



1.1 Patients experience with ambulatory healthcare service (QP-1)

1.1.1 Documentation sheet

Description	QP-1: Physician spending enough time with patients during the consultation (% of respondents, contact with doctor (GP or SP))
Calculation	<p>Numerator: number of respondents (≥ 15 years old) who answered to the HIS (2013 or 2018) and who reported they had a good relational experience during the last contact with either a general practitioner (GP) or a specialist (SP) in ambulatory care (GP or specialist depending on which ambulatory health care provider was contacted last).</p> <p>Denominator: number of respondents (≥ 15 years old) who answered to the HIS and who had a contact with either a GP or a specialist in the 12 months preceding the date of the interview.</p>
Rationale	<p>Person-centred care is supported by good provider-patient communication so that patient's needs and preferences can be addressed and that patients understand and participate in their own care.¹ Unfortunately, good communication is not easy and requires several competencies (listening, explaining, courtesy...). The measurement of these skills is a challenge and several institutes tackle this issue in their surveys. In 2011, the OECD edited a questionnaire on patient experiences with some questions related to the quality of the consultation.² On the request of the Federal Public Service Public Health, the Belgian Scientific Institute of Public Health (Sciensano) includes since the Health interview survey 2013 the OECD instrument dedicated to the patient experiences with ambulatory care.</p>
Data source	HIS 2013, HIS 2018
Technical definitions	<p>Question based on the OECD module²:</p> <p>Now, refer to the last time you had a consultation either with a GP; either with a specialist:</p> <p>QP1. Did this doctor spend enough time with you?</p>
International comparability	<p>Yes, data based on an OECD module, questions are comparable in all countries but with caution because the way in which the information in different countries is collected (special survey vs overall health survey, sampling scheme, survey organisation, etc.) may have an impact on the outcome of the result.</p>
Limitations	<p>It remains subjective assessment.</p> <p>Even if respondents without contact with a physician during the last 12 months were excluded, the delay between consultation and survey can be long.</p>



	Focus on ambulatory care only; home visits by GPs excluded.
	Less than 15 years are excluded.
Dimensions	People-centred care; Ambulatory care
Related indicator	None
Reviewer	See KCE report 352

1.1.2 Results

QP1. Did the doctor spend enough time with you?

According to the Belgian HIS 2018, 97.5% (95% Confidence Interval (CI): 97.0-97.9) of patients mentioned their doctor (GP or specialist) spent enough time with them during the consultation; this percentage equals that of 2013 (Table 1). The level of satisfaction with time spent by the doctor is slightly lower for specialist than for GP and there is a slight decrease in satisfaction among specialists in 2018 compared to 2013 (Table 3).

A lower satisfaction is reported by young adults (25-44 years: ~96%) than by the very young (15-24 years: 98.3%) and the oldest (≥ 45 years: $\geq 97\%$) (Table 1) but there is no major differences in satisfaction by gender (Table 2).

Satisfaction levels are still slightly lower in Brussels than in the other regions in 2018 (Table 4).

By province in 2018, the stratification with time spent by the doctor is the highest in West-Vlaanderen (99.0%) and Antwerpen (98.5%) and the lowest in Liège (96.1%) and Brussels (95.9%) (see Figure 1).

Table 1 – Proportion of satisfied patients (15 years old and plus) about the time spent by their physician during consultation, by age-group, by year

Age group	2013		2018	
	%*	95% CI	%*	95% CI
15-24	98.1	96.8;99.4	98.3	96.7;99.9
25-34	97.0	95.7;98.3	96.1	94.6;97.6
35-44	97.8	96.3;99.3	96.5	95.2;97.8
45-54	96.9	95.4;98.5	98.0	97.2;98.8
55-64	97.3	97.2;99.2	98.1	97.2;99.0
65-74	98.2	96.0;99.0	98.1	97.2;99.0
75+	97.5	96.0;99.0	97.0	95.4;98.5
Total	97.5	96.9;98.0	97.5	97.0;97.9

Data: Sciensano, *weighted percentage



Table 2 – Proportion of satisfied patients (15 years old and plus) about the time spent by their physician during consultation, by gender, by year

	2013		2018	
	%*	95% CI	%*	95% CI
Men	97.7	97.0;98.5	97.6	96.9;98.3
Women	97.3	96.6;98.0	97.3	96.7;97.9
Total	97.5	96.9;98.0	97.5	97.0;97.9

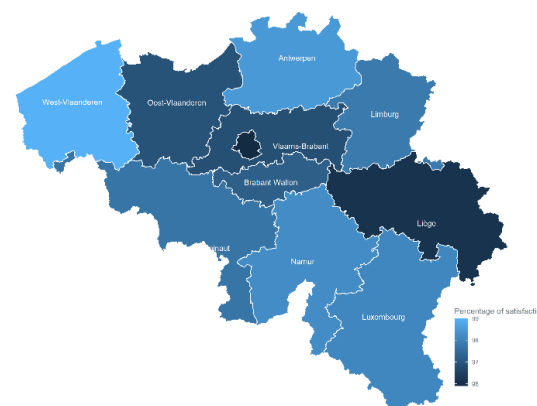
Data: Sciensano, *weighted percentage

Table 3 – Proportion of satisfied patients (15 years old and plus) about the time spent by their physician during consultation, by type of specialisation, by year

	2013		2018	
	%*	95% CI	%*	95% CI
GP	97.5	97.2;98.3	98.0	97.6;98.3
Specialist	96.4	95.2;97.7	95.2	93.8;96.5

Data: Sciensano, *weighted percentage

Figure 1 – Percentage* of satisfaction with time spent by the doctor, by province, 2018



Data: Sciensano, *weighted percentage, Figure: KCE

Table 4 – Proportion of satisfied patients (15 years old and plus) about the time spent by their physician during consultation, by region, by year

Region	2013		2018	
	%	95% CI	%	95% CI
Belgium	97.5	96.9;98.0	97.5	97.0;97.9
Brussels	96.0	94.7;97.2	95.9	94.9;97.0
Flanders	97.9	97.1;98.6	97.8	97.2;98.5
Wallonia	97.2	96.2;98.1	97.2	96.4;98.0

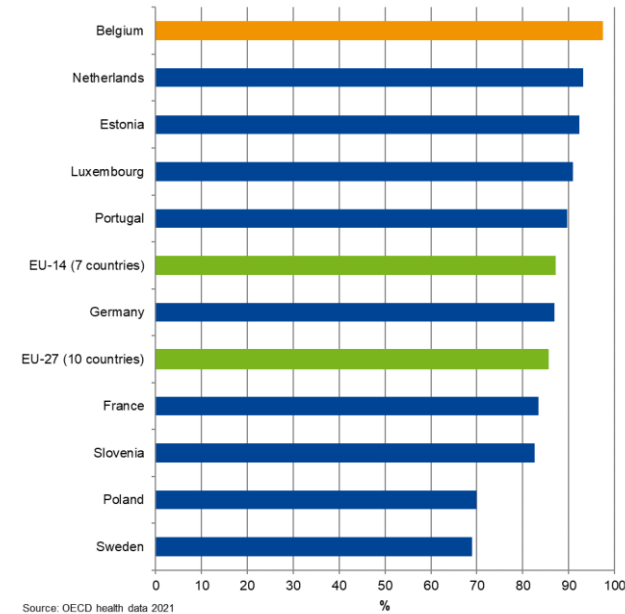
Source: Health Interview Survey, Belgium, 2013;2018.³



International comparison

The questionnaire used in the Belgian health interview survey is also used by other countries. This allows some comparisons such as performed by the OECD in the report 'Health at a Glance' published in 2021.⁴ Twenty countries are compared. Data concern all physicians without distinction between general practitioners and specialists and comparisons are approximate as the years of data collection are not the same in all countries (years were as close to 2020 as possible). Compared with 7 or 10 countries, Belgium ranks first for patient satisfaction related to the time spent by their physician during consultation.

Figure 2 – Proportion of satisfied patients concerning the time spent by their physician during consultation: international comparison (2013-2020 or nearest year)



Sources: *Health at a Glance, OCDE, 2021*⁴– *Health Survey, Belgium, 2018*.
1. Data from national sources. 2. Data refer to patient experiences with regular doctor or regular practice.



Key points

- **The patient satisfaction is high regardless of the age group, gender and region.**
- **The level of satisfaction with time spent by the doctor is slightly lower for specialist than for GP and there is a slight decrease in satisfaction among specialists in 2018 compared to 2013.**
- **Comparison with other countries showed that Belgium ranks first for patient satisfaction related to the time spent by their physician during the consultation.**

References

1. AHRQ. Patient Safety Indicators Resources. Agency for Healthcare Research and Quality; 2011. 2012, 21 Feb Available from: http://www.qualityindicators.ahrq.gov/Modules/psi_resources.aspx
2. OECD. Health at a glance 2011. 2011. OECD Health Policy Studies
3. Van der Heyden J, Tafforeau J, Gisle I, Drieskens S, Demarest S, Charafeddine R. Enquête de santé 2013. Rapport 3: Utilisation des services de santé et des services sociaux. Résumé des principaux résultats. Brussels: Institut de santé publique; 2015.
4. OECD. Health at a Glance 2021. 2021.