National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2015

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# National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2015

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| Identifying and definitional attributes | |
| Metadata item type: | Indicator |
| Indicator type: | Progress measure |
| Short name: | PI 32-Patient satisfaction/experience, 2015 |
| METEOR identifier: | 559002 |
| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016 |
| Description: | Nationally comparative information that indicates levels of patient satisfaction around key aspects of the care they received. |
| Indicator set: | [National Healthcare Agreement (2015)](https://meteor.aihw.gov.au/content/558998)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016 |
| 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 32-Patient satisfaction/experience, 2015 QS](https://meteor.aihw.gov.au/content/559086)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016 |

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| Collection and usage attributes | |
| Population group age from: | Persons from 15 years |
| Computation description: | Population is limited to persons aged 15 years and over.  Analysis by remoteness and Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socioeconomic Disadvantage (IRSD) is based on usual residence of person.  Presented as a percentage. |
| Computation: | 100 × (Numerator ÷ Denominator), calculated separately for each of a) to i) below. |
| Numerator: | a) 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.  b) 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.  c) Number of persons who saw a GP in the last 12 months who reported the GP always or often: listened carefully to them; showed respect; and spent enough time with them (calculated separately for each category).  d) Number of persons who saw a medical specialist in the last 12 months who reported the medical specialist always or often: listened carefully to them; showed respect; and spent enough time with them.  e) Number of persons who saw a dental practitioner in the last 12 months who reported the dental practitioner always or often: listened carefully to them; showed respect; and spent enough time with them.  f) Number of persons who went to a hospital emergency department in the last 12 months who reported the ED doctors or specialists always or often: listened carefully to them; showed respect; and spent enough time with them.  g) Number of persons who went to a hospital emergency department in the last 12 months who reported ED nurses always or often: listened carefully to them; showed respect; and spent enough time with them.  h) Number of persons admitted to a hospital in the last 12 months who reported doctors or specialists always or often: listened carefully to them; showed respect; and spent enough time with them.  i) Number of persons admitted to a hospital in the last 12 months who reported nurses always or often: listened carefully to them; showed respect; and spent enough time with them. |
| 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**Perception of treatment provided by health professional  **Data Source**  [ABS Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), 2012–13 (National Aboriginal and Torres Strait Islander Health Survey component)](https://meteor.aihw.gov.au/content/585489)  **Guide for use**  Data source type: Survey    **Data Element / Data Set**Person—age  **Data Source**  [ABS Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), 2012–13 (National Aboriginal and Torres Strait Islander Health Survey component)](https://meteor.aihw.gov.au/content/585489)  **Guide for use**  Data source type: Survey    **Data Element / Data Set**Persons who saw a GP (for their own health) in the last twelve months  **Data Source**  [ABS Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), 2012–13 (National Aboriginal and Torres Strait Islander Health Survey component)](https://meteor.aihw.gov.au/content/585489)  **Guide for use**  Data source type: Survey    **Data Element / Data Set**Perception of 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    **Data Element / Data Set**Person—age  **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 admitted to a hospital in the last twelve months  **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 dental practitioner in the last 12 months  **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) in the last twelve months  **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 medical specialist in the last twelve months  **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 went to a hospital emergency department in the last 12 months  **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 in the last 12 months  **Data Source**  [ABS Patient Experience Survey (PEx)](https://meteor.aihw.gov.au/content/394410)  **Guide for use**  Data source type: Survey |
| Denominator: | a) & c) Total number of persons who saw a GP for their own health in the last 12 months.  b) Total number of persons who were referred to a medical specialist by a GP in the last 12 months.  d) Total number of persons who saw a medical specialist in the last 12 months.  e) Total number of persons who saw a dental practitioner in the last 12 months.  f) & g) Total number of persons who went to a hospital emergency department in the last 12 months.  h) & i) Total number of persons who were admitted to a hospital in the last 12 months. |
| Denominator data elements: | **Data Element / Data Set**Person—age  **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 dental practitioner in the last 12 months  **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) in the last 12 months  **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 medical specialist in the last twelve months  **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 went to a hospital emergency department in the last 12 months  **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 admitted to hospital in the last twelve months  **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 in the last 12 months  **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) in the last 12 months  **Data Source**  [ABS Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), 2012–13 (National Aboriginal and Torres Strait Islander Health Survey component)](https://meteor.aihw.gov.au/content/585489)  **Guide for use**  Data source type: Survey    **Data Element / Data Set**Person—age  **Data Source**  [ABS Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), 2012–13 (National Aboriginal and Torres Strait Islander Health Measures Survey component)](https://meteor.aihw.gov.au/content/585499)  **Guide for use**  Data source type: Survey |
| Disaggregation: | 2012–13 (resupplied for crude rate data), 2013-14—State and territory by measures (a) to (i), by:   * remoteness (Australian Statistical Geography Standard (ASGS) Remoteness Structure).   2012–13 (resupplied for crude rate data), 2013-14—Nationally, by measures (a) to (i), by:   * 2011 Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socioeconomic Disadvantage (IRSD) deciles. * remoteness (ASGS Remoteness Structure). |
| Disaggregation data elements: | **Data Element / Data Set**Person—area of usual residence  **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    **Data Element / Data Set**Person—area of usual residence  **Data Source**  [ABS Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), 2012–13 (National Aboriginal and Torres Strait Islander Health Survey component)](https://meteor.aihw.gov.au/content/585489)  **Guide for use**  Data source type: Survey  Used for disaggregation by state/territory and remoteness |
| Comments: | Most recent data available for 2015 National Healthcare Agreement (NHA) performance reporting: 2013-14 (total population: PEx); 2012–13 (Indigenous: AATSIHS).  Non-Indigenous data from PEx may not be directly comparable with data for Indigenous people from AATSIHS.  Some survey respondents may report pathology and imaging as a referral to a medical specialist.  Dental practitioner includes dentist, dental hygienist or dental specialist.  Responses from proxy interviews are not counted for questions on personal opinions. |
| 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    **Data Source**  [ABS Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), 2012–13 (National Aboriginal and Torres Strait Islander Health Survey component)](https://meteor.aihw.gov.au/content/585489)  **Data custodian**  Australian Bureau of Statistics    **Data Source**  [ABS Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), 2012–13 (National Aboriginal and Torres Strait Islander Health Measures Survey component)](https://meteor.aihw.gov.au/content/585499)  **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: Substantial work required, the measure requires significant work to be undertaken. |
| Relational attributes | |
| Related metadata references: | Supersedes [National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2014](https://meteor.aihw.gov.au/content/517614)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 14/01/2015  Has been superseded by [National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2016](https://meteor.aihw.gov.au/content/598714)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 31/01/2017  See also [National Healthcare Agreement: PI 12-Waiting times for GPs, 2015](https://meteor.aihw.gov.au/content/559044)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016  See also [National Healthcare Agreement: PI 13-Waiting times for public dentistry, 2015](https://meteor.aihw.gov.au/content/559042)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016  See also [National Healthcare Agreement: PI 14-People deferring access to selected healthcare due to financial barriers, 2015](https://meteor.aihw.gov.au/content/559040)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016  See also [National Healthcare Agreement: PI 20a-Waiting times for elective surgery: waiting times in days, 2015](https://meteor.aihw.gov.au/content/559030)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016  See also [National Healthcare Agreement: PI 20b-Waiting times for elective surgery: proportion seen on time, 2015](https://meteor.aihw.gov.au/content/559028)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016 |