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

Exported from METEOR

(AIHW's Metadata Online Registry)

© Australian Institute of Health and Welfare 2024

This product, excluding the AIHW logo, Commonwealth Coat of Arms and any material owned by a third party or protected by a trademark, has been released under a Creative Commons BY 4.0 (CC BY 4.0) licence. Excluded material owned by third parties may include, for example, design and layout, images obtained under licence from third parties and signatures. We have made all reasonable efforts to identify and label material owned by third parties.

You may distribute, remix and build on this website’s material but must attribute the AIHW as the copyright holder, in line with our attribution policy. The full terms and conditions of this licence are available at https://creativecommons.org/licenses/by/4.0/.

Enquiries relating to copyright should be addressed to info@aihw.gov.au.

Enquiries or comments on the METEOR metadata or download should be directed to the METEOR team at meteor@aihw.gov.au.

# 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| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 31/10/2011 |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(2011)](https://meteor.aihw.gov.au/content/423587)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 31/10/2011 |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2011 QS](https://meteor.aihw.gov.au/content/448911)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 04/12/2012 |

|  |
| --- |
| 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: SurveyUsed 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 08/06/2011Has 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 25/06/2013See 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 30/10/2011See 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 30/10/2011See 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 30/10/2011See 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 |