

Patient experience with doctor: Key results

Health Interview Survey 2023-2024

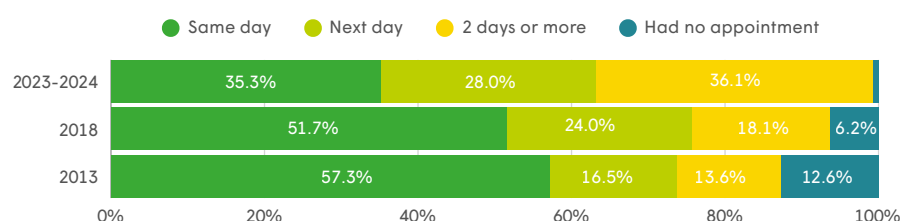
Patient experience: cornerstone of good health care

The way patients experience their interactions with the doctor plays a crucial role in building trust, engagement and overall satisfaction.



Waiting time for an appointment with the GP

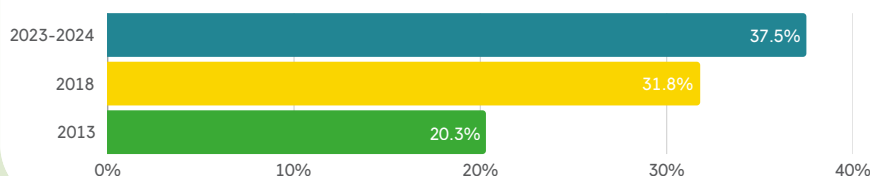
The percentage of patients who had to wait **at least two days** for an **appointment with their general practitioner** increased from **13.6% in 2013** to **36.1% in 2023-2024**.



The percentage of patients who had a **problem with this waiting time** increased from **1.4% in 2013** to **7.9% in 2023-2024**.

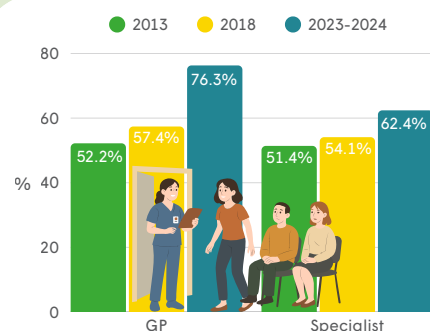
Waiting time for an appointment with the specialist

The percentage of patients who had to wait **more than a month** for an **appointment with a specialist** increased from **20.3% in 2013** to **37.5% in 2023-2024**.



The percentage of patients who had a **problem with this waiting time** increased from **10.2% in 2013** to **17.3% in 2023-2024**.

Waiting time in the waiting room



The percentage of patients who had to **wait less than 15 minutes in the waiting room** has **increased** over the past 10 years:

- among the GP: from 52,2% in 2013 to 76,3% in 2023-2024
- among the specialist: from 51,4% in 2013 to 62,4% in 2023-2024



The percentage of patients who had a **problem with waiting times in their GP's waiting room** fell from **8.1% in 2013** to **5.6% in 2023-2024**.
As far as specialists are concerned, this percentage has remained stable.

Person-centred outpatient care is important

People who were not born in Belgium are less likely to feel sufficiently involved in their GP's decisions about care and treatment. They are also less likely to say that the specialist gave them the opportunity to ask questions or express concerns about the recommended treatment.

That is why inclusive outpatient care must remain a priority!

