

# Citizens send Messages to Policy Makers related to Primary Healthcare Practices: First Results from the Implementation of the Patient Reported Indicator Surveys (PaRIS) in Greece

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## OBJECTIVES

To present the first results of the PaRIS in Greece, with respect to patients' reported outcomes measures (PROMs) and experiences (PREMs) from Primary Healthcare Practices.

## METHODS

The study population included primary care practices and patients aged 45 years and over who had contacted a primary care practice within the past six months. A set of standardized questionnaires were developed by the OECD, in collaboration with an international consortium, which were translated and tested in each participating country. The questionnaires were administered online. In addition to the common core items, four country-specific questions were included, focusing on participants' registration with a "Personal Physician" — a new primary healthcare model recently implemented in Greece (Figure 1). IDIKA, the public IT organization for Social Security in Greece, contacted participants via the e-prescription system. A total of 294 Greek providers and nearly 30,000 citizens were invited to participate. Of these, 104 providers (response rate: 35.4%) and 2,218 patients (response rate: 7.4%) completed the questionnaire. Given the multi-level structure of PaRIS (patients nested in practices, which are nested in healthcare systems), multi-level analysis was conducted at the national and international data, and accompanied with descriptive statistics.

## RESULTS

Among 2,218 primary healthcare (PHC) users, 64% reported having at least one chronic condition, while approximately 70% belonged to the 45–64-year-old age group. The majority (70%) visited a multi-specialty practice, and notably, 4 in 10 reported difficulties in paying for health expenses (Table 1).

The vast majority of participants stated that they were registered with a Personal Physician, and more than half perceived improved accessibility and quality of care following registration (Figure 1).

It is noteworthy that despite the relatively low PREMs scores—particularly regarding trust in the health system and confidence in self-managing health issues (Table 2)—the PROMs results were comparable to or slightly better than the average of other countries participating in PaRIS (Table 2), a finding that warrants further investigation.

Regarding PREs, an indicative result pointing to areas for improvement is that only 24% of participants with two or more chronic conditions were managed in primary care practices offering follow-up and regular consultations lasting more than 15 minutes (vs OECD PaRIS average: 47%). Furthermore, younger individuals, as well as those with higher incomes and better physical and mental health, were more likely to report higher PRE scores—a finding that highlights existing inequalities (Table 3).

	All Users (N=2,218)	Users with Chronic Conditions (N=1,425; 64%)
<b>Men</b>	736 (43%)	565 (45%)
<b>Age</b>		
45-54	837 (38%)	435 (30%)
55-64	752 (34%)	519 (36%)
65-74	486 (22%)	368 (26%)
75-84	121 (5%)	96 (7%)
85+	12 (0,5%)	6 (0,4%)
Prefer not to say	10 (0,5%)	1 (0,1%)
<b>Monthly Income</b>		
<€1200	644 (38%)	505 (41%)
€1200-€1900	394 (24%)	283 (23%)
>€1900	250 (15%)	170 (14%)
Prefer not to say or don't know	387 (23%)	273 (22%)
<b>Type of Practice</b>		
Solo Practice	259 (12%)	
Group Practice	401 (18%)	
Multiple Specialty	1558 (70%)	
<b>Difficulties to pay health expenses</b>	683 (40%)	537 (43%)

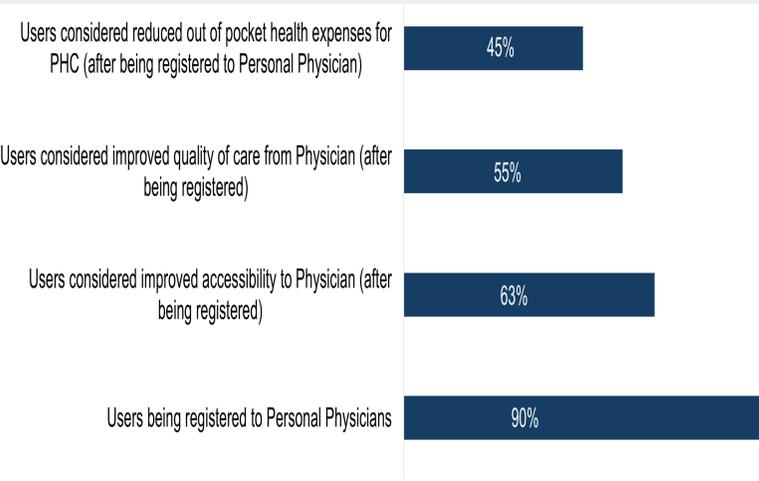


Figure 1: % of users registered to Personal Physicians

## REFERENCES

- OECD (2025), Does Healthcare Deliver?: Results from the Patient-Reported Indicator Surveys (PaRIS), OECD Publishing, Paris, <https://doi.org/10.1787/c8af05a5-en>
- OECD (2025). Does Healthcare Deliver? Results from the Patient-Reported Indicator Surveys (PaRIS): Greece, [Does Healthcare Deliver? Results from the Patient-Reported Indicator Surveys \(PaRIS\): Greece | OECD](#)
- World Health Organization (2025). In country work: the Health IQ project, [In-country work the HEALTH IQ project](#)

Table 2: PROs and PREs

	GREECE		OECD-PARIS
	All Users	Users with Chronic Conditions	Users with Chronic Conditions (age gender standardised)
<b>PROs</b>			
Physical Health [Positive outcome >=42]	75%	70%	70%
Mental Health [Positive outcome >=40]	79%	76%	83%
Social Functioning [Good/Very Good/Excellent]	89%	87%	83%
Well Being [Positive outcome >=50]	68%	64%	60%
General Health [Good/Very Good/Excellent]	75%	69%	66%
<b>PREs</b>			
Confidence to Selfmanage [ Confident/Very confident]	40%	38%	59%
Experienced Co-ordination [Positive Outcome>=7,5]		48%	59%
Person Centered Care [Positive outcome >=12]		73%	87%
Experienced Quality [Good/Very good/Excellent]	72%	71%	87%
Trust in Healthcare System [Agree/Strongly Agree]	36%	36%	62%

Table 3: Mixed-effects multilevel logistic regressions

INDEPENDENT VARIABLES	Confidence to Selfmanage [ Confident/Very confident]	Experienced Co-ordination [Positive Outcome>=7,5]	Person Centered Care [Positive outcome >=12]	Experienced Quality [Good/Very good/Excellent]	Trust in Healthcare System [Agree/Strongly Agree]
<b>Age (55-64 age group VS 45-54 age group)</b>	Less confidence to selfmanage (p=0.019)				
<b>Gender (Males VS Females)</b>	Less confidence to selfmanage (p=0.039)				More likely of reporting trust (p=0.022)
<b>Monthly Income (≥€1,900 VS &lt;€ 1,200)</b>	More likely of reporting confidence to self manage (p=0.002)	More likely of reporting positive experienced co-ordination (p=0.021)			More likely of reporting trust in healthcare system (p=0.015)
<b>Type of Unit</b>		Solo practice users more likely of reporting positive experienced co-ordination VS those seen in group practice (p=0.028)		Multiple specialty practices users less likely of reporting a high level of experienced quality VS those seen in group practices (p=0.024)	
<b>Well being (Score of ≥50 VS lower)</b>	Higher odds of reporting confidence to self maange (p=0.005)			More likely of reporting a high level of experienced quality (p=0.001)	Twice the odds of reporting trust in healthcare system (p<0.001)
<b>Mental Health (T-score ≥40 VS lower)</b>			More likely of reporting person centered care (p=0.003)		

## DISCUSSION - CONCLUSIONS

Citizens with a more vulnerable profile tend to report poorer healthcare experiences and outcomes, highlighting the need for targeted policy actions. Ongoing reforms aim to strengthen primary healthcare in Greece. The Health IQ project (2023–2025), supported by the WHO, focuses on developing a national system for patient feedback and promoting equitable, person-centered care. Within this framework, PREMs are being measured for the first time in Greece also among hospitalized patients. The integration of PREMs and PROMs into the National Strategy on Quality and Patient Safety 2025–2030 reflects the country's commitment to embedding patient perspectives in quality improvement. PaRIS results provide valuable evidence for shaping a more accessible, people-centered health system. Systematic and continuous measurement of PREMs in the outpatient sector is crucial to monitor progress and inform future policy.