%
25-29	9%	8%	10%	6%	7%
30-34	10%	9%	11%	7%	8%
35-39	9%	9%	10%	7%	8%
40-44	8%	8%	10%	8%	8%
45-49	8%	8%	10%	9%	9%
50-54	8%	9%	8%	9%	8%
55-59	8%	8%	6%	8%	8%
60-64	8%	7%	6%	7%	8%
65-69	7%	6%	8%	9%	9%
70-79	8%	11%	7%	15%	12%
80 or over	4%	5%	1%	6%	3%
Column n	2406	2244	2270	2395	2210



## Ethnicity (Global total)



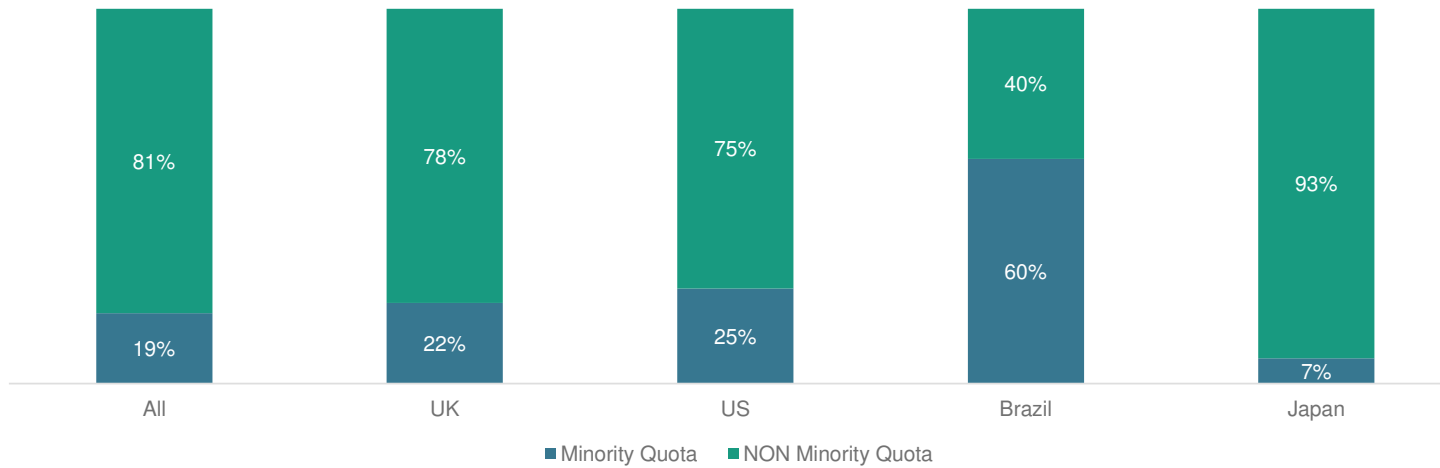
Ethnic minority communities oversampled to achieve enough respondents to explore subgroup differences in greater detail and with more statistical reliability

UK (518; 22%), US (570; 25%), France (not asked), Japan (163; 7%), Brazil (912; 40%)

(N=11,525)

## Ethnicity (Country total)

Which of the following best describes your race or ethnicity?



(N=11,525)

## Ethnicity (Country total)

Which of the following best describes your race or ethnicity?

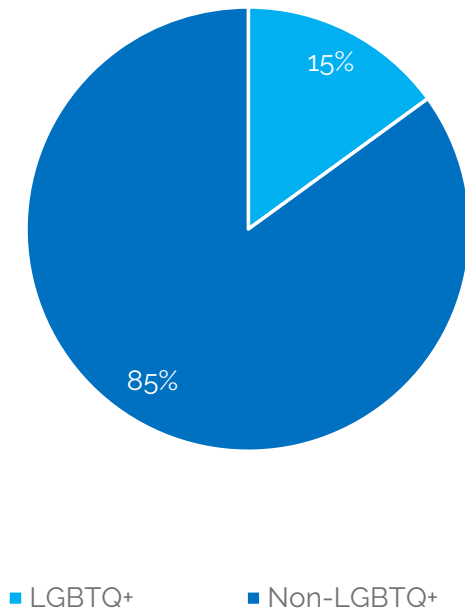
<b>US</b>	%	n
African American / Black	11%	245
Asian / Asian American	4%	90
Caucasian / White	74%	1663
Native American, Inuit or Aleut	1%	24
Native Hawaiian / Pacific Islander	0%	10
Hispanic/Latino	7%	149
Two or more races/mixed race	2%	44
Other (please list)	0%	8
Prefer not to answer	0%	11
<b>N=2244</b>		

<b>UK</b>	%	n
Asian / Asian British	11%	258
Black / Black British	6%	144
Mixed descent (e.g. White & Asian, White & Black)	4%	98
White (British / Irish / Other)	78%	1866
Other (please list)	1%	18
Prefer not to answer	1%	22
<b>N=2406</b>		

<b>BRAZIL</b>	%	n
White (Blanca)	60%	1353
Black (Preta)	11%	259
Asian (Amarela)	2%	40
Mixed (Parda)	25%	572
Indigenous (Indígena)	1%	21
Other (please list)	1%	20
Prefer not to answer	0%	5
<b>N=2270</b>		

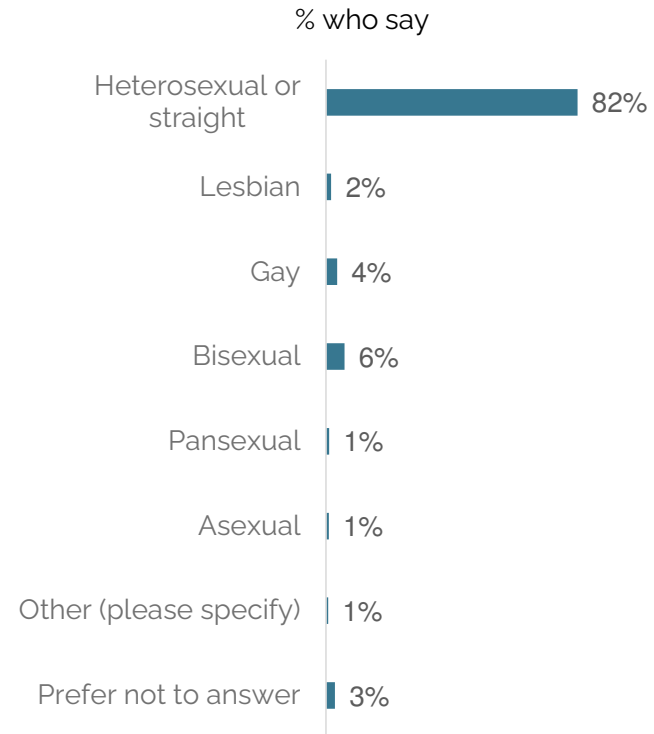
<b>JAPAN</b>	%	n
Japanese (both parents)	92%	2212
Korean residents in Japan (including 2nd and 3rd generation)	4%	99
the Ainu	0%	11
Other (please list)	2%	53
No answer	1%	20
<b>N=2395</b>		

## Sexual Orientation (Global total)



LGBTQ+ community oversampled to achieve enough respondents to explore subgroup differences in greater detail and with more statistical reliability

UK (357; 15%), US (376; 17%), France (374; 17%), Japan (235; 10%), Brazil (361; 21%)



And do you consider yourself?

(N=11,525)

## Sexual Orientation (Country total)

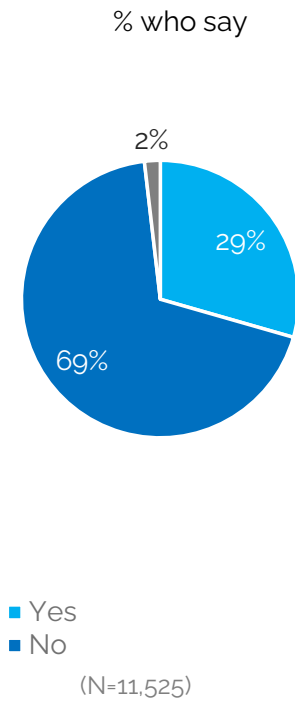
And do you consider yourself?

	<b>UK</b>	<b>US</b>	<b>Brazil</b>	<b>Japan</b>	<b>France</b>
Heterosexual or straight	83%	82%	82%	83%	81%
Lesbian	2%	2%	2%	1%	2%
Gay	5%	5%	3%	1%	5%
Bisexual	7%	8%	8%	2%	7%
Pansexual	1%	1%	1%	2%	1%
Queer	0%	0%	1%	0%	0%
Intersex	0%	0%	0%	0%	0%
Asexual	1%	1%	1%	2%	1%
Other (please specify)	0%	0%	0%	2%	0%
Prefer not to answer	2%	1%	2%	8%	2%
Column n	2406	2244	2270	2395	2210

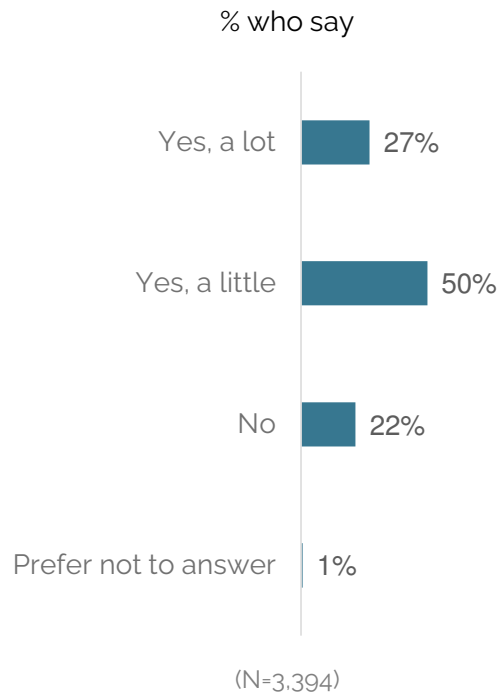
And do you consider yourself?

(N=11,525)

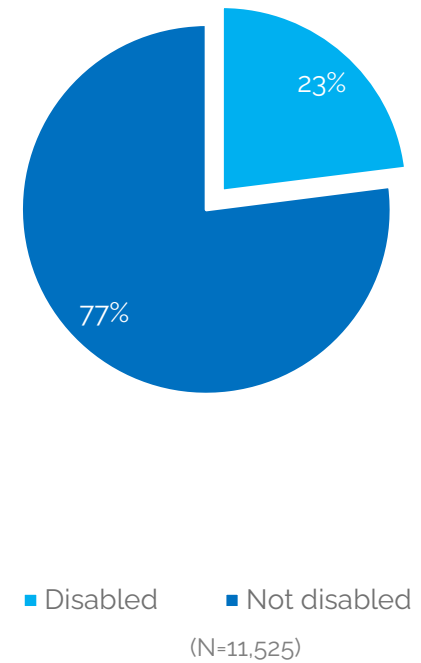
## Disability (Global total)



A. Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?



B. (IF YES in A): Does your condition or illness\do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?



C. (IF YES in B): Proportion considered disabled

UK (635; 26%), US (657; 29%), France (458; 21%), Japan (528; 22%), Brazil (362; 16%)

## Disability (Country total)

A. Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

	<b>UK</b>	<b>US</b>	<b>Brazil</b>	<b>Japan</b>	<b>France</b>
Yes	32%	37%	25%	26%	28%
No	66%	61%	74%	71%	71%
Prefer not to answer	2%	2%	1%	3%	1%
Column n	2406	2244	2270	2395	2210

B. (IF YES in A): Does your condition or illness\do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?

	<b>UK</b>	<b>US</b>	<b>Brazil</b>	<b>Japan</b>	<b>France</b>
Yes, a lot	31%	34%	19%	26%	22%
Yes, a little	52%	45%	44%	59%	53%
No	16%	20%	36%	14%	25%
Prefer not to answer	0%	1%	0%	0%	0%
Column n	762	833	568	618	613

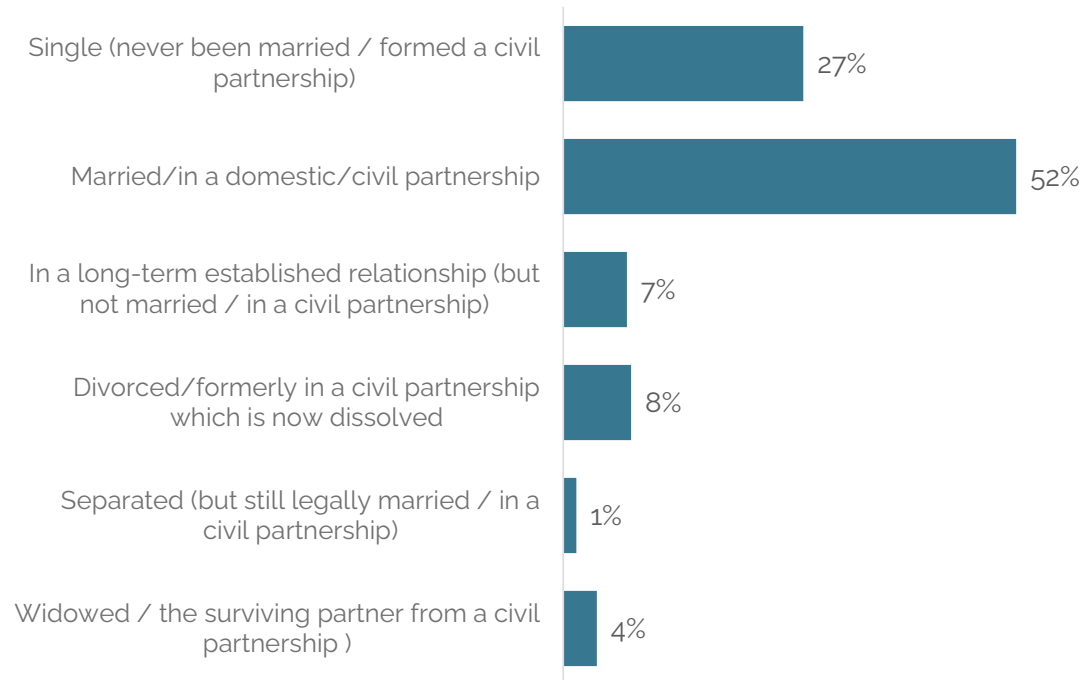
C. (IF YES in B): Proportion considered disabled

	<b>UK</b>	<b>US</b>	<b>Brazil</b>	<b>Japan</b>	<b>France</b>
Disabled Quota	26%	29%	16%	22%	21%
NON Disabled Quota	74%	71%	84%	78%	79%
Column n	2406	2244	2270	2395	2210

## Marital Status (Global total)

What is your marital status?

% who say



(N=11,525)



## Marital Status (Country total)

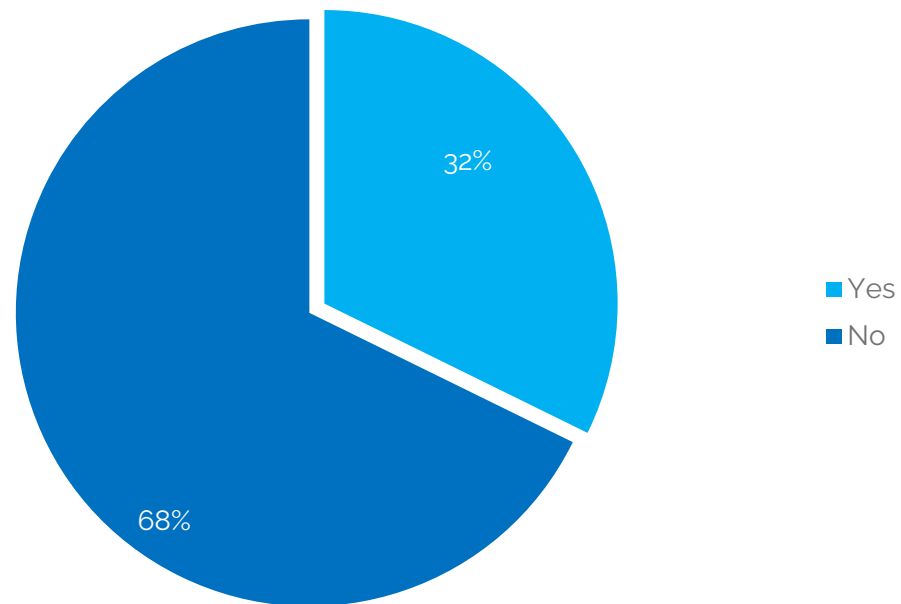
What is your marital status?

	UK	US	Brazil	Japan	France
Single (never been married / formed a civil partnership)	28%	27%	25%	30%	26%
Married/in a domestic/civil partnership	50%	48%	56%	54%	52%
In a long-term established relationship (but not married / in a civil partnership)	10%	7%	7%	3%	10%
Divorced/formerly in a civil partnership which is now dissolved	7%	10%	7%	7%	9%
Separated (but still legally married / in a civil partnership)	1%	2%	2%	1%	1%
Widowed / the surviving partner from a civil partnership )	3%	6%	3%	4%	3%
Other, please specify	0%	0%	0%	1%	0%
Column n	2406	2244	2270	2395	2210

## Parental status (Global total)

Do you have children aged 18 or younger living at home?

% who say



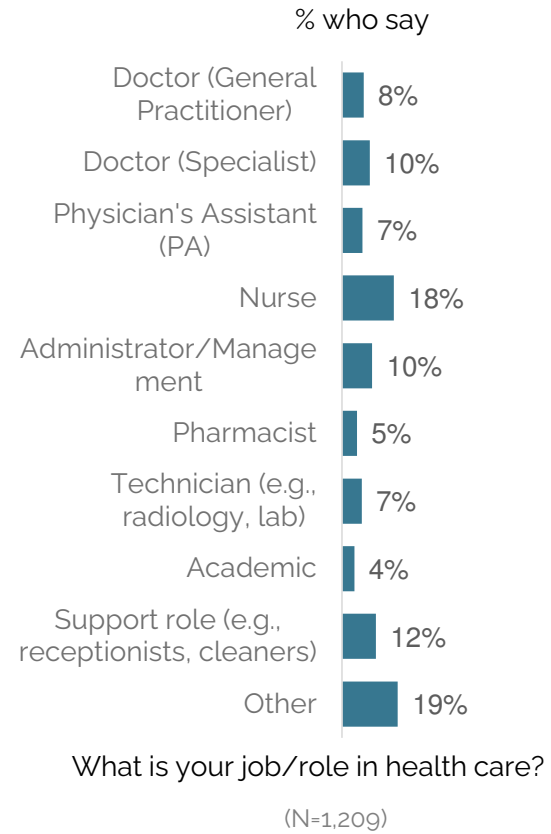
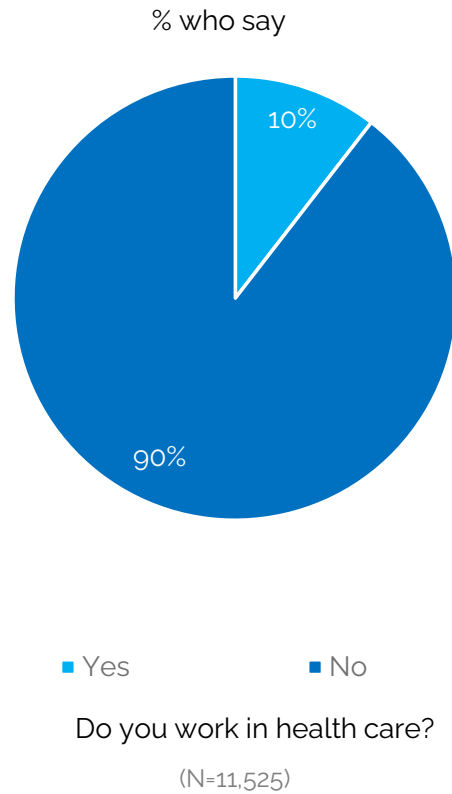
(N=11,525)

## Parental Status (Country total)

Do you have children aged 18 or younger living at home?

	<b>UK</b>	<b>US</b>	<b>Brazil</b>	<b>Japan</b>	<b>France</b>
Yes	31%	32%	48%	19%	31%
No	69%	68%	52%	81%	69%
Column n	2406	2244	2270	2395	2210

## Healthcare workers (Global total)



## Healthcare workers (Country total)

Do you work in health care?

	UK	US	Brazil	Japan	France
Yes	11%	10%	15%	7%	9%
No	89%	90%	85%	93%	91%
Column n	2406	2244	2270	2395	2210

(IF YES) What is your job/role in health care?

	UK	US	Brazil	Japan	France
Doctor (General Practitioner)	8%	12%	6%	4%	7%
Doctor (Specialist)	13%	7%	12%	6%	7%
Physician's Assistant (PA)	7%	6%	8%	4%	9%
Nurse	17%	20%	16%	23%	16%
Administrator/Management	14%	9%	11%	9%	7%
Pharmacist	5%	3%	5%	7%	7%
Technician (e.g., radiology, lab)	4%	8%	9%	6%	5%
Academic	1%	4%	3%	10%	6%
Support role (e.g., receptionists, cleaners)	17%	14%	11%	4%	9%
Other (please list)	14%	17%	18%	28%	25%
Column n	272	234	331	170	202