

National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2011

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National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2011

Identifying and definitional attributes

Metadata item type:	Indicator
Indicator type:	Progress measure
Short name:	PI 58-Patient satisfaction/experience, 2011
METEOR identifier:	402446
Registration status:	Health , Superseded 31/10/2011
Description:	Nationally comparative information that indicates levels of patient satisfaction around key aspects of the care they received
Indicator set:	National Healthcare Agreement (2011) Health , Superseded 31/10/2011
Outcome area:	Patient Experience Health , Standard 07/07/2010
Data quality statement:	National Healthcare Agreement: PI 58: Patient experience/satisfaction, 2011 QS Health , Superseded 04/12/2012

Collection and usage attributes

Population group age from:	15 years						
Computation description:	Population is limited to persons aged 15 years and over. Analysis by remoteness and SEIFA Index of Relative Socioeconomic Disadvantage (IRSD) is based on usual residence of person. Presented as a percentage.						
Computation:	$100 \times (\text{Numerator} \div \text{Denominator})$ calculated separately for each of a), b), c) and d) below.						
Numerator:	a) Number of persons who received a prescription for medication from a GP in the last 12 months where the GP provided reasons for giving the most recent prescription. b) Number of persons who had a pathology or imaging test in the last 12 months where the referring health professional explained the reasons for most recent test. c) Number of persons who saw a GP (for their own health) in the last 12 months who waited longer than felt acceptable to get an appointment. d) Number of persons who were referred to a medical specialist by a GP in the last 12 months who waited longer than they felt acceptable to get an appointment.						
Numerator data elements:	<table border="1"><tr><td>Data Element / Data Set</td></tr><tr><td>Perception of waiting time for health service</td></tr><tr><td>Data Source</td></tr><tr><td>ABS Patient Experience Survey (PEX)</td></tr><tr><td>Guide for use</td></tr><tr><td>Data source type: Survey</td></tr></table>	Data Element / Data Set	Perception of waiting time for health service	Data Source	ABS Patient Experience Survey (PEX)	Guide for use	Data source type: Survey
Data Element / Data Set							
Perception of waiting time for health service							
Data Source							
ABS Patient Experience Survey (PEX)							
Guide for use							
Data source type: Survey							

Data Element / Data Set

Persons who had a pathology or imaging test

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set

Persons who received a prescription for medication from a GP

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set

Persons who saw a GP (for their own health)

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set

Persons who were referred to a medical specialist by a GP

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set

Reason for treatment provided by health professional

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Denominator:

- a) Total number of persons who received a prescription for medication from a GP in the last 12 months.
- b) Total number of persons who were referred to their most recent pathology and/or imaging test by a health professional.
- c) Total number of persons who saw a GP (for their own health) in the last 12 months, excluding persons who were interviewed by proxy.
- d) Total number of persons who were referred to a medical specialist by a GP in the last 12 months, excluding persons who were interviewed by proxy.

Denominator data elements:

Data Element / Data Set
Persons who received a prescription for medication from a GP

Data Source
[ABS Patient Experience Survey \(PEX\)](#)

Guide for use
Data source type: Survey

Data Element / Data Set
Persons who saw a GP (for their own health)

Data Source
[ABS Patient Experience Survey \(PEX\)](#)

Guide for use
Data source type: Survey

Data Element / Data Set
Persons who were referred to a medical specialist by a GP

Data Source
[ABS Patient Experience Survey \(PEX\)](#)

Guide for use
Data source type: Survey

Data Element / Data Set
Persons who were referred to their most recent pathology and/or imaging test by a health professional

Data Source
[ABS Patient Experience Survey \(PEX\)](#)

Guide for use
Data source type: Survey

Disaggregation:

2009—State and territory by a), b), c) and d)

2009—Nationally, by a), b), c) and d), by:

- remoteness
- SEIFA Index of Relative Socioeconomic Disadvantage (IRSD) quintiles.

Disaggregation data elements:

Data Element / Data Set

[Person—area of usual residence, geographical location code \(ASGC 2009\) NNNNN](#)

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Used for disaggregation by state/territory, remoteness and SEIFA IRSD

Comments:

Pathology and imaging tests exclude those had while in hospital.

Most recent data available for 2011 CRC baseline report: 2009

Representational attributes

Representation class: Percentage

Data type: Real

Unit of measure: Person

Indicator conceptual framework

Framework and dimensions: [Responsiveness](#)

Data source attributes

Data sources:

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Frequency

Annual

Data custodian

Australian Bureau of Statistics

Accountability attributes

Reporting requirements: National Healthcare Agreement

Organisation responsible for providing data: Australian Bureau of Statistics

Further data development / collection required: Specification: Interim

Relational attributes

Related metadata references:

Supersedes [National Healthcare Agreement: P58-Patient satisfaction/experience, 2010](#)

[Health](#), Superseded 08/06/2011

Has been superseded by [National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2012](#)

[Health](#), Superseded 25/06/2013

See also [National Healthcare Agreement: PI 14-Waiting times for GPs, 2011](#)

[Health](#), Superseded 30/10/2011

See also [National Healthcare Agreement: PI 15-Waiting times for public dentistry, 2011](#)

[Health](#), Superseded 30/10/2011

See also [National Healthcare Agreement: PI 16-People deferring access to GPs, medical specialists or prescribed medications due to cost, 2011](#)

[Health](#), Superseded 30/10/2011

See also [National Healthcare Agreement: PI 34-Waiting times for elective surgery, 2011](#)

[Health](#), Superseded 31/10/2011