

PATIENT EXPERIENCE SURVEY (PEX)

JULY 2013 TO JUNE 2014

HOUSEHOLD SURVEY QUESTIONNAIRE



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Module 9.1 Self-assessed health status (SAH)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>SAH_Q1</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>	SAH_Q2
SAH_Q1 = ALL	<p>SAH_Q2</p> <p>Sequence guide</p> <p>1. If interview is personal interview (INTTYPE=Personal)</p> <p>2. Else (INTTYPE=Proxy)</p>	SAH_Q3 END
SAH_Q2 = 1.	<p>SAH_Q3</p> <p>In general, would you say that your health is excellent, very good, good, fair or poor?</p> <p>1. Excellent</p> <p>2. Very good</p> <p>3. Good</p> <p>4. Fair</p> <p>5. Poor</p>	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
	<p>GPS_Q1</p> <p>Since <month> last year, [have you/has Name of RP] seen a GP for [your/his/her] <u>own health</u>? Please exclude times [you/he/she] went to a hospital or emergency department.</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>GPS_Q3 GPS_Q2 GPS_Q2</p>
<p>GPS_Q1 = 5 GPS_Q1 = Ctrl K</p>	<p>GPS_Q2</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>1. Yes 5. No Ctrl K</p>	<p>GPS_Q10 GPS_Q19 GPS_Q19</p>
<p>GPS_Q1 = 1</p>	<p>GPS_Q3</p> <p>Were any of these visits for urgent medical care?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>GPS_Q4 GPS_Q10 GPS_Q10</p>
<p>GPS_Q3 = 1</p>	<p>GPS_Q4</p> <p>Did [you/he/she] also see a GP for <u>non-urgent</u> medical care?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>GPS_Q5 GPS_Q5 GPS_Q5</p>

From population	Question wording	To question
GPS_Q4 = ALL	<p>GPS_Q5</p> <p>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?</p> <p>Interviewer: Please select unit of time.</p> <p>1. Minutes 2. Hours 3. Days</p>	GPS_Q6 GPS_Q7 GPS_Q8
GPS_Q5 = 1	<p>GPS_Q6</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: Please enter number of <u>minutes</u>.</p> <p><Numeric entry: 1-1000 allow whole numbers only></p>	GPS_Q9
GPS_Q5 = 2	<p>GPS_Q7</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: Please enter number of <u>hours</u>. Enter hours as whole numbers and half hours as '.5'.</p> <p><Numeric Entry: 1-100 (Allow 1 decimal place if indicative of 'half' or 'whole' i.e. 11.5, 5.5, 7.0 etc.) ></p>	GPS_Q9
GPS_Q5 = 3	<p>GPS_Q8</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: Please enter number of <u>days</u>. Enter days as whole numbers and half days as '.5'.</p> <p><Numeric Entry: 1-100 (Allow 1 decimal place if indicative of 'half' or 'whole' i.e. 1.5, 5.5, 7.0 etc.) ></p>	GPS_Q9
GPS_Q6 = ALL GPS_Q7 = ALL GPS_Q8 = ALL	<p>GPS_Q9</p> <p>Please note: This is a derived item.</p> <p>Please convert time in GPS_Q6, GPS_Q7 and GPS_Q8 to</p>	

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

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

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

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

SAMPLE ONLY

Module 9.3 After hours general practitioner care (AHM)

Population: All persons aged 15 years or over

From population	Question wording	To question
	<p>AHM_Q1</p> <p>The next few questions are about after hours GPs. After hours means after 8pm on a weeknight, after 1pm on Saturday or any time on a Sunday or public holiday.</p> <p>Since <month> last year, [have you/has Name of RP] seen a GP after hours for <u>[your/his/her] own health</u>, including both urgent and non-urgent care?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>AHM_Q2 AHM_Q3 AHM_Q3</p>
AHM_Q1 = 1	<p>AHM_Q2</p> <p>Thinking about the <u>most recent</u> time [you/he/she] saw a GP after hours, was it...</p> <p>Interviewer: Read out each category until a 'Yes' response is given.</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>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</p>	<p>AHM_Q3 AHM_Q3 AHM_Q3 AHM_Q3 AHM_Q3 AHM_Q3</p>
AHM_Q1 = 5 AHM_Q1 = Ctrl K AHM_Q2 = ALL	<p>AHM_Q3</p> <p>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>?</p> <p>1. Yes 5. No</p>	<p>AHM_Q4 END</p>
AHM_Q3 = 1	<p>AHM_Q4</p> <p>What was the <u>main</u> reason [you/he/she] did not go?</p> <p>1. Cost</p>	<p>END</p>

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

SAMPLE ONLY

Module 9.4 Three or more health professionals (3MR)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>3MR_Q1</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>1. Yes 5. No</p>	<p>3MR_Q2 END</p>
3MR_Q1 = 1.	<p>3MR_Q2</p> <p>Was there a time since <month> last year, when a <u>health professional</u> helped coordinate [your/his/her] care?</p> <p>Interviewer: Ctrl K may be used here if necessary.</p> <p>1. Yes 5. No Ctrl K</p>	<p>3MR_Q3 3MR_Q6 3MR_Q6</p>
3MR_Q2 = 1	<p>3MR_Q3</p> <p>What type of <u>health professional</u> helped <u>most</u> in coordinating [your/his/her] care?</p> <p>1. GP 2. Medical specialist 3. Nurse 4. Other health professional (please specify)</p>	<p>3MR_Q5 3MR_Q5 3MR_Q5 3MR_Q4</p>
3MR_Q3 = 4	<p>3MR_Q4</p> <p>Interviewer: Please specify other health professional</p> <p><Allow text entry of 100 characters></p>	<p>3MR_Q5</p>
<p>3MR_Q3 = 1 3MR_Q3 = 2 3MR_Q3 = 3 3MR_Q4 = ALL</p>	<p>3MR_Q5</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>3MR_Q6 3MR_Q6 3MR_Q6 3MR_Q6</p>

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

SAMPLE ONLY

Module 9.5 Medical specialists (MDS)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>MDS_Q1</p> <p>Since <month> last year, [have you/has Name of RP] seen a medical specialist?</p> <p>1. Yes 5. No</p>	<p>MDS_Q2 MDS_Q2</p>
MDS_Q1 = ALL	<p>MDS_Q2</p> <p>Since <month> last year, has a GP <u>written [you/Name of RP] a referral</u> to a medical specialist?</p> <p>1. Yes 5. No</p>	<p>MDS_Q3 MDS_Q3</p>
MDS_Q2 = ALL	<p>MDS_Q3</p> <p>Sequence Guide</p> <p>1. MDS_Q1 =5 2. If MDS_Q1 = 5 and MDS Q2 = 1 3. Else</p>	<p>MDS_Q4 MDS_Q4 MDS_Q5</p>
<p>MDS_Q3 = 1 MDS_Q3 = 2</p>	<p>MDS_Q4</p> <p>Since <month> last year, [have you/has Name of RP] <u>needed</u> to see a medical specialist?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>MDS_Q6 END END</p>
MDS_Q3 = 3	<p>MDS_Q5</p> <p>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>?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>MDS_Q6 MDS_Q8 MDS_Q8</p>
MDS_Q4 = 1	MDS_Q6	

From population	Question wording	To question
MDS_Q5 = 1	<p>What was the <u>main</u> reason [you/he/she] did not go?</p> <ol style="list-style-type: none"> 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 	<p>MDS_Q8 MDS_Q7 MDS_Q7 MDS_Q7 MDS_Q7 MDS_Q7 MDS_Q7</p>
MDS_Q6 = 2-7	<p>MDS_Q7</p> <p>Was the cost also a reason?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>MDS_Q8 MDS_Q8</p>
<p>MDS_Q5 = 5 MDS_Q5 = Ctrl K MDS_Q6 = 1 MDS_Q7 = ALL</p>	<p>MDS_Q8 Sequence Guide</p> <ol style="list-style-type: none"> 1. If MDS_Q1 = 5 2. If MDS_Q1 = 1 and (MDS_Q6 = 1 or MDS_Q7 = 1) 3. Otherwise 	<p>END MDS_Q11 MDS_Q9</p>
MDS_Q8 = 3	<p>MDS_Q9</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> <ol style="list-style-type: none"> 1. Yes 5. No <p>Ctrl K</p>	<p>MDS_Q10 MDS_Q11 MDS_Q11</p>
MDS_Q9 = 1	<p>MDS_Q10</p> <p>Was that because of the cost?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>MDS_Q11 MDS_Q11</p>
<p>MDS_Q8 = 2 MDS_Q9 = 5 MDS_Q9 = Ctrl K MDS_Q10 = ALL</p>	<p>MDS_Q11 Sequence Guide</p> <ol style="list-style-type: none"> 1. If INTTYPE = Proxy 2. Otherwise 	<p>END MDS_Q12</p>

From population	Question wording	To question
MDS_Q11 = 2	<p>MDS_Q12</p> <p>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?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>MDS_Q13</p> <p>MDS_Q13</p> <p>MDS_Q13</p> <p>MDS_Q13</p> <p>MDS_Q13</p>
MDS_Q12 = ALL	<p>MDS_Q13</p> <p>(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)?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>MDS_Q14</p> <p>MDS_Q14</p> <p>MDS_Q14</p> <p>MDS_Q14</p> <p>MDS_Q14</p>
MDS_Q13 = ALL	<p>MDS_Q14</p> <p>(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)?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>MDS_Q15</p> <p>MDS_Q15</p> <p>MDS_Q15</p> <p>MDS_Q15</p> <p>MDS_Q15</p>
MDS_Q14 = ALL	<p>MDS_Q15</p> <p>Sequence Guide</p> <ol style="list-style-type: none"> 1. If MDS_Q2 = 5 or MDS_Q6 = 3 2. If MDS_Q1 = 1 and MDS_Q2 = 1 3. Otherwise 	<p>END</p> <p>MDS_Q16</p> <p>END</p>
MDS_Q15 = 2	<p>MDS_Q16</p> <p>Since <month> last year, have you waited longer than you felt was acceptable to get an appointment with a medical specialist?</p>	

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

SAMPLE ONLY

Module 9.6 Dental professionals (DEN)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>DEN_Q1</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 <u>[your/his/her] own health?</u></p> <p>1. Yes 5. No</p>	<p>DEN_Q3 DEN_Q2</p>
DEN_Q1 = 5	<p>DEN_Q2</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>1. Yes 5. No Ctrl K</p>	<p>DEN_Q4 END END</p>
DEN_Q1 = 1	<p>DEN_Q3</p> <p>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?</p> <p>1. Yes 5. No 6. Don't know</p>	<p>DEN_Q4 DEN_Q4 DEN_Q4</p>
DEN_Q2 = 1 DEN_Q3 = ALL	<p>DEN_Q4</p> <p>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?</p> <p>1. Yes 5. No 6. Don't know</p>	<p>DEN_Q5 DEN_Q6 DEN_Q6</p>
DEN_Q4 = 1	<p>DEN_Q5</p> <p>Thinking about the most recent time, how long after</p>	

From population	Question wording	To question
	<p>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> <ol style="list-style-type: none"> 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>DEN_Q6 DEN_Q6 DEN_Q6 DEN_Q6 DEN_Q6 DEN_Q6</p>
<p>DEN_Q4 = 5 DEN_Q4 = 6 DEN_Q5 = ALL</p>	<p>DEN_Q6 Sequence guide</p> <ol style="list-style-type: none"> 1. If DEN_Q5 = 6 2. If DEN_Q2 = 1 3. Otherwise 	<p>DEN_Q7 DEN_Q10 DEN_Q8</p>
<p>DEN_Q6 = 1</p>	<p>DEN_Q7</p> <p>How long [have you/has Name of RP] been waiting?</p> <ol style="list-style-type: none"> 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>DEN_Q8 DEN_Q8 DEN_Q8 DEN_Q8 DEN_Q8</p>
<p>DEN_Q6 = 3 DEN_Q7 = ALL</p>	<p>DEN_Q8 Sequence guide</p> <ol style="list-style-type: none"> 1. If DEN_Q2 = 1 2. Otherwise 	<p>DEN_Q10 DEN_Q9</p>
<p>DEN_Q8 = 2</p>	<p>DEN_Q9</p> <p>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>?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Yes 5. No <p>Ctrl K</p>	<p>DEN_Q10 DEN_Q13 DEN_Q13</p>
<p>DEN_Q6 = 2 DEN_Q8 = 1 DEN_Q9 = 1</p>	<p>DEN_Q10</p> <p>[Thinking about when [you/Name of RP] needed to see a dental professional but didn't, what/What] was the <u>main</u></p>	

From population	Question wording	To question
	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_Q12 DEN_Q11 DEN_Q11 DEN_Q11 DEN_Q11 DEN_Q11 DEN_Q11
DEN_Q10 = 2-7	DEN_Q11 Was the cost also a reason? 1. Yes 5. No	DEN_Q12 DEN_Q12
Q10 = 1. Q11 = ALL	DEN_Q12 Sequence Guide 1. DEN_Q10=1 or DEN_Q11=1 2. Otherwise	DEN_Q15 DEN_Q13
DEN_Q9 = 5 DEN_Q9 = Ctrl K DEN_Q12 = 2	DEN_Q13 [Excluding the time [you/Name of RP] needed to see a dental professional but didn't, (since <month> last year,)/(Since <month> last year,)] has there been any time [you/Name of RP] needed to see a dental professional but <u>delayed</u> going? [Interviewer: Ctrl K may be used here if necessary.] 1. Yes 5. No Ctrl K	DEN_Q14 DEN_Q15 DEN_Q15
DEN_Q13 = 1	DEN_Q14 Was that because of the cost? 1. Yes 5. No	DEN_Q15 DEN_Q15
DEN_Q12 = 1 DEN_Q13 = 5 DEN_Q13 = Ctrl K DEN_Q14 = ALL	DEN_Q15 Sequence Guide 1. If DEN_Q1=5 2. If INTTYPE = Proxy 3. Otherwise	END END DEN_Q16

From population	Question wording	To question
DEN_Q15 = 3	<p>DEN_Q16</p> <p>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?</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never</p>	<p>DEN_Q17 DEN_Q17 DEN_Q17 DEN_Q17 DEN_Q17</p>
DEN_Q16 = ALL	<p>DEN_Q17</p> <p>(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)?</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never</p>	<p>DEN_Q18 DEN_Q18 DEN_Q18 DEN_Q18 DEN_Q18</p>
DEN_Q17 = ALL	<p>DEN_Q18</p> <p>(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)?</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never</p>	<p>END END END END END</p>

Module 9.8 Pathology tests (PTH)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>PTH_Q1</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] had a pathology test?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>PTH_Q3 PTH_Q2 PTH_Q2</p>
<p>PTH_Q1 = 5 PTH_Q1 = Ctrl K</p>	<p>PTH_Q2</p> <p>Since <month> last year, [have you/has Name of RP] needed to have a pathology test?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>PTH_Q3 END END</p>

Module 9.9 Imaging tests (IMG)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>IMG_Q1</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] had an imaging test?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>IMG_Q3 IMG_Q2 IMG_Q2</p>
<p>IMG_Q1 = 5 IMG_Q1 = Ctrl K</p>	<p>IMG_Q2</p> <p>Since <month> last year, [have you/has Name of RP] needed to have an imaging test?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>IMG_Q3 END END</p>
<p>IMG_Q1 = 1 IMG_Q2 = 1</p>	<p>IMG_Q3</p> <p>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?</p> <p>1. Yes 5. No</p>	<p>END END</p>

Module 9.10 Hospital emergency department (EMG)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>EMG_Q1</p> <p>Since <month> last year, [have you/has Name of RP] been to a hospital emergency department <u>for [your/his/her] own health?</u></p> <p>1. Yes 5. No</p>	<p>EMG_Q2 END</p>
EMG_Q1 = 1	<p>EMG_Q2</p> <p>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?</p> <p>1. Yes 5. No 6. Don't know</p>	<p>EMG_Q3 EMG_Q3 EMG_Q3</p>
EMG_Q2 = ALL	<p>EMG_Q3</p> <p>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]?</p> <p>1. Taken by ambulance or condition was serious 2. GP not available when required 3. Sent to emergency by GP 4. Waiting time for GP appointment too long 5. Other</p>	<p>EMG_Q4 EMG_Q4 EMG_Q4 EMG_Q4 EMG_Q4</p>
EMG_Q3 = ALL	<p>EMG_Q4</p> <p>Sequence Guide</p> <p>1. If INTTYPE = Proxy 2. Otherwise</p>	<p>END EMG_Q5</p>
EMG_Q4 = 2	<p>EMG_Q5</p> <p>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?</p>	

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

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

SAMPLE ONLY

Module 9.11 Hospital admissions (HSP)

Population: All persons aged 15 years and over

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

From population	Question wording	To question
	<p>always, often, sometimes, rarely or never)?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>HSP_Q6 HSP_Q6 HSP_Q6 HSP_Q6 HSP_Q6</p>
<p>HSP_Q3 = 9 HSP_Q5 = ALL</p>	<p>HSP_Q6</p> <p>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?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 9. Didn't see any nurses 	<p>HSP_Q7 HSP_Q7 HSP_Q7 HSP_Q7 HSP_Q7 HSP_Q9</p>
<p>HSP_Q6 = 1-5</p>	<p>HSP_Q7</p> <p>(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)?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>HSP_Q8 HSP_Q8 HSP_Q8 HSP_Q8 HSP_Q8</p>
<p>HSP_Q7 = ALL</p>	<p>HSP_Q8</p> <p>(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)?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>HSP_Q9 HSP_Q9 HSP_Q9 HSP_Q9 HSP_Q9</p>
<p>HSP_Q1 = 5 HSP_Q2 = 1</p>	<p>HSP_Q9</p> <p>Since <month> last year, has there been any time</p>	

From population	Question wording	To question
HSP_Q6 = 9 HSP_Q8 = ALL	<p>[you/Name of RP] needed to go to hospital but <u>didn't</u>?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	HSP_Q10 HSP_Q10 HSP_Q10
HSP_Q9 = ALL	<p>HSP_Q10 Sequence Guide</p> <p>1. HSP_Q9=1 2. (HSP_Q9=5 or Ctrl K) and HSP_Q1=1 3. (HSP_Q9=5 or Ctrl K) and HSP_Q1=5</p>	HSP_Q11 HSP_Q14 END
HSP_Q10 = 1	<p>HSP_Q11</p> <p>What was the <u>main</u> reason [you/he/she] did not go?</p> <p>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</p>	HSP_Q13 HSP_Q12 HSP_Q12 HSP_Q12 HSP_Q12 HSP_Q12 HSP_Q12
HSP_Q11 = 2-7	<p>HSP_Q12</p> <p>Was the cost also a reason?</p> <p>1. Yes 5. No</p>	HSP_Q13 HSP_Q13
HSP_Q11 = 1 HSP_Q12 = ALL	<p>HSP_Q13 Sequence Guide</p> <p>1. If HSP_Q11=1 or HSP_Q12=1 or HSP_Q1=5 2. Otherwise</p>	END HSP_Q14
HSP_Q10 = 2 HSP_Q13 = 2	<p>HSP_Q14</p> <p>[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?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No</p>	HSP_Q15 END END

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

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