



Patient experiences in Australia by small geographic areas in 2017-18

Web report | Last updated: 25 Feb 2020 | Topic: [Primary health care](#) |


Citation

AIHW

Australian Institute of Health and Welfare (2020) [Patient experiences in Australia by small geographic areas in 2017-18](#), AIHW, Australian Government, accessed 18 May 2022.

Newer release available

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About


Australian adults report their experiences of more than 20 aspects of health and health care in the latest web update. Information from 2013-14 to 2017-18 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 52

Findings from this report:

- Nationally, 86% of adults rated their health as Excellent, Very good or Good
 - Around 9 in 10 (91%) adults felt their GP always or often spent enough time with them
 - Half (50%) of adults reported having a long-term health condition
 - Around 8 in 10 (84%) adults had seen a general practitioner (GP) in the previous 12 months
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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 2017-18. Results are also included, where available, from the same surveys conducted in 2013-14, 2014-15, 2015-16 and 2016-17. Further information on the Patient Experience Survey and what is included can be found in the [technical note](#).

Most recently in 2017-18, the [data](#) reveal:

- nationally, 86% of adults rated their health as excellent, very good or good; similar to previous years. Across PHN areas, this percentage ranged from 81% in Gippsland (VIC) to 91% in Northern Sydney (NSW)
- half (50%) of adults reported having a long-term health condition. Across PHN areas, this percentage ranged from 38% in the Northern Territory (see [notes](#)) to 64% in Murrumbidgee (NSW)
- around 8 in 10 (84%) adults saw a GP in the previous 12 months. Across PHN areas, this percentage ranged from 78% in Western NSW to 88% in Western Sydney (NSW)
- around 9 in 10 (94%) adults felt their GP always or often showed respect for what they had to say. Across PHN areas, this percentage ranged from 87% in Western NSW to 97% in Northern Sydney
- around 9 in 10 (91%) adults felt their GP always or often spent enough time with them. Across PHN areas, this percentage ranged from 86% in the Northern Territory (see [notes](#)) to 95% in Western Queensland.

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Patient experiences by PHN

Explore patient experience data in the visualisation below.

Patient experiences in Australia by small geographic areas, 2013-14 to 2017-18

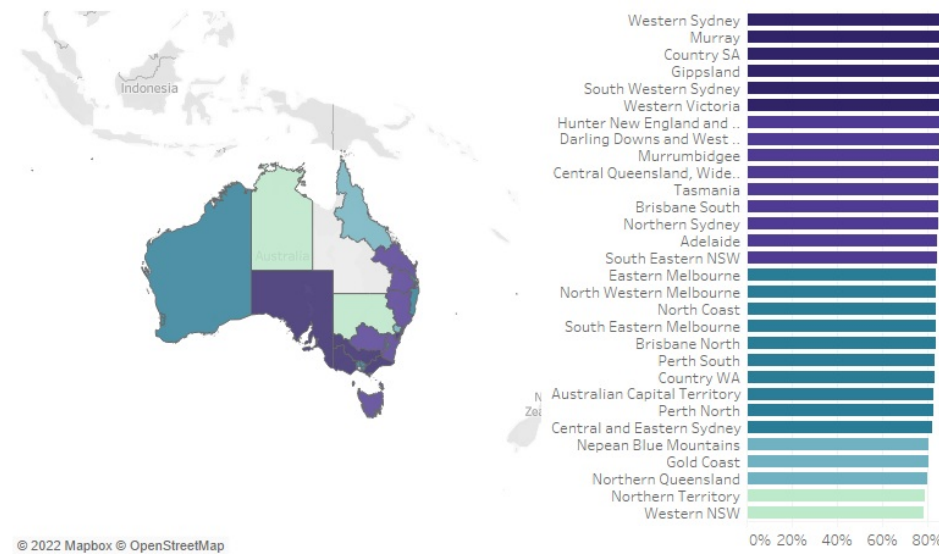
Select measure
Saw a GP

Select Year
2017-18

84.3% of Australians saw a GP in 2017-18

Filter by state
Australia

Highlight your PHN
No items highlighted



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[Notes for interpreting these results]

Source: Australian Bureau of Statistics, Patient Experience Survey

For further information see Web update: Patient experiences in Australia by small geographic areas, 2017-18, Technical note.
<https://www.aihw.gov.au/reports-data>

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Technical note

[Technical note: Patient experiences for small geographies in Australia in 2017-18](#)

Resource

[Download Technical note: Patient experiences for small geographies in Australia in 2017-18. Format: PDF 191Kb PDF 191Kb](#)

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Notes

Data for Northern Territory should be interpreted with caution as the Patient Experience Survey excluded the Indigenous Community Strata, which comprises around 25% of the estimated resident population of the Northern Territory living in private dwellings.

For further data and information see [Patient Experience Survey](#).

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 by small geographic areas in 2017-18 supplementary tables](#)

Data

Download Data tables: [Patient Experiences in Australia by small geographic areas in 2017-18 supplementary tables](#). Format: XLSX 347Kb XLSX 347Kb

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Related material

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