

BACKGROUND

High-quality health systems generate health, trust, and economic benefit while responding to changing population needs. Current measurements of health systems fail to capture people's perspectives at the population level. The People's Voice Survey (PVS) is a new instrument that measures health system performance from the populations' perspective. It assesses use of health care as well as people's experiences, expectations, and confidence in the health system.

METHODS

During October 2022 – January 2023, data were collected from a nationally representative sample of 2,036 adults in South Africa across seven languages (English, Afrikaans, isiXhosa, isiZulu, Sepedi, Sesotho, and Setswana) via mobile phone. All data are weighted to represent the population.

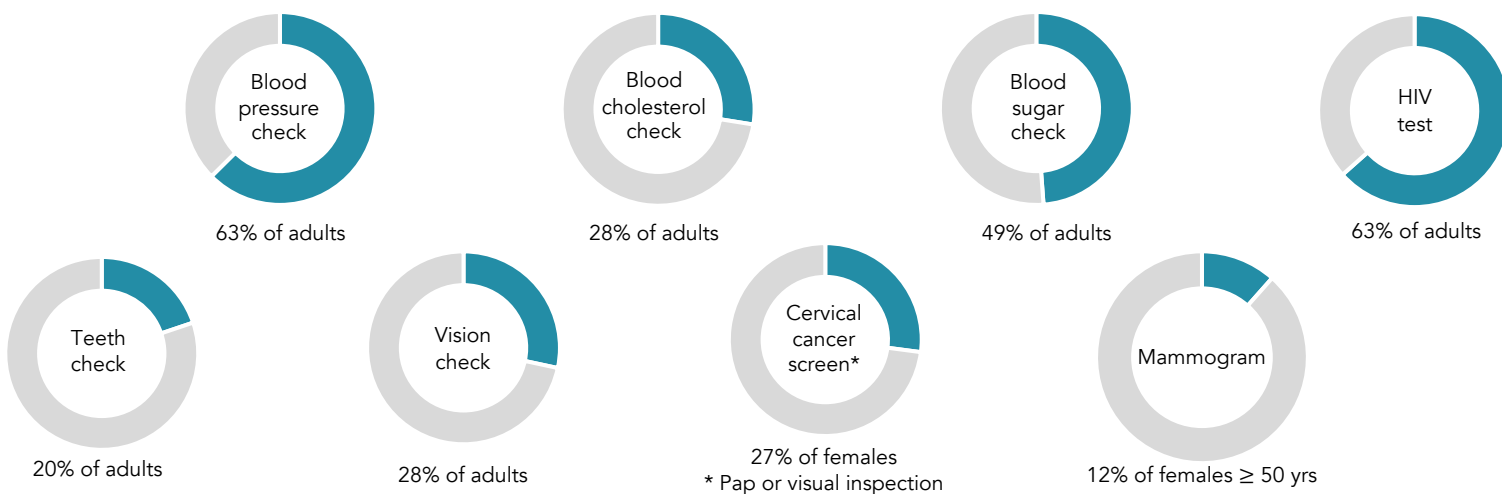
KEY FINDINGS

Health care utilization in past 12 months

Average number of health care contacts (all types)	4.0
Average number of in-person facility visits	3.3
Average number of visits for COVID-19	0.6
Average number of virtual or telemedicine contacts	0.3
% of respondents who received mental health care (among those with poor or fair mental health)	29.6%
% of all respondents who had an overnight hospital stay	10.2%
% of all respondents with no unmet need for health care	90.5%

Health system competence

Preventative care services: Percent of eligible population who received service in past 12 months

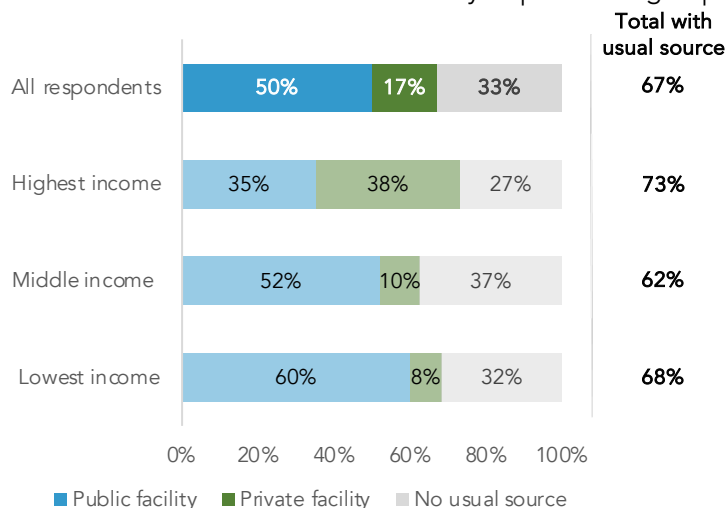


Respondent demographics ¹		Overall (N = 2,036)
Age (median) [Min, Max]		37.0 [18.0-85.0]
Female		1,041 (51.1%)
Urban residency		1,397 (68.8%)
Education (highest level)	Post-secondary	231 (11.4%)
	Secondary	669 (32.9%)
	Primary	1,028 (50.6%)
Household income (monthly)	Highest (≥ R 27,001)	515 (25.3%)
	Middle (> R 3K–R 27K)	698 (34.3%)
	Lowest (≤ R 3,000)	763 (37.5%)
	Unknown	59 (3.0%)
Health insurance	No insurance	1,756 (86.7%)
	Public insurance	0 (0.0%)
	Private insurance ²	267 (13.2%)
	Unknown insurance type	2 (0.1%)

1. Denominators of some items may vary slightly from the full sample size due to missingness.
2. Private insurance = Medical aid.

Usual source of care:

Percent with usual health care facility or provider's group



0% 20% 40% 60% 80% 100%

■ Public facility ■ Private facility ■ No usual source

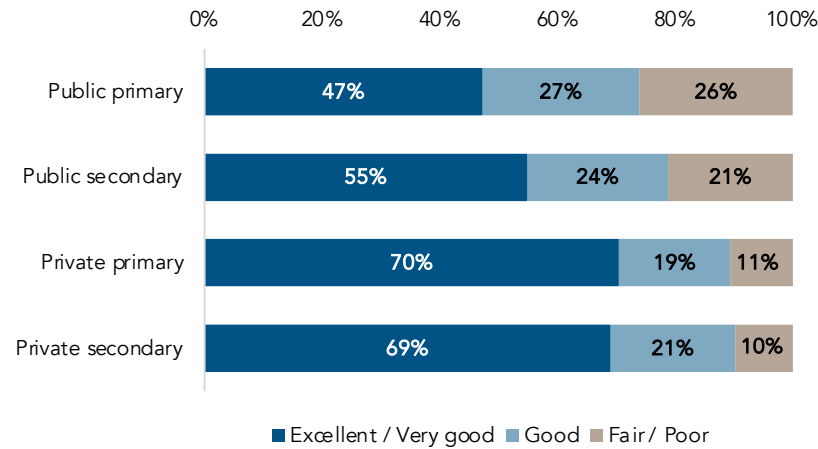
Care competence and user experience

Average¹ quality ratings for last health care visit in past 12 months



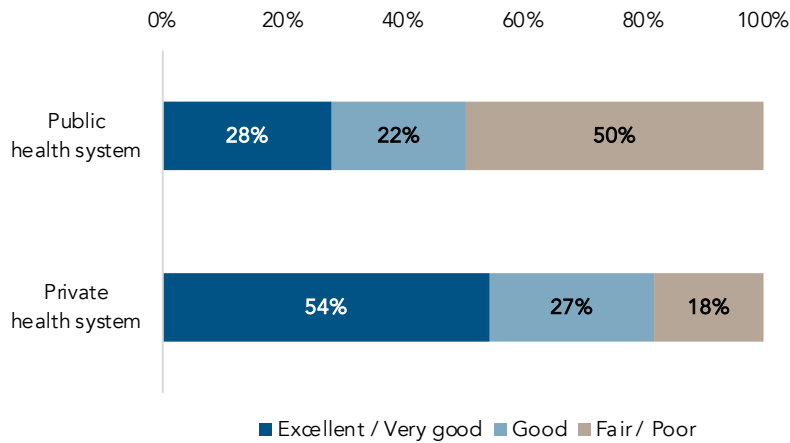
1. Rounded to the closest Likert category
2. Provider skills, knowledge of past visits, explanations, equipment/supplies
3. Respect, courtesy, joint decisions, visit time, wait time, scheduling time

Quality ratings for last health care visit (% of users of facility type in past 12 months)

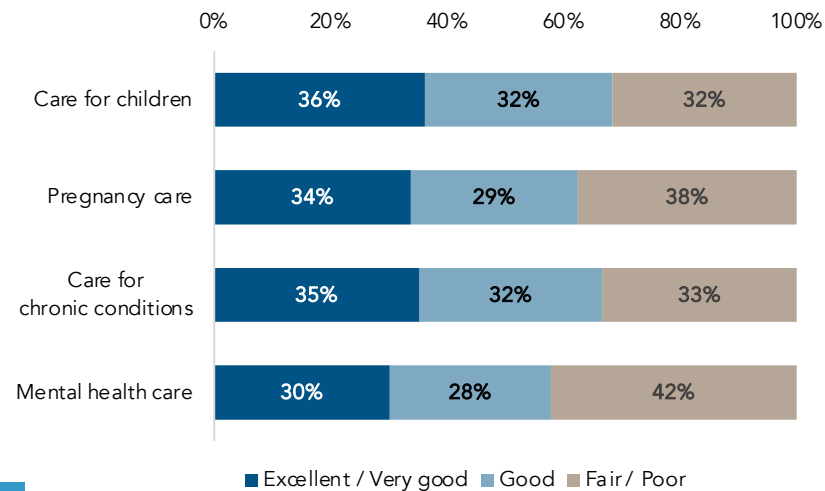


Health system quality

Quality ratings of national public and private health systems (% of all respondents)



Quality ratings of key primary care services provided by government (% of all respondents)

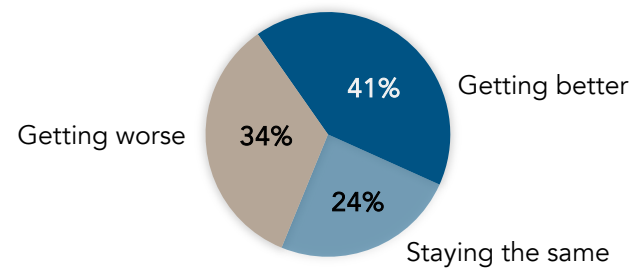


Confidence in and endorsement of the health system

Confidence in health system as a whole (% of all respondents): Including public, private, NGO health care facilities/providers

Health security: % very or somewhat confident	Can get good quality care if very sick	67%
	Can afford good quality care if very sick	57%
	Can get and afford good quality care if very sick	49%
Government considers the public's opinion in health system decisions (% of all respondents): % very or somewhat confident		52%
Government's management of the COVID-19 pandemic (% of all respondents): % excellent or very good		39%

Endorsement: Health system trajectory over past 2 years (% of all respondents)



Endorsement: Current health system (% of all respondents)

