

## Chapter 9

### Use of Health Services

Hong Kong residents can access a range of quality health care services that are delivered across a variety of settings. The PHS has included questions to examine the population's usage pattern of health services, including doctor consultation when they experienced any symptoms, hospitalization and other health care professional consultation. This Chapter presents the survey findings. Consumer satisfaction with the health care system of Hong Kong has also been measured and presented in this Chapter.

#### Snapshot of Population's Use of Health Services

Indicator	Overall %	% in female	% in male
Type of medical practitioners usually consulted			
○ Chinese medicine practitioner	4.2%	5.1%	3.0%
○ Western medicine practitioner	76.2%	72.9%	80.2%
○ Both	19.0%	21.4%	16.2%
Hospital admission in the 12 months preceding the survey	7.4%	7.7%	7.0%
Mental health professional consultation in the 12 months preceding the survey	1.8%	2.2%	1.2%

## 9.1 Medical Practitioner Consultation

With respect to the type of medical practitioner usually consulted, respondents were asked whether they would usually consult Chinese medicine practitioners, Western medicine practitioners or both when they were sick. For those respondents reported usually consulting a Western medicine practitioner or both Chinese or Western medicine practitioners, they were asked “Would you usually visit Western medicine practitioner in private clinic, public clinic or A&E (Accidents and Emergency Departments) under HA (Hospital Authority) or DH (Department of Health), charitable organization or tertiary institution?”.

Most people would prefer seeing a Western to a Chinese medicine practitioner when they were sick (76.2% versus 4.2%), and 19.0% would see both. Comparatively, a higher proportion of females reported that they usually consulted a Chinese medicine practitioner (5.1%) and both (21.4%) while more males (80.2%) would consult a Western medicine practitioner (Table 9.1a). Across all age groups, people aged 15-24 (83.5%) had the highest proportion of people reported that they would consult a Western medicine practitioner only; people aged 45-54 and those aged 75 and above were higher than other age groups in proportion (both 5.6%) to report that they usually consulted a Chinese medicine practitioner when they were sick; and people in the 55-64 age group were most likely to consult both (25.4%) (Table 9.1b).

**Table 9.1a: Type of medicine practitioners usually consulted by Gender**

	Female		Male		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Chinese	159.4	5.1%	77.5	3.0%	236.9	4.2%
Western	2 267.6	72.9%	2 063.4	80.2%	4 331.0	76.2%
Both	664.4	21.4%	416.4	16.2%	1 080.8	19.0%
Unknown/Missing	18.5	0.6%	16.8	0.7%	35.2	0.6%
Total	3 109.8	100.0%	2 574.1	100.0%	5 683.9	100.0%

Base: All respondents.

Note: Figures may not add up to the total due to rounding.

**Table 9.1b: Type of medicine practitioners usually consulted by Age group**

	15-24		25-34		35-44		45-54		55-64		65-74		75 and above		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Chinese	26.6	3.0%	28.1	3.1%	49.9	3.8%	64.3	5.6%	26.6	4.2%	25.9	5.1%	15.5	5.6%	236.9	4.2%
Western	749.9	83.5%	734.8	79.8%	1 008.7	77.5%	809.2	71.0%	442.7	69.6%	380.2	74.3%	205.6	74.1%	4 331.0	76.2%
Both	115.5	12.9%	147.9	16.1%	235.9	18.1%	263.6	23.1%	161.3	25.4%	102.9	20.1%	53.7	19.4%	1 080.8	19.0%
Unknown/Missing	5.8	0.6%	10.4	1.1%	6.7	0.5%	2.0	0.2%	5.2	0.8%	2.5	0.5%	2.6	1.0%	35.2	0.6%
Total	897.8	100.0%	921.2	100.0%	1 301.2	100.0%	1 139.0	100.0%	635.7	100.0%	511.5	100.0%	277.4	100.0%	5 683.9	100.0%

Base: All respondents.

Note: Figures may not add up to the total due to rounding.

For those who would consult Western medicine practitioners (including those who would consult both Chinese and Western medicine practitioners), about two-thirds (64.3%) of persons would visit private clinics, while 27.8% would visit public clinics or A&E under HA or DH. The differences in the proportion of people who opted for Western medicine practitioners in private or public clinics between females and males were minimal (Table 9.1c). From age 25 – 34 onward, the preference for private clinic decreased but that for public clinic increased (Table 9.1d).

**Table 9.1c: Type of Western medicine practitioners usually consulted by Gender**

	Female		Male		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Private clinic	1 896.0	64.7%	1 584.7	63.9%	3 480.7	64.3%
Public clinic or A & E under HA or DH	797.1	27.2%	707.5	28.5%	1 504.6	27.8%
Charitable organization or tertiary institution	32.3	1.1%	18.5	0.7%	50.8	0.9%
Both private and public clinics	75.6	2.6%	54.6	2.2%	130.2	2.4%
Unknown/Missing	130.9	4.5%	114.6	4.6%	245.5	4.5%
Total	2 932.0	100.0%	2 479.8	100.0%	5 411.8	100.0%

Base: The respondents who would see Western medicine practitioner and both Chinese and Western medicine practitioner.

Note: Figures may not add up to the total due to rounding.

**Table 9.1d: Type of Western medicine practitioners usually consulted by Age group**

	15-24		25-34		35-44		45-54		55-64		65-74		75 and above		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Private clinic	590.0	68.2%	688.2	78.0%	876.3	70.4%	712.0	66.4%	321.2	53.2%	209.4	43.4%	83.5	32.2%	3 480.7	64.3%
Public clinic or A & E under HA or DH	198.9	23.0%	132.5	15.0%	267.7	21.5%	277.0	25.8%	233.7	38.7%	235.4	48.7%	159.4	61.5%	1 504.6	27.8%
Charitable organization or tertiary institution	23.5	2.7%	5.4	0.6%	8.3	0.7%	7.6	0.7%	1.3	0.2%	3.4	0.7%	1.3	0.5%	50.8	0.9%
Both private and public clinics	8.5	1.0%	17.3	2.0%	25.7	2.1%	34.7	3.2%	20.7	3.4%	15.8	3.3%	7.5	2.9%	130.2	2.4%
Unknown/Missing	44.5	5.1%	39.3	4.4%	66.6	5.3%	41.5	3.9%	27.2	4.5%	18.9	3.9%	7.6	2.9%	245.5	4.5%
Total	865.4	100.0%	882.7	100.0%	1 244.6	100.0%	1 072.8	100.0%	604.0	100.0%	483.1	100.0%	259.2	100.0%	5 411.8	100.0%

Base: The respondents who would see Western medicine practitioner and both Chinese and Western medicine practitioner.

Note: Figures may not add up to the total due to rounding.

## 9.2 Treatment Received In the Past 30 Days

In the 30 days prior to the survey, 39.3% of persons had experienced symptoms (e.g. discomfort, illness, injury) - 43.1% for females and 34.7% for males (Table 9.2a). The proportion of people experiencing symptoms in the 30 days preceding the survey ranged from 36.2% for people aged 55-64 to 45.7% for the eldest age group 75 and above (Table 9.2b).

**Table 9.2a: Experienced any symptoms in the 30 days preceding the survey by Gender**

	Female		Male		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Yes	1 340.7	43.1%	894.3	34.7%	2 235.0	39.3%
No	1 765.0	56.8%	1 675.1	65.1%	3 440.1	60.5%
Unknown/Missing	4.1	0.1%	4.7	0.2%	8.8	0.2%
Total	3 109.8	100.0%	2 574.1	100.0%	5 683.9	100.0%

Base: All respondents.

Note: Figures may not add up to the total due to rounding.

**Table 9.2b: Experienced any symptoms in the 30 days preceding the survey by Age group**

	15-24		25-34		35-44		45-54		55-64		65-74		75 and above		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Yes	331.8	37.0%	399.0	43.3%	523.8	40.3%	419.6	36.8%	230.2	36.2%	203.9	39.9%	126.8	45.7%	2 235.0	39.3%
No	562.6	62.7%	518.8	56.3%	777.4	59.7%	719.4	63.2%	405.6	63.8%	306.3	59.9%	149.9	54.0%	3 440.1	60.5%
Unknown/Missing	3.4	0.4%	3.5	0.4%	-	-	-	-	-	-	1.2	0.2%	0.7	0.2%	8.8	0.2%
Total	897.8	100.0%	921.2	100.0%	1 301.2	100.0%	1 139.0	100.0%	635.7	100.0%	511.5	100.0%	277.4	100.0%	5 683.9	100.0%

Base: All respondents.

Note: Figures may not add up to the total due to rounding.

Among those reported that they had experienced any symptoms in the 30 days preceding the survey, 7.4% did nothing and ignored the symptom – 7.5% for females and 7.3% for males. Many took over-the-counter Western medication (40.2%), visited private clinics for medical consultation (36.4%) and took rest (19.8%). There were no great differences in the types of treatment sought between females and males, except larger proportion of females than males had acupuncture (1.4% versus 0.5%) and received treatment provided by Chinese herbalist (13.1% versus 7.8%) (Table 9.2c). Analyzed by age, some notable observations were noted. For example, the proportion of people reported consuming over-the-counter Western medication decreased with age from 48.8% among people aged 15-24 to 21.6% for people aged 75 and above, the proportion of people consumed over-the-counter Chinese medication increased with age from 8.1% for people aged 15-24 to 19.9% for those aged 75 and above. People in the 15-24 age group were more likely to just take rest (32.8%) for the symptoms experienced in the 30 days preceding the survey (Table 9.2d).

**Table 9.2c: Treatment for symptoms experienced in the 30 days preceding the survey by Gender**

	Female		Male		Total	
	No. of persons (' 000)	%	No. of persons (' 000)	%	No. of persons (' 000)	%
Consumed over-the-counter Western medication	548.4	40.9%	349.8	39.1%	898.2	40.2%
Treatment provided at private clinics / hospitals for Western practitioner	481.5	35.9%	333.2	37.3%	814.6	36.4%
Just took rest	290.8	21.7%	151.9	17.0%	442.7	19.8%
Treatment provided at public clinics / A & E for Western practitioner	217.9	16.2%	191.6	21.4%	409.4	18.3%
Consumed over-the-counter Chinese medication or herbs	192.1	14.3%	99.4	11.1%	291.5	13.0%
Treatment provided by Chinese Medicine practitioner	176.2	13.1%	69.5	7.8%	245.7	11.0%
Modified diet habit	118.6	8.8%	59.4	6.6%	178.0	8.0%
Did nothing but just ignored the symptoms	100.1	7.5%	65.0	7.3%	165.2	7.4%
Had unconventional / non-mainstream treatment such as chiropractic, osteopathy, homeopathy, reflexology, etc.	51.0	3.8%	34.6	3.9%	85.6	3.8%
Bonesetting	38.6	2.9%	19.7	2.2%	58.3	2.6%
Occupational therapy, physiotherapy or speech therapy	20.6	1.5%	12.2	1.4%	32.8	1.5%
Acupuncture	18.2	1.4%	4.7	0.5%	23.0	1.0%

Base: The respondents who had experienced any symptoms in the 30 days preceding the survey.

Notes: Multiple answers were allowed.

Figures may not add up to the total due to rounding.

**Table 9.2d: Treatment for symptoms experienced in the 30 days preceding the survey by Age Group**

	15-24		25-34		35-44		45-54		55-64		65-74		75 and above		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Consumed over-the-counter Western medication	161.8	48.8%	188.3	47.2%	217.3	41.5%	1 67.9	40.0%	77.0	33.4%	58.6	28.7%	27.3	21.6%	898.2	40.2%
Treatment provided at private clinics / hospitals for Western practitioner	119.6	36.0%	168.9	42.3%	197.6	37.7%	1 67.3	39.9%	75.6	32.9%	54.6	26.8%	31.0	24.4%	814.6	36.4%
Just took rest	108.7	32.8%	96.9	24.3%	97.1	18.5%	66.8	15.9%	27.1	11.8%	25.1	12.3%	20.9	16.5%	442.7	19.8%
Treatment provided at public clinics / A & E for Western practitioner	50.0	15.1%	38.3	9.6%	75.0	14.3%	57.8	13.8%	52.0	22.6%	78.8	38.6%	57.5	45.4%	409.4	18.3%
Consumed over-the-counter Chinese medication or herbs	26.9	8.1%	39.8	10.0%	73.9	14.1%	60.8	14.5%	29.1	12.6%	35.7	17.5%	25.2	19.9%	291.5	13.0%
Treatment provided by Chinese Medicine practitioner	24.9	7.5%	44.8	11.2%	60.3	11.5%	50.5	12.0%	31.1	13.5%	22.7	11.1%	11.3	8.9%	245.7	11.0%
Modified diet habit	50.1	15.1%	48.2	12.1%	37.8	7.2%	21.4	5.1%	12.8	5.6%	3.8	1.9%	4.0	3.1%	178.0	8.0%
Did nothing but just ignored the symptoms	52.8	15.9%	30.7	7.7%	29.9	5.7%	19.4	4.6%	18.3	7.9%	8.4	4.1%	5.8	4.6%	165.2	7.4%
Had unconventional and non-mainstream treatment such as chiropractic, osteopathy, homeopathy, reflexology, etc	8.7	2.6%	14.6	3.7%	25.6	4.9%	19.7	4.7%	10.0	4.3%	4.9	2.4%	2.2	1.7%	85.6	3.8%
Bonesetting	7.0	2.1%	15.0	3.8%	13.0	2.5%	11.9	2.8%	5.6	2.4%	4.3	2.1%	1.3	1.1%	58.3	2.6%
Occupational therapy, physio-therapy or speech therapy	1.5	0.4%	5.9	1.5%	6.3	1.2%	9.6	2.3%	4.2	1.8%	3.4	1.7%	2.0	1.5%	32.8	1.5%
Acupuncture	-	-	3.0	0.8%	6.6	1.3%	5.3	1.3%	3.3	1.5%	3.4	1.7%	1.3	1.1%	23.0	1.0%

Base: The respondents who had experienced any symptoms in the 30 days preceding the survey.

Notes: Multiple answers were allowed.

Figures may not add up to the total due to rounding.

### 9.3 Hospitalization

The PHS included questions on admission to hospital. Respondents were asked “Have you stayed in hospital in Hong Kong in the past 12 months?”, “In the past 12 months, how many times have you been admitted to hospital under Hospital Authority?”, “In the past 12 months, how many times have you been admitted to private hospital?”. Respondents were further asked in the past episode how many days they had stayed in the hospital and whether they had any operation performed in operating theatre.

Regarding hospitalization in the 12 months preceding the survey, 7.4% of persons gave a positive response – 7.7% for females and 7.0% for males (Table 9.3a). Older persons had higher proportion of hospital admission than persons in other age groups and people aged 75 and above had the highest proportion at 16.9% (Table 9.3b).

**Table 9.3a: Hospital admissions in the 12 months preceding the survey by Gender**

	Female		Male		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Yes	239.0	7.7%	180.0	7.0%	419.0	7.4%
No	2 865.2	92.1%	2 388.5	92.8%	5 253.8	92.4%
Unknown/Missing	5.6	0.2%	5.5	0.2%	11.1	0.2%
Total	3 109.8	100.0%	2 574.1	100.0%	5 683.9	100.0%

Base: All respondents.

Note: Figures may not add up to the total due to rounding.

**Table 9.3b: Hospital admissions in the 12 months preceding the survey by Age group**

	15-24		25-34		35-44		45-54		55-64		65-74		75 and above		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Yes	35.5	4.0%	55.4	6.0%	85.5	6.6%	69.2	6.1%	58.6	9.2%	67.9	13.3%	46.8	16.9%	419.0	7.4%
No	858.1	95.6%	863.2	93.7%	1 214.3	93.3%	1 068.7	93.8%	577.1	90.8%	442.4	86.5%	229.9	82.9%	5 253.8	92.4%
Unknown/Missing	4.2	0.5%	2.6	0.3%	1.4	0.1%	1.1	0.1%	-	-	1.2	0.2%	0.7	0.2%	11.1	0.2%
Total	897.8	100.0%	921.2	100.0%	1 301.2	100.0%	1 139.0	100.0%	635.7	100.0%	511.5	100.0%	277.4	100.0%	5 683.9	100.0%

Base: All respondents.

Note: Figures may not add up to the total due to rounding.

### 9.3.1 Type of Hospitals

Regarding hospital admission, 71.4% had been admitted to hospitals under Hospital Authority (HA), 17.7% to private hospital and 6.8% to both private and public hospitals. As shown in Table 9.3.1a, a higher proportion of females (28.6%) than males (19.1%) reported being admitted to private hospitals (including both) while a higher proportion of males (83.6%) had been admitted into HA hospitals (including both) than females (74.1%). Analyzed by age, those aged 25-54 had a relatively higher proportion of having been admitted to private hospitals (including both) (Table 9.3.1b).

**Table 9.3.1a: Type of hospitals admitted by Gender**

	Female		Male		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Public hospitals under HA	161.2	67.5%	137.8	76.6%	299.0	71.4%
Private hospitals	52.5	22.0%	21.7	12.1%	74.3	17.7%
Both	15.8	6.6%	12.7	7.1%	28.5	6.8%
Unknown/Missing	9.4	3.9%	7.8	4.3%	17.2	4.1%
Total	239.0	100.0%	180.0	100.0%	419.0	100.0%

Base: The respondents who had been admitted to hospitals in Hong Kong in the 12 months preceding the survey.

Note: Figures may not add up to the total due to rounding.

**Table 9.3.1b: Type of hospitals admitted by Age group**

	15-24		25-34		35-44		45-54		55-64		65-74		75 and above		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Public hospitals under HA	29.1	82.0%	34.9	62.9%	44.5	52.0%	44.8	64.8%	44.0	75.1%	57.9	85.3%	43.8	93.7%	299.0	71.4%
Private hospitals	2.4	6.9%	17.9	32.3%	23.8	27.8%	17.4	25.2%	8.1	13.8%	3.1	4.6%	1.5	3.2%	74.3	17.7%
Both	1.2	3.4%	1.8	3.3%	11.6	13.5%	5.5	8.0%	2.1	3.6%	4.8	7.1%	1.5	3.1%	28.5	6.8%
Unknown/Missing	2.8	7.8%	0.9	1.6%	5.7	6.6%	1.4	2.1%	4.4	7.5%	2.0	3.0%	-	-	17.2	4.1%
Total	35.5	100.0%	55.4	100.0%	85.5	100.0%	69.2	100.0%	58.6	100.0%	67.9	100.0%	46.8	100.0%	419.0	100.0%

Base: The respondents who had been admitted to hospitals in Hong Kong in the 12 months preceding the survey.

Note: Figures may not add up to the total due to rounding.

### 9.3.2 Frequency of Hospital Admissions

Regarding the frequency of hospital admissions among those who reported that they had been admitted to HA hospitals in the 12 months preceding the survey, 20.3% had been admitted more than once – 18.4% for females and 22.5% for males. With reference to admission into private hospitals, 6.0% reported being admitted twice or more times – 7.0% for females and 3.9% for males (Table 9.3.2a). Across all age groups, people in the 55-64 years age group (34.9%) had the highest proportion of people being admitted into HA hospitals more than once, while people aged 75 and above (58.8%) had the highest proportion of people being admitted into private hospitals more than once (Table 9.3.2b).

**Table 9.3.2a: Frequency of hospital admissions by Gender**

	Female		Male		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
<b>Hospitals under HA<sup>1</sup></b>						
Once	143.1	80.8%	113.6	75.5%	256.7	78.4%
More than once	32.6	18.4%	33.9	22.5%	66.4	20.3%
<i>Twice</i>	22.9	12.9%	23.7	15.7%	46.6	14.2%
<i>3-10 times</i>	9.7	5.5%	10.2	6.8%	19.8	6.1%
Unknown/Missing	1.4	0.8%	3.1	2.0%	4.4	1.3%
Total	177.0	100.0%	150.5	100.0%	327.5	100.0%
Mean	1.3		1.3		1.3	
Median	1.0		1.0		1.0	
Standard Deviation	1.0		0.8		0.9	
<b>Private hospitals<sup>2</sup></b>						
Once	60.8	89.0%	30.1	87.4%	91.0	88.5%
More than once	4.8	7.0%	1.3	3.9%	6.1	6.0%
<i>Twice</i>	3.0	4.5%	0.6	1.8%	3.7	3.6%
<i>3-10 times</i>	1.7	2.6%	0.7	2.1%	2.5	2.4%
Unknown/Missing	2.7	4.0%	3.0	8.7%	5.7	5.5%
Total	68.3	100.0%	34.5	100.0%	102.8	100.0%
Mean	1.1		1.2		1.1	
Median	1.0		1.0		1.0	
Standard Deviation	0.4		1.3		0.8	

Base: 1. The respondents who had been admitted to HA hospitals in the 12 months preceding the survey.

2. The respondents who had been admitted to private hospitals in the 12 months preceding the survey.

Note: Figures may not add up to the total due to rounding.

**Table 9.3.2b: Frequency of hospital admissions by Age group**

	15-24		25-34		35-44		45-54		55-64		65-74		75 and above		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
<b>Hospitals under HA<sup>1</sup></b>																
Once	25.7	84.8%	31.6	86.2%	49.3	87.9%	41.9	83.2%	30.1	65.1%	49.5	79.0%	28.6	63.3%	256.7	78.4%
More than once	4.6	15.2%	4.1	11.3%	6.8	12.1%	7.8	15.5%	16.1	34.9%	11.6	18.5%	15.4	34.0%	66.4	20.3%
<i>Twice</i>	3.7	12.1%	4.1	11.3%	3.1	5.5%	7.1	14.1%	12.9	27.9%	7.8	12.4%	7.9	17.5%	46.6	14.2%
<i>3-10 times</i>	0.9	3.1%	-	-	3.7	6.6%	0.7	1.4%	3.2	6.9%	3.8	6.1%	7.5	16.6%	19.8	6.1%
Unknown/Missing	-	-	0.9	2.5%	-	-	0.7	1.3%	-	-	1.6	2.5%	1.2	2.7%	4.4	1.3%
Total	30.3	100.0%	36.7	100.0%	56.1	100.0%	50.3	100.0%	46.1	100.0%	62.7	100.0%	45.3	100.0%	327.5	100.0%
Mean	1.2		1.1		1.2		1.2		1.7		1.3		1.6		1.3	
Median	1.0		1.0		1.0		1.0		1.0		1.0		1.0		1.0	
Standard Deviation	0.6		0.3		0.7		0.4		1.6		0.6		1.0		0.9	
<b>Private hospitals<sup>2</sup></b>																
Once	3.2	86.6%	18.8	95.3%	31.6	89.2%	20.2	88.1%	8.8	85.9%	7.3	91.5%	1.2	41.2%	91.0	88.5%
More than once	-	-	-	-	1.6	4.5%	1.4	5.9%	1.4	14.1%	-	-	1.7	58.8%	6.1	6.0%
<i>Twice</i>	-	-	-	-	0.9	2.5%	1.4	5.9%	1.4	14.1%	-	-	-	-	3.7	3.6%
<i>3-10 times</i>	-	-	-	-	0.7	2.0%	-	-	-	-	-	-	1.7	58.8%	2.5	2.4%
Unknown/Missing	0.5	13.4%	0.9	4.7%	2.2	6.3%	1.4	6.0%	-	-	0.7	8.5%	-	-	5.7	5.5%
Total	3.7	100.0%	19.7	100.0%	35.4	100.0%	22.9	100.0%	10.2	100.0%	8.0	100.0%	3.0	100.0%	102.8	100.0%
Mean	1.0		1.0		1.2		1.1		1.1		1.0		2.2		1.1	
Median	1.0		1.0		1.0		1.0		1.0		1.0		3.0		1.0	
Standard Deviation	0.0		0.0		1.3		0.2		0.3		0.0		1.0		0.8	

Base: 1. The respondents who had been admitted to HA hospitals in the 12 months preceding the survey.

2. The respondents who had been admitted to private hospitals in the 12 months preceding the survey.

Note: Figures may not add up to the total due to rounding.

### 9.3.3 Length of Hospital Stay

Among those who had been admitted to hospitals in Hong Kong in the 12 months preceding the survey, close to three-fifths (59.4%) stayed less than 5 days in the last episode – 66.1% for females and 50.6% for males. The overall median duration of stay in hospital was 3 days – 3 days for females and 4 days for males (Table 9.3.3a). Analyzed by age, people aged 75 and above had the highest median duration of hospital stay of 7 days whilst that for those aged 15-64 was 3 days (Table 9.3.3b).

**Table 9.3.3a: Length of hospital stay by Gender**

	Female		Male		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Less than 5 days	157.9	66.1%	91.0	50.6%	248.9	59.4%
5 – 14 days	58.8	24.6%	52.8	29.3%	111.6	26.6%
More than 14 days	14.4	6.0%	23.8	13.2%	38.1	9.1%
Unknown/Missing	7.9	3.3%	12.4	6.9%	20.3	4.8%
Total	239.0	100.0%	180.0	100.0%	419.0	100.0%
Mean	5.0		8.6		6.5	
Median	3.0		4.0		3.0	
Standard Deviation	5.9		16.0		11.5	

Base: The respondents who had been admitted to hospitals in Hong Kong in the 12 months preceding the survey.

Note: Figures may not add up to the total due to rounding.

**Table 9.3.3b: Length of hospital stays by Age group**

	15-24		25-34		35-44		45-54		55-64		65-74		75 and above		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Less than 5 days	20.5	57.7%	33.7	60.7%	60.2	70.4%	46.9	67.8%	34.6	59.0%	32.8	48.4%	20.2	43.2%	248.9	59.4%
5 – 14 days	8.7	24.5%	17.7	32.0%	19.4	22.7%	17.8	25.7%	12.6	21.5%	20.4	30.0%	15.0	32.1%	111.6	26.6%
More than 14 days	1.2	3.5%	0.6	1.1%	2.1	2.4%	3.2	4.6%	7.6	13.0%	13.1	19.4%	10.3	21.9%	38.1	9.1%
Unknown/Missing	5.1	14.3%	3.4	6.2%	3.8	4.5%	1.3	1.9%	3.9	6.6%	1.5	2.2%	1.3	2.7%	20.3	4.8%
Total	35.5	100.0%	55.4	100.0%	85.5	100.0%	69.2	100.0%	58.6	100.0%	67.9	100.0%	46.8	100.0%	419.0	100.0%
Mean	5.1		5.0		5.2		4.4		6.3		10.8		8.9		6.5	
Median	3.0		3.0		3.0		3.0		3.0		5.0		7.0		3.0	
Standard Deviation	5.8		9.7		13.3		4.9		9.7		17.3		8.5		11.5	

Base: The respondents who had been admitted to hospitals in Hong Kong in the 12 months preceding the survey.

Note: Figures may not add up to the total due to rounding.

### 9.3.4 Operation Performed

Overall, 33.7% of persons who had been admitted to hospitals in Hong Kong in the 12 months preceding the survey reported that they had operation performed in operating theatre in the last episode – 32.6% for females and 35.0% for males (Table 9.2.4a). Across all age groups, people aged 45-54 (44.2%) had the highest proportion of having operation performed in operating theatre in the last episode (Table 9.2.4b).

**Table 9.3.4a: Had operation performed in operating theatre by Gender**

	Female		Male		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Yes	77.9	32.6%	63.1	35.0%	141.0	33.7%
No	159.0	66.5%	111.0	61.6%	270.0	64.4%
Unknown/Missing	2.0	0.8%	6.0	3.3%	8.0	1.9%
Total	239.0	100.0%	180.0	100.0%	419.0	100.0%

Base: The respondents who had been admitted to hospitals in Hong Kong in the 12 months preceding the survey.

Note: Figures may not add up to the total due to rounding.

**Table 9.3.4b: Had operation performed in operating theatre by Age group**

	15-24		25-34		35-44		45-54		55-64		65-74		75 and above		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Yes	11.1	31.2%	17.0	30.7%	32.2	37.6%	30.6	44.2%	19.1	32.6%	19.2	28.3%	11.8	25.3%	141.0	33.7%
No	22.5	63.3%	37.7	68.0%	52.5	61.3%	36.7	53.0%	37.6	64.2%	48.7	71.7%	34.3	73.4%	270.0	64.4%
Unknown/Missing	2.0	5.5%	0.7	1.3%	0.9	1.0%	2.0	2.9%	1.9	3.2%	-	-	0.6	1.3%	8.0	1.9%
Total	35.5	100.0%	55.4	100.0%	85.5	100.0%	69.2	100.0%	58.6	100.0%	67.9	100.0%	46.8	100.0%	419.0	100.0%

Base: The respondents who had been admitted to hospitals in Hong Kong in the 12 months preceding the survey.

Note: Figures may not add up to the total due to rounding.

## 9.4 *Mental Health Professional Consultation*

Respondents were asked “During the past 12 months, have you seen a mental health professional such as a psychiatrist, psychologist, psychiatric nurse, or clinical social worker about your health?”. If the respondents gave an affirmative response, they were asked to specify how many times in the 12 months preceding the survey.

Overall, 1.8% of persons reported to have sought advice from a mental health professional. A higher proportion of females (2.2%) reported to have done so than males (1.2%) (Table 9.4a). Analyzed by age, a positive response was more common among those aged 75 and above (3.0%) and those aged 25-34 (2.3%) (Table 9.4b).

**Table 9.4a: Consulted a mental health professional by Gender**

	Female		Male		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Yes	69.0	2.2%	31.5	1.2%	100.5	1.8%
No	3 029.1	97.4%	2 528.3	98.2%	5 557.5	97.8%
Unknown/Missing	11.6	0.4%	14.3	0.6%	25.9	0.5%
Total	3 109.8	100.0%	2 574.1	100.0%	5 683.9	100.0%

Base: All respondents.

Note: Figures may not add up to the total due to rounding.

**Table 9.4b: Consulted a mental health professional by Age group**

	15-24		25-34		35-44		45-54		55-64		65-74		75 and above		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
Yes	12.8	1.4%	21.1	2.3%	19.8	1.5%	18.3	1.6%	11.6	1.8%	8.5	1.7%	8.4	3.0%	100.5	1.8%
No	879.9	98.0%	895.7	97.2%	1 279.3	98.3%	1 118.4	98.2%	618.5	97.3%	499.1	97.6%	266.4	96.1%	5 557.5	97.8%
Unknown/Missing	5.1	0.6%	4.4	0.5%	2.1	0.2%	2.3	0.2%	5.6	0.9%	3.9	0.8%	2.6	0.9%	25.9	0.5%
Total	897.8	100.0%	921.2	100.0%	1 301.2	100.0%	1 139.0	100.0%	635.7	100.0%	511.5	100.0%	277.4	100.0%	5 683.9	100.0%

Base: All respondents.

Note: Figures may not add up to the total due to rounding.

## 9.5 Satisfaction with the Health Care System

In the PHS, respondents were asked to rate their overall satisfaction to the private and public health care systems of Hong Kong on a scale of 0 to 100 respectively, where 0 is the lowest score and 100 is the highest score.

The median satisfaction scores given to the private sector and public sector were 80 and 70 respectively (Table 9.5a). Across the age group, the median scores for the private and public sectors stayed about the same, ranging from 75-80 and 70-80 respectively (Table 9.5b).

**Table 9.5a: Overall satisfaction to the health care system by Gender**

Scores	Female		Male		Total	
	No. of persons (' 000)	%	No. of persons (' 000)	%	No. of persons (' 000)	%
<b>Private sector</b>						
0- 19	7.4	0.2%	10.4	0.4%	17.9	0.3%
20-39	11.7	0.4%	17.4	0.7%	29.1	0.5%
40-59	176.3	5.7%	173.7	6.7%	350.0	6.2%
60-79	875.6	28.2%	754.9	29.3%	1 630.5	28.7%
80-100	1 224.9	39.4%	928.8	36.1%	2 153.7	37.9%
Don't know	771.3	24.8%	656.3	25.5%	1 427.6	25.1%
Missing	42.6	1.4%	32.7	1.3%	75.3	1.3%
Total	3 109.8	100.0%	2 574.1	100.0%	5 683.9	100.0%
Mean	75.2		73.4		74.4	
Median	80.0		75.0		80.0	
Standard Deviation	13.5		14.0		13.8	
<b>Public sector</b>						
0- 19	22.9	0.7%	23.7	0.9%	46.5	0.8%
20-39	47.8	1.5%	37.8	1.5%	85.7	1.5%
40-59	348.5	11.2%	303.9	11.8%	652.4	11.5%
60-79	1 049.3	33.7%	850.3	33.0%	1 899.6	33.4%
80-100	947.9	30.5%	750.6	29.2%	1 698.5	29.9%
Don't know	643.3	20.7%	576.5	22.4%	1 219.8	21.5%
Missing	50.1	1.6%	31.3	1.2%	81.4	1.4%
Total	3 109.8	100.0%	2 574.1	100.0%	5 683.9	100.0%
Mean	69.9		69.3		69.6	
Median	70.0		70.0		70.0	
Standard Deviation	16.4		16.6		16.5	

Base: All respondents.

Notes: Figures may not add up to the total due to rounding.

Range of scores = 0 (lowest) to 100 (highest)

**Table 9.5b: Overall satisfaction to the health care system by Age group**

Scores	15-24		25-34		35-44		45-54		55-64		65-74		75 and above		Total	
	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%	No. of persons ('000)	%
<b>Private sector</b>																
0- 19	2.1	0.2%	3.0	0.3%	3.0	0.2%	3.2	0.3%	2.3	0.4%	1.8	0.4%	2.6	0.9%	17.9	0.3%
20-39	8.2	0.9%	1.9	0.2%	5.4	0.4%	8.4	0.7%	2.5	0.4%	2.6	0.5%	-	-	29.1	0.5%
40-59	48.5	5.4%	53.6	5.8%	75.3	5.8%	98.3	8.6%	36.4	5.7%	20.9	4.1%	17.0	6.1%	350.0	6.2%
60-79	265.9	29.6%	306.2	33.2%	406.7	31.3%	333.3	29.3%	163.6	25.7%	101.1	19.8%	53.7	19.4%	1 630.5	28.7%
80-100	322.4	35.9%	368.5	40.0%	550.6	42.3%	429.3	37.7%	242.8	38.2%	175.9	34.4%	64.1	23.1%	2 153.7	37.9%
Don't know	235.6	26.2%	175.3	19.0%	238.5	18.3%	255.4	22.4%	183.0	28.8%	202.4	39.6%	137.3	49.5%	1 427.6	25.1%
Missing	15.1	1.7%	12.8	1.4%	21.7	1.7%	11.2	1.0%	5.1	0.8%	6.7	1.3%	2.7	1.0%	75.3	1.3%
Total	897.8	100.0%	921.2	100.0%	1 301.2	100.0%	1 139.0	100.0%	635.7	100.0%	511.5	100.0%	277.4	100.0%	5 683.9	100.0%
Mean	73.9		74.4		74.8		73.5		74.9		76.4		72.8		74.4	
Median	78.0		80.0		80.0		75.0		80.0		80.0		75.0		80.0	
Standard Deviation	13.2		12.8		12.8		14.6		14.2		15.0		16.8		13.8	
<b>Public sector</b>																
0- 19	11.3	1.3%	8.1	0.9%	10.3	0.8%	8.1	0.7%	5.9	0.9%	2.2	0.4%	0.7	0.2%	46.5	0.8%
20-39	22.0	2.4%	17.0	1.8%	20.3	1.6%	16.1	1.4%	6.8	1.1%	2.7	0.5%	0.7	0.2%	85.7	1.5%
40-59	110.5	12.3%	119.9	13.0%	157.2	12.1%	154.5	13.6%	56.9	8.9%	36.0	7.0%	17.4	6.3%	652.4	11.5%
60-79	315.3	35.1%	361.0	39.2%	478.4	36.8%	367.3	32.2%	180.8	28.4%	125.1	24.5%	71.6	25.8%	1 899.6	33.4%
80-100	162.7	18.1%	227.3	24.7%	371.9	28.6%	357.4	31.4%	239.3	37.6%	220.3	43.1%	119.7	43.1%	1 698.5	29.9%
Don't know	258.9	28.8%	176.4	19.2%	236.8	18.2%	225.7	19.8%	138.6	21.8%	117.5	23.0%	65.9	23.8%	1 219.8	21.5%
Missing	17.1	1.9%	11.5	1.3%	26.4	2.0%	9.9	0.9%	7.4	1.2%	7.7	1.5%	1.3	0.5%	81.4	1.4%
Total	897.8	100.0%	921.2	100.0%	1 301.2	100.0%	1 139.0	100.0%	635.7	100.0%	511.5	100.0%	277.4	100.0%	5 683.9	100.0%
Mean	65.3		67.5		68.9		69.6		72.5		75.3		76.3		69.6	
Median	70.0		70.0		70.0		70.0		75.0		80.0		80.0		70.0	
Standard Deviation	16.8		15.7		16.2		16.8		16.5		15.6		14.5		16.5	

Base: All respondents.

Notes: Figures may not add up to the total due to rounding.

Range of scores = 0 (lowest) to 100 (highest)