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| Registration status: | [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 31/10/2011 |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-uat.aihw.gov.au/content/423587)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 31/10/2011 |
| Outcome area: | [Patient Experience](https://meteor-uat.aihw.gov.au/content/393491)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 07/07/2010 |
| Data quality statement: | [National Healthcare Agreement: PI 58: Patient experience/satisfaction, 2011 QS](https://meteor-uat.aihw.gov.au/content/448911)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 04/12/2012 |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-uat.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-uat.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-uat.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-uat.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-uat.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-uat.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-uat.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-uat.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-uat.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-uat.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.
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| Disaggregation data elements: | **Data Element / Data Set**[Person—area of usual residence, geographical location code (ASGC 2009) NNNNN](https://meteor-uat.aihw.gov.au/content/386783)**Data Source**[ABS Patient Experience Survey (PEx)](https://meteor-uat.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-uat.aihw.gov.au/content/392585)  |
| Data source attributes |
| Data sources: | **Data Source**[ABS Patient Experience Survey (PEx)](https://meteor-uat.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-uat.aihw.gov.au/content/395097)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 08/06/2011Has been superseded by [National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2012](https://meteor-uat.aihw.gov.au/content/436851)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 25/06/2013See also [National Healthcare Agreement: PI 14-Waiting times for GPs, 2011](https://meteor-uat.aihw.gov.au/content/402424)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 30/10/2011See also [National Healthcare Agreement: PI 15-Waiting times for public dentistry, 2011](https://meteor-uat.aihw.gov.au/content/402296)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), 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-uat.aihw.gov.au/content/402433)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 30/10/2011See also [National Healthcare Agreement: PI 34-Waiting times for elective surgery, 2011](https://meteor-uat.aihw.gov.au/content/421623)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 31/10/2011 |