



Patient experiences in Australia by small geographic areas in 2018-19

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Citation

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Latest edition


Australian adults report their experiences of more than 20 aspects of health and care in the latest web update. Information from 2013-14 to 2018-19 is presented by Primary Health Network areas across Australia, on topics including self-reported health status, use of health services and cost barriers to accessing services.

Cat. no: HPF 64

Findings from this report:

- More than 1 in 20 (6.8%) of adults delayed or avoided filling a prescription due to cost in the preceding 12 months
- Less than 1 in 20 (3.5%) of adults delayed or did not see a GP due to cost in the preceding 12 months
- More than 1 in 10 (12%) adults in 2018-19 needed to see a GP but didn't in the previous 12 months
- Almost 1 in 4 (24%) adults referred to a medical specialist waited longer than they felt acceptable for an appointment

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Summary

This web update provides local-level information on people's experiences with the health care system. Good patient experiences are an important component of quality health care, along with clinical effectiveness and patient safety.

More than 20 self-reported measures are included, such as information on health status, how many times people visited GPs, if they saw a dentist or other health practitioner, whether their GP listened to them and if they delayed filling a prescription due to cost.


While most Australians rate their health positively, their experiences with the health care system can vary depending on where they live.

Results are presented for Primary Health Network (PHN) areas across Australia, providing local-level findings from the Australian Bureau of Statistics' Patient Experience Survey 2018-19. Results are also included, where available, from the same surveys conducted in 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. Further information on the Patient Experience Survey and what is included can be found in the [technical note](#).

Most recently in 2018-19, the [data](#) reveal:

- Nationally, 87% of Australian adults rated their health as excellent, very good or good; similar to previous years. Across PHN areas, this percentage ranged from 80% in South Eastern NSW to 93% in Northern Sydney (NSW).
- Around half (51%) of adults reported having a long-term health condition. Across PHN areas, this percentage ranged from 43% in Western Sydney (NSW) to 62% in South Eastern NSW. The Northern Territory had the lowest percentage of adults who reported having a long-term health condition across the PHN areas (37%) but due to the Indigenous Community Strata not being included in the sample, these data should be interpreted with caution.
- Almost 1 in 5 (19%) adults felt they waited longer than acceptable to get an appointment with a GP in 2018-19. Across PHN areas, this percentage ranged from 11.5% in Perth South (WA) to 31.3% in Nepean Blue Mountains.
- More than 1 in 10 (12%) adults in 2018-19 needed to see a GP but didn't in the previous 12 months. Across PHN areas, this percentage ranged from 8.6% in Perth South (WA) to 22% in Western NSW.
- Almost 1 in 4 (24%) adults referred to a medical specialist waited longer than they felt acceptable to get an appointment in the previous 12 months. Across PHN areas, this percentage ranged from 19% in Perth North (WA) to 32% in South Western Sydney.
- Less than 1 in 20 (3.5%) of adults delayed or did not see a GP due to cost in the preceding 12 months. Across PHN areas, this percentage ranged from 2% in Central and Eastern Sydney (NSW) to 8.7% in Tasmania.
- More than 1 in 20 (6.8%) adults of adults delayed or avoided filling a prescription due to cost in the preceding 12 months. Across PHN areas, this percentage ranged from 4.6% in Eastern Melbourne (Vic) to 9.6% in Tasmania.

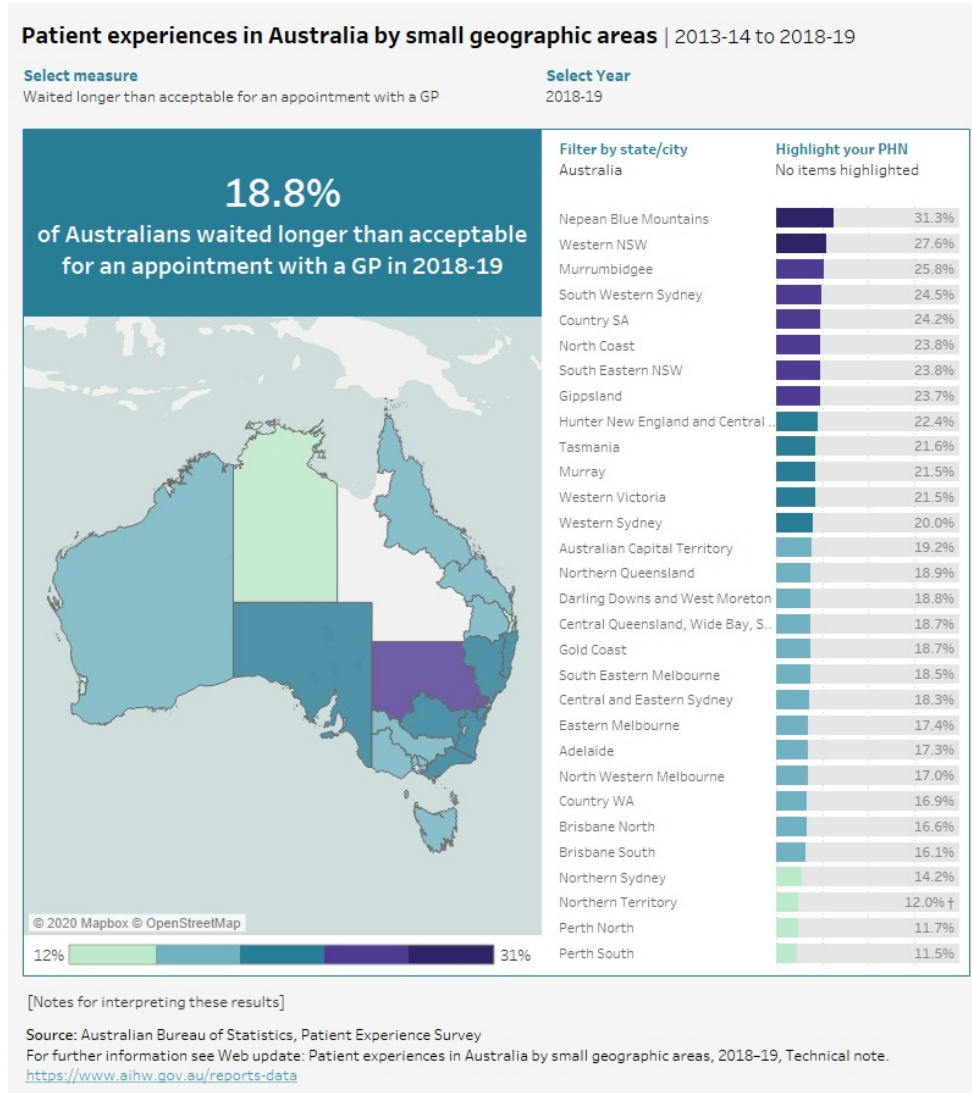
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Patient experiences in Australia by PHN

Explore patient experience data in the visualisation below.

Patient experiences in Australia by small geographic areas, 2013-14 to 2018-19' is an interactive visualisation that includes a geographic map of Australia alongside a horizontal bar chart. Users can filter the visualisation by measure and year. Results are displayed for each PHN in descending order (from highest percentage to lowest percentage) in the horizontal bar chart. Users can highlight a specific PHN, or filter by state/ city to zoom in on a particular part of the map. The map of Australia is broken down by PHN, with PHN colour corresponding to value of the measure. Data used to create this visualisation can be found in the data tables.



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Technical note

[Technical note: Patient experiences for small geographies in Australia in 2018-19](#)

[Download Technical note: Patient experiences for small geographies in Australia in 2018-19. Format: PDF 168Kb PDF 168Kb](#)

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Notes

For a full list of AIHW products that include data and results by small areas (for example, by Primary Health Network areas) see [AIHW data by geography](#).

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Data

Data tables: [Patient experiences in Australia 2018-19](#)

Download Data tables: [Patient experiences in Australia 2018-19. Format: XLSX 467Kb](#) [XLSX 467Kb](#)

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Report editions


This release

Patient experiences in Australia by small geographic areas in 2018-19 | 11 Nov 2020

Previous releases

- Patient experiences in Australia by small geographic areas in 2017-18 | 25 Feb 2020
- Patient experiences in Australia in 2016-17 | 16 Aug 2018
- Patient experiences in Australia in 2015-16 | 08 Jun 2017

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Related material

Resources

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[Experiences in health care for people with chronic conditions: exploring the data on how GPs and other specialists communicate with their patients](#)
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