

# National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2017

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# National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2017

## Identifying and definitional attributes

<b>Metadata item type:</b>	Indicator
<b>Indicator type:</b>	Progress measure
<b>Short name:</b>	PI 32–Patient satisfaction/experience, 2017
<b>METEOR identifier:</b>	630067
<b>Registration status:</b>	<a href="#">Health</a> , Superseded 30/01/2018
<b>Description:</b>	Nationally comparative information that indicates levels of patient satisfaction around key aspects of the care they received.
<b>Indicator set:</b>	<a href="#">National Healthcare Agreement (2017)</a> <a href="#">Health</a> , Superseded 30/01/2018
<b>Outcome area:</b>	<a href="#">Patient Experience</a> <a href="#">Health</a> , Standard 07/07/2010
<b>Data quality statement:</b>	<a href="#">National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2017 QS</a> <a href="#">Health</a> , Standard 31/01/2017

## Collection and usage attributes

<b>Population group age from:</b>	Persons from 15 years
<b>Computation description:</b>	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.
<b>Computation:</b>	$100 \times (\text{Numerator} \div \text{Denominator})$ , 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 \(PEX\)](#)

**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 \(National Aboriginal and Torres Strait Islander Health Survey component\)](#)

**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 \(National Aboriginal and Torres Strait Islander Health Survey component\)](#)

**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 \(National Aboriginal and Torres Strait Islander Health Survey component\)](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set**

Perception of treatment provided by health professional

**Data Source**

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

**Guide for use**

Data source type: Survey

**Data Element / Data Set**

Person—age

**Data Source**

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

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(PEX\)](#)

**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 \(National Aboriginal and Torres Strait Islander Health Survey component\)](#)

**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 \(National Aboriginal and Torres Strait Islander Health Measures Survey component\)](#)

**Guide for use**

Data source type: Survey

**Disaggregation:**

2015–16—State and territory by measures (a).

2015–16—State and territory by measures (c), (e), (f), (g), (h), (i), by:

- remoteness (Australian Statistical Geography Standard (ASGS) Remoteness Structure).

2015–16—State and territory by measures (a), (b), (d), by (not reported):

- remoteness (Australian Statistical Geography Standard (ASGS) Remoteness Structure).

2015–16—Nationally, by measures (c), (e), by:

- remoteness (ASGS Remoteness Structure).

2015–16—Nationally, by measures (a), (b), (d), (f), (g), (h), (i), by (not reported):

- remoteness (ASGS Remoteness Structure).

2015–16—Nationally, by measures (a) to (i), by (not reported):

- 2011 Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socioeconomic Disadvantage (IRSD) deciles.

**Disaggregation data elements:**

**Data Element / Data Set**

Person—area of usual residence

**Data Source**

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

**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 \(National Aboriginal and Torres Strait Islander Health Survey component\)](#)

**Guide for use**

Data source type: Survey

Used for disaggregation by state/territory and remoteness



**Comments:** Most recent data available for 2017 National Healthcare Agreement performance reporting: 2015–16 (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.

Information about dental practitioners is obtained by asking survey respondents about services received from a dental professional. Examples of dental professionals given to survey respondents in the questionnaire are dentists, dental hygienists and dental specialists. The intention is that survey respondents should provide information about all dental professionals, which may additionally include such practitioners as dental therapists, oral health therapists, and dental prosthetists, as well as specialists such as orthodontists, periodontists and endodontists.

Responses from proxy interviews are not counted for questions on personal opinions.

## Representational attributes

**Representation class:** Percentage

**Data type:** Real

**Unit of measure:** Person

**Format:** N[NN].N

## Indicator conceptual framework

**Framework and dimensions:** [Responsiveness](#)

## Data source attributes

**Data sources:**

<p><b>Data Source</b></p> <p><a href="#">ABS Patient Experience Survey (PEX)</a></p> <p><b>Frequency</b></p> <p>Annual</p> <p><b>Data custodian</b></p> <p>Australian Bureau of Statistics</p>
<p><b>Data Source</b></p> <p><a href="#">ABS Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), 2012–13 (National Aboriginal and Torres Strait Islander Health Survey component)</a></p> <p><b>Data custodian</b></p> <p>Australian Bureau of Statistics</p>
<p><b>Data Source</b></p> <p><a href="#">ABS Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), 2012–13 (National Aboriginal and Torres Strait Islander Health Measures Survey component)</a></p> <p><b>Data custodian</b></p> <p>Australian Bureau of Statistics</p>

## Accountability attributes

<b>Reporting requirements:</b>	National Healthcare Agreement
<b>Organisation responsible for providing data:</b>	Australian Bureau of Statistics
<b>Further data development / collection required:</b>	Specification: Substantial work required, the measure requires significant work to be undertaken.

## Relational attributes

<b>Related metadata references:</b>	Supersedes <a href="#">National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2016</a> <a href="#">Health</a> , Superseded 31/01/2017
	Has been superseded by <a href="#">National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2018</a> <a href="#">Health</a> , Superseded 19/06/2019
	See also <a href="#">National Healthcare Agreement: PI 12–Waiting times for GPs, 2017</a> <a href="#">Health</a> , Superseded 30/01/2018
	See also <a href="#">National Healthcare Agreement: PI 14–People deferring access to selected healthcare due to financial barriers, 2017</a> <a href="#">Health</a> , Superseded 30/01/2018
	See also <a href="#">National Healthcare Agreement: PI 20a–Waiting times for elective surgery: waiting times in days, 2017</a> <a href="#">Health</a> , Superseded 30/01/2018
	See also <a href="#">National Healthcare Agreement: PI 20b–Waiting times for elective surgery: proportion seen on time, 2017</a> <a href="#">Health</a> , Superseded 30/01/2018

