

Does Healthcare Deliver? Results from the Patient-Reported Indicator Surveys (PaRIS): Greece



Country note

Does Healthcare
Deliver?

• 20 February
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Table of contents

- [How well does Greece deliver care to people with chronic conditions?](#)

The OECD Patient-Reported Indicator Surveys (PaRIS) is a groundbreaking initiative that fills a critical gap in health data by measuring the health outcomes and care experiences of people. This is an essential piece of information still lacking: the views of those directly concerned by health services – the patients – about their experience with the healthcare system and the outcomes as reported by them. By capturing the perspectives of over 107 000 people across 1 800 primary care practices in 19 countries, PaRIS provides an internationally comparable assessment of how outcomes and experiences of primary

care users aged 45 years and older vary across countries and how healthcare systems deliver the care people with chronic conditions need.

As the global population of people living with chronic conditions continues to grow, the need for healthcare systems to adapt to their needs has never been more urgent. PaRIS plays a crucial role in informing this shift by offering data that supports the reorganisation of healthcare around the care experiences and health outcomes that matter most to people. Unlike disease-specific assessments, PaRIS takes a broader approach, measuring how healthcare impacts people's lives across various dimensions. This comprehensive perspective has the potential to revolutionise the way we assess the performance of healthcare systems on a global scale.

PaRIS findings emphasise the need for more people-centred and co-ordinated care, especially for the 80% of primary care users aged 45 years and older that live with at least one chronic condition and the 50% that live with multiple (two or more) chronic conditions. Targeted policies are essential to address inequalities, enhance care co-ordination, and build trust in healthcare systems. Encouraging patient involvement in care decisions and fostering strong relationships with healthcare professionals can lead to better health outcomes, greater trust in the system, and increased confidence in managing their own health. At the same time, a well-staffed healthcare workforce and primary care practices organised around people's needs are key to achieving improved patient outcomes and experiences.

This country note leverages the main findings of the publication, *Does Healthcare Deliver: Results from the Patient-Reported Indicator Surveys (PaRIS)*, to provide a focused assessment for Greece. Drawing on the analysis of the ten key patient-reported outcome and experience measures used in the survey ([Table 1](#)), it explores findings in the Greek context and compares them to the OECD PaRIS average. The OECD PaRIS average is the simple average of the 17 OECD member countries participating in PaRIS.

Box 1. Key findings – Greece

- **In Greece, 69% of people with chronic conditions report good physical health, and 78% report good mental health.** Both measures are close to the OECD PaRIS average.
- **In Greece, less than two out of five (37%) people with chronic conditions feel confident managing their own health,** which is below the OECD PaRIS average of 59% and 55 percentage points lower than the highest-performing country.
- **Only 9% of people with chronic conditions in Greece report confidence in using health information from the internet,** compared to the OECD PaRIS average of 19% (range of 5-34%).
- **Less than a quarter of the people (24%) with two or more chronic conditions in Greece are managed in primary care practices that offer follow-up and regular consultations**

of more than 15 minutes; this is more than 20 percentage points lower compared to the OECD PaRIS average of 47%.

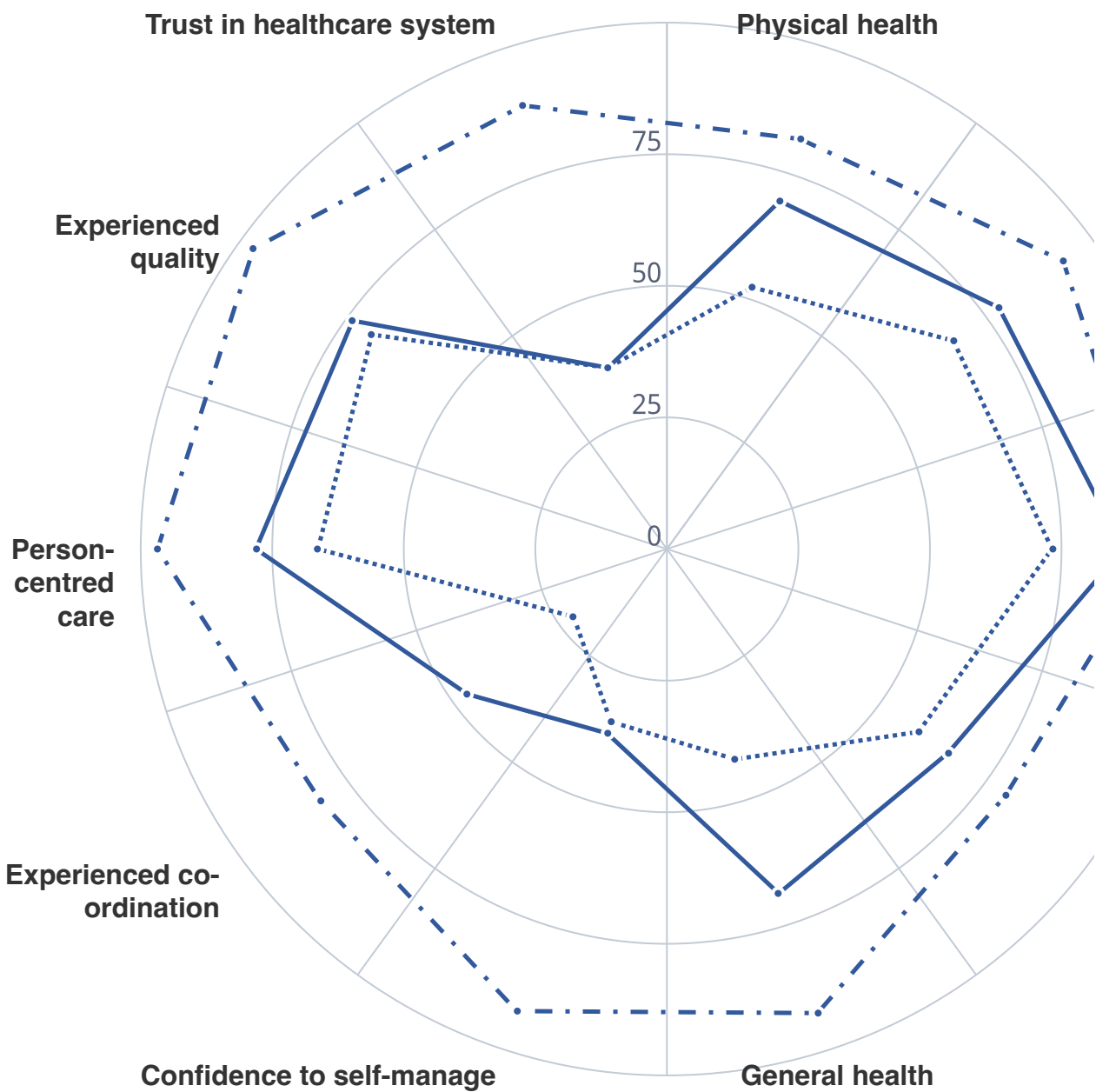
- **Just 3% of people with chronic conditions are managed in practices that can exchange medical records electronically**, which is substantially below the OECD PaRIS average of 57%.
- **About one-third (36%) of people with chronic conditions in Greece trust their healthcare system**, which is well below the OECD PaRIS average of 62%. While about 43% of men in Greece have trust in the healthcare system, this is the case for only 31% of women.

How well does Greece deliver care to people with chronic conditions?

In Greece people with chronic conditions have poorer experiences of healthcare, compared to the OECD PaRIS average, however health outcomes are around the OECD PaRIS average (Chapter 2). This assessment is based on the 10 key patient-reported outcome measures (PROMs) – *physical health, mental health, social functioning, well-being and general health* and patient-reported experience measures (PREMs) – *confidence to self-manage, experienced co-ordination of care, experienced person-centred care, experienced quality of care and trust in healthcare system* (Figure 1).

Figure 1. PaRIS 10 Key Indicators
Percentage of people with one or more chronic conditions reporting positive outcomes and experiences

--- Highest - - - Greece . . . Lowest



Note: For all indicators, percentage values are shown, measuring the percentage of people reporting a positive outcome or experience (for example, patients reporting being in good, very good or excellent general health). For more information on the cutoffs for positive responses and the scales used, see Table 1, for more information on the cutoffs for positive responses and the scales used. Highest (lowest) values found for each indicator among 17 PaRIS countries.

Source: OECD PaRIS 2024 Database.

In Greece, the likelihood of achieving good health outcomes for people with chronic conditions is around the OECD PaRIS average:

- More than two-thirds (69%) of people with chronic conditions in Greece report good **physical health**, as measured by physical function, pain, and fatigue. This is slightly below the OECD PaRIS average of 70% and 13 percentage points lower than the highest-performing country (82%) (Figure 1).
- More than three-quarters (78%) of people with chronic conditions in Greece report good **mental health**, which refers to quality of life, emotional distress, and social health. This is just 5 percentage point below the OECD PaRIS average of 83%, but significantly lower than the highest-performing country (93%) (Figure 1).
- Nearly nine out of ten (87%) people with chronic conditions in Greece report good **social functioning**, which measures how well people carry out their usual social activities and roles. This is above the OECD PaRIS average of 83% but lower than the highest-performing country (93%) (Figure 1).
- Two-thirds (66%) of people with chronic conditions in Greece report positive **well-being**, which reflects mood, vitality, and fulfilment. This is below the OECD PaRIS average of 71% and 14 percentage points lower than the highest-performing country (80%) (Figure 1).
- Nearly seven out of ten (69%) people with chronic conditions in Greece report good **general health**, which is above the OECD PaRIS average of 66% but 24 percentage points lower than the highest-performing country (93%) (Figure 1).

The percentage of people with chronic conditions having good experiences of healthcare in Greece is below the OECD PaRIS average:

- One third (37%) of people with chronic conditions in Greece feel **confident managing their own health**, which is significantly below the OECD PaRIS average of 59% and 55 percentage points lower than the highest-performing country (92%) (Figure 1).
- Close to half (47%) of people with chronic conditions in Greece report good **care co-ordination**, which is well below the OECD PaRIS average of 59% and 34 percentage points lower than the highest-performing country (81%) (Figure 1).
- Nearly four out of five (78%) people with chronic conditions in Greece report good **person-centred care**, care focusing on patient's needs, which is below the OECD PaRIS average of 87% and 19 percentage points lower than the highest-performing country (97%) (Figure 1).
- Nearly three-quarters (74%) of people with chronic conditions in Greece report **experiencing good quality of care**, which is significantly below the OECD PaRIS

average of 87% and 23 percentage points lower than the highest-performing country (97%) (Figure 1).

- Slightly more than one-third (36%) of people with chronic conditions in Greece **trust their healthcare system**, which is well below the OECD PaRIS average of 62%.

 **Table 1. PROMs and PREMs in PaRIS**

Patient-Reported Outcome Measures (PROMs)	
Physical health	Response to four questions measuring physical function, pain and fatigue, response options scale of 1-5. Average score of patients. Raw scale 4-20 converted to T-score metric in which 50 is the mean and 10 the standard deviation of the PROMIS reference population. T-score range of 16.2-67.7. Percentage of patients reporting positive outcome (T-score of 42 or more, equivalent to being in “good” physical health or better, as compared to “fair” or “poor” health, based on PROMIS reference population) shown in Figure 1. Data instrument: PROMIS® Scale v1.2 – Global Health scale.
Mental health	Response to four questions on quality of life, emotional distress and social health, response options scale of 1-5. Average score of patients. Raw scale 4-20 converted to T-score metric in which 50 is the mean and 10 the standard deviation of the PROMIS reference population. T-score range of 21.2-67.6. Percentage of patients reporting positive outcome (T-score of 40 or more, equivalent to being in “good” mental health or better, as compared to “fair” or “poor” health, based on PROMIS reference population) shown in Figure 1. Data instrument: PROMIS® Scale v1.2 – Global Health scale.
Social functioning	Response to question: “In general, please rate how well you carry out your usual social activities and roles [further specified in questionnaire]”, response options range from poor (1) to excellent (5). Percentage of patients that responded good, very good or excellent (compared to fair or poor). Data instrument: PROMIS® Scale v1.2 – Global Health scale.
Well-being	Response to five questions measuring well-being (have felt cheerful and in good spirits, calm and relaxed, active and vigorous, fulfilled in daily life, fresh and rested), response options scale of 0-5. Average score of patients (raw scale 0-25 converted to 0-100 scale). Percentage of patients reporting positive outcome (score ≥ 50, indicating not at risk of clinical depression) shown in Figure 1. Data instrument: WHO-5 Well-being Index.

Patient-Reported Outcome Measures (PROMs)	
General health	Response to question: "In general, would you say your health is ..." where response options range from poor (1) to excellent (5). Percentage of patients that responded good, very good or excellent (as compared to fair or poor). Data instrument: PROMIS® Scale v1.2 – Global Health scale.
Patient-Reported Experience Measures (PREMs)	
Confidence to self-manage	Response to question: "How confident are you that you can manage your own health and well-being?", response options range from not confident at all (0) to very confident (3). Percentage of patients that are confident or very confident (compared to somewhat confident or not confident at all). Data instrument: P3CEQ Questionnaire.
Experienced co-ordination	Response to five questions measuring care co-ordination (care joined up, single named contact, overall care plan, support to self-manage, information to self-manage). Response options scale of 0-3. Average score of patients (on a scale of 0-15). Percentage of patients reporting positive experience (scored 50% or more across 5 questions, i.e. scale score ≥ 7.5) shown in Figure 1. Data instrument: P3CEQ Questionnaire, data available only for people with chronic condition/s.
Person-centred care	Response to eight questions measuring if care is person-centred (discussed what is important, involved in decisions, considered "whole person", no need to repeat information, care joined up, support to self-manage, information to self-manage, confidence to self-manage). Response options scale of 0-3. Average score of patients (on a scale of 0-24). Percentage of patients reporting positive experience (scored 50% or more across 8 questions, i.e. scale score ≥ 12) shown in Figure 1. Data instrument: P3CEQ Questionnaire, data available only for people with chronic condition/s.
Experienced quality	Response to question: "When taking all things into consideration in relation to the care you have received, overall, how do you rate the medical care that you have received in the past 12 months from your primary care centre?", response options scale of range from poor (1) to excellent (5). Percentage of patients that responded good, very good or excellent (compared to fair, poor, and not sure). Data instrument: Adapted from Commonwealth Fund International Health Policy Survey.
Trust in healthcare system	Response to question: "How strongly do you agree or disagree that the healthcare system can be trusted?", response options range from strongly disagree (1) to strongly agree (5). Percentage of patients that agree or strongly agree (compared to neither agree nor disagree, disagree, strongly disagree).

Patient-Reported Outcome Measures (PROMs)

Data instrument: Based on OECD Guidelines on Measuring Trust and similar to questions in selected national surveys.

Source: See Chapter 2 for more details.

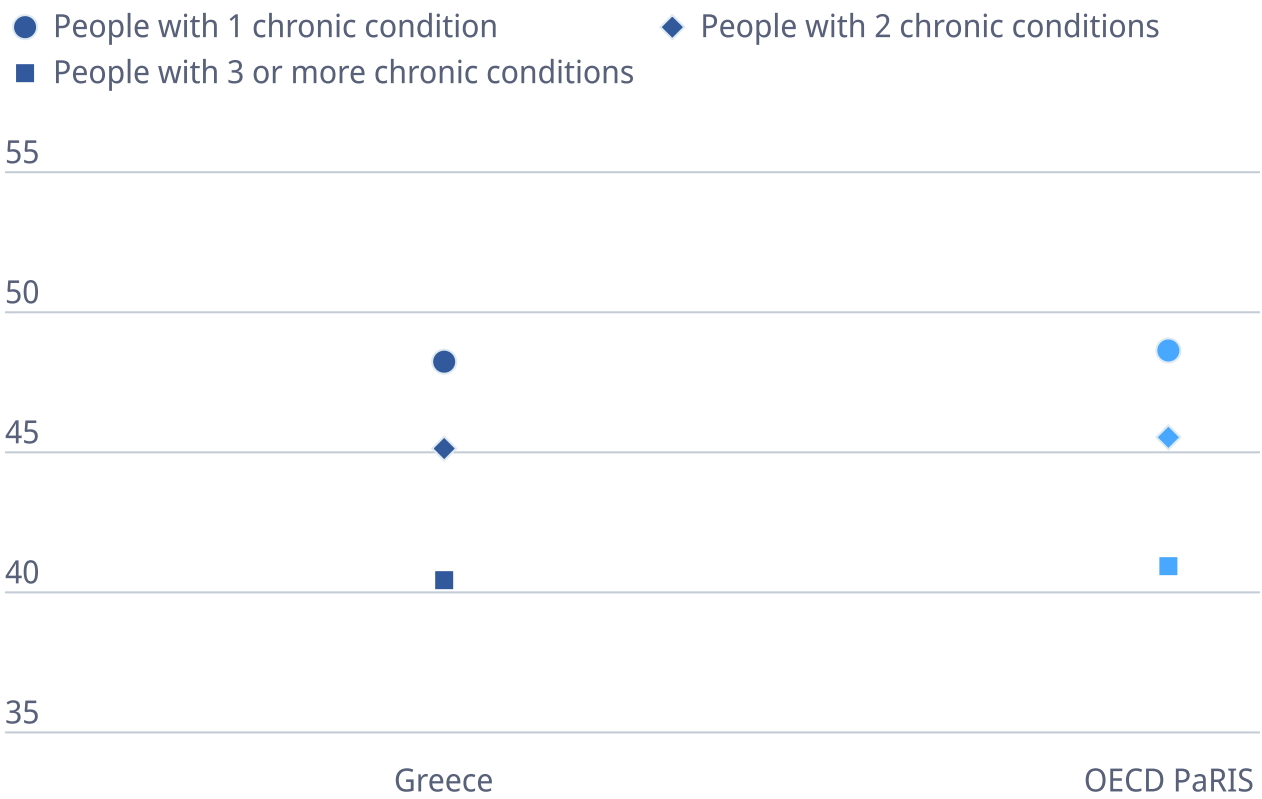
 People with multiple chronic conditions report average health outcomes

People living with multiple chronic conditions report lower levels of physical and mental health, well-being and social functioning compared to those who live with one chronic condition (Chapter 3). This pattern is consistent with people’s health outcomes in Greece. Specifically:

- In Greece, people with three or more chronic conditions are less likely to report better health compared to those with two chronic conditions. This pattern is consistent with other countries’ results.
- People living with several chronic conditions in Greece have poorer physical health compared to those living with only one chronic condition with an eight-point difference, a pattern consistent with the PaRIS average. The physical health scores for individuals with one, two, or three or more chronic conditions in Greece are comparable to the OECD PaRIS average (Figure 2). For example, people with three or more chronic conditions in Greece have an average physical health score below the good-fair cut-off point (42), similar to the OECD PaRIS average (41).

Figure 2. Physical health for people with one, two and three or more chronic conditions

Average PROMIS physical health T-score



Note: OECD PaRIS average is calculated based on the data from participating OECD member countries. The PROMIS Physical Health Scale v1.2 – Global Health component for physical health is a T-score metric with a range of 16-68 and a cutoff of 42, higher values represent better physical health.

Source: OECD PaRIS 2024 Database.

Greece performs slightly below the OECD PaRIS average regarding the physical health of people living with one, two, and three or more chronic conditions. People with multiple chronic conditions in Greece report poorer physical health than those with one chronic condition with a five-point difference, comparable to the OECD PaRIS average (Figure 3).

Figure 3. Mental health for people with one, two and three or more chronic conditions

Average PROMIS mental health T-score



Note: OECD PaRIS average is calculated based on the data from participating OECD member countries. The PROMIS mental health scale v1.2 – Global Health component for mental health is a T-score metric with a range of 21-68 and a cutoff of 40, higher values represent better mental health.

Source: OECD PaRIS 2024 Database.

Like in other countries, people with multiple chronic conditions in Greece are less likely to report good social functioning than people with one chronic condition (Figure 4). While 93% of people with one chronic condition in Greece have good social functioning, this goes down to 76% of people with three or more chronic conditions, which is comparable to the OECD PaRIS average.

Figure 4. Social functioning for people with one, two and three or more chronic conditions



Note: OECD PaRIS average is calculated based on the data from participating OECD member countries. Scale v1.2 – Global Health item on social functioning. Percentage of patients that responded good or excellent (as compared to fair or poor) to the question: “In general, please rate how well you carry out your social activities and roles [further specified in questionnaire]”.

Source: OECD PaRIS 2024 Database.

Greece reports unfavourable results for the primary care consultation features compared to the OECD PaRIS average, except for the proportion of people who have had their medication reviewed

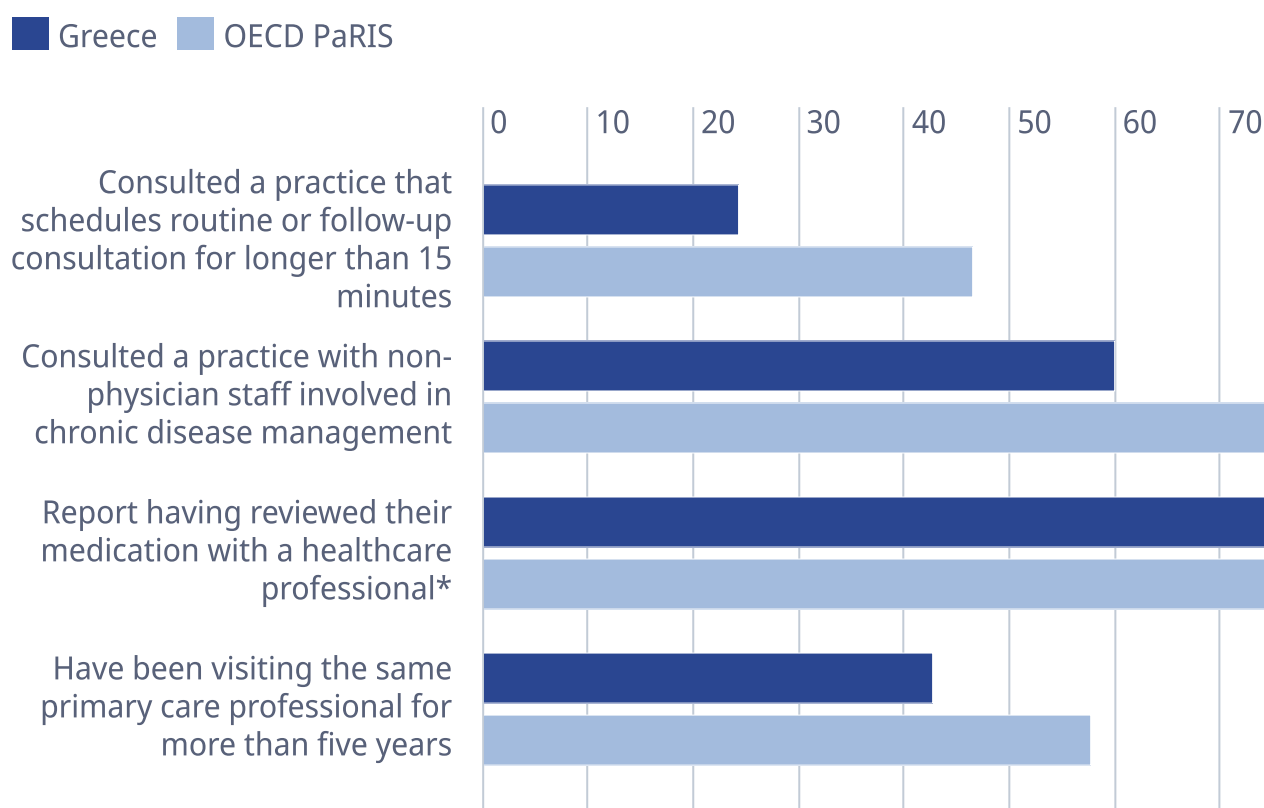
Primary care consultation features associated with higher levels of experienced quality care are related to time, both time-scheduled for regular, follow-up consultations, and length of relationship with the same primary care professional (Chapter 3). The role of staff other than physicians supporting the management of people with chronic conditions also plays a role in improving healthcare delivery for people with multiple chronic conditions (Chapter 3). Systematic medication reviews in people with multiple chronic conditions can enhance medication safety and efficacy while also increasing experienced care co-ordination.

For the following primary care features, Greece reports lower proportions compared to the OECD PaRIS average, except for the proportion of people who have had their medication reviewed (Figure 5):

- Less than a quarter of the people (24%) with two or more chronic conditions in Greece are managed in primary care practices that offer follow-up and regular consultations of more than 15 minutes; this is more than 20 percentage points lower compared to the OECD PaRIS average of 47%.
- In Greece, three out of five people (60%) with two or more chronic conditions are managed in primary care practices where non-physician staff is involved in chronic disease management; this is 23 percentage points lower than the OECD PaRIS average of 83%.
- Four out of five people (81%) with three or more chronic conditions in Greece report that their medication was reviewed by a healthcare professional over the past 12 months; this is about 6 percentage points higher than the OECD PaRIS average of 75%.
- More than two out five people with two or more chronic conditions (43%) in Greece report being with the same primary care professional for more than five years; this is 15 percentage points below the OECD PaRIS average (58%).

Greece has made significant strides in strengthening its primary care system over the past decade, prioritising the development and modernisation of publicly funded primary care structures to enhance accessibility and trust in primary care services. A key milestone in this transformation was the introduction of the personal doctor system in 2022, which aims to establish general practitioners as the first point of contact for healthcare needs. While many patients with chronic conditions still rely on specialist care, use of primary care services is expected to evolve in Greece in the coming years.

Figure 5. Primary care delivery for people with multiple chronic conditions
Percentage of people with two or more chronic conditions



Note: OECD PaRIS average is calculated based on the data from participating OECD member countries. Patients with three or more chronic conditions reporting their medication was reviewed by a healthcare professional over the past 12 months.

Source: OECD PaRIS 2024 Database.

🔗 People-centred care: Greece faces substantial gaps in patient support and digital health infrastructures

People-centred care, healthcare systems addressing the needs of people, is an essential indicator of the quality and performance of healthcare systems and primary care practices (Chapter 4). PaRIS data show that a people-centred approach that prioritises strong patient engagement and effective care co-ordination, is associated with enhanced health outcomes and patient experiences. This approach is particularly beneficial in managing chronic conditions, as it empowers patients to actively participate in decisions about their health.

On several indicators of people-centred care, Greece performs significantly below the OECD PaRIS average (Figure 6):

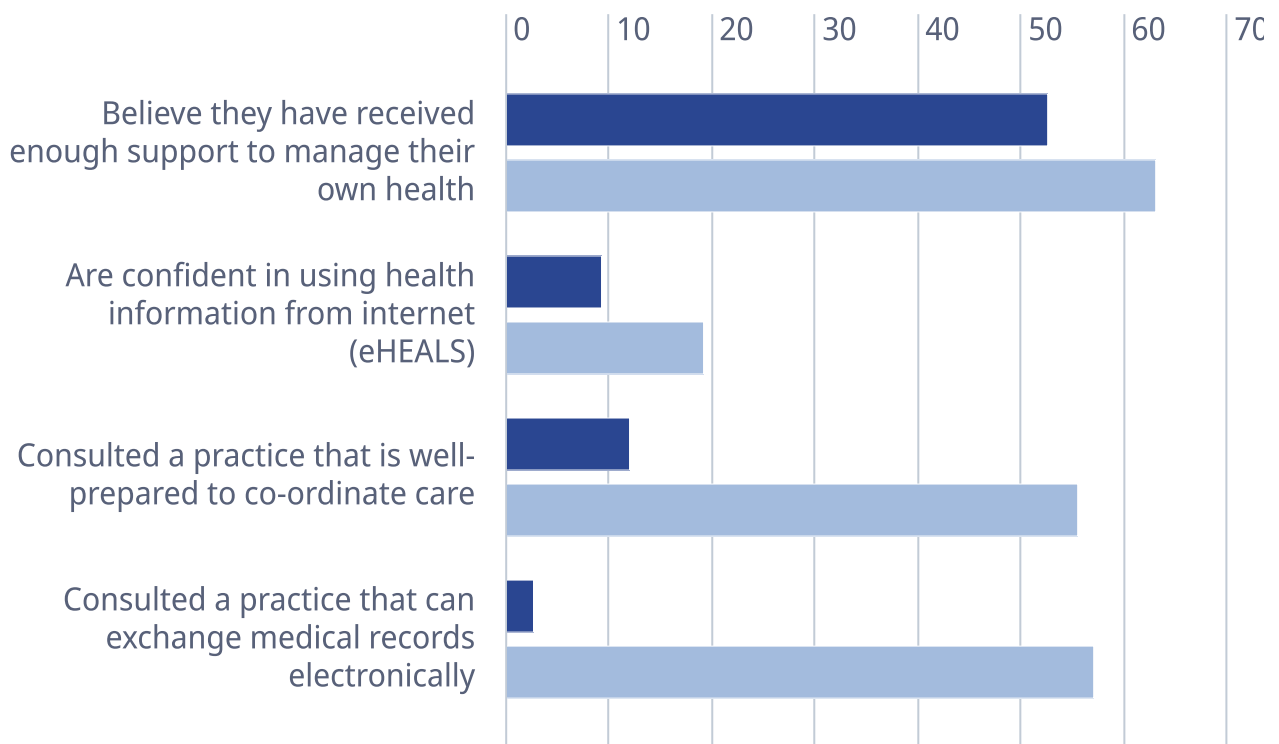
- Around 53% of people with chronic conditions in Greece receive enough support to manage their own health, which is notably below the OECD PaRIS average of 63%.
- Greece has low digital health literacy, with only 9% of people with chronic conditions reporting confidence in using health information from the internet, compared to the OECD PaRIS average of 19% (range of 5-34%).
- Only 12% of people with chronic conditions are managed in primary care practices that report being well-prepared to co-ordinate care, significantly lower than the OECD PaRIS average of 56%.
- A mere 3% of people with chronic conditions are managed in practices that can exchange medical records electronically, which is substantially below the OECD PaRIS average of 57%.

These results highlight Greece's pressing need to strengthen its primary care system, improve digital health infrastructure, and enhance support for people with chronic conditions.

Figure 6. Co-production, co-ordination and use of digital tools

Percentage of people with chronic conditions

■ Greece ■ OECD PaRIS



Note: Results for people with one or more chronic conditions matched to a practice. Co-production: Patients managed in practices well prepared to co-ordinate care and that can exchange medical records electronically are reported by patients and participating primary care practices. OECD PaRIS average include the United States for practice-level indicators.

Source: OECD PaRIS 2024 Database.

🔗 There are significant inequalities between genders and income levels in Greece

Among people with chronic conditions, there are differences in well-being and trust in the healthcare systems across genders in Greece, both indicators being lower for women (Figure 7 and Figure 8).

- The gender gap in well-being in Greece is larger than the OECD PaRIS average (5 points). This gender gap mirrors results for other countries; however, Greece performs slightly below the OECD PaRIS average in terms of well-being, particularly for women.

- While about 43% of men with chronic conditions in Greece have trust in the healthcare system, only 31% of women with chronic conditions have trust in healthcare. These trust levels are the lowest among the OECD PaRIS countries.
- The gender gap in trust in Greece (11 percentage points) is comparable to the OECD PaRIS average gap (9 percentage points).

Figure 7. Well-being for men and women
Average well-being index for people with chronic conditions

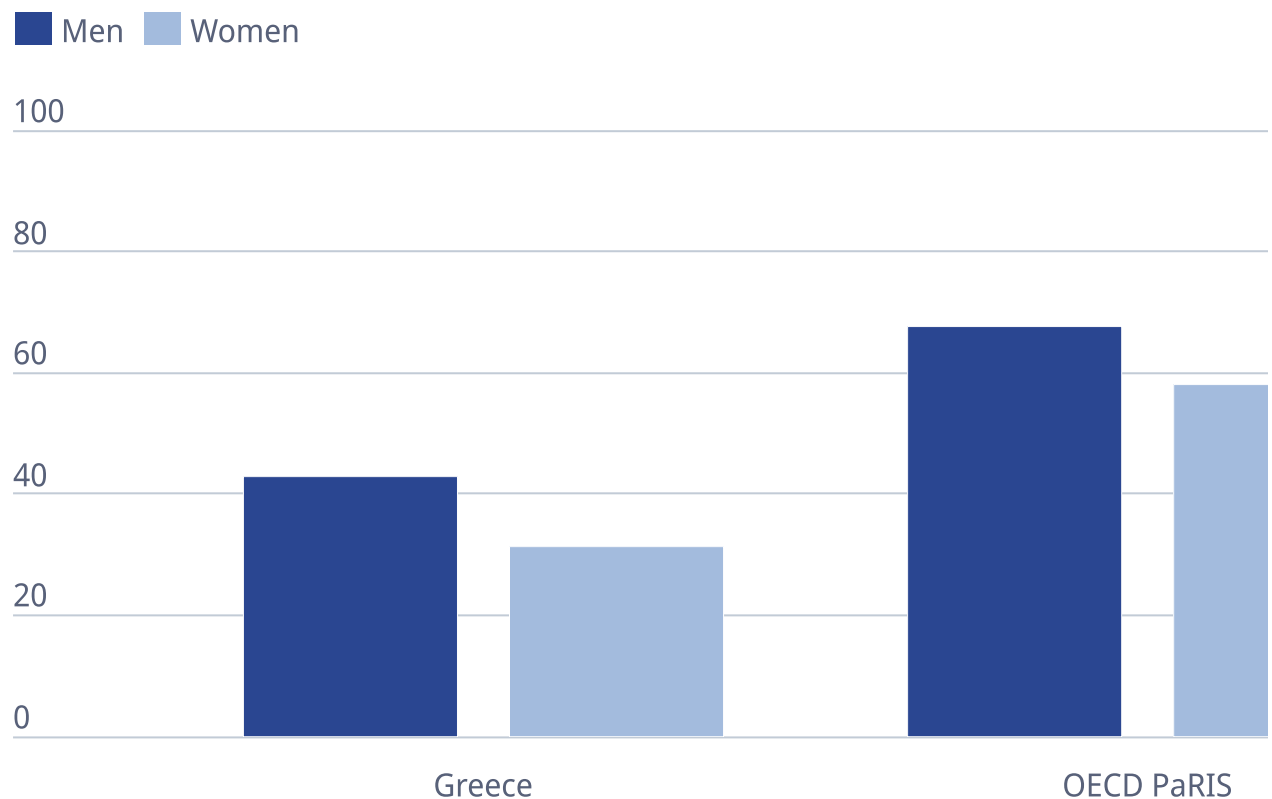


Note: OECD PaRIS average is calculated based on the data from participating OECD member countries. Response to five questions measuring well-being. Raw scale 0-25 converted to 0-100 the lowest possible well-being and 100 the highest.

Source: OECD PaRIS 2024 Database.

Figure 8. Trust in healthcare system reported by men and women

Percentage of people with chronic conditions reporting trusting the healthcare sy:

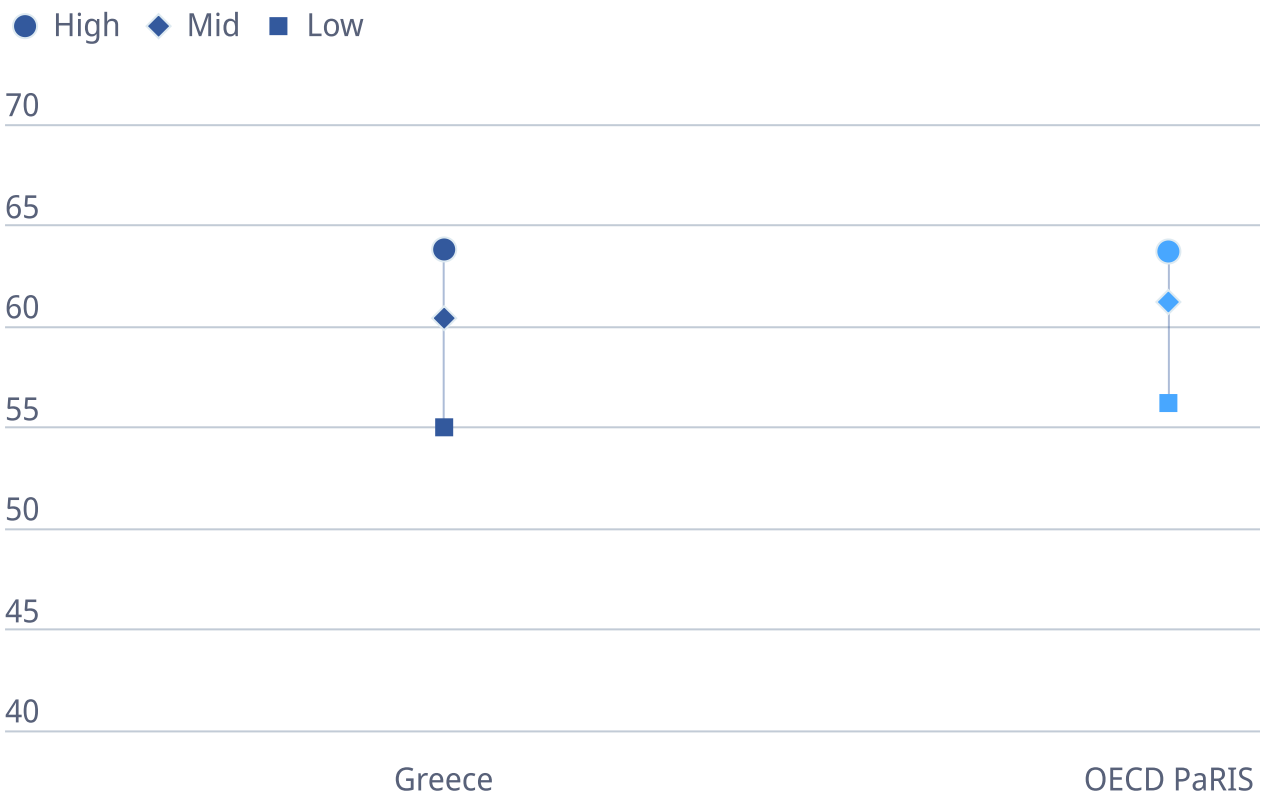


Note: OECD PaRIS average is calculated based on the data from participating OECD member countries. Healthcare system: Response to question: "How strongly do you agree or disagree that the healthcare system is trustworthy?", "strongly agree, agree" versus "neither agree nor disagree, disagree, strongly disagree". Source: OECD PaRIS 2024 Database.

As in other OECD countries, people with chronic conditions and higher incomes report higher well-being and trust in the healthcare system (Figure 9 and Figure 10):

- Across OECD PaRIS countries, people with chronic conditions and higher incomes report better well-being than those with lower incomes (7 point difference). Greece levels are comparable to the OECD PaRIS average.
- Almost half of the people with chronic conditions in Greece (46%) with higher incomes trust the healthcare system, compared to 36% of people with lower incomes. The trust levels in the healthcare system in all income groups are low compared to most OECD PaRIS countries.

Figure 9. Well-being by income level
Average well-being index for people with chronic conditions

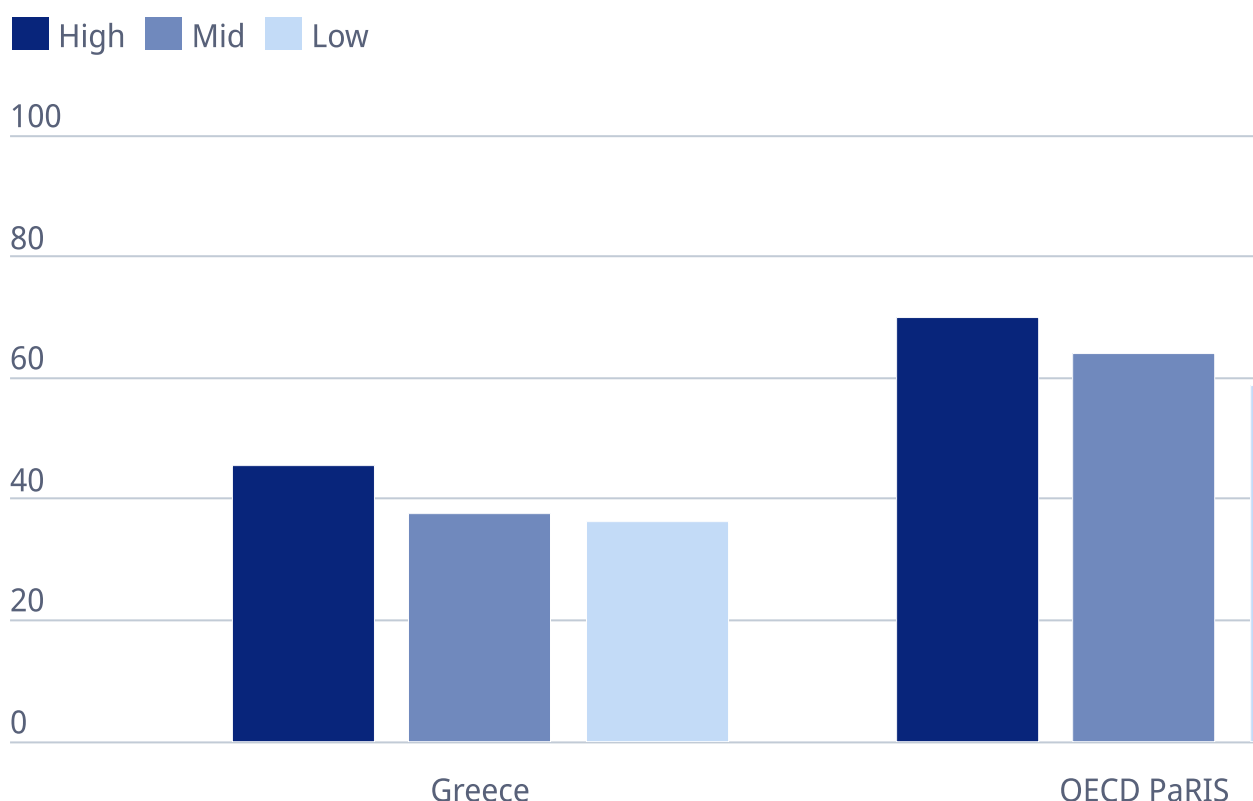


Note: OECD PaRIS average is calculated based on the data from participating OECD member countries. Response to five questions measuring well-being. Raw scale 0-25 converted to 0-100 the lowest possible well-being and 100 the highest.

Source: OECD PaRIS 2024 Database.

Figure 10. Trust in healthcare system reported by income level

Percentage of people with chronic conditions reporting trusting the healthcare system



Note: OECD PaRIS average is calculated based on the data from participating OECD member countries. Healthcare system: Response to question: "How strongly do you agree or disagree that the healthcare system is trustworthy?", "strongly agree, agree" versus "neither agree nor disagree, disagree, strongly disagree". Source: OECD PaRIS 2024 Database.

Key features of PaRIS

PaRIS at a glance

PaRIS contains information on patient-reported outcomes and experience measures as well as health behaviours and capabilities, sociodemographic characteristics from patients and primary care practice characteristics information from healthcare providers. The data collection took place in 2023-24 and first results were released in the publication, *Does Healthcare Deliver: Results from the Patient-Reported Indicator Surveys (PaRIS)*.

Results span 107 011 primary care users (aged 45 years and older) and 1 816 primary care practices in 19 countries: Australia, Belgium, Canada, Czechia, France, Greece, Iceland, Italy, Luxembourg, Netherlands, Norway, Portugal, Romania, Saudi Arabia, Slovenia, Spain, Switzerland, the United States and Wales (United Kingdom). All results in this country note are age-sex standardised to adjust for the different demographic profiles of the countries. In Figure 1, highest (lowest) represents the highest (lowest) values found for each indicator

among 17 PaRIS countries. In Italy and the United States, eligibility criteria for patient participation differed from the guidelines, therefore, these countries are not included in this figure. For detailed information on national sampling procedures and other methodological details, see Chapter 7 of the report.

Results from Greece are based on 2 173 patients and 104 primary care practices. In Greece patients were sampled by probability sampling from the IDIKA SA – patient dataset. Primary care practices were sampled by probability sampling from the IDIKA SA – healthcare provider dataset.

In Greece, primary care practices responded to the questionnaire online. Patients responded to the questionnaire online and via paper-and-pencil surveys.

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