PATIENT EXPERIENCE SURVEY (PEx)

JULY 2014 TO JUNE 2015

HOUSEHOLD SURVEY QUESTIONNAIRE

Module 9.1 Self-assessed health status (SAH)

Population: All persons aged 15 years and over

From population	Question Wording	To question
	SAH_Intro The next questions are about general health care and use of <u>Australian</u> health services <u>for [yourself/name of RP]</u>. Press [1] to continue.	SAH_SG01
SAH_Intro = ALL	**SAH_SG01** Sequence guide 1. If interview is personal interview (INTTYPE=Personal) 2. Else (INTTYPE=Proxy)	SAH_Q01 END
SAH_SG01 = 1	**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

Module 9.2 General Practitioners (GPs)

Population: All persons aged 15 years and over

From population	Question wording	To question
	GPS_Q01 Since <month> last year, [have you/has Name of RP] seen a GP for [your/his/her] own health? Please exclude times [you/he/she] went to a hospital or emergency department. [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 GPS_Q02 GPS_Q01A GPS_Q01A
GPS_Q01 = 5 GPS_Q01 = Ctrl K	**GPS_Q01A** (Since <month> last year,) [have you/has Name of RP] needed to see a GP? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 GPS_Q05 GPS_Q10 GPS_Q10
GPS_Q01 = 1	**GPS_Q02** Were any of these visits for urgent medical care? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 GPS_Q03 GPS_Q05 GPS_Q05

GPS_Q02 = 1. Yes	**GPS_Q03** Did [you/he/she] also see a GP for <u>non-urgent</u> medical care? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	GPS_Q04 GPS_Q04 GPS_Q04
GPS_Q03 = ALL	**GPS_Q04** Thinking about the most recent time for urgent medical care, how long after [you/Name of RP] made the appointment [were you/was [he/she]] seen by the GP? Interviewer: Please select unit of time. 1. Minutes 2. Hours 3. Days	GPS_Q04A GPS_Q04B GPS_Q04C
GPS_Q04 = 1. Minutes	**GPS_Q04A** (Thinking about the most recent time, how long after [you/Name of RP] made the appointment [were you/was [he/she]] seen by the GP?) Interviewer: Please enter number of <u>minutes</u>. <Numeric entry: 1-1000 allow whole numbers only>	GPS_Minute
GPS_Q04 = 2. Hours	**GPS_Q04B** (Thinking about the most recent time, how long after [you/Name of RP] made the appointment [were you/was [he/she]] seen by the GP?) Interviewer: Please enter number of <u>hours</u>. Enter hours as whole numbers and half hours as '.5'. <Numeric Entry: 1-100 (Allow 1 decimal place if indicative of 'half' or 'whole' ie 1.5, 5.5, 7.0 etc) >	GPS_Minute

GPS_Q04 = 2	**GPS_Q04C** (Thinking about the most recent time, how long after [you/Name of RP] made the appointment [were you/was [he/she]] seen by the GP?) Interviewer: Please enter number of <u>days</u>. Enter days as whole numbers and half days as '.5'. <Numeric Entry: 1-100 (Allow 1 decimal place if indicative of 'half' or 'whole' ie 1.5, 5.5, 7.0 etc) >	GPS_Minute
GPS_Q04A = ALL GPS_Q04B = ALL GPS_Q04C = ALL	**GPS_Minute** Please note: This is a derived item. Please convert time in GPS_Q04A, GPS_Q04B and GPS_Q04C to minutes. GPS_Q04Ax1 GPS_Q04Bx60 GPS_Q04Cx1440	GPS_Q05
GPS_Q01A = 1 GPS_Q02 = 5 GPS_Q02 = Ctrl K GPS_Minute = ALL	**GPS_Q05** [Do you/Does Name of RP] have a GP [you/he/she] prefer[s/blank] to see? 1. Yes 5. No 6. Don't know	GPS_Q06 GPS_SG01 GPS_SG01
GPS_Q05 = 1	**GPS_Q06** Were there any times in the last 12 months [you/he/she] tried to get an appointment with this GP and couldn't? 1. Yes 5. No	GPS_SG01 GPS_SG01
GPS_Q05 = 5 GPS_Q05 = 6 GPS_Q06 = ALL	**GPS_SG01** Sequence Guide 1. If GPS_Q01 = 1 2. Otherwise	GPS_Q07 GPS_Q08

GPS_SG01 = 1. If GPS_Q01 = 1	**GPS_Q07** (Since <month> last year,) has there been any time [you/Name of RP] needed to go to a GP but <u>didn't</u>? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	GPS_Q08 GPS_Q09 GPS_Q09
GPS_SG01 = 2. Otherwise GPS_Q07 = 1. Yes	**GPS_Q08** [Thinking about when [you/Name of RP] needed to see a GP but didn't, what/What] was the <u>main</u> reason [you/he/she] did not go? 1. Cost 2. Dislike or fear of service 3. Waiting time too long 4. Service not available when required 5. Had an upcoming appointment 6. Too busy 7. Other	GPS_SG02 GPS_Q08A GPS_Q08A GPS_Q08A GPS_Q08A GPS_Q08A GPS_Q08A
GPS_Q08 = 2. Dislike or fear of service GPS_Q08 = 3. Waiting time too long GPS_Q08 = 4. Service not available when required 5. Had an upcoming appointment 6. Too busy 7. Other	**GPS_Q08A** Was the cost also a reason? 1. Yes 5. No	GPS_SG02 GPS_SG02

GPS_Q08 = 1 GPS_Q08A = ALL	**GPS_SG02** Sequence Guide 1. If GPS_Q01 = 5 or Ctrl K or GPS_Q08 = 1 or GPS_Q08A = 1 2. Otherwise	GPS_Q10 GPS_Q09
GPS_Q07 = 5 GPS_Q07 = Ctrl K GPS_SG02 = 2	**GPS_Q09** [Excluding the time [you/Name of RP] needed to see a GP but didn't, (since \<month\> last year,)/(Since \<month\> last year,)] has there been any time [you/Name of RP] needed to see a GP but <u>delayed</u> going? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	GPS_Q09A GPS_Q10 GPS_Q10
GPS_Q09 = 1	**GPS_Q09A** Was that because of the cost? 1. Yes 5. No	GPS_Q10 GPS_Q10
GPS_Q01A = 5 GPS_Q01A = Ctrl K GPS_SG02 = 1. If GPS_Q01 = 5 or Ctrl K or GPS_Q08 = 1 or GPS_Q08A = 1 GPS_Q09 = 5 GPS_Q09 = Ctrl K GPS_Q09A = ALL	**GPS_Q10** Since \<month\> last year, has any GP written [you/him/her] a prescription for medication? 1. Yes 5. No	GPS_Q11 GPS_Q10A

GPS_Q10 = 5	**GPS_Q10A** (Since \<month\> last year,) [have you/has Name of RP] <u>needed</u> prescribed medication? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	GPS_Q11 GPS_SG03 GPS_SG03
GPS_Q10 = 1 GPS_Q10A = 1	**GPS_Q11** Since \<month\> last year, has there been any time [you/Name of RP] <u>delayed</u> getting or <u>did not</u> get prescribed medication because of the cost? 1. Yes 5. No	GPS_SG03 GPS_SG03
GPS_Q10A = 5 GPS_Q10A = Ctrl K GPS_Q11 = ALL	**GPS_SG03** Sequence Guide 1. If INTTYPE = Proxy or GPS_Q01 = 5 or Ctrl K 2. Otherwise	END GPS_Q12
GPS_SG03 = 2	**GPS_Q12** Thinking about all the GPs you have seen in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	GPS_Q13 GPS_Q13 GPS_Q13 GPS_Q13 GPS_Q13

GPS_Q12 = ALL	**GPS_Q13** (Thinking about all the GPs you have seen in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	GPS_Q14 GPS_Q14 GPS_Q14 GPS_Q14 GPS_Q14
GPS_Q13 = ALL	**GPS_Q14** (Thinking about all the GPs you have seen in the last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	GPS_SG04 GPS_SG04 GPS_SG04 GPS_SG04 GPS_SG04
GPS_Q14 = ALL	**GPS_SG04** Sequence Guide 1. If GPS_Q01 = 1 and INTTYPE ^ = Proxy and GPS_Q08 ^ = 3 2. Otherwise	GPS_Q15 END
GPS_SG04 = 1. If GPS_Q01 = 1 and INTTYPE ^ = Proxy and GPS_Q08 ^ = 3	**GPS_Q15** Since <month> last year, have you waited longer than you felt was acceptable to get an appointment with a GP? 1. Yes 5. No	END END

Module 9.3 After hours general practitioner care (AHM)

Population: All persons aged 15 years and over

From population	Question wording	To question
	AHM_Q01 The next few questions are about after hours GPs. After hours means after 8pm on a weeknight, after 1pm on a Saturday or any time on a Sunday or public holiday. Since <month> last year, [have you/has Name of RP] seen a GP after hours <u>for [your/his/her] own health</u>, including both urgent and non-urgent care? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 AHM_Q02 AHM_Q03 AHM_Q03
AHM_Q01 = 1	**AHM_Q02** Thinking about the <u>most recent</u> time [you/he/she] saw a GP after hours, was it... Interviewer: Read out each category until a 'Yes' response is given. [Interviewer: Ctrl K may be used here if necessary.] 1. At a regular general practice? 2. At a late night clinic? 3. At an after hours clinic at a hospital? 4. A home visit? 5. At some other practice? Ctrl K	 AHM_Q03 AHM_Q03 AHM_Q03 AHM_Q03 AHM_Q03 AHM_Q03

AHM_Q01 = 5 AHM_Q01 = Ctrl K AHM_Q02 = ALL	**AHM_Q03** Since <month> last year, was there any time [you/Name of RP] needed to go to a GP after hours but <u>didn't</u>? 1. Yes 5. No	AHM_Q04 END
AHM_Q03 = 1	**AHM_Q04** What was the <u>main</u> reason [you/he/she] did not go? 1. Cost 2. Dislike or fear of service 3. Waiting time too long 4. Service not available when required 5. Had an upcoming appointment 6. Too busy 7. Other	END END END END END END END

10

Module 9.4 Three or more health professionals (3MR)

Population: All persons aged 15 years and over

From population	Question wording	To question
	3MR_Q01 Since \<month\> last year, [have you/has Name of RP] seen three or more <u>different</u> health professionals, such as a GP, specialist, physiotherapist or nurse, for the <u>same condition?</u> 1. Yes 5. No	3MR_Q02 END
3MR_Q01 = 1	**3MR_Q02** Was there a time since \<month\> last year, when a <u>health professional</u> helped coordinate [your/his/her] care? Interviewer: Ctrl K may be used here if necessary. 1. Yes 5. No Ctrl K	3MR_Q03 3MR_Q06 3MR_Q06
3MR_Q02 = 1.	**3MR_Q03** What type of <u>health professional</u> helped <u>most</u> in coordinating [your/his/her] care? 1. GP 2. Medical specialist 3. Nurse 4. Other health professional (please specify)	3MR_Q05 3MR_Q05 3MR_Q05 3MR_Q04
3MR_Q03 = 4	**3MR_Q04** Interviewer: Please specify other health professional \<Allow text entry of 100 characters\>	3MR_Q05

3MR_Q03 = 1 3MR_Q03 = 2 3MR_Q03 = 3 3MR_Q04 = ALL	**3MR_Q05** Did the coordination help to a large extent, to some extent or not at all? 1. To a large extent 2. To some extent 3. Not at all 4. Can't remember	3MR_Q06 3MR_Q06 3MR_Q06 3MR_Q06
3MR_Q02 = 5 3MR_Q02 = Ctrl K. 3MR_Q05 = ALL	**3MR_Q06** Were there any issues caused by a lack of communication or coordination among the health professionals**?** 1. Yes 5. No 6. Can't remember	END END END

Module 9.5 Medical specialists (MDS)

Population: All persons aged 15 years and over

From population	Question wording	To question
	MDS_Q01 Since <month> last year, [have you/has Name of RP] seen a medical specialist? 1. Yes 5. No	MDS_Q02 MDS_Q02
MDS_Q01 = ALL	**MDS_Q02** Since <month> last year, has a GP written [you/Name of RP] a referral to a medical specialist? 1. Yes 5. No	MDS_SG01 MDS_SG01
MDS_Q02 = ALL	**MDS_SG01** Sequence Guide 1. MDS_Q01 =5 2. If MDS_Q01 = 5 and MDS Q02 = 1 3. Else	MDS_Q03 MDS_Q03 MDS_Q04
MDS_SG01 = 1. MDS_Q01 = 5 MDS_SG01 = 2. If MDS_Q01 = 5 and MDS_Q02=1	**MDS_Q03** Since <month> last year, [have you/has Name of RP] needed to see a medical specialist? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	MDS_Q05 END END

MDS_SG01 = 3	**MDS_Q04** 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>? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	 MDS_Q05 MDS_SG02 MDS_SG02
MDS_Q03 = 1 MDS_Q04 = 1	**MDS_Q05** What was the <u>main</u> reason [you/he/she] did not go? 1. Cost 2. Dislike or fear of service 3. Waiting time too long 4. Service not available when required 5. Had an upcoming appointment 6. Too busy 7. Other	 MDS_SG02 MDS_Q05A MDS_Q05A MDS_Q05A MDS_Q05A MDS_Q05A MDS_Q05A
MDS_Q05 = 2 MDS_Q05 = 3 MDS_Q05 = 4 MDS_Q05 = 5 MDS_Q05 = 6 MDS_Q05 = 7	**MDS_Q05A** Was the cost also a reason? 1. Yes 5. No	 MDS_SG02 MDS_SG02
MDS_Q04 = 5 MDS_Q04 = Ctrl K MDS_Q05 = 1 MDS_Q05A = ALL	**MDS_SG02** Sequence Guide 1. If MDS_Q01 = 5 2. If MDS_Q01 = 1 and (MDS_Q05 = 1 or MDS_Q05A =1) 3. Otherwise	 END MDS_SG03 MDS_Q06

MDS_SG02 = 3	**MDS_Q06** [Excluding the time [you/Name of RP] needed to see a medical specialist but didn't, (since <month> last year,)/(Since <month> last year,)] has there been any time [you/Name of RP] needed to see a medical specialist but <u>delayed</u> going? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	MDS_Q06A MDS_SG03 MDS_SG03
MDS_Q06 = 1	**MDS_Q06A** Was that because of the cost? 1. Yes 5. No	MDS_SG03 MDS_SG03
MDS_SG02 = 2. If MDS_Q01 = 1 and (MDS_Q05 = 1 or MDS_Q05A = 1) MDS_Q06 = 5. No MDS_Q06 = Ctrl K MDS_Q06A = ALL	**MDS_SG03** Sequence Guide 1. If INTTYPE = Proxy 2. Otherwise	END MDS_Q07

MDS_SG03 = 2	**MDS_Q07** Thinking about all the medical specialists you have seen in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	MDS_Q08 MDS_Q08 MDS_Q08 MDS_Q08 MDS_Q08
MDS_Q07 = ALL	**MDS_Q08** (Thinking about all the medical specialists you have seen in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	MDS_Q09 MDS_Q09 MDS_Q09 MDS_Q09 MDS_Q09
MDS_Q08 = ALL	**MDS_Q09** (Thinking about all the medical specialists you have seen in the last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	MDS_SG04 MDS_SG04 MDS_SG04 MDS_SG04 MDS_SG04

16

MDS_Q09 = ALL	MDS_SG04 Sequence Guide 1. If MDS_Q02=5 or MDS_Q05 = 3 (waiting time too long) 2. If MDS_Q01 = 1 and MDS_Q02 = 1 3. Otherwise	END MDS_Q10 END
MDS_SG04 = 2. If MDS_Q01 = 1 and MDS_Q02 = 1	**MDS_Q10** Since <month> last year, have you waited longer than you felt was acceptable to get an appointment with a medical specialist? 1. Yes 5. No	END END

Module 9.6 Dental professionals (DEN)

Population: All persons aged 15 years and over

From population	Question wording	To question
	DEN_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] own health? 1. Yes 5. No	DEN_Q02 DEN_Q01A
DEN_Q01 = 5	**DEN_Q01A** (Since <month> last year,) [have you/has Name of RP] needed to see a dental professional? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	DEN_Q03 END END
DEN_Q01 = 1	**DEN_Q02** Including public dental services provided at a private dental clinic, was any of the dental care [you/Name of RP] received a public dental service? 1. Yes 5. No 6. Don't know	DEN_Q03 DEN_Q03 DEN_Q03

18

DEN_Q01A = 1 DEN_Q02 = ALL	**DEN_Q03** Since \<month\> last year, has there been any time when [you were/Name of RP was] placed on a waiting list for public dental services? 1. Yes 5. No 6. Don't know	DEN_Q04 DEN_SG01 DEN_SG01
DEN_Q03 = 1	**DEN_Q04** 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. 1. Within 2 weeks 2. 2 weeks to less than 1 month 3. 1 month to less than 6 months 4. 6 months to less than 1 year 5. 1 or more years 6. Still waiting (have not been seen)	DEN_SG01 DEN_SG01 DEN_SG01 DEN_SG01 DEN_SG01 DEN_SG01
DEN_Q03 = 5 DEN_Q03 = 6 DEN_Q04 = ALL	**DEN_SG01** Sequence guide 1. If DEN_Q04 = 6 2. If DEN_Q01A = 1 3. Otherwise	DEN_Q05 DEN_Q07 DEN_SG1A
DEN_SG01 = 1. If DEN_Q04 = 6	**DEN_Q05** How long [have you/has Name of RP] been waiting? 1. Up to 2 weeks 2. 2 weeks to less than 1 month 3. 1 month to less than 6 months 4. 6 months to less than 1 year 5. 1 or more years	DEN_SG1A DEN_SG1A DEN_SG1A DEN_SG1A DEN_SG1A

19

DEN_SG01 = 3 DEN_Q05 = ALL	**DEN_SG1A** Sequence guide 1. If DEN_Q01A = 1 2. Otherwise	DEN_Q07 DEN_Q06
DEN_SG1A = 2	**DEN_Q06** Since \<month\> last year, has there been any time [you/Name of RP] needed to go to a dental professional but <u>didn't</u>? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	DEN_Q07 DEN_Q08 DEN_Q08
DEN_SG01 = 2. If DEN_Q01A = 1 DEN_SG1A = 1. If DEN_Q01A = 1 DEN_Q06 = 1	**DEN_Q07** [Thinking about when [you/Name of RP] needed to see a dental professional but didn't, what/What] was the <u>main</u> reason [you/he/she] did not go? 1. Cost 2. Dislike or fear of service 3. Waiting time too long 4. Service not available when required 5. Had an upcoming appointment 6. Too busy 7. Other	DEN_SG02 DEN_Q07A DEN_Q07A DEN_Q07A DEN_Q07A DEN_Q07A DEN_Q07A
DEN_Q07 = 2- 7	**DEN_Q07A** Was the cost also a reason? 1. Yes 5. No	DEN_SG02 DEN_SG02

DEN_Q07 = 1 DEN_Q07A = ALL	**DEN_SG02** Sequence Guide 1. DEN_Q07=1 or DEN_Q07A=1 2. Otherwise	DEN_SG03 DEN_Q08
DEN_Q06 = 5 DEN_Q06 = Ctrl K DEN_SG02 = 2	**DEN_Q08** [Excluding the time [you/Name of RP] needed to see a dental professional but didn't, (since \<month\> last year,)/(Since \<month\> last year,)] has there been any time [you/Name of RP] needed to see a dental professional but <u>delayed</u> going? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	DEN_Q08A DEN_SG03 DEN_SG03
DEN_Q08 = 1. Yes	**DEN_Q08A** Was that because of the cost? 1. Yes 5. No	DEN_SG03 DEN_SG03
DEN_SG02 = 1. DEN_Q07=1 or DEN_Q07A=1 DEN_Q08 = 5 DEN_Q08 = Ctrl K DEN_Q08A = ALL	**DEN_SG03** Sequence Guide 1. If DEN_Q01=5 2. If INTTYPE = Proxy 3. Otherwise	END END DEN_Q09

DEN_SG03 = 3	**DEN_Q09** Thinking about all the dental professionals you have seen in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 DEN_Q10 DEN_Q10 DEN_Q10 DEN_Q10 DEN_Q10
DEN_Q09 = ALL	**DEN_Q10** (Thinking about all the dental professionals you have seen in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 DEN_Q11 DEN_Q11 DEN_Q11 DEN_Q11 DEN_Q11
DEN_Q10 = ALL	**DEN_Q11** (Thinking about all the dental professionals you have seen in the last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 END END END END END

Module 9.7 Long term health conditions (LTC)

Population: All persons aged 15 years and over

From population	Question wording	To question
	LTC_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: Read out categories, pause after each one for a 'Yes' or 'No' response. More than one response is allowed. Press space bar between responses. 1. Arthritis or osteoporosis? 2. Asthma? 3. Cancer? 4. Diabetes? 5. Heart or circulatory condition? 6. Mental health condition, including depression or anxiety? 7. Long term injury? 8. Any other long term health condition? 9. Interviewer: No condition	END END END END END END END END END

Module 9.8 Pathology Tests (PTH)

Population: All persons aged 15 years and over

From population	Question wording	To question
	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] had a pathology test? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	PTH_Q03 PTH_Q02 PTH_Q02
PTH_Q01 = 5 PTH_Q01 = Ctrl K	**PTH_Q02** Since \<month\> last year, [have you/has Name of RP] <u>needed</u> to have a pathology test? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	PTH_Q03 END END
PTH_Q01 = 1 PTH_Q02 = 1	**PTH_Q03** Since \<month\> last year, [have you/has Name of RP] [<u>delayed</u> or]<u>not had</u> a pathology test because of the cost? 1. Yes 5. No	END END

Module 9.9 Imaging tests (IMG)

Population: All persons aged 15 years and over

From population	Question wording	To question
	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] had an imaging test? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	IMG_Q03 IMG_Q02 IMG_Q02
IMG_Q01 = 5 IMG_Q01 = Ctrl K	**IMG_Q02** Since <month> last year, [have you/has Name of RP] <u>needed</u> to have an imaging test? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	IMG_Q03 END END
IMG_Q01 = 1 IMG_Q02 = 1	**IMG_Q03** Since <month> last year, [have you/has Name of RP] [<u>delayed</u> or]<u>not had</u> an imaging test because of the cost? 1. Yes 5. No	END END

Module 9.10 Hospital emergency department (EMG)

Population: All persons aged 15 years and over

From population	Question wording	To question
	EMG_Q01 Since <month> last year, [have you/has Name of RP] been to a hospital emergency department <u>for [your/his/her] own health</u>? 1. Yes 5. No	EMG_Q02 END
EMG_Q01 = 1	**EMG_Q02** Thinking about the <u>most recent</u> time [you/Name of RP] went to an emergency department, at the time did [you/he/she] think the care could have been provided at a General Practice? 1. Yes 5. No 6. Don't know	EMG_Q03 EMG_Q03 EMG_Q03
EMG_Q02 = ALL	**EMG_Q03** What was the <u>main</u> reason [you/he/she] [went to an emergency department rather than a General Practice / thought the care could not have been provided at a General Practice]? 1. Taken by ambulance or condition was serious 2. GP not available when required 3. Sent to emergency by GP 4. Waiting time for GP appointment too long 5. Lower cost than GP visit 6. GP does not have required equipment or facilities 7. Other	EMG_SG01 EMG_SG01 EMG_SG01 EMG_SG01 EMG_SG01 EMG_SG01 EMG_SG01

EMG_Q03 = ALL	**EMG_SG01** Sequence Guide 1. If INTTYPE = Proxy 2. Otherwise	END EMG_Q04
EMG_SG01 = 2	**EMG_Q04** Thinking about all the <u>doctors and specialists</u> you have seen at a hospital emergency department in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 9. Didn't see any doctors or specialists	EMG_Q05 EMG_Q05 EMG_Q05 EMG_Q05 EMG_Q05 EMG_Q07
EMG_Q04 = 1 EMG_Q04 = 2 EMG_Q04 = 3 EMG_Q04 = 4 EMG_Q04 = 5	**EMG_Q05** (Thinking about all the <u>doctors and specialists</u> you have seen at a hospital emergency department in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	EMG_Q06 EMG_Q06 EMG_Q06 EMG_Q06 EMG_Q06

EMG_Q05 = ALL	**EMG_Q06** (Thinking about all the <u>doctors and specialists</u> you have seen at a hospital emergency department in the last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	EMG_Q07 EMG_Q07 EMG_Q07 EMG_Q07 EMG_Q07
EMG_Q04 = 9 EMG_Q06 = ALL	**EMG_Q07** Thinking about all the <u>nurses</u> you have seen at a hospital emergency department in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 9. Didn't see any nurses	EMG_Q08 EMG_Q08 EMG_Q08 EMG_Q08 EMG_Q08 END
EMG_Q07 = 1 EMG_Q07 = 2 EMG_Q07 = 3 EMG_Q07 = 4 EMG_Q07 = 5	**EMG_Q08** (Thinking about all the <u>nurses</u> you have seen at a hospital emergency department in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	EMG_Q09 EMG_Q09 EMG_Q09 EMG_Q09 EMG_Q09

| EMG_Q08 = ALL | **EMG_Q09**

(Thinking about all the <u>nurses</u> you have seen at a hospital emergency department in the last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)?

1. Always
2. Often
3. Sometimes
4. Rarely
5. Never |

END
END
END
END
END |

EMG_Q08 = ALL

Module 9.11 Hospital admissions (HSP)

Population: All persons aged 15 years and over

From population	Question wording	To question
	HSP_Q01 Since <month> last year, [have you/has Name of RP] been admitted to hospital? 1. Yes 5. No	 HSP_SG01 HSP_Q08
HSP_Q01 = 1	**HSP_SG01** Sequence Guide 1. If INTTYPE = Proxy 2. Otherwise	 HSP_Q08 HSP_Q02
HSP_SG01 = 2	**HSP_Q02** Thinking about all the <u>doctors and specialists</u> you have seen at a hospital in last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 9. Didn't see any doctors or specialists	 HSP_Q03 HSP_Q03 HSP_Q03 HSP_Q03 HSP_Q03 HSP_Q05

HSP_Q02 = 1 HSP_Q02 = 2 HSP_Q02 = 3 HSP_Q02 = 4 HSP_Q02 = 5	**HSP_Q03** (Thinking about all the <u>doctors and specialists</u> you have seen at a hospital in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	HSP_Q04 HSP_Q04 HSP_Q04 HSP_Q04 HSP_Q04
HSP_Q03 = ALL	**HSP_Q04** (Thinking about all the <u>doctors and specialists</u> you have seen at a hospital in the last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	HSP_Q05 HSP_Q05 HSP_Q05 HSP_Q05 HSP_Q05
HSP_Q02 = 9 HSP_Q04 = ALL	**HSP_Q05** Thinking about all the <u>nurses</u> you have seen at a hospital in the last 12 months, how often did they listen carefully to you - was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 9. Didn't see any nurses	HSP_Q06 HSP_Q06 HSP_Q06 HSP_Q06 HSP_Q06 HSP_Q08

HSP_Q05 = 1 HSP_Q05 = 2 HSP_Q05 = 3 HSP_Q05 = 4 HSP_Q05 = 5	**HSP_Q06** (Thinking about all the <u>nurses</u> you have seen at a hospital in the last 12 months,) how often did they show respect for what you had to say (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	HSP_Q07 HSP_Q07 HSP_Q07 HSP_Q07 HSP_Q07
HSP_Q06 = ALL	**HSP_Q07** (Thinking about all the <u>nurses</u> you have seen at a hospital in the last 12 months,) how often did they spend enough time with you (was it always, often, sometimes, rarely or never)? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	HSP_Q08 HSP_Q08 HSP_Q08 HSP_Q08 HSP_Q08
HSP_Q01 = 5 HSP_SG01 = 1 HSP_Q05 = 9 HSP_Q07 = ALL	**HSP_Q08** Since <month> last year, has there been any time [you/Name of RP] needed to go to hospital but <u>didn't</u>? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	HSP_SG02 HSP_SG02 HSP_SG02
HSP_Q08 = ALL	**HSP_SG02** Sequence Guide 1. HSP_Q08=1 2. (HSP_Q08=5 or Ctrl K) and HSP_Q01=1 3. (HSP_Q08=5 or Ctrl K) and HSP_Q01=5	HSP_Q09 HSP_Q10 END

HSP_SG02 = 1. HSP_Q08 = 1	**HSP_Q09** What was the <u>main</u> reason [you/he/she] did not go? 1. Cost 2. Dislike or fear of service 3. Waiting time too long 4. Service not available when required 5. Had an upcoming appointment 6. Too busy 7. Other	HSP_SG03 HSP_Q09A HSP_Q09A HSP_Q09A HSP_Q09A HSP_Q09A HSP_Q09A
HSP_Q09 = 2- 7	**HSP_Q09A** Was the cost also a reason? 1. Yes 5. No	HSP_SG03 HSP_SG03
HSP_Q09 = 1 HSP_Q09A = ALL	**HSP_SG03** Sequence Guide 1. If HSP_Q09=1 or HSP_Q09A=1 or HSPQ01=5 2. Otherwise	END HSP_Q10
HSP_SG02 = 2 (HSP_Q08 = 5 or Ctrl K) and HSP_Q01 = 1 HSP_SG03 = 2	**HSP_Q10** [Excluding the time [you/Name of RP] needed to go to hospital but didn't, (since <month> last year,)/(Since <month> last year,)] has there been any time [you/Name of RP] needed to go to hospital but <u>delayed</u> going? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	HSP_Q10A END END
HSP_Q10 = 1	**HSP_Q10A** Was that because of the cost? 1. Yes 5. No	END END

Module 9.12 Regular Doctor (RGD)

Population: All persons aged 15 years and over

From population	Question wording	To question
	RGD_Q01 Is there a place that [you/Name of RP] [usually go/usually goes] to see a health professional if [you/he/she] [are/is] sick or [need/needs] advice about [your/his/her] health? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	RGD_Q01A RGD_Q01A RGD_Q01A
RGD_Q01=all	**RGD_Q01A** (instrument-derived field) If RGD_Q01=1 then xUsualClinic=1 Else if GPS_Q05=1 then xUsualClinic =1 Else xUsualClinic =2	RGD_SG01
RGD_Q01A= all	**RGD_SG01** Sequence guide 1. If xUsualClinic=1 and INTTYPE = Proxy 2. Else if xUsualClinic=1 and INTTYPE = Personal 3. Else	RGD_Q03 RGD_Q02 END

RGD_SG01=2	**RGD_Q02** [You told me earlier that you have a GP you prefer to see. Please answer the following questions with that doctor in mind./blank] Since <month> last year, how often did your regular doctor or someone in your doctor's practice know important information about your medical history? Was it always, often, sometimes, rarely or never? 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never	 RGD_Q03 RGD_Q03 RGD_Q03 RGD_Q03 RGD_Q03
RGD_SG01=1 RGD_Q02=all	**RGD_Q03** [You told me earlier that [name of RP] has a GP [he/she] prefers to see. Please answer the following [questions/question] with that doctor in mind./blank] Since <month> last year, when [you/Name of RP] contacted [your/his/her] regular doctor's office with a medical question or concern during regular practice hours, how often did [you/he/she] get an answer that same day? Was it always, often, sometimes, rarely or never? [Interviewer: Ctrl K may be used here if necessary.] 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 6. Did not contact doctor's office Ctrl K	 RGD_SG02 RGD_SG02 RGD_SG02 RGD_SG02 RGD_SG02 RGD_SG02 RGD_SG02
RGD_Q03=all	**RGD_SG02** Sequence guide 1. If LTC_Q01 = 9 2. Else	 END RGD_Q04

RGD_SG02=2	**RGD_Q04**	
	You told me earlier that [you/Name of RP] had [complex word sub, see specifications].	
	Since <month> last year, how often did [your/his/her] regular doctor or someone in [your/his/her] doctor's practice help coordinate or arrange the care [you/he/she] received from other doctors and places for [this condition/these conditions]? Was it always, often, sometimes, rarely or never?	
	[Interviewer: Ctrl K may be used here if necessary.]	
	1. Always	END
	2. Often	END
	3. Sometimes	END
	4. Rarely	END
	5. Never	END
	6. Did not receive care from other doctors or places	END
	Ctrl K	END