PATIENT EXPERIENCE SURVEY (PEx)

JULY 2013 TO JUNE 2014

HOUSEHOLD SURVEY QUESTIONNAIRE

Module 9.1 Self-assessed health status (SAH)

Population: All persons aged 15 years and over

From population	Question wording	To question
	SAH_Q1 The next questions are about general health care and use of <u>Australian</u> health services <u>for [yourself/name of RP]</u>. Press [1] to continue.	SAH_Q2
SAH_Q1 = ALL	**SAH_Q2** Sequence guide 1. If interview is personal interview (INTTYPE=Personal) 2. Else (INTTYPE=Proxy)	SAH_Q3 END
SAH_Q2 = 1.	**SAH_Q3** In general, would you say that your health is excellent, very good, good, fair or poor? 1. Excellent 2. Very good 3. Good 4. Fair 5. Poor	 END END END END END

Module 9.2 General practitioners (GPS)

Population: All persons aged 15 years and over

From population	Question wording	To question
	GPS_Q1 Since <month> last year, [have you/has Name of RP] seen a GP for [your/his/her] own health? Please exclude times [you/he/she] went to a hospital or emergency department. [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 GPS_Q3 GPS_Q2 GPS_Q2
GPS_Q1 = 5 GPS_Q1 = Ctrl K	**GPS_Q2** (Since <month> last year,) [have you/has Name of RP] needed to see a GP? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 GPS_Q10 GPS_Q19 GPS_Q19
GPS_Q1 = 1	**GPS_Q3** Were any of these visits for urgent medical care? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 GPS_Q4 GPS_Q10 GPS_Q10
GPS_Q3 = 1	**GPS_Q4** Did [you/he/she] also see a GP for non-urgent medical care? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 GPS_Q5 GPS_Q5 GPS_Q5

From population	Question wording	To question
GPS_Q4 = ALL	**GPS_Q5** Thinking about the most recent time for urgent medical care, how long after [you/Name of RP] made the appointment [were you/was [he/she]] seen by the GP? Interviewer: Please select unit of time. 1. Minutes 2. Hours 3. Days	GPS_Q6 GPS_Q7 GPS_Q8
GPS_Q5 = 1	**GPS_Q6** (Thinking about the most recent time, how long after [you/Name of RP] made the appointment [were you/was [he/she]] seen by the GP?) Interviewer: Please enter number of <u>minutes</u>. <Numeric entry: 1-1000 allow whole numbers only>	GPS_Q9
GPS_Q5 = 2	**GPS_Q7** (Thinking about the most recent time, how long after [you/Name of RP] made the appointment [were you/was [he/she]] seen by the GP?) Interviewer: Please enter number of <u>hours</u>. Enter hours as whole numbers and half hours as '.5'. <Numeric Entry: 1-100 (Allow 1 decimal place if indicative of 'half' or 'whole' i.e. 11.5, 5.5, 7.0 etc.) >	GPS_Q9
GPS_Q5 = 3	**GPS_Q8** (Thinking about the most recent time, how long after [you/Name of RP] made the appointment [were you/was [he/she]] seen by the GP?) Interviewer: Please enter number of <u>days</u>. Enter days as whole numbers and half days as '.5'. <Numeric Entry: 1-100 (Allow 1 decimal place if indicative of 'half' or 'whole' i.e. 1.5, 5.5, 7.0 etc.) >	GPS_Q9
GPS_Q6 = ALL GPS_Q7 = ALL GPS_Q8 = ALL	**GPS_Q9** Please note: This is a derived item. Please convert time in GPS_Q6, GPS_Q7 and GPS_Q8 to	

From population	Question wording	To question
	minutes. GPS_Q6x1 GPS_Q7x60 GPS_Q8x1440	GPS_Q10
GPS_Q2 = 1 GPS_Q3 = 5 GPS_Q3 = Ctrl K GPS_Q9 = ALL	**GPS_Q10** [Do you/Does Name of RP] have a GP [you/he/she] prefer[s/blank] to see? 1. Yes 5. No 6. Don't know	 GPS_Q11 GPS_Q12 GPS_Q12
GPS_Q10 = 1	**GPS_Q11** Were there any times in the last 12 months [you/he/she] tried to get an appointment with this GP and couldn't? 1. Yes 5. No	 GPS_Q12 GPS_Q12
GPS_Q10 = 5 GPS_Q10 = 6 GPS_Q11 = ALL	**GPS_Q12** Sequence Guide 1. If GPS_Q1 = 1 2. Otherwise	 GPS_Q13 GPS_Q14
GPS_Q12 = 1	**GPS_Q13** (Since <month> last year,) has there been any time [you/Name of RP] needed to go to a GP but <u>didn't</u>? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 GPS_Q14 GPS_Q17 GPS_Q17
GPS_Q12 = 2 GPS_Q13 = 1	**GPS_Q14** [Thinking about when [you/Name of RP] needed to see a GP but didn't, what/What] was the <u>main</u> reason [you/he/she] did not go? 1. Cost 2. Dislike or fear of service 3. Waiting time too long 4. Service not available when required 5. Had an upcoming appointment 6. Too busy	 GPS_Q16 GPS_Q15 GPS_Q15 GPS_Q15 GPS_Q15 GPS_Q15

From population	Question wording	To question
	7. Other	GPS_Q15
GPS_Q14 = 2-7	**GPS_Q15** Was the cost also a reason? 1. Yes 5. No	 GPS_Q16 GPS_Q16
GPS_Q14 = 1 GPS_Q15 = ALL	**GPS_Q16** Sequence Guide 1. If GPS_Q1 = 5 or Ctrl K or GPS_Q14=1 or GPS_Q15=1 2. Otherwise	 GPS_Q19 GPS_Q17
GPS_Q13 = 5 GPS_Q13 = Ctrl K GPS_Q16 = 2	**GPS_Q17** [Excluding the time [you/Name of RP] needed to see a GP but didn't, (since \<month> last year,)/(Since \<month> last year,)] has there been any time [you/Name of RP] needed to see a GP but <u>delayed</u> going? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 GPS_Q18 GPS_Q19 GPS_Q19
GPS_Q17 = 1	**GPS_Q18** Was that because of the cost? 1. Yes 5. No	 GPS_Q19 GPS_Q19
GPS_Q2 = 5 GPS_Q2 = Ctrl K GPS_Q16 = 1 GPS_Q17 = 5 GPS_Q17 = Ctrl K GPS_Q18 = ALL	**GPS_Q19** Since \<month> last year, has any GP written [you/him/her] a prescription for medication? 1. Yes 5. No	 GPS_Q21 GPS_Q20
GPS_Q19 = 5	**GPS_Q20** (Since \<month> last year,) [have you/has Name of RP] <u>needed</u> prescribed medication? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes	 GPS_Q21

From population	Question wording	To question
	5. No Ctrl K	GPS_Q22 GPS_Q22
GPS_Q19 = 1 GPS_Q20 = 1	**GPS_Q21** Since <month> last year, has there been any time [you/Name of RP] <u>delayed</u> getting or <u>did not</u> get prescribed medication because of the cost? 1. Yes 5. No	 GPS_Q22 GPS_Q22
GPS_Q20 = 5 GPS_Q20 = Ctrl K GPS_Q21 = ALL	**GPS_Q22** Sequence Guide 1. If INTTYPE = Proxy or GPS_Q1 = 5 or Ctrl K 2. Otherwise	 END GPS_Q23
GPS_Q22 = 2	**GPS_Q23** Thinking about all the GPs you have seen in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 GPS_Q24 GPS_Q24 GPS_Q24 GPS_Q24 GPS_Q24
GPS_Q23 = ALL	**GPS_Q24** (Thinking about all the GPs you have seen in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 GPS_Q25 GPS_Q25 GPS_Q25 GPS_Q25 GPS_Q25
GPS_Q24 = ALL	**GPS_Q25** (Thinking about all the GPs you have seen in the last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes	 GPS_Q26 GPS_Q26 GPS_Q26

From population	Question wording	To question
	4. Rarely 5. Never	GPS_Q26 GPS_Q26
GPS_Q25 = ALL	**GPS_Q26** Sequence Guide 1. If GPS_Q1 = 1 and INTTYPE ^ = Proxy and GPS_Q14 ^ = 3 2. Otherwise	 GPS_Q27 END
GPS_Q26 = 1	**GPS_Q27** Since <month> last year, have you waited longer than you felt was acceptable to get an appointment with a GP? 1. Yes 5. No	 END END

Module 9.3 After hours general practitioner care (AHM)

Population: All persons aged 15 years or over

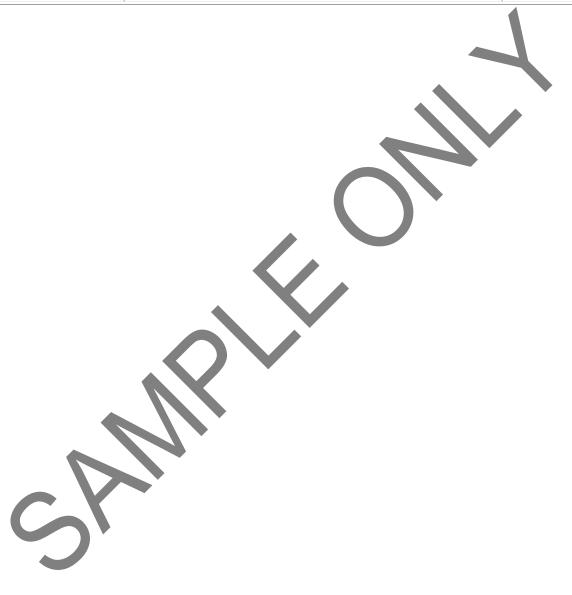| From population	Question wording	To question
	AHM_Q1 The next few questions are about after hours GPs. After hours means after 8pm on a weeknight, after 1pm on Saturday or any time on a Sunday or public holiday. Since \<month\> last year, [have you/has Name of RP] seen a GP after hours <u>for [your/his/her] own health</u>, including both urgent and non-urgent care? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 AHM_Q2 AHM_Q3 AHM_Q3
AHM_Q1 = 1	**AHM_Q2** Thinking about the <u>most recent</u> time [you/he/she] saw a GP after hours, was it... Interviewer: Read out each category until a 'Yes' response is given. [Interviewer: Ctrl K may be used here if necessary.] 1. At a regular general practice? 2. At a late night clinic? 3. At an after hours clinic at a hospital? 4. A home visit? 5. At some other practice? Ctrl K	 AHM_Q3 AHM_Q3 AHM_Q3 AHM_Q3 AHM_Q3 AHM_Q3
AHM_Q1 = 5 AHM_Q1 = Ctrl K AHM_Q2 = ALL	**AHM_Q3** Since \<month\> last year, was there any time [you/Name of RP] needed to go to a GP after hours but <u>didn't</u>? 1. Yes 5. No	 AHM_Q4 END
AHM_Q3 = 1	**AHM_Q4** What was the <u>main</u> reason [you/he/she] did not go? 1. Cost	 END

From population	Question wording	To question
	2. Dislike or fear of service	END
	3. Waiting time too long	END
	4. Service not available when required	END
	5. Had an upcoming appointment	END
	6. Too busy	END
	7. Other	END

From population	Question wording	To question

Module 9.4 Three or more health professionals (3MR)

Population: All persons aged 15 years and over

From population	Question wording	To question
	3MR_Q1 Since <month> last year, [have you/has Name of RP] seen three or more <u>different</u> health professionals, such as a GP, specialist, physiotherapist or nurse, for the <u>same condition</u>? 1. Yes 5. No	 3MR_Q2 END
3MR_Q1 = 1.	**3MR_Q2** Was there a time since <month> last year, when a <u>health professional</u> helped coordinate [your/his/her] care? Interviewer: Ctrl K may be used here if necessary. 1. Yes 5. No Ctrl K	 3MR_Q3 3MR_Q6 3MR_Q6
3MR_Q2 = 1	**3MR_Q3** What type of <u>health professional</u> helped <u>most</u> in coordinating [your/his/her] care? 1. GP 2. Medical specialist 3. Nurse 4. Other health professional (please specify)	 3MR_Q5 3MR_Q5 3MR_Q5 3MR_Q4
3MR_Q3 = 4	**3MR_Q4** Interviewer: Please specify other health professional <Allow text entry of 100 characters>	 3MR_Q5
3MR_Q3 = 1 3MR_Q3 = 2 3MR_Q3 = 3 3MR_Q4 = ALL	**3MR_Q5** Did the coordination help to a large extent, to some extent or not at all? 1. To a large extent 2. To some extent 3. Not at all 4. Can't remember	 3MR_Q6 3MR_Q6 3MR_Q6 3MR_Q6

From population	Question wording	To question
3MR_Q2 = 5 3MR_Q2 = Ctrl K 3MR_Q5 = ALL	**3MR_Q6** Were there any issues caused by a lack of communication or coordination among the health professionals? 1. Yes 5. No 6. Can't remember	 END END END

From population	Question wording	To question
3MR_Q2 = 5	**3MR_Q6**	

Module 9.5 Medical specialists (MDS)

Population: All persons aged 15 years and over

From population	Question wording	To question
	MDS_Q1 Since <month> last year, [have you/has Name of RP] seen a medical specialist? 1. Yes 5. No	 MDS_Q2 MDS_Q2
MDS_Q1 = ALL	**MDS_Q2** Since <month> last year, has a GP written [you/Name of RP] a referral to a medical specialist? 1. Yes 5. No	 MDS_Q3 MDS_Q3
MDS_Q2 = ALL	**MDS_Q3** Sequence Guide 1. MDS_Q1 =5 2. If MDS_Q1 = 5 and MDS Q2 = 1 3. Else	 MDS_Q4 MDS_Q4 MDS_Q5
MDS_Q3 = 1 MDS_Q3 = 2	**MDS_Q4** Since <month> last year, [have you/has Name of RP] needed to see a medical specialist? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 MDS_Q6 END END
MDS_Q3 = 3	**MDS_Q5** Since <month> last year, has there been any time [you/Name of RP] needed to go to a medical specialist but didn't? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 MDS_Q6 MDS_Q8 MDS_Q8
MDS_Q4 = 1	**MDS_Q6**	

From population	Question wording	To question
MDS_Q5 = 1	What was the <u>main</u> reason [you/he/she] did not go? 1. Cost 2. Dislike or fear of service 3. Waiting time too long 4. Service not available when required 5. Had an upcoming appointment 6. Too busy 7. Other	MDS_Q8 MDS_Q7 MDS_Q7 MDS_Q7 MDS_Q7 MDS_Q7 MDS_Q7
MDS_Q6 = 2-7	**MDS_Q7** Was the cost also a reason? 1. Yes 5. No	MDS_Q8 MDS_Q8
MDS_Q5 = 5 MDS_Q5 = Ctrl K MDS_Q6 = 1 MDS_Q7 = ALL	**MDS_Q8** Sequence Guide 1. If MDS_Q1 = 5 2. If MDS_Q1 = 1 and (MDS_Q6 = 1 or MDS_Q7 = 1) 3. Otherwise	END MDS_Q11 MDS_Q9
MDS_Q8 = 3	**MDS_Q9** [Excluding the time [you/Name of RP] needed to see a medical specialist but didn't, (since <month> last year,)/(Since <month> last year,)] has there been any time [you/Name of RP] needed to see a medical specialist but <u>delayed</u> going? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	MDS_Q10 MDS_Q11 MDS_Q11
MDS_Q9 = 1	**MDS_Q10** Was that because of the cost? 1. Yes 5. No	MDS_Q11 MDS_Q11
MDS_Q8 = 2 MDS_Q9 = 5 MDS_Q9 = Ctrl K MDS_Q10 = ALL	**MDS_Q11** Sequence Guide 1. If INTTYPE = Proxy 2. Otherwise	END MDS_Q12

From population	Question wording	To question
MDS_Q11 = 2	**MDS_Q12** Thinking about all the medical specialists you have seen in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 MDS_Q13 MDS_Q13 MDS_Q13 MDS_Q13 MDS_Q13
MDS_Q12 = ALL	**MDS_Q13** (Thinking about all the medical specialists you have seen in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 MDS_Q14 MDS_Q14 MDS_Q14 MDS_Q14 MDS_Q14
MDS_Q13 = ALL	**MDS_Q14** (Thinking about all the medical specialists you have seen in the last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 MDS_Q15 MDS_Q15 MDS_Q15 MDS_Q15 MDS_Q15
MDS_Q14 = ALL	**MDS_Q15** Sequence Guide 1. If MDS_Q2 = 5 or MDS_Q6 = 3 2. If MDS_Q1 = 1 and MDS_Q2 = 1 3. Otherwise	 END MDS_Q16 END
MDS_Q15 = 2	**MDS_Q16** Since <month> last year, have you waited longer than you felt was acceptable to get an appointment with a medical specialist?	

From population	Question wording	To question
	1. Yes 5. No	END END

From population	Question wording	To question
	1. Yes 5. No	END END

Module 9.6 Dental professionals (DEN)

Population: All persons aged 15 years and over

From population	Question wording	To question
	DEN_Q1 The following questions are about dental professionals, including dentists, dental hygienists and dental specialists. Since \<month\> last year, [have you/has Name of RP] seen a dental professional for [your/his/her] own health? 1. Yes 5. No	 DEN_Q3 DEN_Q2
DEN_Q1 = 5	**DEN_Q2** (Since \<month\> last year,) [have you/has Name of RP] needed to see a dental professional? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 DEN_Q4 END END
DEN_Q1 = 1	**DEN_Q3** Including public dental services provided at a private dental clinic, was any of the dental care [you/Name of RP] received a public dental service? 1. Yes 5. No 6. Don't know	 DEN_Q\4 DEN_Q4 DEN_Q4
DEN_Q2 = 1 DEN_Q3 = ALL	**DEN_Q4** Since \<month\> last year, has there been any time when [you were/Name of RP was] placed on a waiting list for public dental services? 1. Yes 5. No 6. Don't know	 DEN_Q5 DEN_Q6 DEN_Q6
DEN_Q4 = 1	**DEN_Q5** Thinking about the most recent time, how long after	

From population	Question wording	To question
	being placed on the waiting list [were you/was[he/she]] seen by the dental professional? Interviewer: Code response to first relevant category. 1. Within 2 weeks 2. 2 weeks to less than 1 month 3. 1 month to less than 6 months 4. 6 months to less than 1 year 5. 1 or more years 6. Still waiting (have not been seen)	 DEN_Q6 DEN_Q6 DEN_Q6 DEN_Q6 DEN_Q6 DEN_Q6
DEN_Q4 = 5 DEN_Q4 = 6 DEN_Q5 = ALL	**DEN_Q6** Sequence guide 1. If DEN_Q5 = 6 2. If DEN_Q2 = 1 3. Otherwise	 DEN_Q7 DEN_Q10 DEN_Q8
DEN_Q6 = 1	**DEN_Q7** How long [have you/has Name of RP] been waiting? 1. Up to 2 weeks 2. 2 weeks to less than 1 month 3. 1 month to less than 6 months 4. 6 months to less than 1 year 5. 1 or more years	 DEN_Q8 DEN_Q8 DEN_Q8 DEN_Q8 DEN_Q8
DEN_Q6 = 3 DEN_Q7 = ALL	**DEN_Q8** Sequence guide 1. If DEN_Q2 = 1 2. Otherwise	 DEN_Q10 DEN_Q9
DEN_Q8 = 2	**DEN_Q9** Since <month> last year, has there been any time [you/Name of RP] needed to go to a dental professional but <u>didn't</u>? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 DEN_Q10 DEN_Q13 DEN_Q13
DEN_Q6 = 2 DEN_Q8 = 1 DEN_Q9 = 1	**DEN_Q10** [Thinking about when [you/Name of RP] needed to see a dental professional but didn't, what/What] was the <u>main</u>	

From population	Question wording	To question
	reason [you/he/she] did not go?	
	1. Cost	DEN_Q12
	2. Dislike or fear of service	DEN_Q11
	3. Waiting time too long	DEN_Q11
	4. Service not available when required	DEN_Q11
	5. Had an upcoming appointment	DEN_Q11
	6. Too busy	DEN_Q11
	7. Other	DEN_Q11
DEN_Q10 = 2-7	**DEN_Q11** Was the cost also a reason? 1. Yes 5. No	 DEN_Q12 DEN_Q12
Q10 = 1. Q11 = ALL	**DEN_Q12** Sequence Guide 1. DEN_Q10=1 or DEN_Q11=1 2. Otherwise	 DEN_Q15 DEN_Q13
DEN_Q9 = 5 DEN_Q9 = Ctrl K DEN_Q12 = 2	**DEN_Q13** [Excluding the time [you/Name of RP] needed to see a dental professional but didn't, (since \<month\> last year,)/(Since \<month\> last year,)] has there been any time [you/Name of RP] needed to see a dental professional but <u>delayed</u> going? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 DEN_Q14 DEN_Q15 DEN_Q15
DEN_Q13 = 1	**DEN_Q14** Was that because of the cost? 1. Yes 5. No	 DEN_Q15 DEN_Q15
DEN_Q12 = 1 DEN_Q13 = 5 DEN_Q13 = Ctrl K DEN_Q14 = ALL	**DEN_Q15** Sequence Guide 1. If DEN_Q1=5 2. If INTTYPE = Proxy 3. Otherwise	 END END DEN_Q16

From population	Question wording	To question
DEN_Q15 = 3	**DEN_Q16** Thinking about all the dental professionals you have seen in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 DEN_Q17 DEN_Q17 DEN_Q17 DEN_Q17 DEN_Q17
DEN_Q16 = ALL	**DEN_Q17** (Thinking about all the dental professionals you have seen in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 DEN_Q18 DEN_Q18 DEN_Q18 DEN_Q18 DEN_Q18
DEN_Q17 = ALL	**DEN_Q18** (Thinking about all the dental professionals you have seen in the last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 END END END END END

Module 9.7 Long term health conditions (LTC)

Population: All persons aged 15 years and over

From population	Question wording	To question
	LTC_Q1	
	[Do you/Does Name of RP] have any of the following conditions that have lasted, or are likely to last, 6 months or more:	
	Interviewer: Read out categories, pause after each one for a 'Yes' or 'No' response. More than one response is allowed. Press space bar between responses.	
	1. Arthritis or osteoporosis?	
	2. Asthma?	END
	3. Cancer?	END
	4. Diabetes?	END
	5. Heart or circulatory condition?	END
	6. Mental health condition, including depression or anxiety?	END
	7. Long term injury?	END
	8. Any other long term health condition?	END
	9. Interviewer: No condition	END

Module 9.8 Pathology tests (PTH)

Population: All persons aged 15 years and over

From population	Question wording	To question
	PTH_Q1 The following questions are about <u>pathology tests</u> such as blood, urine, stool, smear and swab tests. Please exclude tests conducted in hospital. Since <month> last year, [have you/has Name of RP] had a pathology test? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 PTH_Q3 PTH_Q2 PTH_Q2
PTH_Q1 = 5 PTH_Q1 = Ctrl K	**PTH_Q2** Since <month> last year, [have you/has Name of RP] needed to have a pathology test? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 PTH_Q3 END END

Module 9.9 Imaging tests (IMG)

Population: All persons aged 15 years and over

From population	Question wording	To question
	IMG_Q1 The following questions are about <u>imaging tests</u> such as x-rays, ultrasounds, CT scans and MRI. Please exclude tests conducted in hospital and dental imaging tests. Since <month> last year, [have you/has Name of RP] had an imaging test? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 IMG_Q3 IMG_Q2 IMG_Q2
IMG_Q1 = 5 IMG_Q1 = Ctrl K	**IMG_Q2** Since <month> last year, [have you/has Name of RP] needed to have an imaging test? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 IMG_Q3 END END
IMG_Q1 = 1 IMG_Q2 = 1	**IMG_Q3** Since <month> last year, [have you/has Name of RP] [<u>delayed</u> or]<u>not had</u> an imaging test because of the cost? 1. Yes 5. No	 END END

Module 9.10 Hospital emergency department (EMG)

Population: All persons aged 15 years and over

From population	Question wording	To question
	EMG_Q1 Since <month> last year, [have you/has Name of RP] been to a hospital emergency department <u>for [your/his/her] own health</u>? 1. Yes 5. No	 EMG_Q2 END
EMG_Q1 = 1	**EMG_Q2** Thinking about the <u>most recent</u> time [you/Name of RP] went to an emergency department, at the time did [you/he/she] think the care could have been provided at a General Practice? 1. Yes 5. No 6. Don't know	 EMG_Q3 EMG_Q3 EMG_Q3
EMG_Q2 = ALL	**EMG_Q3** What was the <u>main</u> reason [you/he/she] [went to an emergency department rather than a General Practice / thought the care could not have been provided at a General Practice]? 1. Taken by ambulance or condition was serious 2. GP not available when required 3. Sent to emergency by GP 4. Waiting time for GP appointment too long 5. Other	 EMG_Q4 EMG_Q4 EMG_Q4 EMG_Q4 EMG_Q4
EMG_Q3 = ALL	**EMG_Q4** Sequence Guide 1. If INTTYPE = Proxy 2. Otherwise	 END EMG_Q5
EMG_Q4 = 2	**EMG_Q5** Thinking about all the <u>doctors and specialists</u> you have seen at a hospital emergency department in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never?	

From population	Question wording	To question
	1. Always	EMG_Q6
	2. Often	EMG_Q6
	3. Sometimes	EMG_Q6
	4. Rarely	EMG_Q6
	5. Never	EMG_Q6
	9. Didn't see any doctors or specialists	EMG_Q8
EMG_Q5 = 1-5	**EMG_Q6** (Thinking about all the <u>doctors and specialists</u> you have seen at a hospital emergency department in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 EMG_Q7 EMG_Q7 EMG_Q7 EMG_Q7 EMG_Q7
EMG_Q6 = ALL	**EMG_Q7** (Thinking about all the <u>doctors and specialists</u> you have seen at a hospital emergency department last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 EMG_Q8 EMG_Q8 EMG_Q8 EMG_Q8 EMG_Q8
EMG_Q5 = 9 EMG_Q7 = ALL	**EMG_Q8** Thinking about all the <u>nurses</u> you have seen at a hospital emergency department in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 9. Didn't see any nurses	 EMG_Q9 EMG_Q9 EMG_Q9 EMG_Q9 EMG_Q9 END
EMG_Q8 = 1-5	**EMG_Q9** (Thinking about all the <u>nurses</u> you have seen at a	

From population	Question wording	To question
	hospital emergency department in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)?	
	1. Always	EMG_Q10
	2. Often	EMG_Q10
	3. Sometimes	EMG_Q10
	4. Rarely	EMG_Q10
	5. Never	EMG_Q10

From population	Question wording	To question

Module 9.11 Hospital admissions (HSP)

Population: All persons aged 15 years and over

From population	Question wording	To question
	HSP_Q1 Since <month> last year, [have you/has Name of RP] been admitted to hospital? 1. Yes 5. No	 HSP_Q2 HSP_Q9
HSP_Q1 = 1	**HSP_Q2** Sequence Guide 1. If INTTYPE = Proxy 2. Otherwise	 HSP_Q9 HSP_Q3
HSP_Q2 = 2	**HSP_Q3** Thinking about all the <u>doctors and specialists</u> you have seen at a hospital in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 9. Didn't see any doctors or specialists	 HSP_Q4 HSP_Q4 HSP_Q4 HSP_Q4 HSP_Q4 HSP_Q6
HSP_Q3 = 1-5	**HSP_Q4** (Thinking about all the <u>doctors and specialists</u> you have seen at a hospital in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 HSP_Q5 HSP_Q5 HSP_Q5 HSP_Q5 HSP_Q5
Q4 = ALL	**HSP_Q5** (Thinking about all the <u>doctors and specialists</u> you have seen at a hospital in the last 12 months,) how often did they spend enough time with you (was it	

From population	Question wording	To question
	always, often, sometimes, rarely or never)?	
	1. Always	HSP_Q6
	2. Often	HSP_Q6
	3. Sometimes	HSP_Q6
	4. Rarely	HSP_Q6
	5. Never	HSP_Q6
HSP_Q3 = 9 HSP_Q5 = ALL	**HSP_Q6** Thinking about all the <u>nurses</u> you have seen at a hospital in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 9. Didn't see any nurses	 HSP_Q7 HSP_Q7 HSP_Q7 HSP_Q7 HSP_Q7 HSP_Q9
HSP_Q6 = 1-5	**HSP_Q7** (Thinking about all the <u>nurses</u> you have seen at a hospital in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 HSP_Q8 HSP_Q8 HSP_Q8 HSP_Q8 HSP_Q8
HSP_Q7 = ALL	**HSP_Q8** (Thinking about all the <u>nurses</u> you have seen at a hospital in the last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 HSP_Q9 HSP_Q9 HSP_Q9 HSP_Q9 HSP_Q9
HSP_Q1 = 5 HSP_Q2 = 1	**HSP_Q9** Since <month> last year, has there been any time	

From population	Question wording	To question
HSP_Q6 = 9 HSP_Q8 = ALL	[you/Name of RP] needed to go to hospital but <u>didn't</u>? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 HSP_Q10 HSP_Q10 HSP_Q10
HSP_Q9 = ALL	**HSP_Q10** Sequence Guide 1. HSP_Q9=1 2. (HSP_Q9=5 or Ctrl K) and HSP_Q1=1 3. (HSP_Q9=5 or Ctrl K) and HSP_Q1=5	 HSP_Q11 HSP_Q14 END
HSP_Q10 = 1	**HSP_Q11** What was the <u>main</u> reason [you/he/she] did not go? 1. Cost 2. Dislike or fear of service 3. Waiting time too long 4. Service not available when required 5. Had an upcoming appointment 6. Too busy 7. Other	 HSP_Q13 HSP_Q12 HSP_Q12 HSP_Q12 HSP_Q12 HSP_Q12 HSP_Q12
HSP_Q11 = 2-7	**HSP_Q12** Was the cost also a reason? 1. Yes 5. No	 HSP_Q13 HSP_Q13
HSP_Q11 = 1 HSP_Q12 = ALL	**HSP_Q13** Sequence Guide 1. If HSP_Q11=1 or HSP_Q12=1 or HSP_Q1=5 2. Otherwise	 END HSP_Q14
HSP_Q10 = 2 HSP_Q13 = 2	**HSP_Q14** [Excluding the time [you/Name of RP] needed to go to hospital but didn't, (since \<month\> last year,)/(Since \<month\> last year,)] has there been any time [you/Name of RP] needed to go to hospital but <u>delayed</u> going? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No	 HSP_Q15 END END

From population	Question wording	To question
	Ctrl K	
HSP_Q14 = 1	**HSP_Q15** Was that because of the cost? 1. Yes 5. No	 END END