Questionnaire

Patient Experience Survey 2012-13

Australia

4839.0

AUSTRALIAN BUREAU OF STATISTICS

EMBARGO: 11.30AM (CANBERRA TIME) THURSDAY 21 NOVEMBER 2013

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INQUIRIES

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MODULE 8.1: PRIVATE HEALTH INSURANCE STATUS (PHI)

Incoming population: All persons aged 15 years and over

Question/Field	To question:
1	
PHI_Q01	
The next questions are about general health care and use of <u>Australian</u> health services <u>for</u>	
[yourself/name of RP].	
Press [1] to continue.	2
2	
PHI_Q02	
Apart from Medicare, [are you/is Name of RP] covered by private health insurance?	
[Interviewer: Press F9 to display further information.]	
1. Yes	3
5. No	END
3 PHI_Q03	
Does [your/his/her] private health insurance cover:	
Interviewer: Read out categories until a 'Yes' response is given.	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Both hospital and extras cover?	END
2. Hospital cover only?	END
3. Extras cover only?	END
4. Ambulance cover only (don't read out)	END
5. Have other arrangements i.e. DVA entitlements (don't read out)	END
Ctrl K	

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MODULE 8.2: SELF-ASSESSED HEALTH STATUS (SAH)

Incoming population: All persons aged 15 years and over

Question/Field	To question:
1	
SAH_SG01	
Sequence guide	
1. If interview is personal interview (INTTYPE=Personal)	2
2. Else (INTTYPE=Proxy)	END
2	
SAH_Q01	
In general, would you say that your health is excellent, very good, good, fair or poor?	
1. Excellent	END
2. Very good	END
3. Good	END
4. Fair	END
5. Poor	END
S	

MODULE 8.3: GENERAL PRACTITIONERS (GPS)

Incoming population: All persons aged 15 years and over

Question/Field	To question:
1	
GPS_Q01	
Since <month> last year, [have you/has Name of RP] seen a GP for [your/his/her] own health?</month>	
[Interviewer: Ctrl K may be used here if necessary.]	ľ
[Interviewer: Press F9 to display further information.]	
1. Yes	3
5. No	2
Ctrl K	2
2	
GPS_Q01A	
(Since <month> last year,) [have you/has Name of RP] <u>needed</u> to see a GP?</month>	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	12
5. No	19
Ctrl K	19
3	
GPS_Q02	
(Since <month> last year,) how many times did [you/Name of RP] see a GP for [your/his/her] own health?</month>	
<1-99>	4

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GPS_Q03 Thinking about all the GPs [you have/Name of RP has] seen in the last 12 months, how/How] often lid [they/the GP] listen carefully to [you/hin/her] - was it always, often, sometimes or rarely? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] 1. Always 5 2. Often 5 3. Sometimes 5 4. Rarely 5 5. Never (don't read out) 5 5. Rever (don't read out) 5 5. Rever (don't nead out) 5 5. GPS_Q04 5 (Thinking about all the GPs [you have/Name of RP has] seen in the last 12 months.] 6 row/How] often did [they/the GP] show respect for what [you/he/she] had to say (was it always, fiten, sometimes or rarely?] 1 Interviewer: Ctrl K may be used here if necessary.] 1 Interviewer: Press F9 to display further information.] 1 Always 1 0. Often 6 3. Sometimes 6	Question/Field	To question:
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Interviewer: Press F9 to display further information.] Always Coften Sometimes A rarely So Rever (don't read out) Ctrl K Sometimes GFS_Q04 (Thinking about all the GPs [you have/Name of RP has] seen in the fast 12 months,] forw/How] often did [they/the GP] show respect for what [y/ou/he/she] had to say (was it always, often, sometimes or rarely)? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] Always Coften Sometimes Always Coften Coften Always Coften Always Coften Always Coften Coft	did [they/the GP] listen carefully to [you/him/her] - was it always, often, sometimes or rarely?	
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now/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.] Interviewer: Press F9 to display further information.] I. Always 2. Often 6 3. Sometimes 6 4. Rarely 6 5. Never (don't read out) 6 Trl K 6	GPS_Q04	
often, sometimes or rarely? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] Interviewer: Press F9 to display further information.]	[(Thinking about all the GPs [you have/Name of RP has] seen in the last 12 months,)	
often, sometimes or rarely? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] Interviewer: Press F9 to display further information.]	how/How] often did [they/the GP] show respect for what [you/he/she] had to say (was it always,	
Interviewer: Press F9 to display further information.]Image: Second	often, sometimes or rarely)?	
1. Always62. Often63. Sometimes64. Rarely65. Never (don't read out)6Ctrl K6	[Interviewer: Ctrl K may be used here if necessary.]	
2. Often63. Sometimes64. Rarely65. Never (don't read out)6Ctrl K6	[Interviewer: Press F9 to display further information.]	
2. Often63. Sometimes64. Rarely65. Never (don't read out)6Ctrl K6	1. Always	
B. Sometimes 6 I. Rarely 6 5. Never (don't read out) 6 Ctrl K 6	2. Often	6
4. Rarely65. Never (don't read out)6Ctrl K6	3. Sometimes	6
5. Never (don't read out) 6 Ctrl K 6	4. Rarely	6
Ctrl K 6		6
		6
		6

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Question/Field	To question:
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.]	
[Interviewer: Press F9 to display further information.]	
1. Always	
2. Often	7
3. Sometimes	7
4. Rarely	7
5. Never (don't read out)	7
Ctrl K	7
	7
7	
GPS_Q06	
[Do you/Does Name of RP] have a GP [you/he/she] prefer[s/blank] to see?	
[Interviewer: Press F9 to display further information.]	
1. Yes	8
5. No	9
6. Don't know	9
8 GPS_Q07	
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	9
5. No	7
9	
GPS_SG01	
Sequence Guide	10
	11

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Question/Field	To question:
1. If personal interview	
2. If proxy interview	
10	
GPS_Q08	
Since <month> last year, have you waited longer than you felt was acceptable to get an appointment with a GP?</month>	
1. Yes 5. No	11 11
11	
GPS_Q09	
(Since <month> last year,) has there been any time [you/Name of RP] needed to go to a GP but didn't?</month>	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	12
5. No	17
Ctrl K	17
12 GPS_Q10	
What were <u>all</u> the reasons [you/he/she] did not go?	
Interviewer: More than one response is allowed. Press space bar between responses.	
[Interviewer: Press F9 to display further information.]	
(If respondent chooses "cost" with a combination of any other responses then the respondent	
should be sequenced to GPS_SG2 [Q14])	
10. Cost	
11. Appointment upcoming	14
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

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Question/Field	To question:
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
13	
GPS_Q10A	
Was the cost also a reason?	
1. Yes	14
5. No	14
14	
GPS_SG02	
Sequence Guide	
If GPS_Q10 >1 response or GPS_Q10A=1	15
Otherwise (compute main reason from all reasons)	16
15	
GPS_Q11	
What was the <u>main</u> reason?	
(Only display responses given in GPS_Q10 and if GPS_Q10A=1 display 'Cost')	
10. Cost	16
11. Appointment upcoming	16
12. Discrimination	16
13. Service not culturally appropriate	16
4. Language problems	16
15. Transport / distance	16
.6. 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	

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Question/Field	To question:
GPS_SG03	
Sequence Guide	
	19
1. If GPS_Q01=5 or Ctrl K or GPS_Q10=10 or GPS_Q10A=1	17
2. Otherwise	
17	
GPS_Q12	
[Excluding the time [you/Name of RP] needed to see a GP but didn't, (since <month> last</month>	
year,)/(Since <month> last year,)] has there been any time [you/Name of RP] needed to see a GP</month>	
but <u>delayed</u> going?	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	18
5. No	19
Ctrl K	19
18	
GPS_Q12A	
Was that because of the cost?	
1. Yes	19
5. No	19
19	
19	
GPS_Q13	
Since <month> last year, has any GP written [you/him/her] a prescription for medication?</month>	
enter smonthe meg and mes may or senter (real, matter) a presenterent for mean anom	
[Interviewer: Press F9 to display further information.]	
1. Yes	21
5. No	20
20	
GPS_Q13A	
(Since <month> last year,) [have you/has Name of RP] <u>needed</u> prescribed medication?</month>	

Question/Field	To question:
[Interviewer: Ctrl K may be used here if necessary.]	
l. Yes	21
5. No	22
Ctrl K	22
21 GPS_Q14	
Since <month> last year, has there been any time [you/Name of RP] <u>delayed</u> getting or <u>did not</u> get</month>	
prescribed medication because of the cost?	
. Yes	22
5. No	22
22	
GPS_SG04	
Sequence Guide	
. If GPS_Q01 = 5 or Ctrl K	END
. Otherwise (GPS_Q01=1)	23
23	
GPS_Q15	
Since <month> last year, has there been any time when [you/Name of RP] saw a GP for <u>urgent</u></month>	
nedical care? Please exclude times [you/he/she] went to a hospital or emergency department.	
nedical care? Flease exclude times (you/ne/sne) went to a hospital of emergency department.	
[Interviewer: Press F9 to display further information.]	
incerviewer. Tress 19 to display lukiler information.j	
. Yes	
. No	24
	END
GPS_Q16	
H3 Q10	
hinking about the most recent time, how long after [you/Name of RP] made the appointment	
were you/was [he/she]] seen by the GP?	
were you, was [ne/sne]] seen by the OI:	
Interviewer: Press F9 to display further information.]	
interviewer, 1105 17 to display futurer information.j	
nterviewer: Please select unit of time.	
	25
. Minutes	25
. Parates	² 0

Question/Field	To question:
2. Hours	27
3. Days	
25	
GPS_Q16A	4
(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 1-1000="" allow="" entry:="" numbers="" only="" whole=""></numeric>	28
26	
GPS_Q16B	
(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: Press F9 to display further information.]	
Interviewer: Please enter number of <u>hours</u> . Enter hours as whole numbers and half hours as '.5' .	
<numeric 'half'="" 'whole'="" (allow="" 1="" 1-100="" 11.5,="" 5.5,="" 7.0="" decimal="" entry:="" etc)="" ie="" if="" indicative="" of="" or="" place=""></numeric>	28
27	
GPS_Q16C	
(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: Press F9 to display further information.]	
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' ie 1.5, 5.5, 7.0 etc) >	28

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Question/Field	To question:
28	
GPS_Minute	
Please note: This is a derived item.	
Please convert time in GPS_Q16A, GPS_Q16B and GPS_Q16C to minutes.	
GPS_Q16Ax1	
GPS_Q16Bx60	
GPS_Q16Cx1440	END
MODULE 8.4: THREE OR MORE HEALTH PROFESSIONALS (3MR)	
Incoming population: All persons aged 15 years and over	
Question/Field	To question:
1	
3MR_Q01	
Since <month> last year, [have you/has Name of RP] seen three or more <u>different</u> health</month>	
professionals, such as a GP, specialist, physiotherapist or nurse, for the same condition?	
[Interviewer: Press F9 to display further information.]	
1. Yes	
5. No	2 END
2	
3MR_Q02	
Was there a time, since <month> last year, when a <u>health professional</u> has helped coordinate</month>	
[your/his/her] care?	
Interviewer: Ctrl K may be used here if necessary.	
[Interviewer: Press F9 to display further information.]	
1. Yes	3
5. No	6
Ctrl K	6
3	5
	5

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Question/Field	To question:
3MR_Q03	5
	4
What type of <u>health professional</u> helped <u>most</u> in coordinating [your/his/her] care?	
[Interviewer: Press F9 to display further information.]	
1. GP	
2. Medical specialist	
3. Nurse	
4. Other health professional (please specify)	
4	
3MR_Q04	
Interviewer: Please specify other health professional	
<allow 100="" characters="" entry="" of="" text=""></allow>	5
5	
3MR_Q05	
Did the coordination help to a large extent, to some extent or not at all?	
1. To a large extent	6
2. To some extent	6
3. Not at all	6
4. Can't remember	6
6	
3MR_Q06	
Were there any issues caused by a lack of communication or coordination among the health	
professionals?	
1. Yes	END
5. No 6. Can't remember	END
o. can the number	END

MODULE 8.5: MEDICAL SPECIALISTS (MDS)

Incoming population: All persons aged 15 years and over

Question/Field	To question:
1	
MDS_SG01	
Sequence Guide	
1. If GPS_Q01 = 1	2
2. Otherwise	3
2	
MDS_Q01	
Since <month> last year, has a GP written [you/Name of RP] a referral to a medical specialist for</month>	
since <month> last year, has a GP <u>written [you/Name of KP] a referrar</u> to a medical specialist for treatment or testing?</month>	
treatment of testing.	
[Interviewer: Press F9 to display further information.]	
1. Yes	6
5. No	3
3	
MDS_Q01A	
MD0_Q0III	
Since <month> last year, [have you/has Name of RP] <u>needed</u> to see a medical specialist for</month>	
treatment or testing?	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	4
5. No	END
Ctrl-K	END
4	
NDS 6602	
MDS_SG02 Sequence Guide	
1. If $GPS_Q01 = 1$	6
2. Otherwise	5

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Question/Field	To question:
5	
MDS_Q01B	
(Since <month> last year,) has a GP written [you/Name of RP] a referral to a medical specialist for</month>	
treatment or testing?	
[Interviewer: Press F9 to display further information.]	
1. Yes	6
5. No	6
6	
MDS_Q02	
Since <month> last year, [have you/has Name of RP] seen a medical specialist for treatment or</month>	
testing?	
[Interviewer: Press F9 to display further information.]	
1. Yes	7
5. No	12
7	
MDS_Q03	
(Since <month> last year,) how many times [have you/has Name of RP] seen a medical specialist</month>	
for [your/his/her] own health?	
<1-99>	8
8	
MDS_Q04	
[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.]	
[Interviewer: Press F9 to display further information.]	
1. Always	9
2. Often	9
3. Sometimes	9

.

Question/Field	To question:
4. Rarely	9
5. Never (don't read out)	9
Ctrl K	9
9	
MDS_Q05	
[(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.]	
[Interviewer: Press F9 to display further information.]	
1. Always	
2. Often	10
3. Sometimes	10
4. Rarely	10
5. Never (don't read out)	10
Ctrl K	10
10	10
MDS_Q06	
[(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 rately)?	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Always	
2. Often	11
3. Sometimes	11
4. Rarely	11
5. Never (don't read out)	11
Ctrl K	11
	11

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Question/Field	To question:
11	
MDS_Q07	
Since <month> last year, has there been any time [you/Name of RP] needed to go to a medical specialist but <u>didn't</u>?</month>	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	12
5. No	16
Ctrl K	16
12	
MDS_Q08	
What were <u>all</u> the reasons [you/he/she] did not go?	
Interviewer: More than one response is allowed. Press space bar between responses.	
[Interviewer: Press F9 to display further information.]	
(If respondent chooses '10 - Cost' with a combination of any other responses then the respondent	
should be sequenced to MDS_SG03 [Q14])	
10. Cost	
11. Appointment upcoming	14
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

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Question/Field	To question:
13	
MDS_Q08A	
Was the cost also a reason?	
1. Yes	14
5. No	14
14	
MDS_SG03	
Sequence Guide	
1. MDS_Q08 >1 response or MDS_Q08A=1	15
2. Otherwise (compute main reason from all reasons)	16
15	
MDS_Q09	
What was the <u>main</u> reason?	
(Only display responses given in MDS_Q08 and if MDS_Q08A=1 display 'Cost')	
10. Cost	16
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_SG04	
Sequence Guide	
1. MDS_Q02=5 or MDS_Q08=10 or MDS_Q08A=1	19
2. Otherwise	17

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Question/Field	To question:
17	
MDS_Q10	
[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]</month></month>	
needed to see a medical specialist but <u>delayed</u> going?	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	18
5. No	19
Ctrl K	19
18	
MDS_Q11	
Was that because of the cost?	
1. Yes	19
5. No	19
19	
MDS_SG05	
Sequence Guide	
1. Proxy interview	END
2. MDS_Q01=5 or MDS_Q01B=5	END
3. MDS_Q08=16 (waiting time too long)	END
4. Otherwise	20
20	
MDS_Q12	
Since <month> last year, have you waited longer than you felt was acceptable to get an</month>	
appointment with a medical specialist?	
1. Yes	END
5. No	END

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MODULE 8.6: DENTAL PROFESSIONALS (DEN)

Incoming population: All persons aged 15 years and over

Question/Field	To question:
1	
DEN_Q01	
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]</month>	
own health?	
[Interviewer: Press F9 to display further information.]	
1. Yes	3
5. No	2
2	
DEN_Q01A	
(Since <month> last year,) [have you/has Name of RP] <u>needed</u> to see a dental professional?</month>	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	5
5. No	END
Ctrl K	END
3	
DEN_Q02	
(Since <month> last year,) how many times [have you/has Name of RP] seen a dental professional</month>	
for [your/his/her] own health?	
<1-99>	4

.

Question/Field	To question:
4	
DEN_Q03	
[Was it at a private dental clinic or a government dental clinic/Were these at a private dental clinic	
or a government dental clinic or both]?	
1. Private clinic	5
2. Government dental clinic	5
[3. Both]	5
4. Don't know	5
5	
DEN_Q04	
[Since <month> last year, has there been any time when [you were/Name of RP was]/Were</month>	
you/Was he/she] placed on a waiting list to see a dental professional at a government dental clinic?	
1. Yes	6
5. No	7
6. Don't know	7
6	
DEN_Q05	
Thinking about the most recent time, how long after being placed on the waiting list [were	
you/was[he/she]] seen by the dental professional?	
Interviewer: Code response to first relevant category.	
[Interviewer: Press F9 to display further information.]	
1. Within 2 weeks	7
2. 2 weeks to less than 1 month	7
3. 1 month to less than 6 months	7
4. 6 months to less than 1 year	7
5. 1 or more years	7
6. Still waiting (have not been seen)	7

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Question/Field	To question:
7	
Sequence guide	
DEN_SG01	
DEA_5001	
1. If $DEN_Q05 = 6$	8
2. If $DEN_Q01A = 1$	11
3. Otherwise	9
8	
DEN_Q05A	
How long [have you/has Name of RP] been waiting?	
1. Up to 2 weeks	9
2. 2 weeks to less than 1 month	9
3. 1 month to less than 6 months	9
4. 6 months to less than 1 year	9
5. 1 or more years	9
9	
Sequence guide	
DEN_SG1A	
	11
1. If $DEN_Q01A = 1$ 2. Otherwise	11 10
10	
DEN_Q06	
Since <month> last year, has there been any time [you/Name of RP] needed to go to a dental</month>	
professional but <u>didn't</u> ?	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	11
5. No	11
Ctrl K	15

.

Question/Field	To question:
11	
DEN 007	
DEN_Q07	
[Thinking about when [you/Name of RP] needed to see a dental professional but didn't, what/What]	
were <u>all</u> the reasons [you/he/she] did not go?	
Interviewer: More than one response is allowed. Press space bar between responses.	
[Interviewer: Press F9 to display further information.]	
(If respondent chooses "cost" with a combination of any other responses then the respondent	
should be sequenced to DEN_SG2 [Q12])	
10. Cost	13
11. Appointment upcoming	12
12. Discrimination	12
13. Service not culturally appropriate	12
14. Language problems	12
15. Transport / distance	12
16. Waiting time too long or not available at time required	12
17. Not available in area	12
18. Too busy / no time (including work, personal, family responsibilities)	12
19. Dislikes (service / professional, afraid, embarrassed)	12
20. Felt it would be inadequate	12
21. Decided not to seek care	12
22. Other	12
12	
DEN_Q07A	
Was the cost also a reason?	
1. Yes	13
5. No	13
13	
Sequence Guide	
DEN_SG02	
1. If DEN_Q07 >1 response or DEN_Q07A=1	14
2. Otherwise (compute main reason from all reasons)	15

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Question/Field	To question:
14	
DEN_Q08	
What was the <u>main</u> reason?	
(Only display responses given in DEN_Q07 and if DEN_Q07A=1 display 'Cost')	
10. Cost	15
11. Appointment upcoming	15
12. Discrimination	15
13. Service not culturally appropriate	15
14. Language problems	15
15. Transport / distance	15
16. Waiting time too long or not available at time required	15
17. Not available in area	15
18. Too busy / no time (including work, personal, family responsibilities)	15
19. Dislikes (service / professional, afraid, embarrassed)	15
20. Felt it would be inadequate	15
21. Decided not to seek care	15
22. Other	15
15	
Sequence Guide	
DEN_SG03	
1. DEN_Q07=10 or DEN_Q07A=1	18
2. Otherwise	16
16	
DEN_Q09	
[Excluding the time [you/Name of RP] needed to see a dental professional but didn't, (since	
<pre><month> last year,)/(Since <month> last year,)] has there been any time [you/Name of RP]</month></month></pre>	
needed to see a dental professional but <u>delayed</u> going?	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	17
5. No	18
Ctrl K	18

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Question/Field	To question:
17	
DEN_Q09A	
Was that because of the cost?	
1. Yes	18
5. No	18
18	
Sequence Guide	
DEN_SG04	
1. If DEN_Q01=5	END
2. Otherwise	19
19	
DEN_Q10	
[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.]	
[Interviewer: Press F9 to display further information.]	
Interviewer: Press F9 to display further informations	
1. Always	20
2. Often	20
3. Sometimes	20
4. Rarely	20
5. Never (don't read out)	20
Ctrl K	20
20	
DEN Q11	
[(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.]	

Question/Field	To question:
[Interviewer: Press F9 to display further information.]	
1. Always	21
2. Often	21
3. Sometimes	21
4. Rarely	21
5. Never (don't read out)	21
Ctrl K	21
21	
DEN_Q12	
[(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.]	
[Interviewer: Press F9 to display further information.]	
1. Always	END
2. Often	END
3. Sometimes	END
4. Rarely	END
5. Never (don't read out)	END
Ctrl K	END

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MODULE 8.7: LONG TERM HEALTH CONDITIONS (LTC)

Incoming population: All persons aged 15 years and over

Question/Field	To question
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:	
[Interviewer: Press F9 to display further information.]	
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 health condition?	END
7. Long term injury?	END
8. Any other long term health condition?	END
9. Interviewer: No condition	END

MODULE 8.8: PATHOLOGY TESTS (PTH)

Incoming population: All persons aged 15 years and over

Question/Field	To question:
1	
PTH_Q01	
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] <u>been referred</u> by a health professional for a pathology test?</month>	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	2
5. No	2
Ctrl K	2
2	
PTH_Q02	
(Since <month> last year,) [have you/has Name of RP] <u>actually had</u> a pathology test, for which</month>	
[you were/[he/she] was] <u>referred</u> ? [Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes 5. No Ctrl K	3 3 3
3 PTH_SG01	
Sequence Guide	
1. If (PTH_Q01=5 or Ctrl K) and (PTH_Q02=5 or Ctrl K) (no referral no test)	5
2. Otherwise	4

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TH_Q03 ince <month> last year, [have you/has Name of RP] [delayed or] not had a pathology test for which [you were/[he/she] was] referred, because of the cost? . Yes . No . Yes . No . TH_Q04 Since <month> last year,) [have you/ has [he/she]] had a pathology test that <u>did not require a</u> eferral from a health professional? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] . Yes END</month></month>	Question/Field	To question:
ince <month> last year, [have you/has Name of RP] [delayed or] not had a pathology test for which [you were/[he/she] was] referred, because of the cost? . Yes . No TTI_Q04 Since <month> last year,) [have you/has [he/she]] had a pathology test that did nor require a eferral from a health professional? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] . Yes . No . Yos . No . THE COME IN COME IN</month></month>	4	
ince <month> last year, [have you/has Name of RP] [delayed or] not had a pathology test for which [you were/[he/she] was] referred, because of the cost? . Yes . No TTI_Q04 Since <month> last year,) [have you/has [he/she]] had a pathology test that did nor require a eferral from a health professional? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] . Yes . No . Yos . No . THE COME IN COME IN</month></month>	РТН 003	
which [you were/[he/she] was] referred, because of the cost? . Yes . No . TH_Q04 . TH_Q04 . Since <month> last year,) [have you/ has [he/she]] had a pathology test that did not require a eferral from a health professional? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] . Yes . No . No . The display further information.] . Yes . No . No . END . EN</month>		
Yes 5 No 5 TH_Q04 Since <month> last year,) [have you/ has [he/she]] had a pathology test that <u>did not require a</u> eferral from a health professional? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] Yes END No END trl K = END</month>	Since <month> last year, [have you/has Name of RP] [<u>delayed</u> or] <u>not had</u> a pathology test for</month>	
No . No	which [you were/[he/she] was] referred, because of the cost?	
TH_Q04 Since <month> last year,) [have you/ has [he/she]] had a pathology test that <u>did not require a</u> eferral from a health professional? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] . Yes END . No END Ctrl K M END</month>	1. Yes	5
TH_Q04 Since <month> last year,) [have you/ has [he/she]] had a pathology test that did not require a eferral from a health professional? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] . Yes END . No END . Ano END . Ano END</month>	5. No	5
Since <month> last year,) [have you/ has [he/she]] had a pathology test that <u>did not</u> require a eferral from a health professional? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] . Yes END . No END Ctrl K END</month>	5	
Since <month> last year,) [have you/ has [he/she]] had a pathology test that <u>did not</u> require a eferral from a health professional? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] . Yes END . No END Ctrl K END</month>		
eferral from a health professional? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] . Yes END . No END Ctrl K END	PTH_Q04	
eferral from a health professional? Interviewer: Ctrl K may be used here if necessary.] Interviewer: Press F9 to display further information.] . Yes END . No END Ctrl K END	(Since $<$ month> last year.) [have you/ has [he/she]] had a pathology test that did not require a	
Interviewer: Press F9 to display further information.] . Yes . No END END END END	referral from a health professional?	
Interviewer: Press F9 to display further information.] . Yes . No END END END END		
. Yes END END END END	[Interviewer: Ctrl K may be used here if necessary.]	
. Yes END END End K	[Interviewer: Press F9 to display further information.]	
- No Ctrl K END		
END END	1. Yes	
	5. No	
	Ctrl K	END
つ		

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MODULE 8.9: IMAGING TESTS (IMG)

Incoming population: All persons aged 15 years and over

Question/Field	To question:
1	
IMG_Q01	
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] <u>been referred</u> by a health professional for an imaging test?</month>	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	2
5. No	2
Ctrl K	2
2	
IMG_Q02	
(Since <month> last year,) [have you/has Name of RP] <u>actually had</u> an imaging test, for which [you</month>	
were/[he/she] was] <u>referred</u> ?	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	3
5. No Ctrl K	3
2	3
IMG_SG01	
Sequence Guide	
1. If $(IMG_Q01=5 \text{ or Ctrl } K)$ and $(IMG_Q02=5 \text{ or Ctrl } K)$ (no referral no test)	5
2. Otherwise	4

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4 IMG_Q03 Since <month> last year, [have you/has Name of RP] [delayed or] not had an imaging test for which [you were/[he/she] was] referred, because of the cost? 1. Yes 5. No</month>	
Since <month> last year, [have you/has Name of RP] [<u>delayed</u> or] <u>not had</u> an imaging test for which [you were/[he/she] was] referred, because of the cost? 1. Yes 5. No</month>	r
Since <month> last year, [have you/has Name of RP] [<u>delayed</u> or] <u>not had</u> an imaging test for which [you were/[he/she] was] referred, because of the cost? 1. Yes 5. No</month>	c III
which [you were/[he/she] was] referred, because of the cost? 1. Yes 5. No	r
1. Yes 5. No	
5. No	
	5
5	5
IMG_Q04	
(Since <month> last year,) [have you/has [he/she]] had an imaging test that <u>did not</u> require a</month>	
referral from a health professional?	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	END
5. No	END
Ctrl K	END

.....

MODULE 8.10: HOSPITAL EMERGENCY DEPARTMENT (EMG)

Incoming population: All persons aged 15 years and over

Question/Field	To question:
1	
EMG_Q01	
Since <month> last year, [have you/has Name of RP] been to a hospital emergency department <u>for</u> [your/his/her] own health?</month>	
[Interviewer: Press F9 to display further information.]	
1. Yes	2
5. No	END
2	
EMG_Q02	
(Since <month> last year,) how many times [have you/has Name of RP] been to a hospital</month>	
emergency department for [your/his/her] own health?	
<1-99>	3
3	
EMG_Q03	
[Thinking about the most recent 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: Press F9 to display further information.]	
1. Yes	4
5. No	4
6. Don't know	4
4	
EMG_Q04	
What were <u>all</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.	
Interviewer: More than one response is allowed. Press space bar between responses.	

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Question/Field	To question:
[Interviewer: Press F9 to display further information.]	
10. Condition was serious / life threatening	
11. Time of day / day of week	5
12. Was sent to emergency by GP	5
13. Cheaper / cost	5
14. Medical history is at hospital / previous relationship	5
15. Trust / confidence in hospital	5
16. Emergency department recommended by someone	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. GP does not have required equipment / facilities	5
21. Closer than GP when needed	5
22. Other reason	5
	5
5	
,	
EMG_SG01	
Sequence guide	
Sequence guide	
1. Only 1 response at EMG_Q04	7
2. More than 1 response at EMG_Q04	6
	0
6	
EMG_Q05	
What was the <u>main</u> reason?	
(Display only responses given in EMG_Q04)	
	7
10. Condition was serious / life threatening	7
11. Time of day/ day of week	7
12. Was sent to emergency by GP	7
13. Cheaper / cost	7
14. Medical history is at hospital / previous relationship	7
15. Trust / confidence in hospital	7
16. Emergency department recommended by someone	7
17. GP not taking new patients	7
18. Waiting time for GP too long	7
19. Do not have a regular GP / family doctor	7
20. GP does not have required equipment / facilities	7
21. Closer than GP when needed	7

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Question/Field	To question:
22. Other reason	
7	
EMG_Q06	
Thinking about all the <u>doctors 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.]	
[Interviewer: Press F9 to display further information.]	
1. Always	8
2. Often	8
3. Sometimes	8
4. Rarely	8
5. Never (don't read out)	8
Ctrl K	8
8	
EMG_Q07	
(Thinking about all the doctors and specialists 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.]	
[Interviewer: Press F9 to display further information.]	
1. Always	9
2. Often	9
3. Sometimes	9
4. Rarely	9
5. Never (don't read out)	9
Ctrl K	9
9	
EMG_Q08	
(Thinking about all the <u>doctors and specialists</u> [you have/Name of RP has] seen at hospital	
emergency departments in the last 12 months,)	

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Question/Field	To question:
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.]	
[Interviewer: Press F9 to display further information.]	
1. Always	10
2. Often	10
3. Sometimes	10
4. Rarely	10
5. Never (don't read out)	10
Ctrl K	10
10	
EMG_Q09	
Thinking about all the <u>nurses</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	11
2. Often	11
3. Sometimes	11
4. Rarely	11
5. Never (don't read out)	11
Ctrl K	11
11	
EMG_Q10	
(Thinking about all the <u>nurses</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)?	
	12
[Interviewer: Ctrl K may be used here if necessary.]	12
	12
1. Always	12
2. Often	12
3. Sometimes	12

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Question/Field	To question:
4. Rarely	
5. Never (don't read out)	
Ctrl K	
12	
EMG_Q11	
(Thinking about all the <u>nurses</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
5. Never (don't read out)	END
Ctrl K	END

MODULE 8.11: HOSPITAL ADMISSIONS (HSP)

Incoming population: All persons aged 15 years and over

Question/Field	To question:
1	
HSP_Q01	
Since <month> last year, [have you/has Name of RP] been admitted to hospital?</month>	
[Interviewer: Press F9 to display further information.]	
1. Yes	2
5. No	9
2	
HSP_Q02	
(Since <month> last year,) how many times [have you/has Name of RP] been admitted to hospital?</month>	
<1-99>	3
3	
HSP_Q03	
Thinking about all the <u>doctors 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.]	
[Interviewer: Press F9 to display further information.]	
1. Always	4
2. Often 3. Sometimes	4
4. Rarely	4
5. Never (don't read out)	4
Ctrl K	4
4	
HSP_Q04	
(Thinking about all the doctors and specialists [you have/Name of RP has] seen at a hospital in the	

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Question/Field	To question:
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.]	
[Interviewer: Press F9 to display further information.]	
1. Always	E
2. Often	
3. Sometimes	2
4. Rarely	
5. Never (don't read out)	5
Ctrl K	5
5	
HSP_Q05	
(Thinking about all the doctors and specialists [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.]	
[Interviewer: Press F9 to display further information.]	
1. Always	6
2. Often	6
3. Sometimes	6
4. Rarely	6
5. Never (don't read out)	6
Ctrl K	6
6	
HSP_Q06	
Thinking about all the <u>nurses</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	

.

Question/Field	To question:
2. Often	7
3. Sometimes	7
4. Rarely	7
5. Never (don't read out)	7
Ctrl K	7
	7
7	
HSP_Q07	
(Thinking about all the <u>nurses</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	8
2. Often	8
3. Sometimes	8
4. Rarely	8
5. Never (don't read out)	8
Ctrl K	8
8	
HSP_Q08	
(Thinking about all the <u>nurses</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	
2. Often	9
3. Sometimes	9
4. Rarely	9
5. Never (don't read out)	9
Ctrl K	9
	9

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Question/Field	To question:
)	
HSP_Q09	
Since <month> last year, has there been any time [you/Name of RP] needed to go to hospital but <u>didn't</u>?</month>	
Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	10
5. No	10
Ctrl K	10
10	
HSP_SG01	
Gequence Guide	
HSP_Q09=1	11
$(HSP_Q09=5 \text{ or } Ctrl K) \text{ and } HSP_Q01=1$	16
(HSP_Q09=5 or Ctrl K) and HSP_Q01=5	END

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Question/Field	To question:
11	
HSP_Q10	
What were <u>all</u> the reasons [you/he/she] did not go?	
Interviewer: More than one response is allowed. Press space bar between responses.	
[Interviewer: Press F9 to display further information.]	
(If respondent chooses "cost" with a combination of any other responses then the respondent	
should be sequenced to HSP_SG02 [Q13])	
10. Cost	
11. Appointment upcoming	13
12. Discrimination	12
13. Service not culturally appropriate	12
14. Language problems	12
15. Transport / distance	12
16. Waiting time too long or not available at time required	12
17. Not available in area	12
18. Too busy / no time (including work, personal, family responsibilities)	12
19. Dislikes (service / professional, afraid, embarrassed)	12
20. Felt it would be inadequate	12
21. Decided not to seek care	12
22. Other	12 12
12	
HSP_Q10A	
Was the cost also a reason?	
was the cost also a reason	
1. Yes	13
5. No	13
13	
HSP_SG02	
Sequence Guide	
If HSP_Q10>1 response or HSP_Q10A=1	14
Otherwise compute All reasons (HSP_Q10) to Main reason (HSP_Q11)	15

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Question/Field	To question:
14	
HSP_Q11	
What was the <u>main</u> reason?	
(Display only responses given in HSP_Q10 and "Cost" if HSP_Q10A=1)	
10. Cost	15
11. Appointment upcoming	15
12. Discrimination	15
13. Service not culturally appropriate	15
14. Language problems	15
15. Transport / distance	15
16. Waiting time too long or not available at time required	15
17. Not available in area	15
18. Too busy / no time (including work, personal, family responsibilities)	15
19. Dislikes (service / professional, afraid, embarrassed)	15
20. Felt it would be inadequate	15
21. Decided not to seek care	15
22. Other	15
15	
HSP_SG03	
Sequence Guide	
If $HSP_Q10=10$ or $HSP_Q10A=1$ or $HSP_Q01=5$	END
Otherwise	16
16	
HSP_Q12	
[Excluding the time [you/Name of RP] needed to go to hospital but didn't, (since <month> last</month>	
year,)/(Since <month> last year,)] has there been any time [you/Name of RP] needed to go to</month>	
hospital but <u>delayed</u> going?	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Yes	17
5. No	END
Ctrl K	END

Question/Field	To question
7	
ISP_Q12A	
Vas that because of the cost?	
. Yes	END
. No	END
· ·	

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