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

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

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| 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| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 31/10/2011 |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(2011)](https://meteor.aihw.gov.au/content/423587)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 31/10/2011 |
| Outcome area: | [Patient Experience](https://meteor.aihw.gov.au/content/393491)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 07/07/2010 |
| Data quality statement: | [National Healthcare Agreement: PI 58: Patient experience/satisfaction, 2011 QS](https://meteor.aihw.gov.au/content/448911)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 04/12/2012 |

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| 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 x (Numerator ÷ 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: | **Data Element / Data Set**Perception of waiting time for health service  **Data Source**  [ABS Patient Experience Survey (PEx)](https://meteor.aihw.gov.au/content/394410)  **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)](https://meteor.aihw.gov.au/content/394410)  **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)](https://meteor.aihw.gov.au/content/394410)  **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)](https://meteor.aihw.gov.au/content/394410)  **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)](https://meteor.aihw.gov.au/content/394410)  **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)](https://meteor.aihw.gov.au/content/394410)  **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)](https://meteor.aihw.gov.au/content/394410)  **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)](https://meteor.aihw.gov.au/content/394410)  **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)](https://meteor.aihw.gov.au/content/394410)  **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)](https://meteor.aihw.gov.au/content/394410)  **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](https://meteor.aihw.gov.au/content/386783)  **Data Source**  [ABS Patient Experience Survey (PEx)](https://meteor.aihw.gov.au/content/394410)  **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](https://meteor.aihw.gov.au/content/392585) |
| Data source attributes | |
| Data sources: | **Data Source**  [ABS Patient Experience Survey (PEx)](https://meteor.aihw.gov.au/content/394410)  **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](https://meteor.aihw.gov.au/content/395097)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/06/2011  Has been superseded by [National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2012](https://meteor.aihw.gov.au/content/436851)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 25/06/2013  See also [National Healthcare Agreement: PI 14-Waiting times for GPs, 2011](https://meteor.aihw.gov.au/content/402424)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 30/10/2011  See also [National Healthcare Agreement: PI 15-Waiting times for public dentistry, 2011](https://meteor.aihw.gov.au/content/402296)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), 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](https://meteor.aihw.gov.au/content/402433)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 30/10/2011  See also [National Healthcare Agreement: PI 34-Waiting times for elective surgery, 2011](https://meteor.aihw.gov.au/content/421623)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 31/10/2011 |