

Questionnaire

Patient Experience Survey 2012-13

Australia

4839.0

SAMPLE ONLY

AUSTRALIAN BUREAU OF STATISTICS

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QUESTIONNAIRE, PATIENT EXPERIENCE SURVEY 2012-13

MODULE 8.1: PRIVATE HEALTH INSURANCE STATUS (PHI)

Incoming population: All persons aged 15 years and over

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

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

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MODULE 8.3: GENERAL PRACTITIONERS (GPS)

Incoming population: All persons aged 15 years and over

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

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Question/Field	To question:
<p>4</p> <p>GPS_Q03</p> <p>[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?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never (don't read out)</p> <p>Ctrl K</p>	<p></p> <p></p> <p></p> <p></p> <p>5</p> <p>5</p> <p>5</p> <p>5</p> <p>5</p> <p>5</p> <p>5</p>
<p>5</p> <p>GPS_Q04</p> <p>[(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)?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never (don't read out)</p> <p>Ctrl K</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>6</p> <p>6</p> <p>6</p> <p>6</p> <p>6</p> <p>6</p> <p>6</p>

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Question/Field	To question:
<p>6</p> <p>GPS_Q05</p> <p>[(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)?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never (don't read out) Ctrl K</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p>7 7 7 7 7 7 7</p>
<p>7</p> <p>GPS_Q06</p> <p>[Do you/Does Name of RP] have a GP [you/he/she] prefer[s/blank] to see?</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Yes 5. No 6. Don't know</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>8 9 9</p>
<p>8</p> <p>GPS_Q07</p> <p>Were there any times in the last 12 months [you/he/she] tried to get an appointment with this GP and couldn't?</p> <p>1. Yes 5. No</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>9 9</p>
<p>9</p> <p>GPS_SG01</p> <p>Sequence Guide</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>10 11</p>

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Question/Field	To question:
1. If personal interview 2. If proxy interview	
<p>10</p> <p>GPS_Q08</p> <p>Since <month> last year, have you waited longer than you felt was acceptable to get an appointment with a GP?</p> <p>1. Yes 5. No</p>	<p>11 11</p>
<p>11</p> <p>GPS_Q09</p> <p>(Since <month> last year,) has there been any time [you/Name of RP] needed to go to a GP but <u>didn't</u>?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>12 17 17</p>
<p>12</p> <p>GPS_Q10</p> <p>What were <u>all</u> the reasons [you/he/she] did not go?</p> <p>Interviewer: More than one response is allowed. Press space bar between responses.</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>(If respondent chooses "cost" with a combination of any other responses then the respondent should be sequenced to GPS_SG2 [Q14])</p> <p>10. Cost 11. Appointment upcoming 12. Discrimination 13. Service not culturally appropriate 14. Language problems 15. Transport / distance 16. Waiting time too long or not available at time required</p>	<p>14 13 13 13 13 13</p>

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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	
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
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	

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Question/Field	To question:
GPS_SG03 Sequence Guide 1. If GPS_Q01=5 or Ctrl K or GPS_Q10=10 or GPS_Q10A=1 2. Otherwise	 19 17
17 GPS_Q12 [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.] [Interviewer: Press F9 to display further information.] 1. Yes 5. No Ctrl K	 18 19 19
18 GPS_Q12A Was that because of the cost? 1. Yes 5. No	 19 19
19 GPS_Q13 Since <month> last year, has any GP written [you/him/her] a prescription for medication? [Interviewer: Press F9 to display further information.] 1. Yes 5. No	 21 20
20 GPS_Q13A (Since <month> last year,) [have you/has Name of RP] <u>needed</u> prescribed medication?	

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Question/Field	To question:
<p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes</p> <p>5. No</p> <p>Ctrl K</p>	<p></p> <p>21</p> <p>22</p> <p>22</p>
<p>21</p> <p>GPS_Q14</p> <p>Since <month> last year, has there been any time [you/Name of RP] <u>delayed</u> getting or <u>did not get</u> prescribed medication because of the cost?</p> <p>1. Yes</p> <p>5. No</p>	<p></p> <p>22</p> <p>22</p>
<p>22</p> <p>GPS_SG04</p> <p>Sequence Guide</p> <p>1. If GPS_Q01 = 5 or Ctrl K</p> <p>2. Otherwise (GPS_Q01=1)</p>	<p></p> <p>END</p> <p>23</p>
<p>23</p> <p>GPS_Q15</p> <p>Since <month> last year, has there been any time when [you/Name of RP] saw a GP for <u>urgent</u> medical care? Please exclude times [you/he/she] went to a hospital or emergency department.</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Yes</p> <p>5. No</p>	<p></p> <p>24</p> <p>END</p>
<p>24</p> <p>GPS_Q16</p> <p>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?</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>Interviewer: Please select unit of time.</p> <p>1. Minutes</p>	<p></p> <p>25</p> <p>26</p>

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Question/Field	To question:
2. Hours 3. Days	27
25 GPS_Q16A (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>	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 Entry: 1-100 (Allow 1 decimal place if indicative of 'half' or 'whole' ie 11.5, 5.5, 7.0 etc) >	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:
<p>28</p> <p>GPS_Minute</p> <p>Please note: This is a derived item.</p> <p>Please convert time in GPS_Q16A, GPS_Q16B and GPS_Q16C to minutes.</p> <p>GPS_Q16Ax1</p> <p>GPS_Q16Bx60</p> <p>GPS_Q16Cx1440</p>	<p>END</p>

MODULE 8.4: THREE OR MORE HEALTH PROFESSIONALS (3MR)

Incoming population: All persons aged 15 years and over

Question/Field	To question:
<p>1</p> <p>3MR_Q01</p> <p>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>?</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Yes</p> <p>5. No</p>	<p>2</p> <p>END</p>
<p>2</p> <p>3MR_Q02</p> <p>Was there a time, since <month> last year, when a <u>health professional</u> has helped coordinate [your/his/her] care?</p> <p>Interviewer: Ctrl K may be used here if necessary.</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Yes</p> <p>5. No</p> <p>Ctrl K</p>	<p>3</p> <p>6</p> <p>6</p>
<p>3</p>	<p>5</p> <p>5</p>

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

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MODULE 8.5: MEDICAL SPECIALISTS (MDS)

Incoming population: All persons aged 15 years and over

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

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

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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	10
2. Often	10
3. Sometimes	10
4. Rarely	10
5. Never (don't read out)	10
Ctrl K	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 rarely)?	
[Interviewer: Ctrl K may be used here if necessary.]	
[Interviewer: Press F9 to display further information.]	
1. Always	11
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:
<p>13</p> <p>MDS_Q08A</p> <p>Was the cost also a reason?</p> <p>1. Yes</p> <p>5. No</p>	<p>14</p> <p>14</p>
<p>14</p> <p>MDS_SG03</p> <p>Sequence Guide</p> <p>1. MDS_Q08 > 1 response or MDS_Q08A=1</p> <p>2. Otherwise (compute main reason from all reasons)</p>	<p>15</p> <p>16</p>
<p>15</p> <p>MDS_Q09</p> <p>What was the <u>main</u> reason?</p> <p>(Only display responses given in MDS_Q08 and if MDS_Q08A=1 display 'Cost')</p> <p>10. Cost</p> <p>11. Appointment upcoming</p> <p>12. Discrimination</p> <p>13. Service not culturally appropriate</p> <p>14. Language problems</p> <p>15. Transport / distance</p> <p>16. Waiting time too long or not available at time required</p> <p>17. Not available in area</p> <p>18. Too busy / no time (including work, personal, family responsibilities)</p> <p>19. Dislikes (service / professional, afraid, embarrassed)</p> <p>20. Felt it would be inadequate</p> <p>21. Decided not to seek care</p> <p>22. Other</p>	<p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p> <p>16</p>
<p>16</p> <p>MDS_SG04</p> <p>Sequence Guide</p> <p>1. MDS_Q02=5 or MDS_Q08=10 or MDS_Q08A=1</p> <p>2. Otherwise</p>	<p>19</p> <p>17</p>

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

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MODULE 8.6: DENTAL PROFESSIONALS (DEN)

Incoming population: All persons aged 15 years and over

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

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Question/Field	To question:
<p>4</p> <p>DEN_Q03</p> <p>[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?]</p> <p>1. Private clinic 2. Government dental clinic [3. Both] 4. Don't know</p>	<p>5 5 5 5</p>
<p>5</p> <p>DEN_Q04</p> <p>[Since <month> last year, has there been any time when [you were/Name of RP was]/Were you/Was he/she] placed on a waiting list to see a dental professional at a government dental clinic?</p> <p>1. Yes 5. No 6. Don't know</p>	<p>6 7 7</p>
<p>6</p> <p>DEN_Q05</p> <p>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?</p> <p>Interviewer: Code response to first relevant category.</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>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)</p>	<p>7 7 7 7 7 7</p>

QUESTIONNAIRE, PATIENT EXPERIENCE SURVEY 2012-13

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

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

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Question/Field	To question:
<p>17</p> <p>DEN_Q09A</p> <p>Was that because of the cost?</p> <p>1. Yes</p> <p>5. No</p>	<p>18</p> <p>18</p>
<p>18</p> <p>Sequence Guide</p> <p>DEN_SG04</p> <p>1. If DEN_Q01=5</p> <p>2. Otherwise</p>	<p>END</p> <p>19</p>
<p>19</p> <p>DEN_Q10</p> <p>[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?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Always</p> <p>2. Often</p> <p>3. Sometimes</p> <p>4. Rarely</p> <p>5. Never (don't read out)</p> <p>Ctrl K</p>	<p>20</p> <p>20</p> <p>20</p> <p>20</p> <p>20</p> <p>20</p>
<p>20</p> <p>DEN_Q11</p> <p>[(Thinking about all the dental professionals [you have/Name of RP has] seen in the last 12 months,)</p> <p>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)?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p>	

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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

QUESTIONNAIRE, PATIENT EXPERIENCE SURVEY 2012-13

MODULE 8.7: LONG TERM HEALTH CONDITIONS (LTC)

Incoming population: All persons aged 15 years and over

Question/Field	To question:
<p>1</p> <p>LTC_Q01</p> <p>[Do you/Does Name of RP] have any of the following conditions that have lasted, or are likely to last, 6 months or more:</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>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.</p> <p>1. Arthritis or osteoporosis?</p> <p>2. Asthma?</p> <p>3. Cancer?</p> <p>4. Diabetes?</p> <p>5. Heart or circulatory condition?</p> <p>6. Mental health condition?</p> <p>7. Long term injury?</p> <p>8. Any other long term health condition?</p> <p>9. Interviewer: No condition</p>	<p>END</p> <p>END</p> <p>END</p> <p>END</p> <p>END</p> <p>END</p> <p>END</p> <p>END</p> <p>END</p> <p>END</p>

QUESTIONNAIRE, PATIENT EXPERIENCE SURVEY 2012-13

MODULE 8.8: PATHOLOGY TESTS (PTH)

Incoming population: All persons aged 15 years and over

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

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Question/Field	To question:
<p>4</p> <p>PTH_Q03</p> <p>Since <month> last year, [have you/has Name of RP] [<u>delayed</u> or] <u>not had</u> a pathology test for which [you were/[he/she] was] referred, because of the cost?</p> <p>1. Yes</p> <p>5. No</p>	<p></p> <p>5</p> <p>5</p>
<p>5</p> <p>PTH_Q04</p> <p>(Since <month> last year,) [have you/ has [he/she]] had a pathology test that <u>did not</u> require a referral from a health professional?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Yes</p> <p>5. No</p> <p>Ctrl K</p>	<p></p> <p>END</p> <p>END</p> <p>END</p>

SAMPLE ONLY

QUESTIONNAIRE, PATIENT EXPERIENCE SURVEY 2012-13

MODULE 8.9: IMAGING TESTS (IMG)

Incoming population: All persons aged 15 years and over

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

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Question/Field	To question:
<p>4</p> <p>IMG_Q03</p> <p>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?</p> <p>1. Yes</p> <p>5. No</p>	<p></p> <p>5</p> <p>5</p>
<p>5</p> <p>IMG_Q04</p> <p>(Since <month> last year,) [have you/has [he/she]] had an imaging test that <u>did not</u> require a referral from a health professional?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Yes</p> <p>5. No</p> <p>Ctrl K</p>	<p></p> <p>END</p> <p>END</p> <p>END</p>

SAMPLE ONLY

QUESTIONNAIRE, PATIENT EXPERIENCE SURVEY 2012-13

MODULE 8.10: HOSPITAL EMERGENCY DEPARTMENT (EMG)

Incoming population: All persons aged 15 years and over

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

QUESTIONNAIRE, PATIENT EXPERIENCE SURVEY 2012-13

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	
EMG_SG01	
Sequence guide	
1. Only 1 response at EMG_Q04	7
2. More than 1 response at EMG_Q04	6
6	
EMG_Q05	
What was the <u>main</u> reason?	
(Display only responses given in EMG_Q04)	
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

QUESTIONNAIRE, PATIENT EXPERIENCE SURVEY 2012-13

Question/Field	To question:
22. Other reason	
<p>7</p> <p>EMG_Q06</p> <p>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?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never (don't read out)</p> <p>Ctrl K</p>	<p>8 8 8 8 8 8</p>
<p>8</p> <p>EMG_Q07</p> <p>(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,)</p> <p>how often did they show respect for what [you/he/she] had to say (was it always, often, sometimes or rarely)?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never (don't read out)</p> <p>Ctrl K</p>	<p>9 9 9 9 9 9</p>
<p>9</p> <p>EMG_Q08</p> <p>(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,)</p>	

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Question/Field	To question:
<p>how often did they spend enough time with [you/him/her](was it always, often, sometimes or rarely)?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never (don't read out) Ctrl K</p>	<p></p> <p></p> <p></p> <p>10 10 10 10 10 10</p>
<p>10</p> <p>EMG_Q09</p> <p>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?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never (don't read out) Ctrl K</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>11 11 11 11 11 11</p>
<p>11</p> <p>EMG_Q10</p> <p>(Thinking about all the <u>nurses</u> [you have/Name of RP has] seen at hospital emergency departments in the last 12 months,)</p> <p>how often did they show respect for what [you/he/she] had to say (was it always, often, sometimes or rarely)?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Always 2. Often 3. Sometimes</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>12 12 12 12 12</p>

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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 2. Often 3. Sometimes 4. Rarely 5. Never (don't read out) Ctrl K	END END END END END END

SAMPLE ONLY

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MODULE 8.11: HOSPITAL ADMISSIONS (HSP)

Incoming population: All persons aged 15 years and over

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

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Question/Field	To question:
<p>last 12 months,)</p> <p>how often did they show respect for what [you/he/she] had to say (was it always, often, sometimes or rarely)?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Always</p> <p>2. Often</p> <p>3. Sometimes</p> <p>4. Rarely</p> <p>5. Never (don't read out)</p> <p>Ctrl K</p>	<p></p> <p></p> <p></p> <p></p> <p>5</p> <p>5</p> <p>5</p> <p>5</p> <p>5</p> <p>5</p>
<p>5</p> <p>HSP_Q05</p> <p>(Thinking about all the <u>doctors and specialists</u> [you have/Name of RP has] seen at a hospital in the last 12 months,)</p> <p>how often did they spend enough time with [you/him/her] (was it always, often, sometimes or rarely)?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>[Interviewer: Press F9 to display further information.]</p> <p>1. Always</p> <p>2. Often</p> <p>3. Sometimes</p> <p>4. Rarely</p> <p>5. Never (don't read out)</p> <p>Ctrl K</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>6</p> <p>6</p> <p>6</p> <p>6</p> <p>6</p> <p>6</p>
<p>6</p> <p>HSP_Q06</p> <p>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?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Always</p>	<p></p> <p></p> <p></p> <p></p>

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Question/Field	To question:
2. Often 3. Sometimes 4. Rarely 5. Never (don't read out) Ctrl K	7 7 7 7 7 7
<p>7</p> <p>HSP_Q07</p> <p>(Thinking about all the <u>nurses</u> [you have/Name of RP has] seen at a hospital in the last 12 months,)</p> <p>how often did they show respect for what [you/he/she] had to say (was it always, often, sometimes or rarely)?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never (don't read out) Ctrl K	8 8 8 8 8 8
<p>8</p> <p>HSP_Q08</p> <p>(Thinking about all the <u>nurses</u> [you have/Name of RP has] seen at a hospital in the last 12 months,)</p> <p>how often did they spend enough time with [you/him/her] (was it always, often, sometimes or rarely)?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never (don't read out) Ctrl K	9 9 9 9 9 9

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Question/Field	To question:
17 HSP_Q12A Was that because of the cost? 1. Yes 5. No	 END END

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