Consomètre · Consom'Action

Provisional results

How do patients perceive the quality of listening in the health system?

71 people answered this survey. Reception, waiting time, explanations from health workers: share your experience in public and private health facilities.

Respondents

n = 71

completed questionnaires

Agree

26 %

agree or strongly agree

Average score

5.6/10

on a scale from 0 to 10

Methodology

Provisional results

POPULATION

Health service users aged 18 and over who visited a health facility in the last 12 months.

RECRUITMENT

Open distribution on WhatsApp, Facebook and through Consom'Action's partner associations. Voluntary participation, no incentive.

SAMPLE AND PERIOD

n = 71 completed questionnaires, collected **from 3 October 2026 to 14 October 2026**. 15 incomplete questionnaires excluded.

DATA COLLECTION

Online questionnaire on mobile phones, in French and English and results.method.locale_mos and results.method.locale_dyu, 12 questions, median duration 6 min. Raw, unweighted results rounded to the nearest unit.

Limitations

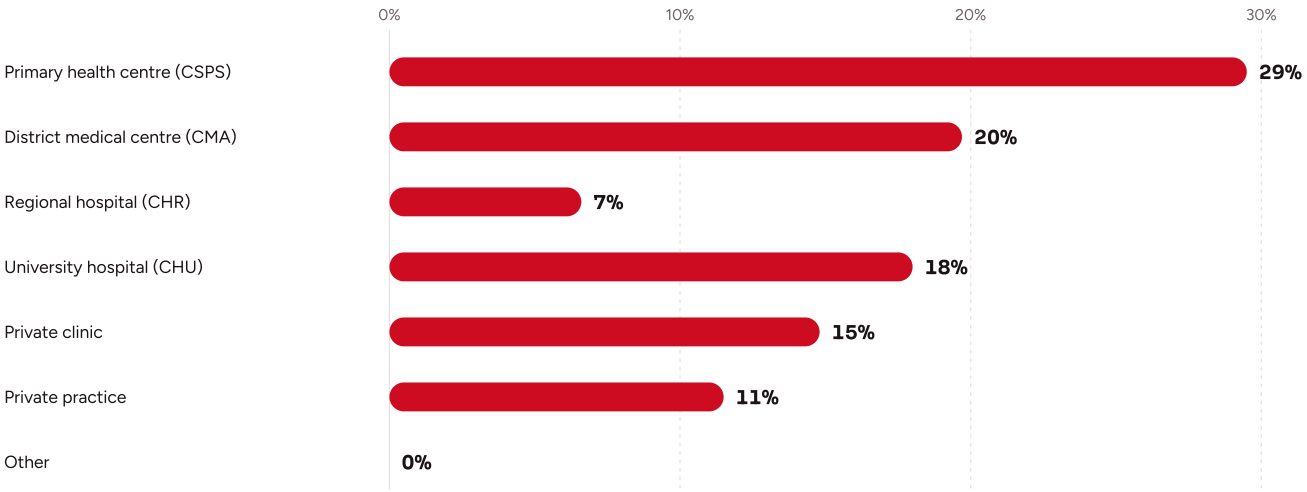
Non-probability sample, still small: results are indicative and will change until data collection closes.

Status: provisional results, under review by Consom'Action's methodology committee; they may still change.

QUESTION 1 List

Where did your last visit take place?

n = 61 respondents

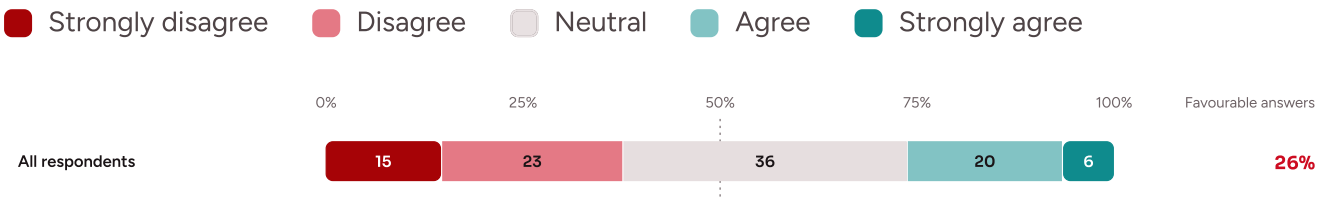


How to read: 29% of respondents answered “Primary health centre (CSPS)”. 10 people did not answer.

QUESTION 2 Agreement scale

“The health workers listened carefully and took time to answer my questions.”

n = 61 respondents

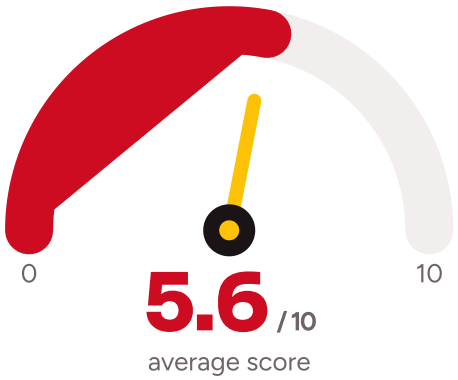


How to read: 26% of respondents chose “strongly agree” or “agree”. 10 people did not answer.

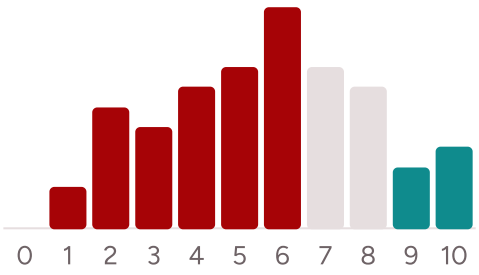
QUESTION 3 0 to 10 score

Would you recommend this facility to a relative?

n = 61 respondents



Score distribution (%)



Detractors (0 to 6)	64%
Passives (7 and 8)	25%
Promoters (9 and 10)	12%

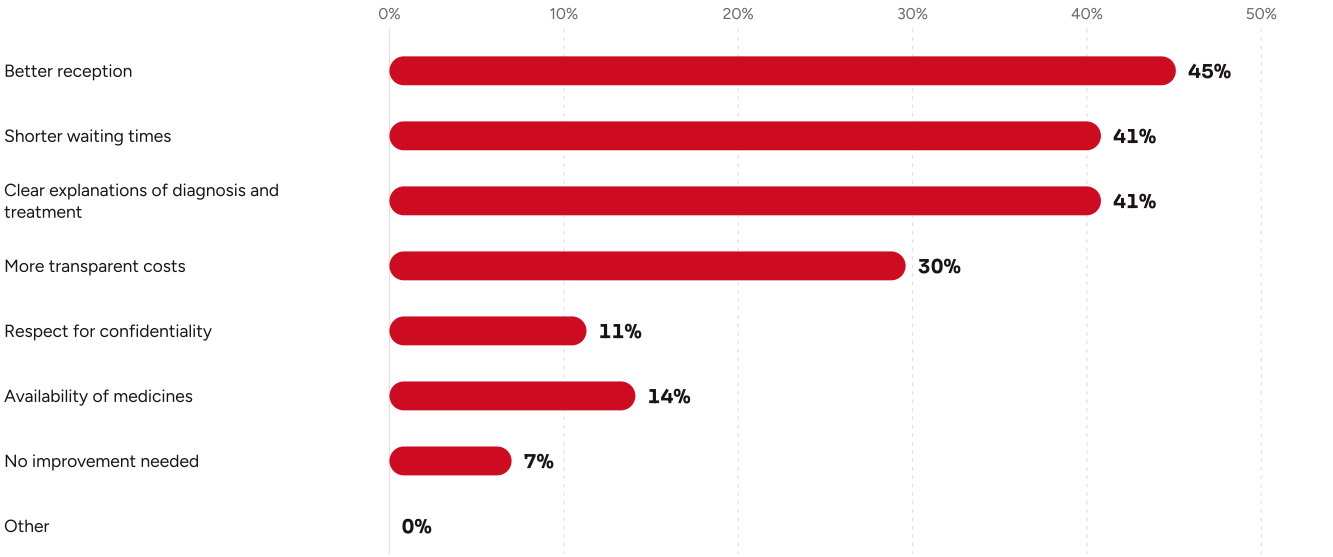
NPS: -53

How to read: average score of 5.6 out of 10; 12% promoters (9 or 10) and 64% detractors (0 to 6). 10 people did not answer.

QUESTION 4 Multiple choice

Which improvements should come first? (up to 3)

n = 71 respondents



Several answers allowed: the total exceeds 100%.

How to read: 45% of respondents mentioned “Better reception”. Several answers were allowed.

Key takeaways

Early findings, to be confirmed: only a minority of respondents feel really listened to by health workers, and waiting time tops the list of expected improvements.

1. **26%** of respondents agree that they feel listened to by health workers.
2. Most expected improvement: better reception, mentioned by **42%** of respondents.
3. These results are provisional: data collection continues until the closing date.

Limitations to keep in mind

- Data collection in progress: small sample, results may change.
- Self-selected online sample, not representative of all users.
- Perceptions reported by users, without observation of consultations.

Cite these results

```
Consom’Action (2026). How do patients perceive the quality of listening in the health system? Consomètre, provisional results, n = 71, 3 October 2026 – 14 October 2026. dev.consomaction.bf/en/resultats/ecoute-sante
```