Individual health service use
Results of a representative cross-sectional study in North Rhine-Westphalia, Germany

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Goal

• Identification of factors related to the demand of individual health services and offers by medical doctors.

Methods & sample characteristics

• Computer-assisted telephone interviews (CATI) in 2012 in North Rhine-Westphalia, Germany.

• Sample characteristics
  • Gender: 844 men and 1168 women
  • Age: 50.01 years (mean) 18.5 years (SD)
  • Migratory Background: 28.9%
  • SES: low 20.7% I medium 48.3% I high 31.0%
  • Chronically ill persons: 37.5%
Results

Individual demand 9.9 %
(women 11.1 %; men 8.4 %)

Service offered by doctors 31.0 %
(women 36.8 %; men 24.1 %)
### Results

**How many people accepted offered individual health services?**

<table>
<thead>
<tr>
<th>Good counselling</th>
<th>No counselling</th>
</tr>
</thead>
<tbody>
<tr>
<td>77.7%</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

**Time for consideration offered by doctor’s office**

<table>
<thead>
<tr>
<th>Yes, until next appointment</th>
<th>Yes, a few minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>40.5%</td>
<td>31.2%</td>
</tr>
</tbody>
</table>

28.3% received no time for consideration

**Time for consideration asked for by patients**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.1%</td>
<td>89.9%</td>
</tr>
</tbody>
</table>
Discussion

• More information and education are needed to enable patients to utilize individual health services reasonably and critically and to ensure patients‘ rights.

• A focus on chronically ill patients seems to be necessary.

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