

**AUSTRALIAN BUREAU OF STATISTICS ACT 1975: sub-section 6(3)**

**PROPOSAL NO. 19 OF 2013**

**BY**

**AUSTRALIAN BUREAU OF STATISTICS**

**HEALTH SERVICES SURVEY**

The Australian Bureau of Statistics proposes to conduct a Health Services Survey commencing September 2013, with a follow-up expected to occur approximately 12 months later.

The survey will be conducted by a combination of e-form, telephone interviews and personal interviews from a sample of approximately 7,000 households, primarily located in regional areas.

Information will be collected on a range of indicators including:

- demographic and socioeconomic characteristics - education, labour force status and income;
- general practitioner services - level of satisfaction with communication and courtesy, cost barriers, unmet need, preferred general practitioner, waiting times, urgent medical care;
- medications - usage, barriers;
- specialist services - level of satisfaction with communication and courtesy, cost barriers, unmet need, waiting times;
- dental professionals - level of satisfaction with communication and courtesy, cost barriers, unmet need, public dental waiting list, waiting times;
- long term health conditions;
- pathology tests - usage, cost barriers, unmet need;
- imaging tests - usage, cost barriers, unmet need;
- hospital emergency department - reasons thought care could not have been provided by a general practitioner, level of satisfaction with communication and courtesy;
- hospital admissions - level of satisfaction with communication and courtesy, cost barriers;
- three or more health professionals;
- self-assessed health; and
- after hours general practitioner care.

The primary purpose of the survey is to improve the accuracy of reporting on Patient Experience data items at the Medicare Local level, compared with what the Patient Experience Survey is currently able to provide.

Results from the survey will be used to ensure that all Australians experience best practice health care suited to their needs and circumstances, and to inform through high quality health information.

The principal users of the Health Services Survey will include:

- Productivity Commission (Council of Australian Governments and Report on Government Services reporting);
- National Health Performance Authority;
- Australian Commission on Safety and Quality in Health Care;
- Commonwealth and state/territory health authorities;
- other government health and related organisations (e.g. Australian Institute of Health and Welfare, Medicare Australia, drug and alcohol authorities);
- health researchers and academics;
- health industry and professional groups (e.g. Australian Medical Association, specialist medical colleges, Private Health Insurance Administration Council); and
- community health organisations (e.g. Public Health Association, Consumers Health Forum) and the community.

Content of the survey will reflect that of the Patient Experience Survey in order to allow data from the two surveys to be aggregated and outputted together.

There has been a high level of respondent cooperation and no significant adverse respondent reaction is expected. The Privacy Commissioner will be informed of the Health Services Survey.

Results from the survey are expected to be released from late 2014.

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