

PATIENT EXPERIENCE SURVEY (PE_x)

JULY 2017 TO JUNE 2018

HOUSEHOLD SURVEY QUESTIONNAIRE



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Module 7.1 Self-assessed health status (SAH)

Population: All persons aged 15 years and over

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

Module 7.2 General Practitioners (GPs)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>GPS_Q01</p> <p>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.</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>GPS_Q01B GPS_Q01A GPS_Q01A</p>
<p>GPS_Q01 = 5 GPS_Q01 = Ctrl K</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>1. Yes 5. No Ctrl K</p>	<p>GPS_Q05 GPS_Q10 GPS_Q10</p>
<p>GPS_Q01 = 1</p>	<p>GPS_Q01B</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>GPS_Q02</p>

<p>GPS_Q01B = ALL</p>	<p>GPS_Q02</p> <p>Were any of these visits for <u>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_Q03 GPS_Q05 GPS_Q05</p>
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SAMPLE ONLY

<p>GPS_Q02 = 1. Yes</p>	<p>GPS_Q03</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_Q04 GPS_Q04 GPS_Q04</p>
<p>GPS_Q03 = ALL</p>	<p>GPS_Q04</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>	<p>GPS_Q04A GPS_Q04B GPS_Q04C</p>
<p>GPS_Q04 = 1. Minutes</p>	<p>GPS_Q04A</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>	<p>GPS_Minute</p>
<p>GPS_Q04 = 2. Hours</p>	<p>GPS_Q04B</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' ie 1.5, 5.5, 7.0 etc) ></p>	<p>GPS_Minute</p>

GPS_Q04 = 2	<p>GPS_Q04C</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' ie 1.5, 5.5, 7.0 etc) ></p>	GPS_Minute
GPS_Q04A = ALL GPS_Q04B = ALL GPS_Q04C = ALL	<p>GPS_Minute</p> <p>Please note: This is a derived item.</p> <p>Please convert time in GPS_Q04A, GPS_Q04B and GPS_Q04C to minutes.</p> <p>GPS_Q04Ax1 GPS_Q04Bx60 GPS_Q04Cx1440</p>	GPS_Q05
GPS_Q01A = 1 GPS_Q02 = 5 GPS_Q02 = Ctrl K GPS_Minute = ALL	<p>GPS_Q05</p> <p>[Do you/Does Name of RP] have a GP [you/he/she] prefer[s/blank] to see?</p> <p>1. Yes 5. No 6. Don't know</p>	GPS_Q06 GPS_SG01 GPS_SG01
GPS_Q05 = 1	<p>GPS_Q06</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>	GPS_SG01 GPS_SG01
GPS_Q05 = 5 GPS_Q05 = 6 GPS_Q06 = ALL	<p>GPS_SG01</p> <p>Sequence Guide</p> <p>1. If GPS_Q01 = 1 2. Otherwise</p>	GPS_Q07 GPS_Q08

<p>GPS_SG01 = 1. If GPS_Q01 = 1</p>	<p>GPS_Q07</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>1. Yes 5. No Ctrl K</p>	<p>GPS_Q08 GPS_Q09 GPS_Q09</p>
<p>GPS_SG01 = 2. Otherwise</p> <p>GPS_Q07 = 1. Yes</p>	<p>GPS_Q08</p> <p>[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?</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>	<p>GPS_SG02 GPS_Q08A GPS_Q08A GPS_Q08A GPS_Q08A GPS_Q08A GPS_Q08A</p>
<p>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</p>	<p>GPS_Q08A</p> <p>Was the cost also a reason?</p> <p>1. Yes 5. No</p>	<p>GPS_SG02 GPS_SG02</p>

<p>GPS_Q08 = 1 GPS_Q08A = ALL</p>	<p>GPS_SG02 Sequence Guide</p> <p>1. If GPS_Q01 = 5 or Ctrl K or GPS_Q08 = 1 or GPS_Q08A = 1 2. Otherwise</p>	<p>GPS_Q10 GPS_Q09</p>
<p>GPS_Q07 = 5 GPS_Q07 = Ctrl K GPS_SG02 = 2</p>	<p>GPS_Q09</p> <p>[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?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>GPS_Q09A GPS_Q10 GPS_Q10</p>
<p>GPS_Q09 = 1</p>	<p>GPS_Q09A</p> <p>Was that because of the cost?</p> <p>1. Yes 5. No</p>	<p>GPS_Q10 GPS_Q10</p>
<p>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</p>	<p>GPS_Q10</p> <p>Since <month> last year, has any GP written [you/him/her] a prescription for medication?</p> <p>1. Yes 5. No</p>	<p>GPS_Q11 GPS_Q10A</p>

GPS_Q10 = 5	<p>GPS_Q10A</p> <p>(Since <month> last year,) [have you/has Name of RP] <u>needed</u> prescribed medication?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	GPS_Q11 GPS_SG03 GPS_SG03
GPS_Q10 = 1 GPS_Q10A = 1	<p>GPS_Q11</p> <p>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?</p> <p>1. Yes 5. No</p>	GPS_SG03 GPS_SG03
GPS_Q10A = 5 GPS_Q10A = Ctrl K GPS_Q11 = ALL	<p>GPS_SG03</p> <p>Sequence Guide</p> <p>1. If INTTYPE = Proxy or GPS_Q01 = 5 or Ctrl K 2. Otherwise</p>	END GPS_Q12
GPS_SG03 = 2	<p>GPS_Q12</p> <p>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?</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never</p>	GPS_Q13 GPS_Q13 GPS_Q13 GPS_Q13 GPS_Q13

<p>GPS_Q12 = ALL</p>	<p>GPS_Q13</p> <p>(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)?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>GPS_Q14 GPS_Q14 GPS_Q14 GPS_Q14 GPS_Q14</p>
<p>GPS_Q13 = ALL</p>	<p>GPS_Q14</p> <p>(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)?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>GPS_SG04 GPS_SG04 GPS_SG04 GPS_SG04 GPS_SG04</p>
<p>GPS_Q14 = ALL</p>	<p>GPS_SG04 Sequence Guide</p> <ol style="list-style-type: none"> 1. If GPS_Q01 = 1 and INTTYPE ^ = Proxy and GPS_Q08 ^ = 3 2. Otherwise 	<p>GPS_Q15 END</p>
<p>GPS_SG04 = 1. If GPS_Q01 = 1 and INTTYPE ^ = Proxy and GPS_Q08 ^ = 3</p>	<p>GPS_Q15</p> <p>Since <month> last year, have you waited longer than you felt was acceptable to get an appointment with a GP?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>END END</p>

Module 7.3 After hours general practitioner care (AHM)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>AHM_Q01</p> <p>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.</p> <p>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?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>AHM_Q01A AHM_Q03 AHM_Q03</p>
<p>AHM_Q01 = 1</p>	<p>AHM_Q01A</p> <p>Since <month> last year, how many times did [you/Name of RP] see a GP after hours for [your/his/her] own health?</p> <p><1-99></p>	<p>AHM_Q02</p>

<p>AHM_Q01A = ALL</p>	<p>AHM_Q02</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> <ol style="list-style-type: none"> 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? <p>Ctrl K</p>	<p>AHM_Q03 AHM_Q03 AHM_Q03 AHM_Q03 AHM_Q03 AHM_Q03</p>
<p>AHM_Q01 = 5 AHM_Q01 = Ctrl K AHM_Q02 = ALL</p>	<p>AHM_Q03</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> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>AHM_Q04 END</p>
<p>AHM_Q03 = 1</p>	<p>AHM_Q04</p> <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>END END END END END END END</p>

Module 7.4 Three or more health professionals (3MR)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<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>1. Yes 5. No</p>	<p>3MR_Q02 END</p>
3MR_Q01 = 1	<p>3MR_Q02</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_Q03 3MR_Q06 3MR_Q06</p>
3MR_Q02 = 1.	<p>3MR_Q03</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_Q04 3MR_Q04 3MR_Q04 3MR_Q04</p>

<p>3MR_Q03 = ALL</p>	<p>3MR_Q04</p> <p>Did the coordination help to a large extent, to some extent or not at all?</p> <ol style="list-style-type: none"> 1. To a large extent 2. To some extent 3. Not at all 4. Can't remember 	<p>3MR_Q05 3MR_Q05 3MR_Q05 3MR_Q05</p>
<p>3MR_Q02 = 5 3MR_Q02 = Ctrl K. 3MR_Q04 = ALL</p>	<p>3MR_Q05</p> <p>Were there any issues caused by a lack of communication or coordination among the health professionals?</p> <ol style="list-style-type: none"> 1. Yes 5. No 6. Can't remember 	<p>END END END</p>

SAMPLE ONLY

Module 7.5 Medical specialists (MDS)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>MDS_Q01</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_Q01A MDS_Q02</p>
MDS_Q01 = 1	<p>MDS_Q01A</p> <p>Since <month> last year, how many times did [you/Name of RP] see a medical specialist for [your/his/her] own health?</p> <p><1-99></p>	MDS_Q02
MDS_Q01A = ALL	<p>MDS_Q02</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_SG01 MDS_SG01</p>
MDS_Q02 = ALL	<p>MDS_SG01</p> <p>Sequence Guide</p> <p>1. MDS_Q01 =5 2. If MDS_Q01 = 5 and MDS Q02 = 1 3. Else</p>	<p>MDS_Q03 MDS_Q03 MDS_Q04</p>

<p>MDS_SG01 = 1. MDS_Q01 = 5 MDS_SG01 = 2. If MDS_Q01 = 5 and MDS_Q02=1</p>	<p>MDS_Q03</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_Q05 END END</p>
<p>MDS_SG01 = 3</p>	<p>MDS_Q04</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_Q05 MDS_SG02 MDS_SG02</p>
<p>MDS_Q03 = 1 MDS_Q04 = 1</p>	<p>MDS_Q05</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>	<p>MDS_SG02 MDS_Q05A MDS_Q05A MDS_Q05A MDS_Q05A MDS_Q05A MDS_Q05A</p>
<p>MDS_Q05 = 2 MDS_Q05 = 3 MDS_Q05 = 4 MDS_Q05 = 5 MDS_Q05 = 6 MDS_Q05 = 7</p>	<p>MDS_Q05A</p> <p>Was the cost also a reason?</p> <p>1. Yes 5. No</p>	<p>MDS_SG02 MDS_SG02</p>

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

<p>MDS_SG03 = 2</p>	<p>MDS_Q07</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> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never</p>	<p>MDS_Q08 MDS_Q08 MDS_Q08 MDS_Q08 MDS_Q08</p>
<p>MDS_Q07 = ALL</p>	<p>MDS_Q08</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> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never</p>	<p>MDS_Q09 MDS_Q09 MDS_Q09 MDS_Q09 MDS_Q09</p>
<p>MDS_Q08 = ALL</p>	<p>MDS_Q09</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> <p>1. Always 2. Often 3. Sometimes 4. Rarely 5. Never</p>	<p>MDS_SG04 MDS_SG04 MDS_SG04 MDS_SG04 MDS_SG04</p>

<p>MDS_Q09 = ALL</p>	<p>MDS_SG04 Sequence Guide</p> <p>1. If MDS_Q02=5 or MDS_Q05 = 3 (waiting time too long) 2. If MDS_Q01 = 1 and MDS_Q02 = 1 3. Otherwise</p>	<p>END MDS_Q10 END</p>
<p>MDS_SG04 = 2. If MDS_Q01 = 1 and MDS_Q02 = 1</p>	<p>MDS_Q10</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>

SAMPLE ONLY

Module 7.6 Dental professionals (DEN)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<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 <u>[your/his/her] own health?</u></p> <p>1. Yes 5. No</p>	<p>DEN_Q01B DEN_Q01A</p>
DEN_Q01 = 5	<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>1. Yes 5. No Ctrl K</p>	<p>DEN_Q03 END END</p>
DEN_Q01 = 1	<p>DEN_Q01B</p> <p>Since <month> last year, how many times did [you/Name of RP] see a dental professional for [your/his/her] own health?</p> <p><1-99></p>	<p>DEN_Q02</p>

DEN_Q01A = ALL	<p>DEN_Q02</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>	DEN_Q03 DEN_Q03 DEN_Q03
DEN_Q01A = 1 DEN_Q02 = ALL	<p>DEN_Q03</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>	DEN_Q04 DEN_SG01 DEN_SG01
DEN_Q03 = 1	<p>DEN_Q04</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>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_SG01 DEN_SG01 DEN_SG01 DEN_SG01 DEN_SG01 DEN_SG01

<p>DEN_Q03 = 5 DEN_Q03 = 6 DEN_Q04 = ALL</p>	<p>DEN_SG01 Sequence guide</p> <ol style="list-style-type: none"> 1. If DEN_Q04 = 6 2. If DEN_Q01A = 1 3. Otherwise 	<p>DEN_Q05 DEN_Q07 DEN_SG1A</p>
<p>DEN_SG01 = 1. If DEN_Q04 = 6</p>	<p>DEN_Q05</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_SG1A DEN_SG1A DEN_SG1A DEN_SG1A DEN_SG1A</p>
<p>DEN_SG01 = 3 DEN_Q05 = ALL</p>	<p>DEN_SG1A Sequence guide</p> <ol style="list-style-type: none"> 1. If DEN_Q01A = 1 2. Otherwise 	<p>DEN_Q07 DEN_Q06</p>
<p>DEN_SG1A = 2</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 <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_Q07 DEN_Q08 DEN_Q08</p>

<p>DEN_SG01 = 2. If DEN_Q01A = 1 DEN_SG1A = 1. If DEN_Q01A = 1 DEN_Q06 = 1</p>	<p>DEN_Q07</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> 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>DEN_SG02 DEN_Q07A DEN_Q07A DEN_Q07A DEN_Q07A DEN_Q07A DEN_Q07A</p>
<p>DEN_Q07 = 2- 7</p>	<p>DEN_Q07A</p> <p>Was the cost also a reason?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>DEN_SG02 DEN_SG02</p>
<p>DEN_Q07 = 1 DEN_Q07A = ALL</p>	<p>DEN_SG02 Sequence Guide</p> <ol style="list-style-type: none"> 1. DEN_Q07=1 or DEN_Q07A=1 2. Otherwise 	<p>DEN_SG03 DEN_Q08</p>
<p>DEN_Q06 = 5 DEN_Q06 = Ctrl K DEN_SG02 = 2</p>	<p>DEN_Q08</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> <ol style="list-style-type: none"> 1. Yes 5. No <p>Ctrl K</p>	<p>DEN_Q08A DEN_SG03 DEN_SG03</p>

DEN_Q08 = 1. Yes	<p>DEN_Q08A</p> <p>Was that because of the cost?</p> <p>1. Yes 5. No</p>	DEN_SG03 DEN_SG03
DEN_SG02 = 1. DEN_Q07=1 or DEN_Q07A=1 DEN_Q08 = 5 DEN_Q08 = Ctrl K DEN_Q08A = ALL	<p>DEN_SG03</p> <p>Sequence Guide</p> <p>1. If DEN_Q01=5 2. If INTTYPE = Proxy 3. Otherwise</p>	END END DEN_Q09
DEN_SG03 = 3	<p>DEN_Q09</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>	DEN_Q10 DEN_Q10 DEN_Q10 DEN_Q10 DEN_Q10
DEN_Q09 = ALL	<p>DEN_Q10</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>	DEN_Q11 DEN_Q11 DEN_Q11 DEN_Q11 DEN_Q11

DEN_Q10 = ALL	<p>DEN_Q11</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> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>END</p> <p>END</p> <p>END</p> <p>END</p> <p>END</p>
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SAMPLE ONLY

Module 7.7 Long term health conditions (LTC)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<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: 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> <ol style="list-style-type: none"> 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 	<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>

Module 7.8 Pathology Tests (PTH)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<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] 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_Q03 PTH_Q02 PTH_Q02</p>
<p>PTH_Q01 = 5 PTH_Q01 = Ctrl K</p>	<p>PTH_Q02</p> <p>Since <month> last year, [have you/has Name of RP] <u>needed</u> 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_Q03 END END</p>
<p>PTH_Q01 = 1 PTH_Q02 = 1</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 because of the cost?</p> <p>1. Yes 5. No</p>	<p>END END</p>

Module 7.9 Imaging tests (IMG)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<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] 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_Q03 IMG_Q02 IMG_Q02</p>
<p>IMG_Q01 = 5 IMG_Q01 = Ctrl K</p>	<p>IMG_Q02</p> <p>Since <month> last year, [have you/has Name of RP] <u>needed</u> 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_Q03 END END</p>
<p>IMG_Q01 = 1 IMG_Q02 = 1</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 because of the cost?</p> <p>1. Yes 5. No</p>	<p>END END</p>

Module 7.10 Hospital emergency department (EMG)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>EMG_Q01</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_Q01A END</p>
EMG_Q01 = 1	<p>EMG_Q01A</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>EMG_Q02</p>
EMG_Q01A = ALL	<p>EMG_Q02</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_Q03 EMG_Q03 EMG_Q03</p>

EMG_Q02 = ALL	<p>EMG_Q03</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> <ol style="list-style-type: none"> 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 	<p>EMG_SG01 EMG_SG01 EMG_SG01 EMG_SG01 EMG_SG01 EMG_SG01 EMG_SG01</p>
EMG_Q03 = ALL	<p>EMG_SG01 Sequence Guide</p> <ol style="list-style-type: none"> 1. If INTTYPE = Proxy 2. Otherwise 	<p>END EMG_Q04</p>
EMG_SG01 = 2	<p>EMG_Q04</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> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 9. Didn't see any doctors or specialists 	<p>EMG_Q05 EMG_Q05 EMG_Q05 EMG_Q05 EMG_Q05 EMG_Q07</p>

<p>EMG_Q04 = 1 EMG_Q04 = 2 EMG_Q04 = 3 EMG_Q04 = 4 EMG_Q04 = 5</p>	<p>EMG_Q05</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 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>EMG_Q06 EMG_Q06 EMG_Q06 EMG_Q06 EMG_Q06</p>
<p>EMG_Q05 = ALL</p>	<p>EMG_Q06</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 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>EMG_Q07 EMG_Q07 EMG_Q07 EMG_Q07 EMG_Q07</p>
<p>EMG_Q04 = 9 EMG_Q06 = ALL</p>	<p>EMG_Q07</p> <p>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?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 9. Didn't see any nurses 	<p>EMG_Q08 EMG_Q08 EMG_Q08 EMG_Q08 EMG_Q08 END</p>

<p>EMG_Q07 = 1 EMG_Q07 = 2 EMG_Q07 = 3 EMG_Q07 = 4 EMG_Q07 = 5</p>	<p>EMG_Q08</p> <p>(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)?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>EMG_Q09 EMG_Q09 EMG_Q09 EMG_Q09 EMG_Q09</p>
<p>EMG_Q08 = ALL</p>	<p>EMG_Q09</p> <p>(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)?</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>END END END END END</p>

Module 7.11 Hospital admissions (HSP)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>HSP_Q01</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_Q01A HSP_Q08</p>
HSP_Q01 = 1	<p>HSP_Q01A</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>HSP_SG01</p>
HSP_Q0A = ALL	<p>HSP_SG01 Sequence Guide</p> <p>1. If INTTYPE = Proxy 2. Otherwise</p>	<p>HSP_Q08 HSP_Q02</p>
HSP_SG01 = 2	<p>HSP_Q02</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_Q03 HSP_Q03 HSP_Q03 HSP_Q03 HSP_Q03 HSP_Q05</p>

<p>HSP_Q02 = 1 HSP_Q02 = 2 HSP_Q02 = 3 HSP_Q02 = 4 HSP_Q02 = 5</p>	<p>HSP_Q03</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> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely 5. Never 	<p>HSP_Q04 HSP_Q04 HSP_Q04 HSP_Q04 HSP_Q04</p>
<p>HSP_Q03 = ALL</p>	<p>HSP_Q04</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 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_Q05 HSP_Q05 HSP_Q05 HSP_Q05 HSP_Q05</p>
<p>HSP_Q02 = 9 HSP_Q04 = ALL</p>	<p>HSP_Q05</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_Q06 HSP_Q06 HSP_Q06 HSP_Q06 HSP_Q06 HSP_Q08</p>

<p>HSP_Q05 = 1 HSP_Q05 = 2 HSP_Q05 = 3 HSP_Q05 = 4 HSP_Q05 = 5</p>	<p>HSP_Q06</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_Q07 HSP_Q07 HSP_Q07 HSP_Q07 HSP_Q07</p>
<p>HSP_Q06 = ALL</p>	<p>HSP_Q07</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_Q08 HSP_Q08 HSP_Q08 HSP_Q08 HSP_Q08</p>
<p>HSP_Q01 = 5 HSP_SG01 = 1 HSP_Q05 = 9 HSP_Q07 = ALL</p>	<p>HSP_Q08</p> <p>Since <month> last year, has there been any time [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> <ol style="list-style-type: none"> 1. Yes 5. No <p>Ctrl K</p>	<p>HSP_SG02 HSP_SG02 HSP_SG02</p>
<p>HSP_Q08 = ALL</p>	<p>HSP_SG02</p> <p>Sequence Guide</p> <ol style="list-style-type: none"> 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 	<p>HSP_Q09 HSP_Q10 END</p>

<p>HSP_SG02 = 1. HSP_Q08 = 1</p>	<p>HSP_Q09</p> <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>HSP_SG03 HSP_Q09A HSP_Q09A HSP_Q09A HSP_Q09A HSP_Q09A HSP_Q09A</p>
<p>HSP_Q09 = 2- 7</p>	<p>HSP_Q09A</p> <p>Was the cost also a reason?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>HSP_SG03 HSP_SG03</p>
<p>HSP_Q09 = 1 HSP_Q09A = ALL</p>	<p>HSP_SG03 Sequence Guide</p> <ol style="list-style-type: none"> 1. If HSP_Q09=1 or HSP_Q09A=1 or HSPQ01=5 2. Otherwise 	<p>END HSP_Q10</p>
<p>HSP_SG02 = 2 (HSP_Q08 = 5 or Ctrl K) and HSP_Q01 = 1 HSP_SG03 = 2</p>	<p>HSP_Q10</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> <ol style="list-style-type: none"> 1. Yes 5. No <p>Ctrl K</p>	<p>HSP_Q10A END END</p>
<p>HSP_Q10 = 1</p>	<p>HSP_Q10A</p> <p>Was that because of the cost?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>END END</p>

Module 7.12 Private health insurance status (PHI)

Population: All persons aged 15 years and over

From population	Question wording	To question
	<p>PHI_Q01</p> <p>The next questions are about private health insurance. This can include either hospital or extras cover, or both.</p>	PHI_Q02
PHI_Q01= ALL	<p>PHI_Q02</p> <p>Apart from Medicare, [are you/is Name of RP] covered by private health insurance?</p> <p>1. Yes 5. No</p>	PHI_Q03 END
PHI_Q02 = 1	<p>PHI_Q03</p> <p>Does [your/his/her] private health insurance cover:</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) Ctrl K</p>	<p>END END END END END Ctrl K END</p>