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Australia performs well in landmark OECD survey on chronic conditions

Australia is managing chronic conditions well compared to other countries, according to a groundbreaking international survey of patients on their health outcomes and experiences with GP practices.

Australia performed better or close to the OECD average in 10 health areas measured. We ranked in the top 5 countries in 4 areas: quality of care, coordination of care, person-centred care and physical health – but there is room for improvement in other areas.

The inaugural [Patient-Reported Indicator Surveys](#) (PaRIS) is an initiative of the Organisation for Economic Co-operation and Development (OECD).ⁱ The survey collected data from 107,000 patients and 1,800 primary care practices across 19 countries, including Australia.ⁱⁱ

PaRIS was run in 2023 to fill a global gap in patient-reported experience and outcomes data. Patients were aged 45 years and over, had at least one chronic condition, and visited a GP in the last 6 months.

Nearly 2,400 patients from 54 GP practices in Australia gave feedback on their experiences and health outcomes for PaRIS. The Australian Commission on Safety and Quality in Health Care (the Commission) led the local survey with ORIMA Research, on behalf of the Department of Health, Disability and Ageing.

Today the Commission released the [PaRIS Survey: Australian National Report 2025](#) examining data highlights.

The study found that patients in all countries who experience better quality care are more likely to report better physical health, mental health and wellbeing. It reinforced the importance of the GP relationship and the need to improve access to health care and encourage multidisciplinary team-based care.

In Australia the burden of chronic disease is high, with one in two Australians having at least one chronic condition.ⁱⁱⁱ In 2022–23, \$82 billion was spent on treating chronic diseases.^{iv} PaRIS measures how well people with chronic conditions are managed in the community and opportunities to improve their care.

The Australian survey found:

- Compared to other OECD countries, Australia is managing chronic conditions well, performing better than or close to the OECD average across all 10 health measures.
- Australia is among the top participating countries for positive patient experiences of overall quality of care (94%), person-centred care (93%) and coordination of care (74%).
- Patient outcomes for Australians were also higher than the OECD average, with a positive rating of 74% for both physical health and general health.
- Similar to other OECD countries, Australia has room for improvement in the areas of mental health, wellbeing and social functioning (how well patients perform activities and responsibilities).
- The five most common chronic conditions reported by Australians included: high blood pressure (57%), arthritis or ongoing back and joint pain (45%), depression, anxiety or other mental health conditions (33%), breathing conditions (24%) and cardiovascular/heart conditions (23%).
- Australian patients with multiple chronic conditions generally had worse outcomes and experiences, were less confident in managing their own care, and trusted the health system less.

Patients with multiple chronic conditions felt their care was well coordinated – more so than patients with fewer chronic conditions. This indicates care coordination efforts are generally well-targeted in Australia.

The survey found patients reported worse experiences and outcomes if they were living in regional or remote areas, had lower levels of education and income, and lived with specific conditions including depression, anxiety or another mental health condition, neurological conditions and chronic liver disease.

While people with higher education or household incomes tended to have greater confidence in their ability to manage their own health and wellbeing.

Trust in GP pays health dividends for patients

Associate Professor Liz Marles, Clinical Director at the Commission and a general practitioner, said the PaRIS Survey findings had important implications that would shape policy and clinical practice.

“The findings demonstrate that Australia's healthcare system is performing well compared to other OECD countries, with all 10 indicators either better or close to other countries' average,” she said.

“A key takeaway is the importance of a trusted, long-standing relationship between the patient and a GP, which leads to better levels of care coordination and more person-centred care.

“We have more work to do to improve our social functioning, mental health and wellbeing which are close to the OECD average, so we need to better support patients in their activities and responsibilities at home, work and in the community.”

Associate Professor Marles said Australia needed to strengthen its knowledge base with information direct from patients. “The PaRIS insights are fascinating and will shed light on whether our health system is meeting the needs of Australians living with chronic conditions – and where the gaps are.

“For GPs who delve into the detail, it could be a game-changer for quality improvement.”

Survey participant Dr David Fong, a general practitioner from Melbourne, said his practice found it worthwhile to understand more about patients' experiences and help shape their care into the future.

“Our GP practice couldn't pass up the opportunity to take part in an international survey comparing the experiences of patients,” said Dr Fong. “GPs have been able to find out why their patients might have difficulty engaging with the health service or managing their own care, and how that might be improved.”

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More information: safetyandquality.gov.au/paris-survey
Highlights infographic: [Managing chronic conditions in Australia](#)

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About the Commission

The [Australian Commission on Safety and Quality in Health Care](#) is an Australian Government agency that leads and coordinates national improvements in the safety and quality of health care based on the best available evidence. By working in partnership with patients, carers, clinicians, the Australian, state and territory health systems, the private sector, managers and healthcare organisations, the Commission aims to ensure that the health system is better informed, supported and organised to deliver safe and high-quality care.

ⁱ OECD 2025. [Patient-Reported Indicator Surveys \(PaRIS\) Flagship Report](#), 20 February 2025.

ⁱⁱ Participating countries: Australia, Belgium, Canada, Czechia, France, Greece, Iceland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Romania, Saudi Arabia, Slovenia, Spain, Switzerland, the United States and Wales (United Kingdom).

ⁱⁱⁱ AIHW 2024, [Chronic Conditions](#). Last updated 17 June 2024

^{iv} AIHW 2024, [Health system spending on disease and injury in Australia 2022–23](#). Last updated 20 November 2024