

# Access Denied: Australians Locked Out of Quality Healthcare

Patient experience and socioeconomic disadvantage in NSW

## Data Snapshot

October 2024

These tables provide a snapshot of the overall patient experience results by service type, regionality and low income status, including the percentage change since 2020 where available.



### General Practitioner Services

	NSW	Greater Sydney	Rest of NSW	Low Income
Average visits*	4.1 ↓ -8%	4.1 ↓ -6%	3.9 ↓ -13%	4.8 ↓ -15%
Delayed/did not see GP due to cost	10% ↑ +246%	6% ↑ +237%	15% ↑ +252%	11% ↑ +301%
Waited 24+ hours for urgent GP care	4% ↑ +35%	4% ↑ +87%	5% ↓ -1%	6% ↑ +75%
Felt GP did not spend enough time	12% ↑ +47%	10% ↑ +37%	14% ↑ +63%	15% ↑ +60%



### Medical Specialist Services

	NSW	Greater Sydney	Rest of NSW	Low Income
Average visits*	1.3 ↓ -2%	1.3 ↑ +0.1%	1.2 ↓ -5%	1.4 ↓ -1%
Delayed/did not see specialist due to cost	17% ↑ +116%	13% ↑ +62%	24% ↑ +202%	23% ↑ +109%
Waited longer than acceptable for appointment	23% ↑ +2%	22% ↓ -3%	27% ↑ +9%	24% ↓ -5%
Felt specialist did not spend enough time	9% ↑ +21%	8% ↑ +27%	11% ↑ +13%	7% ↓ -14%



## Dental Professional Services

	NSW	Greater Sydney	Rest of NSW	Low Income
Average visits*	1.1 ↑ +9%	1.2 ↑ +6%	1.0 ↑ +13%	1.1 ↑ +42%
Delayed/did not see dentist due to cost	21% ↑ +25%	17% ↑ +14%	30% ↑ +31%	31% ↑ +12%
Waited 1+ month for public dental appointment	6% ↑ +17%	4% ↓ -4%	9% ↑ +37%	15% ↓ -14%
Felt dentist did not spend enough time	3% ↓ -4%	2% ↓ -27%	4% ↑ +42%	5% ↑ +14%



## Hospital Emergency Departments\*\*

	NSW	Greater Sydney	Rest of NSW	Low Income
Average visits*	0.2	0.2	0.3	0.3
Visited ED due to GP unavailability	23%	20%	28%	22%
Felt GP could have provided care for ED visit	16%	14%	18%	16%



## Health Status

	NSW	Greater Sydney	Rest of NSW	Rest of NSW
Has a long-term health condition	51% ↑ +0.4%	47% ↑ +2%	57% ↓ -1%	59% ↓ -4%
Assessed own health status as 'poor'***	4%	3%	4%	6%
Has private health insurance**	58%	63%	49%	38%

\*Past 12 months \*\*2020 data unavailable for comparison

### About the research

NCOSS commissioned and collaborated with the University of Canberra to profile the demographic composition and experience of people accessing GPs, medical specialists, dentists and emergency departments at small area level (ASGS-SA2). It draws on the 2023 patient experience survey (PES) component of the Australian Bureau of Statistics (ABS) Multipurpose Household Survey (MPHS) and original data estimations produced by the University of Canberra for NCOSS through the 2023 Mapping Economic Disadvantage in NSW project.

Questions about this research can be directed to [advocacy@ncoss.org.au](mailto:advocacy@ncoss.org.au).