



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

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

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
 - Half (50%) of adults reported having a long-term health condition
 - Around 9 in 10 (94%) Australian adults felt their GP always or often showed respect for what they had to say
 - Around 9 in 10 (91%) adults felt their GP always or often spent enough time with them
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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.

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

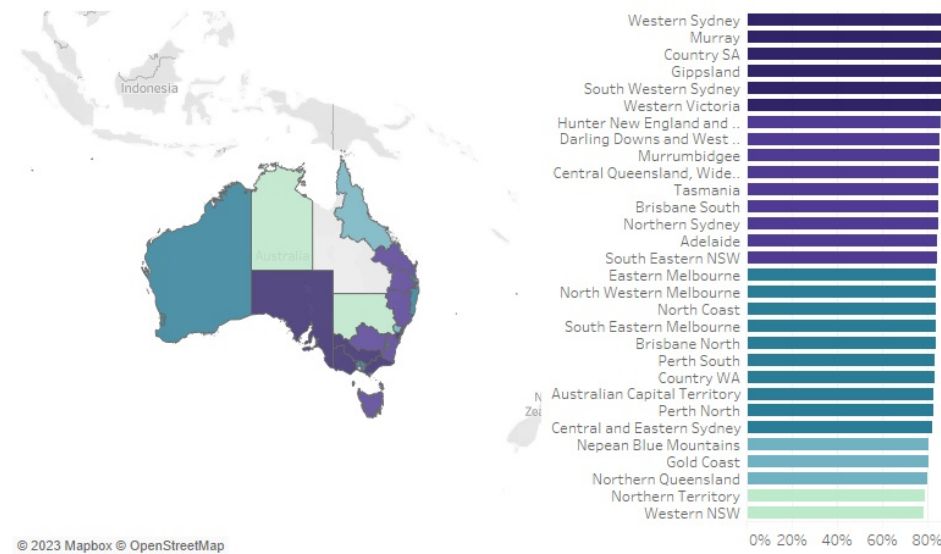
Select measure
Saw a GP

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>



Technical note

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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](#).



Data





Report editions

Newer releases

- Patient experiences in Australia by small geographic areas in 2019-20 |
Web report | 03 Sep 2021

This release

Patient experiences in Australia by small geographic areas in 2017-18 | 25 Feb 2020

Previous releases

- Patient experiences in Australia in 2016-17 |
Web report | 16 Aug 2018
- Patient experiences in Australia in 2015-16 |
Web report | 08 Jun 2017





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