



Using the ABS Patient Experience Survey to inform on rural health care

Health Section

Population, Labour and Social Statistics Group

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ABS Patient Experience Survey (PEX)

- 36,000 sample size (Nationally representative sample)
- Private households (one person per household, aged 15+)
- Telephone and face to face interview
- First conducted July–Dec 2009 (results published July 2010)
- Most current data available is 2013-14 (published Nov 2014)



Aims of the survey

- Provide Nationally comparable data across key areas of the health system
- Capture information from people who didn't access services as well as those who did
- Provide an independent view of the system
- Capture information for particular population groups (e.g. remoteness)

Survey content

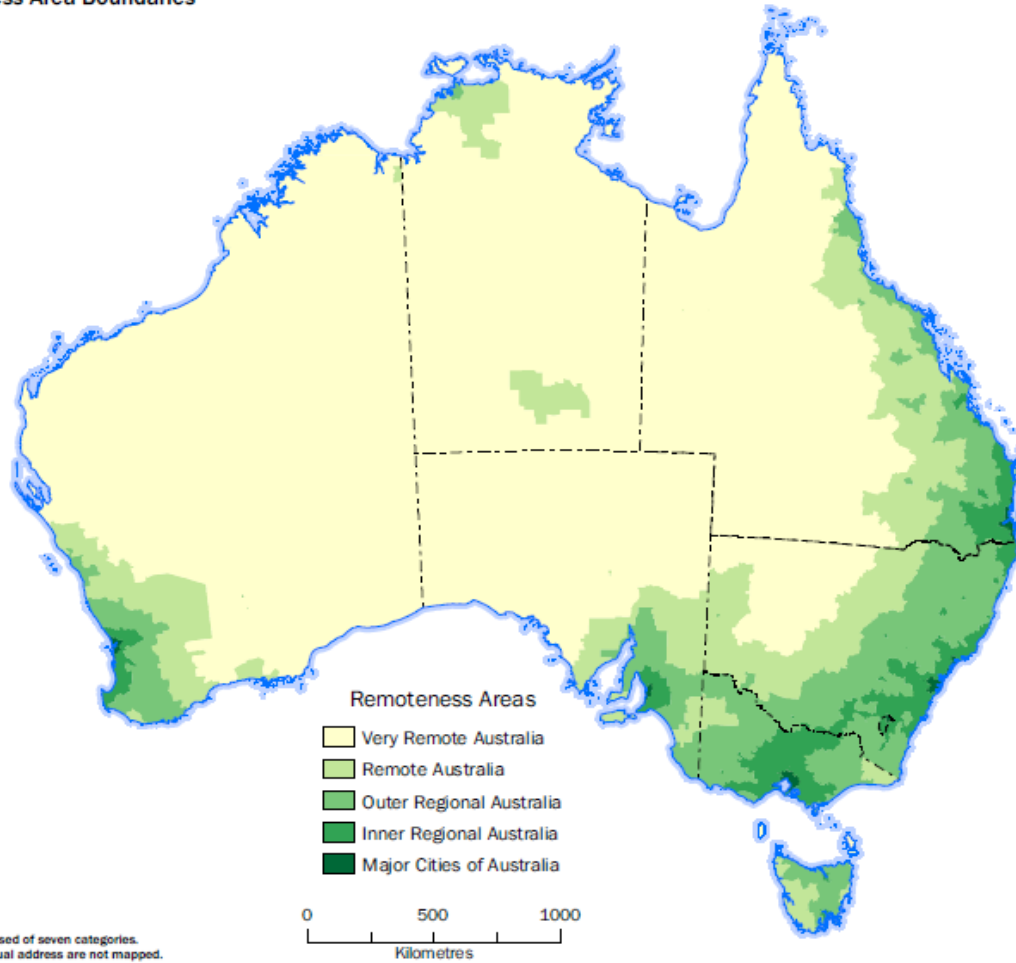
- General practitioners
- Medical specialists
- Dental professionals
- After hours care
- Hospital/emergency departments
- Care experience
- Information provision
- Waiting times
- Barriers to access
- Coordination of care





2011 Australian Statistical Geography Standard: Remoteness Structure

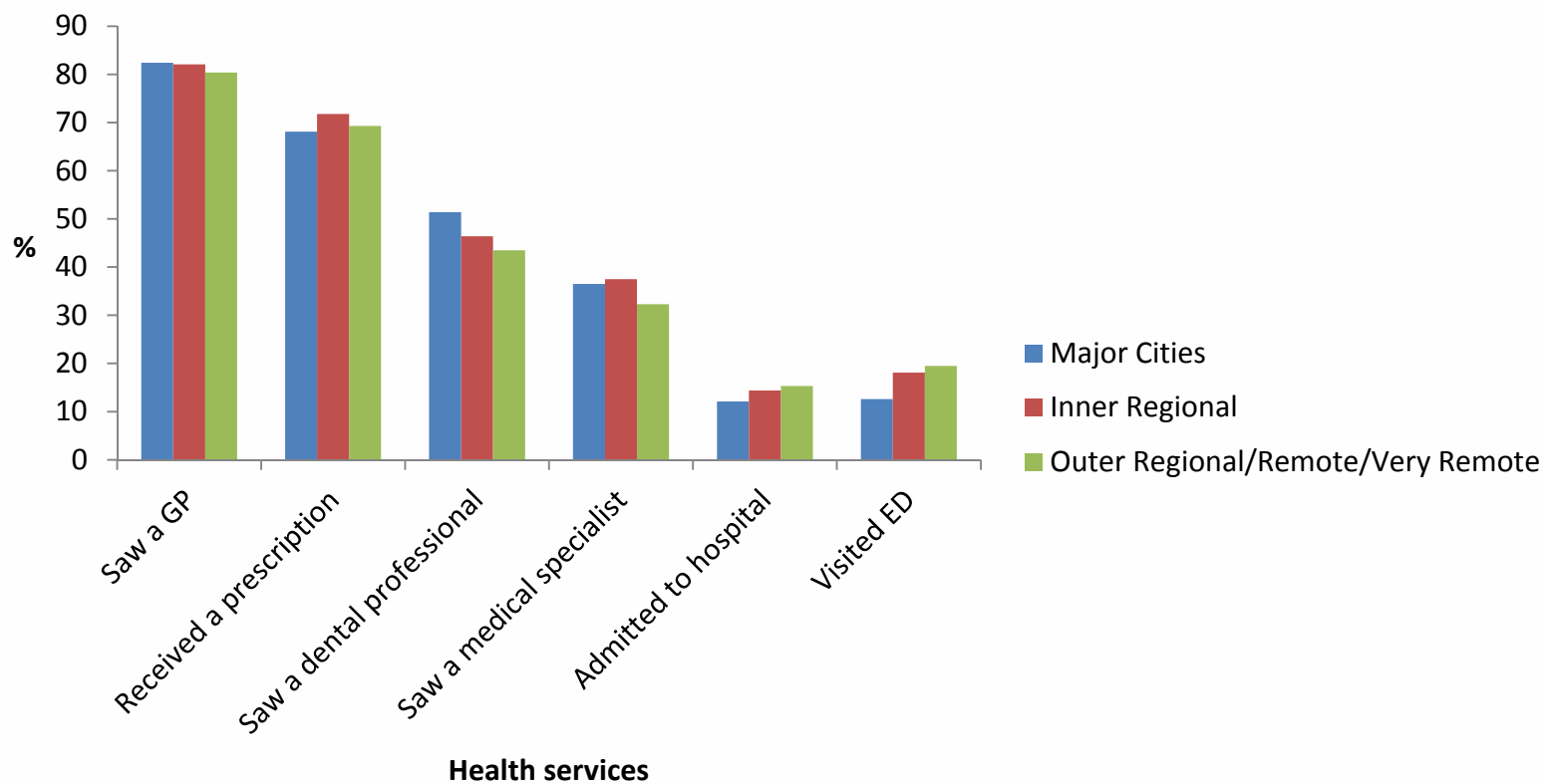
Remoteness Area Boundaries



Note: The Remoteness Structure is composed of seven categories.
Migratory - Offshore - Shipping and No usual address are not mapped.
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Access to health services

Proportion of persons aged 15 years and over, Use of selected services



Experience with GP

People in outer regional, remote and very remote areas compared with major cities were less likely to:

- report GP listened carefully (69% compared with 72%)
- report GP showed respect (74% compared with 78%)

Similar proportions reported GP spent enough time for those in major cities and in outer regional, remote or very remote areas (72%).



Experience with medical specialist

**3 in 4 people reported the
medical specialist listened
carefully and always spent
enough time**



**4 in 5 people reported the
medical specialist showed
them respect**



Emergency visits

In 2013-14, 1 in 5 people visited an emergency department





Barriers to accessing health services

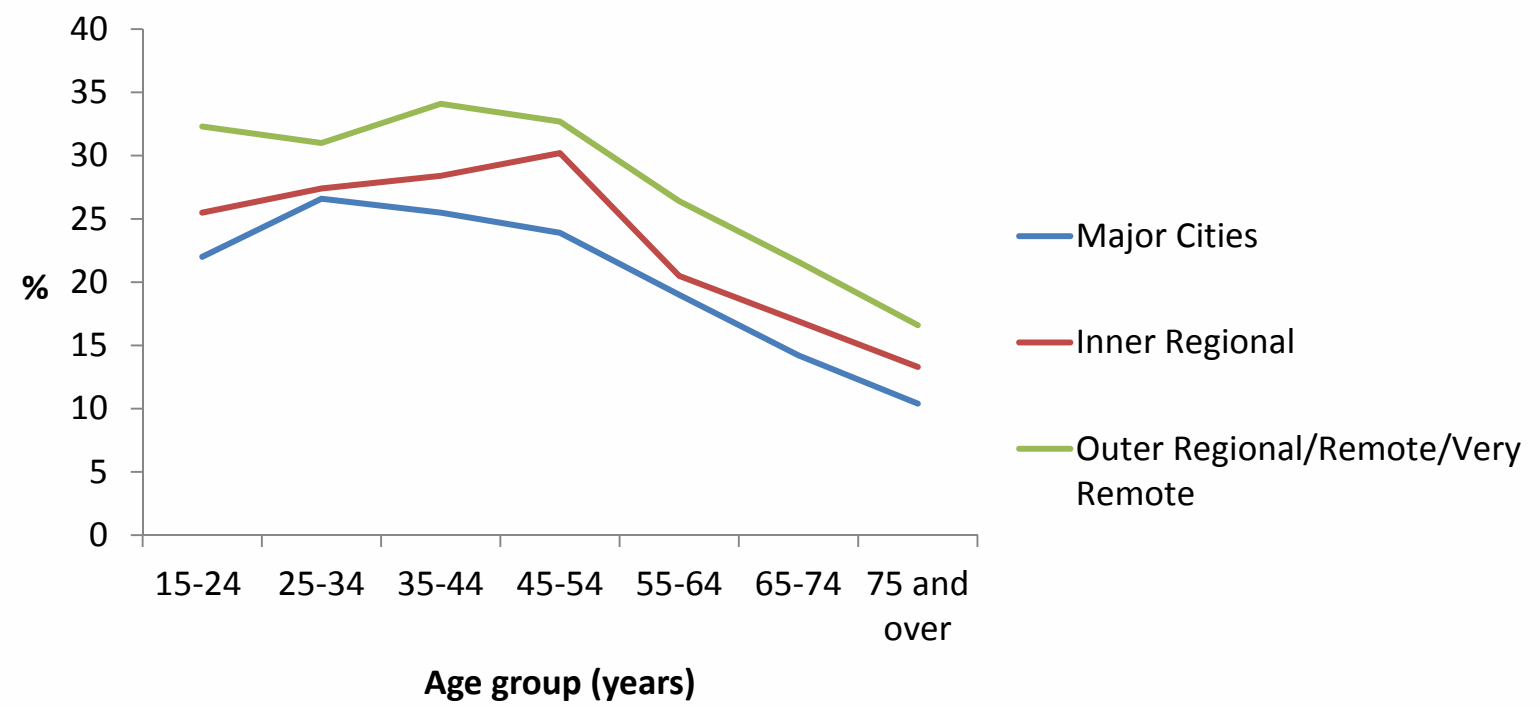
People living in outer regional, remote or very remote areas were more likely to delay seeing or not see a health professional due to cost:

- GP: 6.0% compared with 4%
- Medical Specialist: 9% compared with 8%
- Dental professional: 25% compared with 18%



GP waiting times

Proportion of persons aged 15 years & over, waited longer than felt acceptable for appointment with a GP in previous 12 months



Coordination of care

In 2013-14, 1 in 5 people living in outer regional, remote and very remote areas reported issues caused by lack of communication when coordinating care





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