

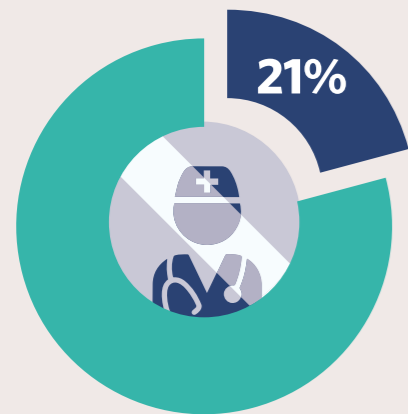
He ara aupiki, he ara auheke

AOTEAROA NEW ZEALAND PATIENT EXPERIENCE SURVEY

Key findings from the adult primary care patient experience survey



Access



reported a time in the last 12 months when they wanted health care from a GP or nurse but couldn't get it

This increased to

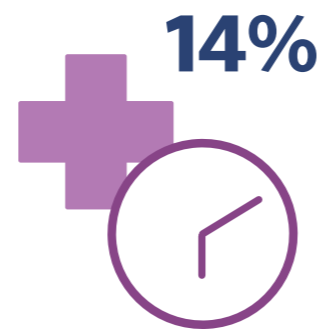
27%

for Māori

And to **29%** for those aged 15-44 years

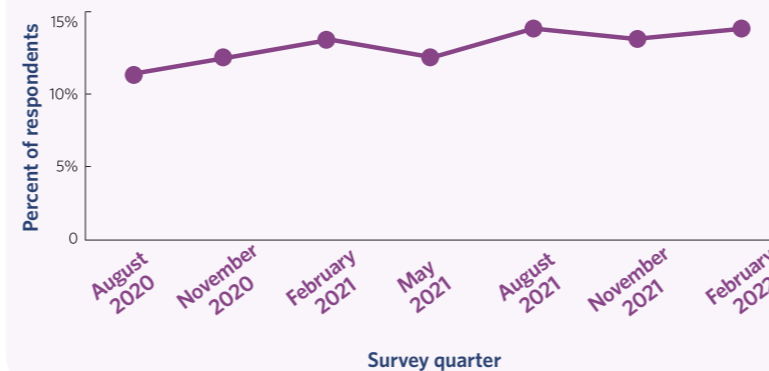


Barriers to care



of respondents said long wait times to get an appointment meant they were unable to get care from a GP or nurse when they wanted it

The percentage of patients reporting long wait times has increased since the start of the COVID-19 pandemic



Of those prescribed a medicine,



reported a time in the last 12 months when they did not collect it due to cost



Experience



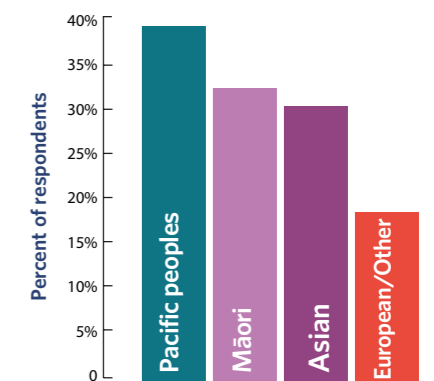
14%

were not as involved in decisions about their treatment and care as much as they wanted to be

This increased to **16%** for Māori



23% said their health care professional did not always ask how to say their name if uncertain



All results presented are weighted for age group, gender, ethnic group and district health board