

Patient—extent to which assistance was received from staff within a reasonable timeframe descriptor, code N

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Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Extent to which assistance was received from staff within a reasonable timeframe descriptor
METEOR identifier:	518817
Registration status:	Health! , Recorded 11/10/2013
Definition:	A descriptor of the extent to which the patient received assistance from staff within a reasonable timeframe, as represented by a code.
Data Element Concept:	Patient—extent to which assistance was received from staff within a reasonable timeframe descriptor
Value Domain:	Extent to which assistance was received from staff within a reasonable timeframe code N

Value domain attributes

Representational attributes

Representation class:	Code
Data type:	Number
Format:	N
Maximum character length:	1

	Value	Meaning
Permissible values:	1	All of the time
	2	Most of the time
	3	Some of the time
	4	Rarely
	5	Never
	6	The patient did not need assistance
Supplementary values:	8	Don't know
	9	Refused to answer

Data element attributes

Collection and usage attributes

Collection methods: This standard question was developed by Picker Institute Europe and selected for use by the Patient Experience Information Development Working Group (PEIDWG) as part of the national set of core, common patient experience questions (CATI version) designed to be used for patients admitted to hospital. The question relating to this data element is as follows:

- *PEX Q8:* If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?

Source and reference attributes

Submitting organisation: Patient Experience Information Development Working Group (PEIDWG)
Australian Commission on Safety and Quality in Health Care (ACSQHC)
National Health Information Standards and Statistics Committee (NHSSC)

Origin: National Health Service (NHS) 2008. NHS Emergency Department Core Questionnaire 2008, Version 8, 1 February 2008 (Question 19). National Health Service, London. Viewed 1 April 2014,
http://www.nhssurveys.org/Filestore/documents/ED08_Core_Questionnaire_v8.pdf

Relational attributes

Implementation in Data Set Specifications: [Hospital patient experience DSS 2014-Health!](#), Recorded 11/10/2013
Implementation start date: 01/07/2014