



# Patient experiences in Australia in 2015-16

Web report | Last updated: 08 Jun 2017 | Topic: [Primary health care](#) |

## Citation


AIHW

Australian Institute of Health and Welfare (2017) [Patient experiences in Australia in 2015-16](#), AIHW, Australian Government, accessed 10 May 2022.

Newer release available

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Last updated 10/12/2021 v12.0

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## About

This update provides the latest local-level information on people's experiences with the health care system.

Results are presented for Primary Health Network (PHN) areas across Australia, providing local-level findings from the Australian Bureau of Statistics' Patient Experience Survey 2016-17. Results are also included from the same surveys conducted in 2013-14, 2014-15 and 2015-16.


This report was first published on the MyHealthyCommunities website.

Cat. no: WEB 215

### Findings from this report:

- In 2015-16, 8% of Australian adults delayed or avoided filling a prescription due to cost
  - Nationally, 87% of Australians rated their health as Excellent, Very good or Good in 2015-16
  - In 2015-16, 19% of Australian adults did not see or delayed seeing a dentist, hygienist or dental specialist due to cost
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Last updated 13/12/2021 v4.0

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## Summary

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 or did not see a health practitioner due to cost.


While most Australians rate their health positively, their experiences with the health care system can vary depending 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 2015-16. Results are also included from the same surveys conducted in 2013-14 and 2014-15.

Most recently in 2015-16, [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 90% in Eastern Melbourne and Perth North to 81% in Gippsland (Vic)
  - Nationally, half (50%) of Australian adults reported having a long-term health condition, a slight increase from 48% in 2013-14
  - Across PHN areas there was a difference of 20 percentage points in adults reporting a long-term health condition, ranging from 63% in Murrumbidgee (NSW) to 43% in Central and Eastern Sydney
  - Nationally, 8% of Australian adults delayed or avoided filling a prescription due to cost. The highest percentage of adults reported this in Northern Queensland PHN area (11%), more than double the lowest percentage in Eastern Melbourne PHN area (5%)
  - Nearly one fifth (19%) of Australian adults delayed or did not see a dentist, hygienist or dental specialist due to cost. The highest percentage of adults reported this in Murrumbidgee (NSW) PHN area (28%), nearly three times the lowest percentage in Northern Sydney PHN area (10%).
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Last updated 7/12/2018 v4.0

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## Technical note

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[Technical note: Patient experiences in Australia in 2015-16](#)

### Resource

[Download Technical note: Patient experiences in Australia in 2015-16. Format: PDF 146Kb PDF 146Kb](#)

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## Notes

### Amendments


**Data revision:** Since publication in June 2017, figures have been updated. Please see [Web update: Patient experiences in Australia in 2016-17](#) for the revised results.

This report was first published on the MyHealthyCommunities website.

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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Last updated 5/11/2020 v8.0

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## Data

Note: Since publication in June 2017, figures have been updated. Please see [Web update: Patient experiences in Australia in 2016-17](#) for the revised results

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[Healthy community indicators: Primary health care](#)

### Data

Explore the data to get the latest health information for your Primary Health Network (PHN) area.

[View](#)

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[Healthy community indicators: Hospitals](#)

### Data

Explore the data to get the latest health information for your Primary Health Network (PHN) area.

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[Healthy community indicators: Australia's health](#)


### Data

Explore the data to get the latest health information for your Primary Health Network (PHN) area.

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## Report editions

### Newer releases

- Patient experiences in Australia by small geographic areas in 2019-20 |  
**Web report** | 03 Sep 2021
- Patient experiences in Australia by small geographic areas in 2017-18 |  
**Web report** | 25 Feb 2020
- Patient experiences in Australia in 2016-17 |  
**Web report** | 16 Aug 2018


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### This release

Patient experiences in Australia in 2015-16 | 08 Jun 2017

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## Formats

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Another format | If you need this publication in an alternative format, please contact us.

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## Related material

### Resources

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  - [Patient experiences in Australia in 2016-17](#) | **Web report** | 16 Aug 2018
  - [Coordination of health care - experiences with GP care among patients aged 45 and over 2016](#) | **Publication** | 26 Jul 2018
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