Questionnaire

Patient Experience Survey 2011-12 Australia

4839.0

SAMPLE ONLY

ABS Catalogue No. 4839.0

INQUIRIES
For further information about these and related statistics, contact the National Information and Referral Service on 1300 135 070.

10.1 SELF-ASSESSED HEALTH STATUS (SAH)

Incoming population: All persons aged 15 years and over

1 SAH_Intro The next questions are about general health care and health services for [@uyourself/Name of RP@u].	2
2 SAH_SG01 Sequence guide 1. If interview is personal interview (INTTYPE=Personal) 2. Else (INTTYPE=Proxy)	3 END
3 SAH_Q01 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

10.2 GP SERVICES (GPS)

Incoming population: All persons aged 15 years and over

1 GPS_Q01 Since <month> last year, [have you/has Name of RP] seen a GP @ufor [your/his/her] own health@u? Add F9 Prompt [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 3 2 2
2 GPS_Q01A (Since <month> last year,) [have you/has Name of RP] @uneeded@u to see a GP? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 10 17 17
3 GPS_Q02 (Since <month> last year,) how many times did [you/Name of RP] see a GP for [your/his/her] own health? 1. Once (annually) 2. 2 - 3 times (at least every 6 months) 4. 4 - 11 times (at least every 3 months) 12. 12 or more times (at least monthly)	 4 4 4 4
4 GPS_Q03 [Thinking about all the GPs [you have/Name of RP has] seen in the last 12 months, how/How] often did [they/the GP] listen carefully to [you/him/her] - was it always, often, sometimes or rarely? [Interviewer: Ctrl K may be used here if necessary.] 1. Always 2. Often 3. Sometimes 4. Rarely Ctrl K	 5 5 5 5 5
5 GPS_Q04	

[(Thinking about all the GPs [you have/Name of RP has] seen in the last 12 months,) how/How] often did [they/the GP] show respect for what [you/he/she] had to say (was it always, often, sometimes or rarely)? [Interviewer: Ctrl K may be used here if necessary.] 1. Always 2. Often 3. Sometimes 4. Rarely Ctrl K	 6 6 6 6 6
6 GPS_Q05 [(Thinking about all the GPs [you have/Name of RP has] seen in the last 12 months,) how/How] often did [they/the GP] spend enough time with [you/him/her] (was it always, often, sometimes or rarely)? [Interviewer: Ctrl K may be used here if necessary.] 1. Always 2. Often 3. Sometimes 4. Rarely Ctrl K	 7 7 7 7 7
7 GPS_SG01 Sequence Guide 1. If personal interview 2. If proxy interview	 8 9
8 GPS_Q06 Since <month> last year, have you waited longer than you felt was acceptable to get an appointment with a GP? 1. Yes 5. No	 9 9
9 GPS_Q07 (Since <month> last year,) has there been any time [you/Name of RP] needed to go to a GP but @udidn't@u? Add F9 Prompt [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No	 10 15

Ctrl K	15
10 GPS_Q08 What were @uall@u the reasons [you/he/she] did not go? Interviewer: More than one response is allowed. Press space bar between responses. Add F9 Prompt (If respondent chooses "cost" with a combination of any other responses then the respondent should be sequenced to GPS_SG2 [Q12])	
10. Cost	12
12. Discrimination	11
13. Service not culturally appropriate	11
14. Language problems	11
15. Transport / distance	11
16. Waiting time too long or not available at time required	11
17. Not available in area	11
18. Too busy / no time (including work, personal, family responsibilities)	11
19. Dislikes (service / professional, afraid, embarrassed)	11
20. Felt it would be inadequate	11
21. Decided not to seek care	11
22. Other	11
11 GPS_Q08A Was the cost also a reason?	
1. Yes	12
5. No	12
12 GPS_SG02 Sequence Guide	
If GPS_Q08 >1 response or GPS_Q08A=1	13
Otherwise (compute main reason from all reasons)	14
13 GPS_Q09 What was the @umain@u reason? (Only display responses given in GPS_Q08 and if GPS_Q08A=1 display 'Cost')	
10. Cost	14
12. Discrimination	14
13. Service not culturally appropriate	14
14. Language problems	14
15. Transport / distance	14

16. Waiting time too long or not available at time required	14
17. Not available in area	14
18. Too busy / no time (including work, personal, family responsibilities)	14
19. Dislikes (service / professional, afraid, embarrassed)	14
20. Felt it would be inadequate	14
21. Decided not to seek care	14
22. Other	14

14 GPS_SG03 Sequence Guide 1. If GPS_Q01=5 or Ctrl K or GPS_Q08=10 or GPS_Q08A=1	17
2. Otherwise	15

15 GPS_Q10 (Since <month> last year,) has there been any time [you/Name of RP] needed to see a GP but @udelayed@u going? Add F9 Prompt [Interviewer: Ctrl K may be used here if necessary.] 1. Yes	16
5. No	17
6. Already reported at GPS_Q07	17
Ctrl K	17

16 GPS_Q10A Was that because of the cost? 1. Yes	17
5. No	17

17 GPS_Q11 Since <month> last year, has any GP written [you/him/her] a prescription for medication? Add F9 Prompt 1. Yes	19
5. No	18

18 GPS_Q11A (Since <month> last year,) [have you/has Name of RP] @uneeded@u prescribed medication? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes	24

5. No	25
Ctrl K	25
19 GPS_Q12 Thinking about the @umost recent@u time, did the GP explain the reasons for prescribing that medication? Add F9 Prompt	
1. Yes	21
5. No	20
6. No need	20
20 GPS_Q13 Had a GP explained the reasons for prescribing that medication at a previous appointment?	
1. Yes	21
5. No	22
21 GPS_Q14 [Were you/Was Name of RP] satisfied or dissatisfied with how well the GP explained the reasons for prescribing that medication? [Interviewer: Ctrl K may be used here if necessary.]	
1. Satisfied	22
2. Neither satisfied or dissatisfied	22
3. Dissatisfied	22
4. Can't remember	22
Ctrl K	22
22 GPS_Q15 [Were you/Was Name of RP] advised or shown how to take or administer the medication?	
1. Yes	23
5. No	24
6. No need	24
23 GPS_Q16 Who advised [you/Name of RP]? Was it: Interviewer: Read out categories until a 'Yes' response is given.	
1. the GP?	24
2. a practice or specialist nurse?	24
3. some other health professional?	24
4. or someone else?	24

24	
GPS_Q17	
Since <month> last year, has there been any time [you/Name of RP] @udelayed@u getting or @udid not@u get prescribed medication because of the cost?	
1. Yes	25
5. No	25

25	
GPS_SG04	
Sequence Guide	
1. If GPS_Q01 = 5 or Ctrl K	END
2. Otherwise (GPS_Q01=1)	26

26	
GPS_Q18	
Since <month> last year, has there been any time when [you/Name of RP] saw a GP for @uurgent@u medical care? Please exclude times [you/he/she] went to a hospital or emergency department.	
Add F9 Prompt	
1. Yes	27
5. No	END

27	
GPS_Q19	
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?	
Add F9 Prompt	
Interviewer: Please select unit of time.	
1. Minutes	28
2. Hours	29
3. Days	30

28	
GPS_Q19A	
(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 @uminutes@u	
<Numeric entry: 1-1000 allow whole numbers only>	31

29	
GPS_Q19B	
(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?)	

Add F9 Prompt Interviewer: Please enter number of @uhours@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' ie 11.5, 5.5, 7.0 etc) >	 31
30 GPS_Q19C (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?) Add F9 Prompt Interviewer: Please enter number of @udays@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' ie 1.5, 5.5, 7.0 etc) >	 31
31 GPS_Minute Please note: This is a derived item. Please convert time in GPS_Q19A, GPS_Q19B and GPS_Q19C to minutes. GPS_Q19Ax1 GPS_Q19Bx60 GPS_Q19Cx1440	 32
32 GPS_SG05 Sequence Guide 1. If personal interview 2. If proxy interview	 33 END
33 GPS_Q20 Do you think the amount of time you waited between making the appointment and seeing the GP was acceptable or unacceptable @ufor that condition@u? Add F9 prompt 1. Acceptable 5. Unacceptable	 39 34
34 GPS_Q21 What (do you think) would have been an acceptable waiting time for that condition? Interviewer: Please select unit of time 1. Minutes	 35

2. Hours	36
3. Days	37
35 **GPS_Q21A** (What (do you think) would have been an acceptable waiting time for that condition?) Interviewer: Please enter number of @uminutes@u <Numeric entry: 1-1000 allow whole numbers only>	38
36 **GPS_Q21B** (What (do you think) would have been an acceptable waiting time for that condition?) Add F9 Prompt Interviewer: Please enter number of @uhours@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' ie 11.5, 5.5, 7.0 etc) >	38
37 **GPS_Q21C** (What (do you think) would have been an acceptable waiting time for that condition?) Add F9 Prompt Interviewer: Please enter number of @udays@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' ie 1.5, 5.5, 7.0 etc) >	38
38 **GPS_Accept** Please note: This is a derived item. Please convert time in GPS_Q21A, GPS_Q21B and GPS_Q21C to minutes. GPS_Q21Ax1 GPS_Q21Bx60 GPS_Q21Cx1440	39
39 **GPS_Q22** While you waited to see the GP, did your health get better, worse or stay the same? Add F9 Prompt	
1. Better	END
2. Worse	40
3. Stayed the same	END

4. Don't know	END
40 GPS_Q23 How much worse did your health become? 1. A little	END
2. A lot	END
3. Don't know	END

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10.3 MEDICAL SPECIALIST (MDS)

Incoming population: All persons aged 15 years and over

1 MDS_SG01 Sequence Guide 1. If GPS_Q01 = 1 2. Otherwise	 2 3
2 MDS_Q01 Since \<month\> last year, has a GP @uwritten [you/Name of RP] a referral@u to a medical specialist for treatment or testing? Add F9 Prompt 1. Yes 5. No	 6 3
3 MDS_Q01A Since \<month\> last year, [have you/has Name of RP] @uneeded@u to see a medical specialist for treatment or testing? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 4 END END
4 MDS_SG02 Sequence Guide 1. If GPS_Q01 = 1 2. Otherwise	 9 5
5 MDS_Q01B (Since \<month\> last year,) has a GP @uwritten [you/Name of RP] a referral@u to a medical specialist for treatment or testing? Add F9 Prompt 1. Yes 5. No	 6 9
6 MDS_Q02 Thinking about the @umost recent@u time, did the GP explain the reasons for the referral? 1. Yes	 8

5. No	7
6. No need	7
7 MDS_Q03 Had the reasons for the referral been explained on a previous occasion? 1. Yes 5. No 6. No need	 8 9 9
8 MDS_Q04 [Were you/Was Name of RP] satisfied or dissatisfied with how well the GP explained the reasons for the referral? [Interviewer: Ctrl K may be used here if necessary.] 1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember Ctrl K	 9 9 9 9 9
9 MDS_Q05 Since <month> last year, [have you/has Name of RP] seen a medical specialist for treatment or testing? Add F9 Prompt 1. Yes 5. No	 10 15
10 MDS_Q06 (Since <month> last year,) how many times [have you/has Name of RP] seen a medical specialist for [your/his/her] own health? <1-99>	 11
11 MDS_Q07 [Thinking about all the medical specialists [you have/Name of RP has] seen in the last 12 months, how/How] often did [they/the medical specialist] listen carefully to [you/him/her] - was it always, often, sometimes or rarely? [Interviewer: Ctrl K may be used here if necessary.] 1. Always 2. Often 3. Sometimes 4. Rarely	 12 12 12 12

Ctrl K	12

12	
MDS_Q08	
[(Thinking about all the medical specialists [you have/Name of RP has] seen in the last 12 months,)	
how/How] often did [they/the medical specialist] show respect for what [you/he/she] had to say (was it always, often, sometimes or rarely)?	
[Interviewer: Ctrl K may be used here if necessary.]	
1. Always	13
2. Often	13
3. Sometimes	13
4. Rarely	13
Ctrl K	13

13	
MDS_Q09	
[(Thinking about all the medical specialists [you have/Name of RP has] seen in the last 12 months,)	
how/How] often did [they/the medical specialist] spend enough time with [you/him/her] (was it always, often, sometimes or rarely)?	
[Interviewer: Ctrl K may be used here if necessary.]	
1. Always	14
2. Often	14
3. Sometimes	14
4. Rarely	14
Ctrl K	14

14	
MDS_Q10	
Since <month> last year, has there been any time [you/Name of RP] needed to go to a medical specialist but @udidn't@u?	
Add F9 Prompt	
[Interviewer: Ctrl K may be used here if necessary.]	
1. Yes	15
5. No	19
Ctrl K	19

15	
MDS_Q11	
What were @uall@u the reasons [you/he/she] did not go?	

Interviewer: More than one response is allowed. Press space bar between responses. Add F9 Prompt (If respondent chooses '10 - Cost' with a combination of any other responses then the respondent should be sequenced to MDS_SG03 [Q17])	
10. Cost	17
11. Appointment upcoming	16
12. Discrimination	16
13. Service not culturally appropriate	16
14. Language problems	16
15. Transport / distance	16
16. Waiting time too long or not available at time required	16
17. Not available in area	16
18. Too busy / no time (including work, personal, family responsibilities)	16
19. Dislikes (service / professional, afraid, embarrassed)	16
20. Felt it would be inadequate	16
21. Decided not to seek care	16
22. Other	16
16 MDS_Q11A Was the cost also a reason?	
1. Yes	17
5. No	17
17 MDS_SG03 Sequence Guide	
1. MDS_Q11 >1 response or MDS_Q11A=1	18
2. Otherwise (compute main reason from all reasons)	19
18 MDS_Q12 What was the @umain@u reason? (Only display responses given in MDS_Q11 and if MDS_Q11A=1 display 'Cost')	
10. Cost	19
11. Appointment upcoming	19
12. Discrimination	19
13. Service not culturally appropriate	19
14. Language problems	19
15. Transport / distance	19
16. Waiting time too long or not available at time required	19
17. Not available in area	19
18. Too busy / no time (including work, personal, family responsibilities)	19
19. Dislikes (service / professional, afraid, embarrassed)	19

20. Felt it would be inadequate	19
21. Decided not to seek care	19
22. Other	19

19	
MDS_SG04	
Sequence Guide	
1. MDS_Q05=5 or MDS_Q11=10 or MDS_Q11A=1	22
2. Otherwise	20

20	
MDS_Q13	
(Since <month> last year,) has there been any time [you/Name of RP] needed to see a medical specialist but @udelayed@u going?	
Add F9 Prompt	
[Interviewer: Ctrl K may be used here if necessary.]	
1. Yes	21
5. No	22
6. Already reported at MDS_Q10	22
Ctrl K	22

21	
MDS_Q14	
Was that because of the cost?	
1. Yes	22
5. No	22

22	
MDS_SG05	
Sequence Guide	
1. Proxy interview	END
2. MDS_Q01=5 or MDS_Q01B=5	END
3. MDS_Q11=16 (waiting time too long)	END
4. Otherwise	23

23	
MDS_Q15	
Since <month> last year, have you waited longer than you felt was acceptable to get an appointment with a medical specialist?	
1. Yes	END
5. No	END

10.4 DENTAL (DEN)

Incoming population: All persons aged 15 years and over

1 DEN_Q01 The following questions are about dental professionals. By dental professionals I mean dentists, dental hygienists or dental specialists. Since <month> last year, [have you/has Name of RP] seen a dental professional for [your/his/her] own health? Add F9 Prompt 1. Yes 5. No	 3 2
2 DEN_Q01A (Since <month> last year,) [have you/has Name of RP] @Uneeded@U to see a dental professional? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 9 END END
3 DEN_Q02 (Since <month> last year,) how many times [have you/has Name of RP] seen a dental professional for [your/his/her] own health? <1...99>	 4
4 DEN_Q03 [Thinking about the @umost recent@u time, was/Was] it at a private clinic or government dental clinic? 1. Private dental clinic 2. Government dental clinic 3. Don't know	 5 5 5
5 DEN_Q04 [Thinking about all the dental professionals [you have/Name of RP has] seen in the last 12 months, how/How] often did [they/the dental professional] listen carefully to [you/him/her] - was it always, often, sometimes or rarely? [Interviewer: Ctrl K may be used here if necessary.] 1. Always 2. Often	 6 6

3. Sometimes	6
4. Rarely	6
Ctrl K	6

6 DEN_Q05 [(Thinking about all the dental professionals [you have/Name of RP has] seen in the last 12 months,) how/How] often did [they/the dental professional] show respect for what [you/he/she] had to say (was it always, often, sometimes or rarely)? [Interviewer: Ctrl K may be used here if necessary.]	
1. Always	7
2. Often	7
3. Sometimes	7
4. Rarely	7
Ctrl K	7

7 DEN_Q06 [(Thinking about all the dental professionals [you have/Name of RP has] seen in the last 12 months,) how/How] often did [they/the dental professional] spend enough time with [you/him/her] (was it always, often, sometimes or rarely)? [Interviewer: Ctrl K may be used here if necessary.]	
1. Always	8
2. Often	8
3. Sometimes	8
4. Rarely	8
Ctrl K	8

8 DEN_Q07 Since <month> last year, has there been any time [you/Name of RP] needed to go to a dental professional but @udidn't@u? Add F9 Prompt [Interviewer: Ctrl K may be used here if necessary.]	
1. Yes	9
5. No	13
Ctrl K	13

9 DEN_Q08	

What were @uall@u the reasons [you/he/she] did not go?	
Interviewer: More than one response is allowed. Press space bar between responses.	
Add F9 Prompt	
(If respondent chooses "cost" with a combination of any other responses then the respondent should be sequenced to DEN_SG1 [Q11])	
10. Cost	11
12. Discrimination	10
13. Service not culturally appropriate	10
14. Language problems	10
15. Transport / distance	10
16. Waiting time too long or not available at time required	10
17. Not available in area	10
18. Too busy / no time (including work, personal, family responsibilities)	10
19. Dislikes (service / professional, afraid, embarrassed)	10
20. Felt it would be inadequate	10
21. Decided not to seek care	10
22. Other	10
10 DEN_Q08A Was the cost also a reason?	
1. Yes	11
5. No	11
11 DEN _SG01 Sequence Guide	
1. If DEN_Q08 >1 response or DEN_Q08A=1	12
2. Otherwise (compute main reason from all reasons)	13
12 DEN_Q09 What was the @umain@u reason? (Only display responses given in DEN_Q08 and if DEN_Q08A=1 display 'Cost')	
10. Cost	13
12. Discrimination	13
13. Service not culturally appropriate	13
14. Language problems	13
15. Transport / distance	13
16. Waiting time too long or not available at time required	13
17. Not available in area	13
18. Too busy / no time (including work, personal, family responsibilities)	13
19. Dislikes (service / professional, afraid, embarrassed)	13

20. Felt it would be inadequate	13
21. Decided not to seek care	13
22. Other	13
13 DEN_SG02 Sequence Guide 1. If DEN_Q01=5 2. Else DEN_Q08=10 or DEN_Q08A=1 3. Otherwise	 END 16 14
14 DEN_Q10 (Since <month> last year,) has there been any time [you/Name of RP] needed to see a dental professional but @udelayed@u going? Add F9 Prompt [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No 6. Already reported at DEN_Q07 Ctrl K	 15 16 16 16
15 DEN_Q10A Was that because of the cost? 1. Yes 5. No	 16 16
16 DEN_Q11 Since <month> last year, has there been any time when [you/Name of RP] saw a dental professional for @uurgent@u dental care? Add F9 Prompt 1. Yes 5. No	 17 19
17 DEN_Q12 Thinking about the most recent time, how long after [you/Name of RP] made the appointment [were you/was[he/she]] seen by the dental professional? Interviewer: Code response to first relevant category. Add F9 Prompt	

1. Within 4 hours	19
2. Longer than 4 hours but same day	19
3. Next day	18
4. 2-5 days	19
5. 6 or more days	19
18 DEN_Q12A Was this within 24 hours of making the appointment or more than 24 hours? [Interviewer: Ctrl K may be used here if necessary.]	
1. Within 24 hours	19
2. More than 24 hours	19
Ctrl K	19
19 SG03 Sequence Guide	
1. If DEN_Q03=2 and DEN_Q11=5 (most recent visit government dental and no urgent dental care)	21
2. Otherwise	20
20 DEN_Q13 Since <month> last year, [have you/has Name of RP] seen a dental professional at a government dental clinic? [Please exclude any time [you/he/she] saw a dental professional for urgent dental care.] Add F9 Prompt	
1. Yes	21
5. No	END
6. Don't know	END
21 DEN_Q14 [You said the most recent time [you/Name of RP] saw a dental professional was at a government dental clinic, thinking about that time/Thinking about the @umost recent@u time], [were you/was Name of RP] placed on a waiting list before seeing the dental professional?	
1. Yes	22
5. No	END
6. Don't know	END
22 DEN_Q15 How long after [you were/Name of RP was] 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	END

2. 2 weeks to less than 1 month	END
3. 1 month to less than 6 months	END
4. 6 months to less than 1 year	END
5. 1 or more years	END

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10.5 LONG TERM HEALTH CONDITION (LTC)

Incoming population: All persons aged 15 years and over

1 LTC_Q01 [Do you/Does Name of RP] have any of the following conditions that have lasted, or are likely to last, 6 months or more: Add F9 Prompt 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?	END
2. Asthma?	END
3. Cancer?	END
4. Diabetes?	END
5. Heart or circulatory condition?	END
6. Mental illness?	END
7. Long term injury?	END
8. Any other long term health condition?	END
9. Interviewer: No Condition	END

10.6 PATHOLOGY TESTS (PTH)

Incoming population: All persons aged 15 years and over

1 PTH_Q01 The following questions are about @upathology tests@u such as blood, urine, stool, smear and swab tests. Since <month> last year, [have you/has Name of RP] received a referral, or been referred by a health professional for a pathology test? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 2 2 2
2 PTH_Q02 (Since <month> last year,) [have you/has Name of RP] actually had a pathology test, for which [you were/[he/she] was] referred? Please exclude tests conducted in hospital. [Interviewer: Ctrl K may be used here if necessary.] Add F9 Prompt 1. Yes 5. No Ctrl K	 4 3 3
3 PTH_SG01 Sequence Guide 1. If PTH_Q01=1 and (PTH_Q02=5 or Ctrl K) (referral but no test) 2. If (PTH_Q01=5 or Ctrl K) and (PTH_Q02=5 or Ctrl K) (no referral no test)	 7 8
4 PTH_Q03 Thinking about the @umost recent@u time, did the health professional who referred [you/him/her] explain the reasons for the test? 1. Yes 5. No 6. No need	 6 5 5
5 PTH_Q04 Had a referring health professional explained the reasons on a previous occasion? 1. Yes 5. No	 6 7

6. No need	7
6 PTH_Q05 [Were you/Was Name of RP] satisfied or dissatisfied with how well the health professional explained the reasons for the test? [Interviewer: Ctrl K may be used here if necessary.] 1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember Ctrl K	 7 7 7 7 7
7 PTH_Q06 Since <month> last year, [have you/has Name of RP] [@udelayed@u or]@unot had@u a pathology test for which [you were/[he/she] was] referred, because of the cost? 1. Yes 5. No	 8 8
8 PTH_Q07 (Since <month> last year,) [have you/ has [he/she]] had a pathology test that @udid not@u require a referral from a health professional? [Interviewer: Ctrl K may be used here if necessary.] Add F9 Prompt 1. Yes 5. No Ctrl K	 END END END

10.7 IMAGING TESTS (IMG)

Incoming population: All persons aged 15 years and over

1 IMG_Q01 The following questions are about @uimaging tests@u such as x-rays, ultrasounds, CT scans and MRI. Since <month> last year, [have you/has Name of RP] received a referral, or been referred by a health professional for an imaging test? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 2 2 2
2 IMG_Q02 (Since <month> last year,) [have you/has Name of RP] actually had an imaging test, for which [you were/[he/she] was] referred? Please exclude tests conducted in hospital and dental imaging tests. [Interviewer: Ctrl K may be used here if necessary.] Add F9 Prompt 1. Yes 5. No Ctrl K	 4 3 3
3 IMG_SG01 Sequence Guide 1. If IMG_Q01=1 and (IMG_Q02=5 or Ctrl K) 2. If IMG_Q01=5 and (IMG_Q02=5 or Ctrl K)	 7 8
4 IMG_Q03 Thinking about the @umost recent@u time, did the health professional who referred [you/him/her] explain the reasons for the test? 1. Yes 5. No 6. No need	 6 5 5
5 IMG_Q04 Had a referring health professional explained the reasons on a previous occasion? 1. Yes 5. No	 6 7

6. No need	7
6 IMG_Q05 [Were you/Was Name of RP] satisfied or dissatisfied with how well the health professional explained the reasons for the test? [Interviewer: Ctrl K may be used here if necessary.]	
1. Satisfied	7
2. Neither satisfied or dissatisfied	7
3. Dissatisfied	7
4. Can't remember	7
Ctrl K	7
7 IMG_Q06 Since <month> last year, [have you/ has Name of RP] [@udelayed@u or]@unot had@u an imaging test for which [you were/[he/she] was] referred, because of the cost?	
1. Yes	8
5. No	8
8 IMG_Q07 (Since <month> last year,) [have you/has [he/she]] had an imaging test that @udid not@u require a referral from a health professional? [Interviewer: Ctrl K may be used here if necessary.] Add F9 Prompt	
1. Yes	END
5. No	END
Ctrl K	END

10.8 HOSPITAL EMERGENCY DEPARTMENT (EMG)

Incoming population: All persons aged 15 years and over

1 EMG_Q01 Since <month> last year, [have you/has Name of RP] been to a hospital emergency department @ufor [your/his/her] own health@u? Add F9 Prompt 1. Yes 5. No	 2 END
2 EMG_Q02 (Since <month> last year,) how many times [have you/has Name of RP] been to a hospital emergency department for [your/his/her] own health? <1-99>	 3
3 EMG_Q03 [Thinking about the @umost recent@u time [you/Name of RP] went to an emergency department, at the time/At the time [you/Name of RP] went to the emergency department,] did [you/he/she] think the care could have been provided at a General Practice? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No 6. Didn't know Ctrl K	 4 4 4 4
4 EMG_Q04 What were @uall@u the reasons [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]? Interviewer: More than one response is allowed. Press space bar between responses. Add F9 prompt 10. Condition was serious / life threatening 11. Time of day / day of week 12. Was sent to emergency by GP 13. Cheaper / cost 14. Medical history is at hospital / previous relationship 15. Trust / confidence in hospital 16. Emergency department recommended by someone	 5 5 5 5 5 5 5

17. GP not taking new patients	5
18. Waiting time for GP too long	5
19. Do not have a regular GP / family doctor	5
20. Other reason	5
5 EMG_SG01 Sequence guide 1. Only 1 response at EMG_Q04 2. More than 1 response at EMG_Q04	 7 6
6 EMG_Q05 What was the @umain@u reason? (Display only responses given in EMG_Q04) 10. Condition was serious / life threatening 11. Time of day / day of week 12. Was sent to emergency by GP 13. Cheaper / cost 14. Medical history is at hospital / previous relationship 15. Trust / confidence in hospital 16. Emergency department recommended by someone 17. GP not taking new patients 18. Waiting time for GP too long 19. Do not have a regular GP / family doctor 20. Other reason	 7 7 7 7 7 7 7 7 7 7 7
7 EMG_Q06 [Thinking about the @umost recent@u time [you/name of RP] attended a hospital emergency department, was/ Was] [your/his/her] condition or injury explained to [you/him/her]? 1. Yes 5. No	 8 9
8 EMG_Q07 [Were you/Was Name of RP] satisfied or dissatisfied with how well the doctor, specialist or nurse explained [your/his/her] condition or injury? [Interviewer: Ctrl K may be used here if necessary.] 1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember Ctrl K	 9 9 9 9 9

9 EMG_Q08 [(Thinking about the @umost recent@u time [you/name of RP] attended a hospital emergency department,) was/Was] [your/his/her] treatment explained to [you/him/her]?	
1. Yes	10
5. No	11

10 EMG_Q09 [Were you/Was Name of RP] satisfied or dissatisfied with how well the doctor, specialist or nurse explained [your/his/her] treatment? [Interviewer: Ctrl K may be used here if necessary.]	
1. Satisfied	11
2. Neither satisfied or dissatisfied	11
3. Dissatisfied	11
4. Can't remember	11
Ctrl K	11

11 EMG_Q10 Thinking about all the @udoctors and specialists@u [you have/Name of RP has] seen at hospital emergency departments in the last 12 months, how often did they listen carefully to [you/him/her] - was it always, often, sometimes or rarely? [Interviewer: Ctrl K may be used here if necessary.]	
1. Always	12
2. Often	12
3. Sometimes	12
4. Rarely	12
Ctrl K	12

12 EMG_Q11 (Thinking about all the @udoctors and specialists@u [you have/Name of RP has] seen at hospital emergency departments in the last 12 months,) how often did they show respect for what [you/he/she] had to say (was it always, often, sometimes or rarely)? [Interviewer: Ctrl K may be used here if necessary.]	
1. Always	13
2. Often	13
3. Sometimes	13
4. Rarely	13
Ctrl K	13

13 EMG_Q12 (Thinking about all the @udoctors and specialists@u [you have/Name of RP has] seen at hospital emergency departments in the last 12 months,) how often did they spend enough time with [you/him/her] (was it always, often, sometimes or rarely)? [Interviewer: Ctrl K may be used here if necessary.] 1. Always 2. Often 3. Sometimes 4. Rarely Ctrl K	 14 14 14 14 14
14 EMG_Q13 Thinking about all the @unurses@u [you have/Name of RP has] seen at hospital emergency departments in the last 12 months, how often did they listen carefully to [you/him/her] - was it always, often, sometimes or rarely? [Interviewer: Ctrl K may be used here if necessary.] 1. Always 2. Often 3. Sometimes 4. Rarely Ctrl K	 15 15 15 15 15
15 EMG_Q14 (Thinking about all the @unurses@u [you have/Name of RP has] seen at hospital emergency departments in the last 12 months,) how often did they show respect for what [you/he/she] had to say (was it always, often, sometimes or rarely)? [Interviewer: Ctrl K may be used here if necessary.] 1. Always 2. Often 3. Sometimes 4. Rarely Ctrl K	 16 16 16 16 16
16 EMG_Q15 (Thinking about all the @unurses@u [you have/Name of RP has] seen at hospital emergency departments in the last 12 months,)	

how often did they spend enough time with [you/him/her] (was it always, often, sometimes or rarely)?	
[Interviewer: Ctrl K may be used here if necessary.]	
1. Always	END
2. Often	END
3. Sometimes	END
4. Rarely	END
Ctrl K	END

SAMPLE ONLY

10.9 HOSPITAL ADMISSIONS (HSP)

Incoming population: All persons aged 15 years and over

1 HSP_Q01 Since <month> last year, [have you/has Name of RP] been admitted to hospital? Add F9 Prompt 1. Yes 5. No	 2 13
2 HSP_Q02 (Since <month> last year,) how many times [have you/has Name of RP] been admitted to hospital? <1-99>	 3
3 HSP_Q03 [Thinking about the @umost recent@u time, was/Was] [your/his/her] condition or injury explained to [you/him/her]? 1. Yes 5. No	 4 5
4 HSP_Q04 [Were you/Was Name of RP] satisfied or dissatisfied with how well the doctor, specialist or nurse explained [your/his/her] condition or injury? [Interviewer: Ctrl K may be used here if necessary.] 1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember Ctrl K	 5 5 5 5 5
5 HSP_Q05 [(Thinking about the @umost recent@u time,) was/Was] [your/his/her] treatment explained to [you/him/her]? 1. Yes 5. No	 6 7
6 HSP_Q06 [Were you/Was Name of RP] satisfied or dissatisfied with how well the doctor, specialist or nurse explained [your/his/her] treatment?	

[Interviewer: Ctrl K may be used here if necessary.]	
1. Satisfied	7
2. Neither satisfied or dissatisfied	7
3. Dissatisfied	7
4. Can't remember	7
Ctrl K	7

7

HSP_Q07

Thinking about all the @udoctors and specialists@u [you have/Name of RP has] seen at a hospital in the last 12 months, how often did they listen carefully to [you/him/her] - was it always, often, sometimes or rarely?

[Interviewer: Ctrl K may be used here if necessary.]	
1. Always	8
2. Often	8
3. Sometimes	8
4. Rarely	8
Ctrl K	8

8

HSP_Q08

(Thinking about all the @udoctors and specialists@u [you have/Name of RP has] seen at a hospital in the last 12 months,)

how often did they show respect for what [you/he/she] had to say (was it always, often, sometimes or rarely)?

[Interviewer: Ctrl K may be used here if necessary.]	
1. Always	9
2. Often	9
3. Sometimes	9
4. Rarely	9
Ctrl K	9

9

HSP_Q09

(Thinking about all the @udoctors and specialists@u [you have/Name of RP has] seen at a hospital in the last 12 months,)

how often did they spend enough time with [you/him/her] (was it always, often, sometimes or rarely)?

[Interviewer: Ctrl K may be used here if necessary.]	
1. Always	10
2. Often	10
3. Sometimes	10
4. Rarely	10

Ctrl K	10
10 HSP_Q10 Thinking about all the @unurses@u [you have/Name of RP has] seen at a hospital in the last 12 months, how often did they listen carefully to [you/him/her] - was it always, often, sometimes or rarely? [Interviewer: Ctrl K may be used here if necessary.]	
1. Always	11
2. Often	11
3. Sometimes	11
4. Rarely	11
Ctrl K	11
11 HSP_Q11 (Thinking about all the @unurses@u [you have/Name of RP has] seen at a hospital in the last 12 months,) how often did they show respect for what [you/he/she] had to say (was it always, often, sometimes or rarely)? [Interviewer: Ctrl K may be used here if necessary.]	
1. Always	12
2. Often	12
3. Sometimes	12
4. Rarely	12
Ctrl K	12
12 HSP_Q12 (Thinking about all the @unurses@u [you have/Name of RP has] seen at a hospital in the last 12 months,) how often did they spend enough time with [you/him/her] (was it always, often, sometimes or rarely)? [Interviewer: Ctrl K may be used here if necessary.]	
1. Always	13
2. Often	13
3. Sometimes	13
4. Rarely	13
Ctrl K	13
13 HSP_Q13 Since <month> last year, has there been any time [you/Name of RP] needed to go to hospital but @udidn't@u? Add F9 Prompt	

[Interviewer: Ctrl K may be used here if necessary.]	
1. Yes	14
5. No	14
Ctrl K	14
14 HSP_SG01 Sequence Guide HSP_Q13=1	15
(HSP_Q13=5 or Ctrl K) and HSP_Q01=1	20
(HSP_Q13=5 or Ctrl K) and HSP_Q01=5	END
15 HSP_Q14 What were @uall@u the reasons [you/he/she] did not go? Interviewer: More than one response is allowed. Press space bar between responses. Add F9 Prompt (If respondent chooses "cost" with a combination of any other responses then the respondent should be sequenced to HSP_SG02 [Q17])	
10. Cost	17
12. Discrimination	16
13. Service not culturally appropriate	16
14. Language problems	16
15. Transport / distance	16
16. Waiting time too long or not available at time required	16
17. Not available in area	16
18. Too busy / no time (including work, personal, family responsibilities)	16
19. Dislikes (service / professional, afraid, embarrassed)	16
20. Felt it would be inadequate	16
21. Decided not to seek care	16
22. Other	16
16 HSP_Q14A Was the cost also a reason?	
1. Yes	17
5. No	17
17 HSP_SG02 Sequence Guide If HSP_Q14>1 response or HSP_Q14A=1	18
Otherwise compute All reasons (HSP_Q14) to Main reason (HSP_Q15)	19
18	

HSP_Q15 What was the @umain@u reason? (Display only responses given in HSP_Q14 and "Cost" if HSP_Q14A=1) 10. Cost 12. Discrimination 13. Service not culturally appropriate 14. Language problems 15. Transport / distance 16. Waiting time too long or not available at time required 17. Not available in area 18. Too busy / no time (including work, personal, family responsibilities) 19. Dislikes (service / professional, afraid, embarrassed) 20. Felt it would be inadequate 21. Decided not to seek care 22. Other	 19 19 19 19 19 19 19 19 19 19 19 19
19 HSP_SG03 Sequence Guide If HSP_Q14=10 or HSP_Q14A=1 or HSP_Q01=5 Otherwise	 END 20
20 HSP_Q16 (Since <month> last year,) has there been any time [you/Name of RP] needed to go to hospital but @udelayed@u going? Add F9 Prompt [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No 6. Already reported at HSP_Q13 Ctrl K	 21 END END END
21 HSP_Q16A Was that because of the cost? 1. Yes 5. No	 END END

10.10 HARM AND HARMFUL SIDE-EFFECTS (HSE)

Incoming population: All persons aged 15 years and over

1 HSE_Q01 Since <month> last year, [have you/has Name of RP] had any medication, medical care, treatment or test that caused harm or a harmful side-effect? Interviewer: Ctrl K may be used here if necessary. Add F9 Prompt 1. Yes 5. No Ctrl K	 2 END END
2 HSE_Q02 Thinking about the @umost recent@u time, where did [you/he/she] have this medication, medical care, treatment or test? Was it... Interviewer: Read out each category until a 'Yes' response is given. Add F9 Prompt 1. At home or someone else's house? 2. At a General Practice? 3. At a hospital? 4. Somewhere else?	 3 3 3 3
3 HSE_Q03 Had [you/he/she] received any information that the harm or harmful side-effect could happen? 1. Yes 5. No 6. Received written but did not read	 4 4 4
4 HSE_Q04 Did [you/he/she] receive an explanation about what happened? 1. Yes 5. No	 5 6
5 HSE_Q05 How well did [you/he/she] understand the explanation? Was it completely, to some extent or not at all?	

[Interviewer: Ctrl K may be used here if necessary.]	
1. Completely	6
2. To some extent	6
3. Not at all	6
4. Can't remember	6
Ctrl K	6
6 HSE_Q06 Did [you/he/she] see a health professional about the harm or harmful side-effect?	
1. Yes	7
5. No	END
7 HSE_Q07 How satisfied or dissatisfied [were you/was Name of RP] with the way they handled the situation? Add F9 Prompt [Interviewer: Ctrl K may be used here if necessary.]	
1. Very satisfied	END
2. Satisfied	END
3. Neither satisfied or dissatisfied	END
4. Dissatisfied	END
5. Very dissatisfied	END
Ctrl K	END

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