National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2022

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# National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2022

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| Identifying and definitional attributes | |
| Metadata item type: | Indicator |
| Indicator type: | Progress measure |
| Short name: | PI 32–Patient satisfaction/experience, 2022 |
| METEOR identifier: | 740744 |
| Registration status: | [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 24/09/2021 |
| Description: | Nationally comparative information that indicates levels of patient satisfaction around key aspects of the care they received. |
| Indicator set: | [National Healthcare Agreement (2022)](https://meteor-uat.aihw.gov.au/content/740910)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 24/09/2021 |
| 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 |

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| Collection and usage attributes | |
| Population group age from: | 15 years |
| Computation description: | Population is limited to persons aged 15 and over. Experience questions exclude persons aged 15–17 who were interviewed by proxy.  Analysis by remoteness and Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socio-Economic Disadvantage (IRSD) is based on usual residence of the person.  Presented as a percentage.  95% confidence intervals and relative standard errors are calculated for rates. |
| Computation: | Crude rate: 100 × (Numerator ÷ Denominator), calculated separately for each of (a) to (i) below. |
| Numerator: | (a) Number of persons aged 15 years and over who saw a general practitioner (GP) (for their own health) in the last 12 months who reported that they waited longer than felt acceptable to get an appointment.  (b) Number of persons aged 15 years and over 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 aged 15 years and over who saw a GP (for their own health) in the last 12 months who reported that the GP always or often: listened carefully; showed respect; and spent enough time with them (calculated separately for each category).  (d) Number of persons aged 15 years and over who saw a medical specialist in the last 12 months (for their own health) who reported the medical specialist always or often: listened carefully to them; showed respect; and/or spent enough time with them (calculated separately for each category).  (e) Number of persons aged 15 years and over who saw a dental professional (for their own health) in the last 12 months who reported that the dental professional always or often: listened carefully; showed respect; and/or spent enough time with them (calculated separately for each category).  (f) Number of persons aged 15 years and over who visited a hospital emergency department (ED) (for their own health) in the last 12 months who reported that the hospital ED doctors and/or specialists always or often: listened carefully; showed respect; and/or spent enough time with them (calculated separately for each category).  (g) Number of persons aged 15 years and over who visited a hospital emergency department (ED) (for their own health) in the last 12 months who reported that the hospital ED nurses always or often: listened carefully; showed respect; and/or spent enough time with them (calculated separately for each category).  (h) Number of persons aged 15 years and over who were admitted to hospital in the last 12 months who reported that the hospital doctors and/or specialists always or often: listened carefully; showed respect; and/or spent enough time with them (calculated separately for each category).  (i) Number of persons aged 15 years and over who were admitted to hospital in the last 12 months who reported that the hospital nurses always or often: listened carefully; showed respect; and/or spent enough time with them (calculated separately for each category). |
| 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**  Perception of treatment provided by health professional  **Data Source**  [ABS 2018-19 National Aboriginal and Torres Strait Islander Health Survey (NATSIHS)](https://meteor-uat.aihw.gov.au/content/719848)  **Guide for use**  Data source type: Survey    **Data Element / Data Set**  Person—age  **Data Source**  [ABS 2018-19 National Aboriginal and Torres Strait Islander Health Survey (NATSIHS)](https://meteor-uat.aihw.gov.au/content/719848)  **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 2018-19 National Aboriginal and Torres Strait Islander Health Survey (NATSIHS)](https://meteor-uat.aihw.gov.au/content/719848)  **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-uat.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-uat.aihw.gov.au/content/394410)  **Guide for use**  Data source type: Survey    **Data Element / Data Set**  Persons admitted to hospital in the last twelve months  **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 dental professional (for their own health) in the last 12 months  **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) in the last twelve months  **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 medical specialist (for their own health) in the last twelve months  **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 in the last 12 months  **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 visited a hospital emergency department (for their own health) in the last 12 months  **Data Source**  [ABS Patient Experience Survey (PEx)](https://meteor-uat.aihw.gov.au/content/394410)  **Guide for use**  Data source type: Survey |
| Denominator: | (a) & (c) Total number of persons aged 15 and over who saw a GP (for their own health) in the last 12 months.  (b) Total number of persons aged 15 years and over who were referred to a medical specialist by a GP in the last 12 months.  (d) Total number of persons aged 15 years and over who saw a medical specialist (for their own health) in the last 12 months.  (e) Total number of persons aged 15 years and over who saw a dental professional (for their own health) in the last 12 months.  (f) & (g) Total number of persons aged 15 years and over who visited a hospital emergency department (for their own health) in the last 12 months.  (h) & (i) Total number of persons aged 15 years and over who were admitted to hospital in the last 12 months.  Denominators for measures (f), (g), (h) and (i) exclude persons who did not see any ED doctors or specialists/ED nurses/hospital doctors or specialists/hospital nurses. |
| Denominator data elements: | **Data Element / Data Set**  Person—age  **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 dental professional (for their own health) in the last 12 months  **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) in the last 12 months  **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 medical specialist (for their own health) in the last twelve months  **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 admitted to hospital in the last twelve months  **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 in the last 12 months  **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 visited a hospital emergency department (for their own health) in the last 12 months  **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**  Person—age  **Data Source**  [ABS 2018-19 National Aboriginal and Torres Strait Islander Health Survey (NATSIHS)](https://meteor-uat.aihw.gov.au/content/719848)  **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 2018-19 National Aboriginal and Torres Strait Islander Health Survey (NATSIHS)](https://meteor-uat.aihw.gov.au/content/719848)  **Guide for use**  Data source type: Survey |
| Disaggregation: | 2020–21—State and territory by measures (a).  2020–21—State and territory by measures (a), (c), (e), (f), (g), (h), (i), by:   * remoteness (Australian Statistical Geography Standard (ASGS) – Edition 2016 – Remoteness Area) (Major cities, other).   2020–21—State and territory by measures (b), (d), by (not reported):   * remoteness (Australian Statistical Geography Standard (ASGS) – Edition 2016 – Remoteness Area) (Major cities, other).   2020–21—Nationally, by measures (c), (e), by:   * remoteness (Australian Statistical Geography Standard (ASGS) – Edition 2016 – Remoteness Area) (Major cities, Inner regional, Outer regional, Remote/Very remote).   2020–21—Nationally, by measures (a), (b), (d), (f), (g), (h), (i), by (not reported):   * remoteness ((Australian Statistical Geography Standard (ASGS) – Edition 2016 – Remoteness Area) (Major cities, Inner regional, Outer regional, Remote/Very remote).   2020–21—Nationally, by measures (a) to (i), by (not reported):   * 2016 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)](https://meteor-uat.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 2018-19 National Aboriginal and Torres Strait Islander Health Survey (NATSIHS)](https://meteor-uat.aihw.gov.au/content/719848)  **Guide for use**  Data source type: Survey  Used for disaggregation by state/territory and remoteness |
| Comments: | Most recent data available for 2022 National Healthcare Agreement performance reporting: 2020–21 (total population: PEx); 2018–19 (Indigenous: NATSIHS).  Non-Indigenous data from PEx may not be directly comparable with data for Indigenous people from NATSIHS 2018–19.  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.  Caution should be taken when comparing across ABS surveys and with administrative by-product data that address the access and use of health services. Estimates from the Patient Experience Survey may differ from those obtained from other surveys (such as the NATSIHS, National Aboriginal and Torres Strait Islander Social Survey, National Health Survey, Australian Health Survey, General Social Survey and Survey of Disability, Ageing and Carers) due to differences in survey mode, methodology and questionnaire design.  Data for the Northern Territory should be interpreted with caution as the PEx excluded persons resident in the Indigenous Community Strata (ICS), which comprises about 20% of the estimated resident population of the Northern Territory.  Further details about the experiences of Aboriginal and Torres Strait Islander patients are available from the Aboriginal and Torres Strait Islander Health Performance Framework ([measure 3.14: Access to services compared with need](https://indigenoushpf.gov.au/measures/3-14-access-services-compared-with-need), [measure 3.15: Access to prescription medicines](https://indigenoushpf.gov.au/measures/3-15-access-prescription-medicines) and [measure 3.17: Regular general practitioner or health service](https://indigenoushpf.gov.au/measures/3-17-regular-gp-health-service)). |
| Representational attributes | |
| Representation class: | Percentage |
| Data type: | Real |
| Unit of measure: | Person |
| Format: | N[NN].N |
| 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    **Data Source**  [ABS 2018-19 National Aboriginal and Torres Strait Islander Health Survey (NATSIHS)](https://meteor-uat.aihw.gov.au/content/719848)  **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. |
| Source and reference attributes | |
| Reference documents: | Australian Institute of Health and Welfare (AIHW) 2020. *Aboriginal and Torres Strait Islander Health Performance Framework*. Canberra: AIHW. Viewed 19 February 2021, <https://indigenoushpf.gov.au/> |
| Relational attributes | |
| Related metadata references: | Supersedes [National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2021](https://meteor-uat.aihw.gov.au/content/725757)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 03/07/2020  See also [National Healthcare Agreement: PI 12–Waiting times for GPs, 2022](https://meteor-uat.aihw.gov.au/content/740872)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 24/09/2021  See also [National Healthcare Agreement: PI 14–People deferring access to selected healthcare due to financial barriers, 2022](https://meteor-uat.aihw.gov.au/content/740868)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 24/09/2021  See also [National Healthcare Agreement: PI 20a–Waiting times for elective surgery: waiting times in days, 2022](https://meteor-uat.aihw.gov.au/content/740845)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 24/09/2021  See also [National Healthcare Agreement: PI 20b–Waiting times for elective surgery: proportion seen on time, 2022](https://meteor-uat.aihw.gov.au/content/740843)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 24/09/2021 |