



## 1.1. Patient reported experience with care (QP8; QP9; QP10; QP11)

### 1.1.1. Documentation sheet

|                                    |  |
|------------------------------------|--|
| <b>Description</b>                 | <p>QP8: The proportion of patients involved as much as they want to be in decisions about their care</p> <p>QP9: The proportion of patients discussing with the healthcare professionals involved in their care what is most important for them in managing their own health and wellbeing</p> <p>QP10: The proportion of patients rating their last consultation with healthcare professional (physician, nurse,...) as good to excellent</p> <p>QP11: The proportion of patients reporting they have a care plan that takes into account all their health and well-being needs</p> <p>QP12: The proportion of patients reporting they always receive useful information at the time they need it to help them manage their health and wellbeing</p>  |
| <b>Calculation</b>                 | The denominator is the number of patients living with chronic conditions who participated to the study   |
| <b>Rationale</b>                   | <p>These indicators are taken from the PaRIS study. PaRIS (Patient Reported Indicator Survey) is an international study initiated by the Organisation for Economic Cooperation and Development (OECD).<sup>1</sup> Its objective is to develop and use standardised tools to collect and measure patients' health outcomes (PROMs) and experiences of care (PREMs) during their care at the primary care level. The project aims to understand the extent to which the care provided by GPs meets the needs of the population, according to the population. The results will be compared at the national and international levels. The project will provide essential information to policy makers and practitioners on what is important for patients in their care, to optimise our care system, making it more patient-centred. Sciensano is in charge of the implementation of the survey in Belgium.</p> <p>The pilot phase took place in 2022. Ten general practices participated on a voluntary basis following a postal invitation. Their participation consisted in filling in a questionnaire on the way the practice operates and the way care is organised, and in creating a sample of 170 patients based on two eligibility criteria (being 45 years old or older and having consulted a GP in the last 6 months). The patients are invited by mail to answer a questionnaire as well. The questionnaire consists solely of self-reported data on demographic and socio-economic data, health behaviours, health outcomes (PROMs) and experiences of care (PREMs). The target of 50 patients per practice was achieved, with a participation rate of 40%, giving an average of 68 patients per practice. The main study will take place during 2023. The objective is to have 100 general practices across the country and 75 patients per practice. The same methodology as the pilot study will be used. The results of the main survey will be available in mid-2024.</p> |
| <b>Data source</b>                 | PaRIS, pilot study   |
| <b>Technical definition</b>        | Not applicable   |
| <b>International comparability</b> | The results of the pilot survey are not internationally comparable.  |



|                           |   |
|---------------------------|---|
| <b>Limitations</b>        | Only data from the pilot study was available at the time of the HSPA and data were self-reported by the patients. It means that the results presented below have to be interpreted with caution as they do not necessarily generalisable to the entire Belgian population of people living with chronic conditions. |
| <b>Dimension</b>          | Quality (as an indicator of people-centred care)  |
| <b>Related indicators</b> | None  |
| <b>Reviewer</b>           | Amelie Van Vyve   |

### 1.1.2. Results

#### 1.1.2.1. QP8: The proportion of patients involved as much as they want to be in decisions about their care (ref PaRIS P3CEQ2)

The majority of patients are involved as much as they want in decisions about their care (98.4%). The differences between regions are small, with 99.0% of satisfied patients in Wallonia, 98.2% in Flanders and 97.1% in Brussels (Table 1).

The proportion of women satisfied with their involvement in decisions about their care is lower than men (98.5% vs 99.1%) (Table 2) and there is no major difference of satisfaction between age groups (Table 3).

In terms of income level, we observe that richer people (2 700€ a month or more) are more frequently 'always' satisfied with their involvement than poorer people (Table 4).

**Table 1 – Proportion of patients involved as much as they want in decisions about their care, by region, 2022 (n=511)**

|  |             | Brussels    | Flanders    | Wallonia    | Belgium     |
|--|-------------|-------------|-------------|-------------|-------------|
| <b>Not at all</b>  | <b>Freq</b> | 1           | 5           | 2           | 8           |
|  | <b>%</b>    | 2.9         | 1.8         | 1.0         | 1.6         |
| <b>To some extent</b>                                      | <b>Freq</b> | 5           | 48          | 21          | 74          |
|  | <b>%</b>    | 14.3        | 17.3        | 10.6        | 14.5        |
| <b>More often than not</b>                                 | <b>Freq</b> | 11          | 41          | 77          | 129         |
|  | <b>%</b>    | 31.4        | 14.7        | 38.9        | 25.2        |
| <b>Always</b>  | <b>Freq</b> | 18          | 184         | 98          | 300         |
|  | <b>%</b>    | 51.4        | 66.2        | 49.5        | 58.7        |
| <b>Total (to some extent, more often than not, always)</b> | <b>Freq</b> | <b>34</b>   | <b>273</b>  | <b>196</b>  | <b>503</b>  |
|  | <b>%</b>    | <b>97.1</b> | <b>98.2</b> | <b>99.0</b> | <b>98.4</b> |
| <b>Total</b>   | <b>Freq</b> | 35          | 278         | 198         | 511         |
|  | <b>%</b>    | 6.9         | 54.4        | 38.8        | 100         |

N Missing = 177



**Table 2 – Proportion of patients involved as much as they want in decisions about their care, by sex, 2022 (n=511)**

|  |             | Female      | Male        | Non-binary | Other       | Prefer not to say |
|--|-------------|-------------|-------------|------------|-------------|-------------------|
| <b>Not at all</b>  | <b>Freq</b> | 4           | 2           | 0          | 1           | 1                 |
|  | <b>%</b>    | 1.5         | 0.93        | 0.0        | 14.3        | 5.3               |
| <b>To some extent</b>                                      | <b>Freq</b> | 30          | 39          | 0          | 1           | 4                 |
|  | <b>%</b>    | 11.2        | 18.1        | 0.0        | 14.3        | 21.1              |
| <b>More often than not</b>                                 | <b>Freq</b> | 68          | 52          | 0          | 4           | 5                 |
|  | <b>%</b>    | 25.4        | 24.1        | 0.00       | 57.1        | 26.3              |
| <b>Always</b>  | <b>Freq</b> | 166         | 123         | 1          | 1           | 9                 |
|  | <b>%</b>    | 61.9        | 56.9        | 100        | 14.3        | 47.4              |
| <b>Total (to some extent, more often than not, always)</b> | <b>Freq</b> | <b>264</b>  | <b>214</b>  | <b>1</b>   | <b>6</b>    | <b>18</b>         |
|  | <b>%</b>    | <b>98.5</b> | <b>99.1</b> | <b>100</b> | <b>85.7</b> | <b>94.7</b>       |
| <b>Total</b>   | <b>Freq</b> | 268         | 216         | 1          | 7           | 19                |
|  | <b>%</b>    | 52.5        | 42.3        | 0.20       | 1.4         | 3.7               |

*N Missing = 177*



Table 3 – Proportion of patients involved as much as they want in decisions about their care, by age, 2022 (n=503)

|  |             | <44<br>years<br>old | 45-49<br>years<br>old | 50-54<br>years<br>old | 55-59<br>years<br>old | 60-64<br>years<br>old | 65-69<br>years<br>old | 70-74<br>years<br>old | 75-79<br>years<br>old | 80-84<br>years<br>old | >85<br>years<br>old | Not<br>answered |
|--|-------------|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------|-----------------|
| <b>Not at all</b>  | <b>Freq</b> | 1                   | 1                     | 0                     | 0                     | 3                     | 1                     | 0                     | 0                     | 1                     | 1                   | 0               |
|  | <b>%</b>    | 100                 | 2.5                   | 0                     | 0                     | 2.6                   | 0.93                  | 0                     | 0                     | 4.6                   | 4.8                 | 0               |
| <b>To some extent</b>  | <b>Freq</b> | 0                   | 7                     | 6                     | 12                    | 10                    | 14                    | 11                    | 7                     | 7                     | 0                   | 0               |
|  | <b>%</b>    | 0.0                 | 17.5                  | 11.1                  | 11.1                  | 8.6                   | 13                    | 12                    | 12.3                  | 31.8                  | 0                   | 0               |
| <b>More often<br/>than not</b>   | <b>Freq</b> | 0                   | 7                     | 13                    | 10                    | 17                    | 22                    | 26                    | 13                    | 8                     | 9                   | 4               |
|  | <b>%</b>    | 0.0                 | 17.5                  | 24.1                  | 9.3                   | 14.7                  | 20.4                  | 28.3                  | 22.8                  | 36.4                  | 42.9                | 20              |
| <b>Always</b>  | <b>Freq</b> | 0                   | 25                    | 35                    | 47                    | 61                    | 49                    | 38                    | 30                    | 4                     | 7                   | 4               |
|  | <b>%</b>    | 0.0                 | 62.5                  | 64.8                  | 43.5                  | 52.6                  | 45.4                  | 41.3                  | 52.6                  | 18.2                  | 33.3                | 20              |
| <b>Total (to some<br/>extent, more<br/>often than not,<br/>always)</b> | <b>Freq</b> | <b>0</b>            | <b>39</b>             | <b>54</b>             | <b>69</b>             | <b>88</b>             | <b>85</b>             | <b>75</b>             | <b>50</b>             | <b>19</b>             | <b>16</b>           | <b>8</b>        |
|  | <b>%</b>    | <b>0.0</b>          | <b>97.5</b>           | <b>100</b>            | <b>100</b>            | <b>96.7</b>           | <b>98.8</b>           | <b>100</b>            | <b>100</b>            | <b>95.0</b>           | <b>94.1</b>         | <b>1.6</b>      |
| <b>Total</b>   | <b>Freq</b> | 1                   | 40                    | 54                    | 69                    | 91                    | 86                    | 75                    | 50                    | 20                    | 17                  | 503             |
|  | <b>%</b>    | 0.20                | 8.0                   | 10.7                  | 13.7                  | 18.1                  | 17.1                  | 14.9                  | 9.9                   | 3.4                   | 3.4                 | 100             |

*N Missing = 185*



**Table 4 – Proportion of patients involved as much as they want in decisions about their care, by income level, 2022 (n=504)**

|  |             | 1 700€ a month<br>or less | Between 1 700€ € and 2 700€<br>a month | 2 700€ a month or<br>more | I don't<br>know | Prefer not to<br>say |
|--|-------------|---------------------------|--|---------------------------|-----------------|----------------------|
| <b>Not at all</b>  | <b>Freq</b> | 3                         | 3                                      | 0                         | 2               | 0                    |
|  | <b>%</b>    | 2.6                       | 2.21                                   | 0.0                       | 11.1            | 0.0                  |
| <b>To some extent</b>  | <b>Freq</b> | 20                        | 20                                     | 19                        | 5               | 10                   |
|  | <b>%</b>    | 17.1                      | 14.7                                   | 11.7                      | 27.8            | 14.3                 |
| <b>More often than not</b>                                     | <b>Freq</b> | 38                        | 36                                     | 34                        | 2               | 17                   |
|  | <b>%</b>    | 32.5                      | 26.5                                   | 20.9                      | 11.1            | 3.4                  |
| <b>Always</b>  | <b>Freq</b> | 56                        | 77                                     | 110                       | 9               | 43                   |
|  | <b>%</b>    | 47.9                      | 56.6                                   | 67.5                      | 50.0            | 8.5                  |
| <b>Total (to some extent, more often<br/>than not, always)</b> | <b>Freq</b> | <b>114</b>                | <b>133</b>                             | <b>163</b>                | <b>16</b>       | <b>70</b>            |
|  | <b>%</b>    | <b>97.4</b>               | <b>97.8</b>                            | <b>100</b>                | <b>88.9</b>     | <b>13.9</b>          |
| <b>Total</b>   | <b>Freq</b> | 117                       | 136                                    | 163                       | 18              | 70                   |
|  | <b>%</b>    | 23.2                      | 27.0                                   | 32.3                      | 3.6             | 13.9                 |

*N Missing = 184*

*1.1.2.2. QP 9: Proportion of patients discussing with the healthcare professionals involved in their care what is most important for them in managing their own health and wellbeing (ref PaRIS P3CEQ1)*

The majority of patients (97.9%) are involved in discussions about what is most important in managing their health and wellbeing. The differences between regions are small, with 98.0% of patients who are satisfied in Wallonia, followed by 97.8% in Flanders and 97.1% in Brussels (Table 5).

The proportion of males involved in discussions about what is most important in managing their health and wellbeing is equal than in women (men: 95.8%; women: 95.6%) (Table 6). In addition, people aged between 65-79 years are more frequently involved than younger patients (Table 7).

However, if we look at the category 'always' involved, we see that the conclusions are somewhat different. Women and people aged 60-64 and 75-79 years are more frequently "always" involved than other patients.



**Table 5 – To what extent patients discussed about what is the most important in managing their own health and well-being, by region, 2022 (n=514)**

|   |      | Brussels | Flanders | Wallonia | Belgium |
|---|------|----------|----------|----------|---------|
| Not at all  | Freq | 1        | 16       | 6        | 23      |
|   | %    | 2.9      | 5.7      | 3.0      | 4.5     |
| To some extent                                      | Freq | 7        | 98       | 47       | 152     |
|   | %    | 20.0     | 35.1     | 23.5     | 29.6    |
| More often than not                                 | Freq | 13       | 65       | 81       | 159     |
|   | %    | 37.1     | 23.3     | 40.5     | 30.9    |
| Always  | Freq | 14       | 100      | 66       | 180     |
|   | %    | 40.0     | 35.8     | 33.0     | 35.0    |
| Total (to some extent, more often than not, always) | Freq | 34       | 273      | 196      | 503     |
|   | %    | 97.1     | 97.8     | 98.0     | 97.9    |
| Total   | Freq | 35       | 279      | 200      | 514     |
|   | %    | 6.81     | 54.28    | 38.91    | 100     |

*N Missing = 174*

**Table 6 – To what extent (some to always) patients discussed about what is the most important in managing their own health and well-being, by sex, 2022 (n=514)**

|   |      | Female | Male | Non-binary | Other | Prefer not to say |
|---|------|--------|------|------------|-------|-------------------|
| Not at all  | Freq | 12     | 9    | 0          | 1     | 1                 |
|   | %    | 4.4    | 4.2  | 0.0        | 14.3  | 5.3               |
| To some extent                                      | Freq | 77     | 66   | 0          | 2     | 7                 |
|   | %    | 28.3   | 30.7 | 0.0        | 28.6  | 36.8              |
| More often than not                                 | Freq | 81     | 70   | 0          | 2     | 6                 |
|   | %    | 29.8   | 32.6 | 0.0        | 28.6  | 31.6              |
| Always  | Freq | 102    | 70   | 1          | 2     | 5                 |
|   | %    | 37.5   | 32.6 | 100        | 28.6  | 26.3              |
| Total (to some extent, more often than not, always) | Freq | 260    | 206  | 1          | 6     | 18                |
|   | %    | 95.6   | 95.8 | 100        | 85.7  | 94.7              |
| Total   | Freq | 272    | 215  | 1          | 7     | 19                |
|   | %    | 52.5   | 42.3 | 0.20       | 1.4   | 3.7               |

*N Missing = 174*


**Table 7 – To what extent patients discussed about what is the most important in managing their own health and well-being, by age, 2022 (n=514)**

|  |             | <44<br>years<br>old | 45-49<br>years<br>old | 50-54<br>years<br>old | 55-59<br>years<br>old | 60-64<br>years<br>old | 65-69<br>years<br>old | 70-74<br>years<br>old | 75-79<br>years<br>old | 80-84<br>years<br>old | >85<br>years<br>old |
|--|-------------|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------|
| <b>Not at all</b>  | <b>Freq</b> | 1                   | 3                     | 3                     | 4                     | 3                     | 1                     | 3                     | 1                     | 2                     | 2                   |
|  | <b>%</b>    | 100                 | 7.3                   | 5.6                   | 0                     | 2.6                   | 0.93                  | 0                     | 0                     | 4.6                   | 4.8                 |
| <b>To some extent</b>                                      | <b>Freq</b> | 0                   | 12                    | 19                    | 23                    | 25                    | 29                    | 22                    | 11                    | 5                     | 4                   |
|  | <b>%</b>    | 0                   | 29.3                  | 35.2                  | 11.1                  | 8.6                   | 13                    | 12                    | 12.3                  | 31.8                  | 0                   |
| <b>More often than not</b>                                 | <b>Freq</b> | 0                   | 14                    | 19                    | 17                    | 17                    | 32                    | 26                    | 17                    | 8                     | 5                   |
|  | <b>%</b>    | 0                   | 34.1                  | 35.2                  | 9.3                   | 14.7                  | 20.4                  | 28.3                  | 22.8                  | 36.4                  | 42.9                |
| <b>Always</b>  | <b>Freq</b> | 0                   | 12                    | 13                    | 26                    | 44                    | 29                    | 23                    | 20                    | 4                     | 7                   |
|  | <b>%</b>    | 0                   | 29.3                  | 24.1                  | 43.5                  | 52.6                  | 45.4                  | 41.3                  | 52.6                  | 18.2                  | 33.3                |
| <b>TOTAL (to some extent, more often than not, always)</b> | <b>Freq</b> | <b>0</b>            | <b>38</b>             | <b>51</b>             | <b>66</b>             | <b>86</b>             | <b>90</b>             | <b>71</b>             | <b>48</b>             | <b>17</b>             | <b>16</b>           |
|  | <b>%</b>    | <b>0.0</b>          | <b>92.7</b>           | <b>94.4</b>           | <b>94.3</b>           | <b>96.6</b>           | <b>98.9</b>           | <b>95.9</b>           | <b>98.0</b>           | <b>89.5</b>           | <b>88.9</b>         |
| <b>Total</b>   | <b>Freq</b> | 1                   | 41                    | 54                    | 70                    | 89                    | 91                    | 74                    | 49                    | 19                    | 18                  |
|  | <b>%</b>    | 0.20                | 8.1                   | 10.7                  | 13.8                  | 17.6                  | 18.0                  | 14.6                  | 9.7                   | 3.8                   | 3.6                 |

*N missing = 182*

People on lower incomes are more frequently involved in discussions about what is most important in managing their health and wellbeing than people on higher incomes. However, people on higher incomes are more likely to be "always" involved than people in lower incomes (Table 8).



**Table 8 – To what extent patients discussed about what is the most important in managing their own health and well-being, by income level, 2022 (n=507)**

|  |             | 1 700€ a month or less | Between 1 700€ and 2 700€ a month | 2 700€ a month or more | I don't know | Prefer not to say |
|--|-------------|------------------------|-----------------------------------|------------------------|--------------|-------------------|
| <b>Not at all</b>  | <b>Freq</b> | 3                      | 6                                 | 13                     | 1            | 0                 |
|  | <b>%</b>    | 2.5                    | 4.4                               | 7.9                    | 5.6          | 0.0               |
| <b>To some extent</b>                                      | <b>Freq</b> | 42                     | 49                                | 36                     | 4            | 19                |
|  | <b>%</b>    | 35.0                   | 36.3                              | 22.0                   | 22.2         | 27.1              |
| <b>More often than not</b>                                 | <b>Freq</b> | 36                     | 35                                | 50                     | 7            | 29                |
|  | <b>%</b>    | 30.0                   | 25.9                              | 30.5                   | 38.9         | 41.4              |
| <b>Always</b>  | <b>Freq</b> | 39                     | 45                                | 65                     | 6            | 22                |
|  | <b>%</b>    | 32.5                   | 33.3                              | 39.6                   | 33.3         | 31.4              |
| <b>Total (to some extent, more often than not, always)</b> | <b>Freq</b> | <b>117</b>             | <b>129</b>                        | <b>151</b>             | <b>17</b>    | <b>70</b>         |
|  | <b>%</b>    | <b>97.5</b>            | <b>95.6</b>                       | <b>92.1</b>            | <b>94.4</b>  | <b>100</b>        |
| <b>Total</b>   | <b>Freq</b> | 120                    | 135                               | 164                    | 18           | 70                |
|  | <b>%</b>    | 23.7                   | 26.6                              | 32.4                   | 3.6          | 13.8              |

*N missing = 181*

**1.1.2.3. QP10: Proportion of patients rating last consultation with healthcare professional (physician, nurse,...) as good to excellent (ref PaRIS CWF119)**

In Belgium, 96.6% of patients rated their last consultation as good to excellent. People living in Wallonia rated their last consultation as less good (95.9%) than in the other regions (Brussels 97.8% and Flanders 97.0%)

(Table 9). No major difference was observed between gender, age and level of income. With the possible exception of the 45-49 age group, who rate their last consultation as good or excellent less frequently than other age groups (71.3%). (Table 10, Table 11, Table 12).





**Table 9 – Proportion of patients rating last consultation with healthcare professional good to excellent, by region, 2022 (n=651)**

|                                |             | Brussels    | Flanders    | Wallonia    | Belgium     |
|--------------------------------|-------------|-------------|-------------|-------------|-------------|
| <b>Excellent</b>               | <b>Freq</b> | 16          | 104         | 65          | 185         |
|                                | <b>%</b>    | 34.8        | 28.8        | 26.6        | 28.4        |
| <b>Very good</b>               | <b>Freq</b> | 25          | 166         | 111         | 302         |
|                                | <b>%</b>    | 54.3        | 46.0        | 45.5        | 46.4        |
| <b>Good</b>                    | <b>Freq</b> | 4           | 80          | 58          | 142         |
|                                | <b>%</b>    | 8.7         | 22.2        | 23.8        | 21.8        |
| <b>Total good to excellent</b> | <b>Freq</b> | <b>45</b>   | <b>350</b>  | <b>234</b>  | <b>629</b>  |
|                                | <b>%</b>    | <b>97.8</b> | <b>97.0</b> | <b>95.9</b> | <b>96.6</b> |
| <b>Fair</b>                    | <b>Freq</b> | 1           | 11          | 9           | 21          |
|                                | <b>%</b>    | 2.2         | 3.0         | 3.7         | 3.2         |
| <b>Poor</b>                    | <b>Freq</b> | 0           | 0           | 1           | 1           |
|                                | <b>%</b>    | 0.0         | 0.0         | 0.4         | 0.2         |
| <b>Total</b>                   | <b>Freq</b> | 46          | 361         | 244         | 651         |
|                                | <b>%</b>    | 7.1         | 55.5        | 37.5        | 100         |

*N missing = 38*



**Table 10 – Proportion of patients rating last consultation with healthcare professional good to excellent, by gender, 2022 (n=649)**

|                                |             | Female      | Male        | Non-binary | Other      | Prefer not to say |
|--------------------------------|-------------|-------------|-------------|------------|------------|-------------------|
| <b>Excellent</b>               | <b>Freq</b> | 90          | 88          | 0          | 2          | 5                 |
|                                | <b>%</b>    | 25.3        | 33.0        | 0          | 28.6       | 27.8              |
| <b>Very good</b>               | <b>Freq</b> | 171         | 120         | 1          | 3          | 7                 |
|                                | <b>%</b>    | 48.0        | 44.9        | 100        | 42.9       | 38.9              |
| <b>Good</b>                    | <b>Freq</b> | 81          | 53          | 0          | 2          | 6                 |
|                                | <b>%</b>    | 22.8        | 19.9        | 0          | 28.6       | 33.3              |
| <b>Total good to excellent</b> | <b>Freq</b> | <b>342</b>  | <b>261</b>  | <b>1</b>   | <b>7</b>   | <b>18</b>         |
|                                | <b>%</b>    | <b>96.1</b> | <b>97.8</b> | <b>100</b> | <b>100</b> | <b>100</b>        |
| <b>Fair</b>                    | <b>Freq</b> | 13          | 6           | 0          | 0          | 0                 |
|                                | <b>%</b>    | 3.7         | 2.2         | 0          | 0          | 0                 |
| <b>Poor</b>                    | <b>Freq</b> | 1           | 0           | 0          | 0          | 0                 |
|                                | <b>%</b>    | 0.3         | 0           | 0          | 0          | 0                 |
| <b>Total</b>                   | <b>Freq</b> | 356         | 267         | 1          | 7          | 18                |
|                                | <b>%</b>    | 54.9        | 41.1        | 0.2        | 1.1        | 2.8               |

*N missing = 20*



Table 11 – Proportion of patients rating last consultation with healthcare professional good to excellent, by age, 2022 (n=645)

|                                |             | <44<br>years<br>old | 45-49<br>years<br>old | 50-54<br>years<br>old | 55-59<br>years<br>old | 60-64 years<br>old | 65-69<br>years<br>old | 70-74<br>years<br>old | 75-79<br>years<br>old | 80-84<br>years<br>old | >85<br>years<br>old |
|--------------------------------|-------------|---------------------|-----------------------|-----------------------|-----------------------|--------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------|
| <b>Excellent</b>               | <b>Freq</b> | 1                   | 20                    | 21                    | 27                    | 36                 | 35                    | 29                    | 10                    | 2                     | 2                   |
|                                | <b>%</b>    | 50                  | 25.0                  | 26.3                  | 25.7                  | 31.9               | 34.3                  | 32.2                  | 18.2                  | 9.1                   | 11.8                |
| <b>Very good</b>               | <b>Freq</b> | 0                   | 30                    | 40                    | 44                    | 53                 | 40                    | 45                    | 33                    | 10                    | 6                   |
|                                | <b>%</b>    | 0.0                 | 37.5                  | 50.0                  | 41.9                  | 46.9               | 39.2                  | 50                    | 60                    | 45.5                  | 35.3                |
| <b>Good</b>                    | <b>Freq</b> | 1                   | 7                     | 19                    | 29                    | 20                 | 24                    | 12                    | 11                    | 9                     | 8                   |
|                                | <b>%</b>    | 50.0                | 8.8                   | 23.8                  | 27.6                  | 17.7               | 23.5                  | 13.3                  | 20                    | 40.9                  | 47.1                |
| <b>Total good to excellent</b> | <b>Freq</b> | <b>2</b>            | <b>57</b>             | <b>80</b>             | <b>100</b>            | <b>109</b>         | <b>99</b>             | <b>86</b>             | <b>54</b>             | <b>21</b>             | <b>16</b>           |
|                                | <b>%</b>    | <b>100</b>          | <b>71.3</b>           | <b>100</b>            | <b>95.2</b>           | <b>96.5</b>        | <b>97.1</b>           | <b>95.6</b>           | <b>98.2</b>           | <b>95.5</b>           | <b>94.1</b>         |
| <b>Fair</b>                    | <b>Freq</b> | 0                   | 2                     | 0                     | 5                     | 4                  | 3                     | 3                     | 1                     | 1                     | 1                   |
|                                | <b>%</b>    | 0.0                 | 2.5                   | 0.0                   | 4.8                   | 3.5                | 2.9                   | 3.3                   | 1.8                   | 4.5                   | 5.9                 |
| <b>Poor</b>                    | <b>Freq</b> | 0                   | 0                     | 0                     | 0                     | 0                  | 0                     | 1                     | 0                     | 0                     | 0                   |
|                                | <b>%</b>    | 0.0                 | 0.0                   | 0.0                   | 0                     | 0.0                | 0.0                   | 1.1                   | 0                     | 0.0                   | 0                   |
| <b>Total</b>                   | <b>Freq</b> | 2                   | 59                    | 80                    | 105                   | 113                | 102                   | 90                    | 55                    | 22                    | 17                  |
|                                | <b>%</b>    | 0.31                | 9.1                   | 12.4                  | 16.3                  | 17.5               | 15.8                  | 14.0                  | 8.5                   | 3.4                   | 2.6                 |

*N missing=44*


**Table 12 – Proportion of patients rating last consultation with healthcare professional good to excellent, by income level, 2022 (n=651)**

|                                |             | 1 700€ a month or less | Between 1 700€ and 2 700€ a month | 2 700€ a month or more | I don't know | Not answered | Prefer not to say |
|--------------------------------|-------------|------------------------|-----------------------------------|------------------------|--------------|--------------|-------------------|
| <b>Excellent</b>               | <b>Freq</b> | 39                     | 59                                | 66                     | 3            | 1            | 17                |
|                                | <b>%</b>    | 27.9                   | 33.0                              | 30.1                   | 15.0         | 14.3         | 19.8              |
| <b>Very good</b>               | <b>Freq</b> | 62                     | 87                                | 104                    | 8            | 2            | 39                |
|                                | <b>%</b>    | 44.3                   | 48.6                              | 47.5                   | 40.0         | 28.6         | 45.3              |
| <b>Good</b>                    | <b>Freq</b> | 34                     | 30                                | 44                     | 5            | 4            | 25                |
|                                | <b>%</b>    | 24.3                   | 16.8                              | 20.1                   | 25.0         | 57.1         | 29.1              |
| <b>Total good to excellent</b> | <b>Freq</b> | <b>135</b>             | <b>176</b>                        | <b>214</b>             | <b>16</b>    | <b>7</b>     | <b>81</b>         |
|                                | <b>%</b>    | <b>96.4</b>            | <b>98.3</b>                       | <b>97.7</b>            | <b>80.0</b>  | <b>100</b>   | <b>94.2</b>       |
| <b>Fair</b>                    | <b>Freq</b> | 4                      | 3                                 | 5                      | 4            | 0            | 5                 |
|                                | <b>%</b>    | 2.9                    | 1.7                               | 2.3                    | 20.0         | 0.0          | 5.8               |
| <b>Poor</b>                    | <b>Freq</b> | 1                      | 0                                 | 0                      | 0            | 0            | 0                 |
|                                | <b>%</b>    | 0.7                    | 0.0                               | 0.0                    | 0.0          | 0.0          | 0.0               |
| <b>Total</b>                   | <b>Freq</b> | 140                    | 179                               | 219                    | 20           | 7            | 86                |
|                                | <b>%</b>    | 21.5                   | 27.5                              | 33.6                   | 3.1          | 1.1          | 13.2              |

*N missing = 26*

**1.1.2.4. QP11: Proportion of patients reporting they have a care plan that takes into account all their health and well-being needs (ref PaRIS P3CEQ7)**

Only 33.9% of Belgians report having a care plan that takes into account all their health and well-being. This is more frequently the case in Wallonia (54.9%) than in Brussels (40.0%) or Flanders (18.3%) (Table 13). Men reported more frequently having a care plan than women (Male: 40.0%; Female: 30.5%) (Table 14).

Older people report having a care plan more frequently than younger people (Table 15) and people on lower incomes report having a care plan more frequently than people on higher incomes (lowest income level: 43.5%; highest income level: 26.8%) (Table 16).

**Table 13 – Proportion of patients reporting they have a care plan that takes into account all their health and well-being needs by region, 2022 (n=508)**

|                 |             | Brussels    | Flanders    | Wallonia    | Belgium     |
|-----------------|-------------|-------------|-------------|-------------|-------------|
| <b>Yes</b>      | <b>Freq</b> | <b>14</b>   | <b>51</b>   | <b>107</b>  | <b>172</b>  |
|                 | <b>%</b>    | <b>40.0</b> | <b>18.3</b> | <b>54.9</b> | <b>33.9</b> |
| <b>No</b>       | <b>Freq</b> | 15          | 166         | 60          | 241         |
|                 | <b>%</b>    | 42.9        | 59.7        | 30.8        | 47.4        |
| <b>Not sure</b> | <b>Freq</b> | 6           | 61          | 28          | 95          |
|                 | <b>%</b>    | 17.1        | 21.9        | 14.4        | 18.7        |
| <b>Total</b>    | <b>Freq</b> | 35          | 278         | 195         | 508         |
|                 | <b>%</b>    | 6.9         | 54.7        | 38.4        | 100         |

*N missing = 181*



**Table 14 – Proportion of patients reporting they have a care plan that takes into account all their health and well-being needs by gender, 2022 (n=508)**

|                 |             | Female      | Male        | Non-binary | Other    | Prefer not to say |
|-----------------|-------------|-------------|-------------|------------|----------|-------------------|
| <b>Yes</b>      | <b>Freq</b> | <b>81</b>   | <b>88</b>   | <b>0</b>   | <b>0</b> | <b>3</b>          |
|                 | <b>%</b>    | <b>30.5</b> | <b>40.0</b> | <b>0.0</b> | <b>0</b> | <b>20.0</b>       |
| <b>No</b>       | <b>Freq</b> | 129         | 99          | 1          | 4        | 8                 |
|                 | <b>%</b>    | 48.5        | 45.0        | 100        | 66.7     | 53.3              |
| <b>Not sure</b> | <b>Freq</b> | 56          | 33          | 0          | 2        | 4                 |
|                 | <b>%</b>    | 21.1        | 15          | 0.0        | 33.3     | 26.7              |
| <b>Total</b>    | <b>Freq</b> | 266         | 220         | 1          | 6        | 15                |
|                 | <b>%</b>    | 52.4        | 43.3        | 0.20       | 1.2      | 3.0               |

*N missing = 181*

**Table 15 – Proportion of patients reporting they have a care plan that takes into account all their health and well-being needs by age-group, 2022 (n=508)**

|                 |             | <44<br>years<br>old | 45-49<br>years<br>old | 50-54<br>years<br>old | 55-59<br>years<br>old | 60-64<br>years<br>old | 65-69<br>years<br>old | 70-74<br>years<br>old | 75-79<br>years<br>old | 80-84<br>years<br>old | >85<br>years<br>old | Not<br>answered |
|-----------------|-------------|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------|-----------------|
| <b>Yes</b>      | <b>Freq</b> | 1                   | 11                    | 11                    | 19                    | 30                    | 30                    | 26                    | 20                    | 13                    | 8                   | 3               |
|                 | <b>%</b>    | 100                 | 27.5                  | 20.8                  | 26.0                  | 33.3                  | 34.1                  | 35.1                  | 42.6                  | 65.0                  | 47.1                | 60.0            |
| <b>No</b>       | <b>Freq</b> | 0                   | 21                    | 27                    | 39                    | 48                    | 37                    | 36                    | 19                    | 6                     | 7                   | 1               |
|                 | <b>%</b>    | 0                   | 52.5                  | 50.9                  | 53.4                  | 53.3                  | 42.0                  | 48.6                  | 40.4                  | 30.0                  | 41.2                | 20.0            |
| <b>Not sure</b> | <b>Freq</b> | 0                   | 8                     | 15                    | 15                    | 12                    | 21                    | 12                    | 8                     | 1                     | 2                   | 1               |
|                 | <b>%</b>    | 0                   | 20.0                  | 28.3                  | 20.5                  | 13.3                  | 23.9                  | 16.2                  | 17.0                  | 5.0                   | 11.8                | 20.0            |
| <b>Total</b>    | <b>Freq</b> | 1                   | 40                    | 53                    | 73                    | 90                    | 88                    | 74                    | 47                    | 20                    | 17                  | 5               |
|                 | <b>%</b>    | 0.20                | 7.9                   | 10.4                  | 14.4                  | 17.7                  | 17.3                  | 14.6                  | 9.3                   | 3.9                   | 3.3                 | 1.0             |

*N missing = 181*



**Table 16 – Proportion of patients reporting they have a care plan that takes into account all their health and well-being needs by income level, 2022 (n=508)**

|                 |             | 1 700€ a month or less | Between 1 700€ and 2 700€ a month | 2 700€ a month or more | I don't know | Not answered | Prefer not to say |
|-----------------|-------------|------------------------|-----------------------------------|------------------------|--------------|--------------|-------------------|
| <b>Yes</b>      | <b>Freq</b> | <b>50</b>              | <b>41</b>                         | <b>45</b>              | <b>7</b>     | <b>1</b>     | <b>28</b>         |
|                 | <b>%</b>    | <b>43.5</b>            | <b>31.1</b>                       | <b>26.8</b>            | <b>38.9</b>  | <b>20.0</b>  | <b>40.0</b>       |
| <b>No</b>       | <b>Freq</b> | 52.0                   | 64.0                              | 97.0                   | 7            | 3            | 18                |
|                 | <b>%</b>    | 45.2                   | 48.5                              | 57.7                   | 38.9         | 60.0         | 25.7              |
| <b>Not sure</b> | <b>Freq</b> | 13                     | 27                                | 26                     | 4            | 1            | 24                |
|                 | <b>%</b>    | 11.3                   | 20.5                              | 15.5                   | 22.2         | 20.0         | 34.3              |
| <b>Total</b>    | <b>Freq</b> | 115                    | 132                               | 168                    | 18           | 5            | 70                |
|                 | <b>%</b>    | 22.6                   | 26.0                              | 33.1                   | 3.5          | 1.0          | 13.8              |

*N missing = 181*

*1.1.2.5. QP12: The proportion of patients reporting they always receive useful information at the time they need it to help them manage their health and wellbeing (ref PaRIS P3CEQ9)*

In Belgium, only 46.0% of patients reported always receiving useful information at the time they need it to help them manage their health and wellbeing. This proportion is lower in Wallonia (42.2%) than in Flanders (47.2%) and Brussels (58.8%) (Table 17).



**Table 17 – The proportion of patients reporting they always receive useful information at the time they need it to help them manage their health and wellbeing, by region, 2022 (n=498)**

|   |             | Brussel     | Flanders    | Wallonia    | Belgium     |
|---|-------------|-------------|-------------|-------------|-------------|
| <b>I always receive enough information</b>    | <b>Freq</b> | <b>20</b>   | <b>125</b>  | <b>84</b>   | <b>229</b>  |
|   | <b>%</b>    | <b>58.8</b> | <b>47.2</b> | <b>42.2</b> | <b>46.0</b> |
| <b>I do not receive any information</b>       | <b>Freq</b> | 0           | 15          | 10          | 25          |
|   | <b>%</b>    | 0.0         | 5.7         | 5.0         | 5.0         |
| <b>I often receive enough information</b>     | <b>Freq</b> | 11          | 66          | 77          | 154         |
|   | <b>%</b>    | 32.4        | 24.9        | 38.7        | 30.9        |
| <b>I receive too much information</b>         | <b>Freq</b> | 0           | 5           | 0           | 5           |
|   | <b>%</b>    | 0.0         | 1.9         | 0.0         | 1.0         |
| <b>I sometimes receive enough information</b> | <b>Freq</b> | 3           | 36          | 24          | 63          |
|   | <b>%</b>    | 8.8         | 13.6        | 12.1        | 12.7        |
| <b>Not sure</b>                               | <b>Freq</b> | 0           | 18          | 4           | 22          |
|   | <b>%</b>    | 0.0         | 6.8         | 2.0         | 4.4         |
| <b>Total</b>                                  | <b>Freq</b> | 34          | 265         | 199         | 498         |
|   | <b>%</b>    | 6.8         | 53.2        | 40.0        | 100         |

*N Missing = 191*

Men are more likely than women to report that they always receive useful information (Table 18).



**Table 18 – The proportion of patients reporting they always receive useful information at the time they need it to help them manage their health and wellbeing, by gender, 2022 (n=498)**

|   |             | Female      | Male        | Non-binary | Other       | Prefer not to say |
|---|-------------|-------------|-------------|------------|-------------|-------------------|
| <b>I always receive enough information</b>    | <b>Freq</b> | <b>114</b>  | <b>104</b>  | <b>1</b>   | <b>3</b>    | <b>7</b>          |
|   | <b>%</b>    | <b>43.7</b> | <b>49.5</b> | <b>100</b> | <b>42.9</b> | <b>36.8</b>       |
| <b>I do not receive any information</b>       | <b>Freq</b> | 12          | 11          | 0          | 0           | 2                 |
|   | <b>%</b>    | 4.6         | 5.2         | 0.0        | 0.0         | 10.5              |
| <b>I often receive enough information</b>     | <b>Freq</b> | 89          | 59          | 0          | 1           | 5                 |
|   | <b>%</b>    | 34.1        | 28.1        | 0.0        | 14.3        | 26.3              |
| <b>I receive too much information</b>         | <b>Freq</b> | 3           | 2           | 0          | 0           | 0                 |
|   | <b>%</b>    | 1.2         | 0.95        | 0.0        | 0.0         | 0.0               |
| <b>I sometimes receive enough information</b> | <b>Freq</b> | 35          | 25          | 0          | 2           | 1                 |
|   | <b>%</b>    | 13.4        | 11.9        | 0.0        | 28.6        | 5.3               |
| <b>Not sure</b>                               | <b>Freq</b> | 8           | 9           | 0          | 1           | 4                 |
|   | <b>%</b>    | 3.1         | 4.3         | 0.0        | 14.3        | 21.1              |
| <b>Total</b>                                  | <b>Freq</b> | 261         | 210         | 1          | 7           | 19                |
|   | <b>%</b>    | 52.4        | 42.2        | 0.2        | 1.4         | 3.8               |

*N Missing = 191*

People aged between 55 and 64 are more likely to report always receiving sufficient information than other age groups (Table 19). In addition patients in higher income categories are the most likely to report always having the information they need (Table 20).





**Table 19 – The proportion of patients reporting they always receive useful information at the time they need it to help them manage their health and wellbeing, by age-group, 2022 (n=498)**

|   |             | <44<br>years<br>old | 45-49<br>years<br>old | 50-54<br>years<br>old | 55-59<br>years<br>old | 60-64<br>years<br>old | 65-69<br>years<br>old | 70-74<br>years<br>old | 75-79<br>years<br>old | 80-84<br>years<br>old | >85<br>years<br>old | Not<br>answered |
|---|-------------|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------|-----------------|
| <b>I always receive<br/>enough information</b>    | <b>Freq</b> | <b>0</b>            | <b>15</b>             | <b>21</b>             | <b>37</b>             | <b>47</b>             | <b>39</b>             | <b>37</b>             | <b>21</b>             | <b>2</b>              | <b>7</b>            | <b>3</b>        |
|   | <b>%</b>    | <b>0</b>            | <b>40.5</b>           | <b>41.2</b>           | <b>51.4</b>           | <b>54.0</b>           | <b>46.4</b>           | <b>49.3</b>           | <b>42.9</b>           | <b>10.5</b>           | <b>41.2</b>         | <b>50.0</b>     |
| <b>I do not receive any<br/>information</b>       | <b>Freq</b> | <b>1</b>            | <b>1</b>              | <b>4</b>              | <b>2</b>              | <b>4</b>              | <b>4</b>              | <b>3</b>              | <b>2</b>              | <b>3</b>              | <b>0</b>            | <b>1</b>        |
|   | <b>%</b>    | <b>100</b>          | <b>2.7</b>            | <b>7.8</b>            | <b>2.8</b>            | <b>4.6</b>            | <b>4.8</b>            | <b>4.0</b>            | <b>4.1</b>            | <b>15.8</b>           | <b>0.0</b>          | <b>16.7</b>     |
| <b>I often receive enough<br/>information</b>     | <b>Freq</b> | <b>0</b>            | <b>15</b>             | <b>20</b>             | <b>21</b>             | <b>21</b>             | <b>24</b>             | <b>20</b>             | <b>17</b>             | <b>9</b>              | <b>6</b>            | <b>1</b>        |
|   | <b>%</b>    | <b>0.0</b>          | <b>40.5</b>           | <b>39.2</b>           | <b>29.2</b>           | <b>24.1</b>           | <b>28.6</b>           | <b>26.7</b>           | <b>34.7</b>           | <b>47.4</b>           | <b>35.3</b>         | <b>16.7</b>     |
| <b>I receive too much<br/>information</b>         | <b>Freq</b> | <b>0</b>            | <b>0</b>              | <b>0</b>              | <b>1</b>              | <b>2</b>              | <b>1</b>              | <b>1</b>              | <b>0</b>              | <b>0</b>              | <b>0</b>            | <b>0</b>        |
|   | <b>%</b>    | <b>0.0</b>          | <b>0.0</b>            | <b>0.0</b>            | <b>1.4</b>            | <b>2.3</b>            | <b>1.2</b>            | <b>1.3</b>            | <b>0.0</b>            | <b>0.0</b>            | <b>0.0</b>          | <b>0.0</b>      |
| <b>I sometimes receive<br/>enough information</b> | <b>Freq</b> | <b>0</b>            | <b>6</b>              | <b>4</b>              | <b>9</b>              | <b>9</b>              | <b>11</b>             | <b>10</b>             | <b>6</b>              | <b>4</b>              | <b>3</b>            | <b>1</b>        |
|   | <b>%</b>    | <b>0.0</b>          | <b>16.2</b>           | <b>7.8</b>            | <b>12.5</b>           | <b>10.3</b>           | <b>13.1</b>           | <b>13.3</b>           | <b>12.2</b>           | <b>21.1</b>           | <b>17.6</b>         | <b>16.7</b>     |
| <b>Not sure</b>                                   | <b>Freq</b> | <b>0</b>            | <b>0</b>              | <b>2</b>              | <b>2</b>              | <b>4</b>              | <b>5</b>              | <b>4</b>              | <b>3</b>              | <b>1</b>              | <b>1</b>            | <b>0</b>        |
|   | <b>%</b>    | <b>0.0</b>          | <b>0.0</b>            | <b>3.9</b>            | <b>2.8</b>            | <b>4.6</b>            | <b>6.0</b>            | <b>5.3</b>            | <b>6.1</b>            | <b>5.3</b>            | <b>5.9</b>          | <b>0.0</b>      |
| <b>Total</b>                                      | <b>Freq</b> | <b>1</b>            | <b>37</b>             | <b>51</b>             | <b>72</b>             | <b>87</b>             | <b>84</b>             | <b>75</b>             | <b>49</b>             | <b>19</b>             | <b>17</b>           | <b>6</b>        |
|   | <b>%</b>    | <b>0.2</b>          | <b>7.4</b>            | <b>10.2</b>           | <b>14.5</b>           | <b>17.5</b>           | <b>16.9</b>           | <b>15.1</b>           | <b>9.8</b>            | <b>3.8</b>            | <b>3.4</b>          | <b>1.2</b>      |

*N Missing = 191*



**Table 20 – The proportion of patients reporting they always receive useful information at the time they need it to help them manage their health and wellbeing, by income level, 2022 (n=498)**

|   |             | 1 700€<br>a<br>month<br>or less | Between 1 700€<br>and 2 700€ a<br>month | 2 700€ a<br>month or<br>more | I<br>don't<br>know | Not<br>answered | Prefer<br>not to<br>say |
|---|-------------|---------------------------------|---|------------------------------|--------------------|-----------------|-------------------------|
| <b>I always receive enough information</b>    | <b>Freq</b> | <b>48</b>                       | <b>68</b>                               | <b>77</b>                    | <b>5</b>           | <b>2</b>        | <b>29</b>               |
|   | <b>%</b>    | <b>40.7</b>                     | <b>51.5</b>                             | <b>48.4</b>                  | <b>29.4</b>        | <b>40.0</b>     | <b>43.3</b>             |
| <b>I do not receive any information</b>       | <b>Freq</b> | <b>6</b>                        | <b>9</b>                                | <b>7</b>                     | <b>2</b>           | <b>1</b>        | <b>0</b>                |
|   | <b>%</b>    | <b>5.1</b>                      | <b>6.8</b>                              | <b>4.4</b>                   | <b>11.8</b>        | <b>20.0</b>     | <b>0.0</b>              |
| <b>I often receive enough information</b>     | <b>Freq</b> | <b>35</b>                       | <b>32</b>                               | <b>54</b>                    | <b>7</b>           | <b>1</b>        | <b>25</b>               |
|   | <b>%</b>    | <b>29.7</b>                     | <b>24.2</b>                             | <b>34.0</b>                  | <b>41.2</b>        | <b>20.0</b>     | <b>37.3</b>             |
| <b>I receive too much information</b>         | <b>Freq</b> | <b>2</b>                        | <b>1</b>                                | <b>1</b>                     | <b>1</b>           | <b>0</b>        | <b>0</b>                |
|   | <b>%</b>    | <b>1.7</b>                      | <b>0.76</b>                             | <b>0.6</b>                   | <b>5.9</b>         | <b>0.0</b>      | <b>0.0</b>              |
| <b>I sometimes receive enough information</b> | <b>Freq</b> | <b>23</b>                       | <b>15</b>                               | <b>17</b>                    | <b>1</b>           | <b>0</b>        | <b>7</b>                |
|   | <b>%</b>    | <b>19.5</b>                     | <b>11.4</b>                             | <b>10.7</b>                  | <b>5.9</b>         | <b>0.0</b>      | <b>10.4</b>             |
| <b>Not sure</b>                               | <b>Freq</b> | <b>4</b>                        | <b>7</b>                                | <b>3</b>                     | <b>1</b>           | <b>1</b>        | <b>6</b>                |
|   | <b>%</b>    | <b>3.4</b>                      | <b>5.3</b>                              | <b>1.9</b>                   | <b>5.9</b>         | <b>20.0</b>     | <b>9.0</b>              |
| <b>Total</b>                                  | <b>Freq</b> | <b>118</b>                      | <b>132</b>                              | <b>159</b>                   | <b>17</b>          | <b>5</b>        | <b>67</b>               |
|   | <b>%</b>    | <b>23.7</b>                     | <b>26.5</b>                             | <b>31.9</b>                  | <b>3.4</b>         | <b>1.0</b>      | <b>13.5</b>             |

*N Missing = X*



### Key points

- **The majority of the patients are involved (to some extent to always) as much as they want in decisions about their care in Belgium in 2022 (98.4%). There are almost no differences between regions, age groups, sex or income levels. However, people with the highest income level seem on average to be more frequently 'always' satisfied than people with lower incomes.**
- **Most patients are involved (to some extent to always) in discussions about what is most important in managing their health and wellbeing (97.3% in Belgium in 2022). There are almost no differences between regions and sex but people aged 60-64 and 75-79 years are more frequently "always" involved than other patients.**
- **In Belgium in 2022, 96.6% of patients rated their last consultation as good to excellent. No major difference was observed between sex, age and level of income. With the possible exception of the 45-49 age group, who rate their last consultation as good or excellent less frequently than other age groups (71.3%).**
- **Only 33.9% of Belgians report having a care plan that takes this into account. This is more frequently the case in Wallonia (54.9%) than in Brussels (40.0%) and Flanders (18.3%).**
- **In Belgium, only 46.0% of patients reported always receiving useful information at the time they need it to help them manage their health and wellbeing. This proportion is lower in Wallonia (42.2%) than in Flanders (47.2%) and Brussels (58.8%). Men are more likely than women to report that they always receive useful information. Patients in higher income categories are the most likely to report always having the information they need.**

### Reference List

1. OECD. Patient-Reported Indicator Surveys (PaRIS) [Web page]. Paris, France: Organisation for Economic Co-operation Development; 2021 [cited 8 December 2021]. Available from: <https://www.oecd.org/health/paris/>