

Questionnaire

Patient Experience Survey 2010-11

Australia

4839.0

SAMPLE ONLY

AUSTRALIAN BUREAU OF STATISTICS

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QUESTIONNAIRE, PATIENT EXPERIENCE SURVEY 2010-11

10.1 PRIVATE HEALTH INSURANCE STATUS (PHI)

Incoming population: All persons aged 15 years and over

Q1	<p>PHI_Q01</p> <p>The next series of questions is about general health care and health services @u for [yourself/name of RP]@u. Press [1] to continue.</p>	Q2
Q2	<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>	Q3 END
Q3	<p>PHI_Q03</p> <p>Does [your/his/her] private health insurance cover:</p> <p>Interviewer: Read out categories until a 'Yes' response is given.</p> <p>Interviewer: Press F9 to display further information.</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Both hospital and extras cover 2. Hospital cover only 3. Extras cover only Ctrl K</p>	END END END END

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10.2 SELF-ASSESSED HEALTH STATUS (SAH)

Incoming population: All persons aged 15 years and over

Q1	<p>SAH_SG01</p> <p>Sequence guide</p> <ol style="list-style-type: none"> 1. If interview is personal interview (INTTYPE=Personal) 2. Else (INTTYPE=Proxy) 	<p>Q2</p> <p>END</p>
Q2	<p>SAH_Q01</p> <p>In general, would you say that your health is excellent, very good, good, fair or poor?</p> <ol style="list-style-type: none"> 1. Excellent 2. Very good 3. Good 4. Fair 5. Poor 	<p>END</p> <p>END</p> <p>END</p> <p>END</p> <p>END</p>

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10.3 GP SERVICES (GPS)

Incoming population: All persons aged 15 years and over

Q1	<p>GPS_Q01</p> <p>Since this time in <month> last year, [have you/has Name of RP] seen a GP @u for [your/his/her] own health@u?</p> <p>Interviewer: Press F9 to display to further information.</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>Q3 Q2 Q2</p>
Q2	<p>GPS_Q01A</p> <p>Since this time in <month> last year, [have you/has Name of RP] @UnEEDED@U to see a GP for [your/his/her] own health?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>Q9 Q10 Q10</p>
Q3	<p>GPS_Q02</p> <p>(Since <month> last year,) how frequently did [you/Name of RP] see a GP for [your/his/her] own health?</p> <p>1. Once (annually) 2. 2 - 3 times (at least every 6 months) 3. 4 - 11 times (at least every 3 months) 4. 12 or more times (at least monthly)</p>	<p>Q4 Q4 Q4 Q4</p>
Q4	<p>GPS_Q03</p> <p>[Thinking about all the GPs [you have/Name of RP has] seen in the last 12 months, how/How] often did [they/the GP] listen carefully to [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Always 2. Often 3. Sometimes 4. Rarely Ctrl K</p>	<p>Q5 Q5 Q5 Q5</p>

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Q5	<p>GPS_Q04</p> <p>[(Thinking about all the GPs [you have/Name of RP has] seen in the last 12 months,) how/How] often did [they/the GP] show respect for what [you/he/she] had to say - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q6</p> <p>Q6</p> <p>Q6</p> <p>Q6</p>
Q6	<p>GPS_Q05</p> <p>[(Thinking about all the GPs [you have/Name of RP has] seen in the last 12 months,) how/How] often did [they/the GP] spend enough time with [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q7</p> <p>Q7</p> <p>Q7</p> <p>Q7</p>
Q7	<p>GPS_Q06</p> <p>[Do you/Does Name of RP] have a GP [you/he/she] prefer to see?</p> <ol style="list-style-type: none"> 1. Yes 5. No 6. Don't know 	<p>Q8</p> <p>Q9</p> <p>Q9</p>
Q8	<p>GPS_Q07</p> <p>Were there any times in the last 12 months [you/he/she] tried to get an appointment with this GP and couldn't?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>Q9</p> <p>Q9</p>
Q9	<p>GPS_Q08</p> <p>Since <month> last year, has there been any time [you/Name of RP] @udelayed@u seeing or @udid not@u see a GP because of the cost?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>Q10</p> <p>Q10</p>

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Q10	<p>GPS_Q09</p> <p>Since <month> last year, has any GP written [you/him/her] a prescription for medication?</p> <p>Interviewer: Press F9 to display further information</p> <p>1. Yes 5. No</p>	<p>Q12 Q11</p>
Q11	<p>GPS_Q09A</p> <p>Since <month> last year, [have you/has Name of RP] @UnEEDED@U prescribed medication?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>Q17 Q18 Q18</p>
Q12	<p>GPS_Q10</p> <p>Thinking about the @umost recent@u time, did the GP explain the reasons for prescribing that medication?</p> <p>Interviewer: Press F9 to display further information.</p> <p>1. Yes 5. No 6. No need</p>	<p>Q14 Q13 Q13</p>
Q13	<p>GPS_Q11</p> <p>Had a GP explained the reasons for prescribing that medication at a previous appointment?</p> <p>1. Yes 5. No</p>	<p>Q14 Q15</p>
Q14	<p>GPS_Q12</p> <p>[Were you/Was Name of RP] satisfied or dissatisfied with how well the GP explained the reasons for prescribing that medication?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember Ctrl K</p>	<p>Q15 Q15 Q15 Q15</p>

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Q15	<p>GPS_Q13</p> <p>[Were you/Was Name of RP] advised or shown how to take or administer the medication?</p> <p>1. Yes 5. No</p>	<p>Q16 Q17</p>
Q16	<p>GPS_Q14</p> <p>Who advised [you/Name of RP]? Was it:</p> <p>Interviewer: Read out categories until a 'Yes' response is given.</p> <p>1. the GP 2. a practice or specialist nurse 3. some other health professional 4. someone else</p>	<p>Q17 Q17 Q17 Q17</p>
Q17	<p>GPS_Q15</p> <p>Since <month> last year, has there been any time [you/Name of RP] @udelayed@u getting or @udid not@u get prescribed medication because of the cost?</p> <p>1. Yes 5. No</p>	<p>Q18 Q18</p>
Q18	<p>GPS_SG1</p> <p>Sequence Guide</p> <p>1. GPS_Q01 = 5 2. Else</p>	<p>END Q19</p>
Q19	<p>GPS_Q16</p> <p>Since <month> last year, has there been any time when [you/Name of RP] saw a GP for @uurgent@u medical care?</p> <p>Interviewer: Press F9 to display further information.</p> <p>1. Yes 5. No</p>	<p>Q20 END</p>

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<p>Q20</p>	<p>GPS_Q17</p> <p>Thinking about the most recent time, how long after [you/Name of RP] made an appointment [were you/was[he/she]] seen by the GP?</p> <p>Interviewer: Code response to first relevant category.</p> <p>Interviewer: Press F9 to display further information.</p> <ol style="list-style-type: none"> 1. Within 4 hours 2. Longer than 4 hours but same day 3. Next day 4. 2-5 days 5. 6 or more days 	<p>END</p> <p>END</p> <p>Q21</p> <p>END</p> <p>END</p>
<p>Q21</p>	<p>GPS_Q18</p> <p>Was this within 24 hours of making the appointment or more than 24 hours?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Within 24 hours 2. More than 24 hours <p>Ctrl K</p>	<p>END</p> <p>END</p> <p>END</p>

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10.4 MEDICAL SPECIALIST (MDS)

Incoming population: All persons aged 15 years and over

Q1	<p>MDS_SG01</p> <p>Sequence Guide</p> <p>1. GPS_Q01 = 1</p> <p>2. Else</p>	<p>Q2</p> <p>Q3</p>
Q2	<p>MDS_Q01</p> <p>Since <month> last year, has a GP @uwritten [you/Name of RP] a referral@u to a medical specialist for further treatment or testing?</p> <p>Interviewer: Press F9 to display further information.</p> <p>1. Yes</p> <p>5. No</p>	<p>Q6</p> <p>Q3</p>
Q3	<p>MDS_Q01A</p> <p>Since <month> last year, [have you/has Name of RP] @Unneeded@U to see a medical specialist for further treatment or testing?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes</p> <p>5. No</p> <p>Ctrl K</p>	<p>Q4</p> <p>END</p> <p>END</p>
Q4	<p>MDS_SG02</p> <p>Sequence Guide</p> <p>1. GPS_Q01 = 1</p> <p>2. Else</p>	<p>Q10</p> <p>Q5</p>
Q5	<p>MDS_Q01B</p> <p>Since <month> last year, has a GP @uwritten [you/Name of RP] a referral@uto a medical specialist for further treatment or testing?</p> <p>1. Yes</p> <p>5. No</p>	<p>Q6</p> <p>Q10</p>
Q6	<p>MDS_Q02</p> <p>Thinking about the @umost recent@u time, did the GP explain the reasons for the referral?</p> <p>1. Yes</p> <p>5. No</p> <p>6. No need</p>	<p>Q8</p> <p>Q7</p> <p>Q7</p>

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Q7	<p>MDS_Q03</p> <p>Had the reasons for the referral been explained on a previous occasion?</p> <p>1. Yes 5. No 6. No need</p>	<p>Q8 Q9 Q9</p>
Q8	<p>MDS_Q04</p> <p>[Were you/Was Name of RP] satisfied or dissatisfied with how well the GP explained the reasons for the referral?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember Ctrl K</p>	<p>Q9 Q9 Q9 Q9</p>
Q9	<p>MDS_Q05</p> <p>Did [you/he/she] @actually@u see the specialist?</p> <p>1. Yes 5. No</p>	<p>Q11 Q15</p>
Q10	<p>MDS_Q05A</p> <p>Since <month> last year, [have you/has Name of RP] seen a medical specialist for treatment or testing?</p> <p>Interviewer: Press F9 to display further information.</p> <p>1. Yes 5. No</p>	<p>Q11 Q15</p>
Q11	<p>MDS_Q06</p> <p>Since <month> last year, how many times [have you/has Name of RP] seen a medical specialist for [your/his/her] own health?</p> <p><1-99></p>	<p>Q12</p>

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<p>Q12</p>	<p>MDS_Q07</p> <p>[Thinking about all the medical specialists [you have/Name of RP has] seen in the last 12 months, how/How] often did [they/the medical specialist] listen carefully to [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q13 Q13 Q13 Q13 Q13</p>
<p>Q13</p>	<p>MDS_Q08</p> <p>[(Thinking about all the medical specialists [you have/Name of RP has] seen in the last 12 months, how)/How] often did [they/the medical specialist] show respect for what [you/he/she] had to say - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q14 Q14 Q14 Q14 Q14</p>
<p>Q14</p>	<p>MDS_Q09</p> <p>[(Thinking about all the medical specialists [you have/Name of RP has] seen in the last 12 months, how)/How] often did [they/the medical specialist] spend enough time with [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q15 Q15 Q15 Q15 Q15</p>
<p>Q15</p>	<p>MDS_Q10</p> <p>Since <month> last year, has there been any time [you/Name of RP] @udelayed@u seeing or @udid not@u see a medical specialist because of the cost?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>END END</p>

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10.5 DENTAL (DEN)

Incoming population: All persons aged 15 years and over

Q1	<p>DEN_Q01</p> <p>The following questions are about dental professionals. By dental professionals I mean dentists, dental hygienists or dental specialists. Since this time in <month> last year, [have you/has Name of RP] seen a dental professional for [your own/his/her] health?</p> <p>Interviewer: Press F9 to display further information.</p> <p>1. Yes 5. No</p>	Q3 Q2
Q2	<p>DEN_Q01A</p> <p>Since this time in <month> last year, [have you/has Name of RP] @Unneeded@U to see a dental professional for [your/his/her] own health?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	Q8 END END
Q3	<p>DEN_Q02</p> <p>Since <month> last year, how many times [have you/has Name of RP] seen a dental professional? <1...99></p>	Q4
Q4	<p>DEN_Q03</p> <p>[Thinking about the @umost recent@u time [you/Name of RP] saw a dental professional, was/Was] it at a private clinic or government dental clinic?</p> <p>1. Private dental clinic 2. Government dental clinic 3. Don't know</p>	Q5 Q5 Q5

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<p>Q5</p>	<p>DEN_Q04</p> <p>[Thinking about all the dental professionals [you have/Name of RP has] seen in the last 12 months, how/How] often did [they/the dental professional] listen carefully to [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q6 Q6 Q6 Q6 Q6</p>
<p>Q6</p>	<p>DEN_Q05</p> <p>[(Thinking about all the dental professionals [you have/Name of RP has] seen in the last 12 months, how)/How] often did [they/the dental professional] show respect for what [you/he/she] had to say - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q7 Q7 Q7 Q7 Q7</p>
<p>Q7</p>	<p>DEN_Q06</p> <p>[(Thinking about all the dental professionals [you have/Name of RP has] seen in the last 12 months, how)/How] often did [they/the dental professional] spend enough time with [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q8 Q8 Q8 Q8 Q8</p>
<p>Q8</p>	<p>DEN_Q07</p> <p>Since <month> last year, has there been any time [you/name of random person] @udelayed@u seeing or @udid not@u see a dental professional because of the cost?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>END END</p>

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10.6 PATHOLOGY TESTS (PTH)

Incoming population: All persons aged 15 years and over

Q1	<p>PTH_Q01</p> <p>Since this time in <month> last year, [have you/has Name of RP] had a pathology test, such as a blood, urine, stool, smear, or swab test, for which [you were/[he/she] was] referred by a health professional, @uexcluding@u any tests [you/he/she] may have had while in hospital?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>Q3 Q2 Q2</p>
Q2	<p>PTH_Q01A</p> <p>Since this time in <month> last year, [have you/has Name of RP] @Uneeded@U a pathology test?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>Q14 END END</p>
Q3	<p>PTH_Q02</p> <p>Thinking about the @umost recent@u time [you/Name of RP] had a pathology test, did the health professional who referred [you/him/her] explain the reasons for the test?</p> <p>1. Yes 5. No 6. No need</p>	<p>Q5 Q4 Q4</p>
Q4	<p>PTH_Q03</p> <p>Had a referring health professional explained the reasons on a previous occasion?</p> <p>1. Yes 5. No 6. No need</p>	<p>Q5 Q6 Q6</p>

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Q5	<p>PTH_Q04</p> <p>[Were you/Was Name of RP] satisfied or dissatisfied with how well the health professional explained the reasons for the test?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember <p>Ctrl K</p>	<p>Q6</p> <p>Q6</p> <p>Q6</p> <p>Q6</p> <p>Q6</p>
Q6	<p>PTH_Q05</p> <p>Did someone contact [you/Name of RP] with the results or did [you/he/she] contact them, or did [you/he/she] make a follow-up appointment?</p> <ol style="list-style-type: none"> 1. Someone contacted respondent 2. Respondent contacted someone 3. Made a follow-up appointment 4. Received results at time of test 5. Have not received results 	<p>Q8</p> <p>Q8</p> <p>Q8</p> <p>Q8</p> <p>Q7</p>
Q7	<p>PTH_Q06</p> <p>Is this because it is too soon to have received the results?</p> <ol style="list-style-type: none"> 1. Yes 5. No, never received results 	<p>Q14</p> <p>Q14</p>
Q8	<p>PTH_Q07</p> <p>How satisfied or dissatisfied [were you/was [he/she]] with this arrangement for receiving [your/his/her] results?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied <p>Ctrl K</p>	<p>Q9</p> <p>Q9</p> <p>Q9</p> <p>Q9</p> <p>Q9</p> <p>Q9</p>
Q9	<p>PTH_Q08</p> <p>Were the results of the most recent test explained to [you/Name of RP]?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>Q10</p> <p>Q14</p>

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Q10	<p>PTH_Q09</p> <p>Who explained the results to [you/him/her]?</p> <ol style="list-style-type: none"> 1. Health professional 2. Nurse 3. Receptionist 4. Results received by letter 	<p>Q11</p> <p>Q13</p> <p>Q13</p> <p>Q13</p>
Q11	<p>PTH_Q10</p> <p>Was it the health professional who referred [you/him/her] for the test, or another health professional?</p> <ol style="list-style-type: none"> 1. Referring health professional 2. Other health professional 	<p>Q13</p> <p>Q12</p>
Q12	<p>PTH_Q10A</p> <p>Was it the health professional who conducted the test, or another health professional?</p> <ol style="list-style-type: none"> 1. Health professional who conducted the test 2. Other health professional 	<p>Q13</p> <p>Q13</p>
Q13	<p>PTH_Q11</p> <p>[Were you/Was Name of RP] satisfied or dissatisfied with how well they explained the results of the most recent test?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember <p>Ctrl K</p>	<p>Q14</p> <p>Q14</p> <p>Q14</p> <p>Q14</p> <p>Q14</p>
Q14	<p>PTH_Q12</p> <p>Since <month> last year, has there been any time that [you/Name of RP] @udelayed@u having or @udid not@u have a pathology test because of the cost?</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>END</p> <p>END</p>

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10.7 IMAGING TESTS (IMG)

Incoming population: All persons aged 15 years and over

Q1	<p>IMG_Q01</p> <p>Since this time in <month> last year, [have you/has Name of RP] had an imaging test, such as an x-ray, ultrasound, CT scan or MRI, for which [you/he/she] may have received a referral, @uexcluding@u any tests [you/he/she] may have had while in hospital, and @uexcluding@u dental work?</p> <p>Interviewer: Press F9 to display further information.</p> <p>1. Yes 5. No</p>	Q3 Q2
Q2	<p>IMG_Q01A</p> <p>Since this time in <month> last year, [have you/has Name of RP] @UnEEDED @U an imaging test?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	Q15 END END
Q3	<p>IMG_Q02</p> <p>Thinking about the @umost recent@u time [you/Name of RP] had an imaging test, [were you/was [he/she]] referred for the test by a health professional?</p> <p>Interviewer: Press F9 to display further information.</p> <p>1. Yes 5. No</p>	Q4 Q7
Q4	<p>IMG_Q03</p> <p>Did the health professional who referred [you/him/her] explain the reasons for the test?</p> <p>1. Yes 5. No 6. No need</p>	Q6 Q5 Q5
Q5	<p>IMG_Q04</p> <p>Had a referring health professional explained the reasons on a previous occasion?</p> <p>1. Yes 5. No 6. No need</p>	Q6 Q7 Q7

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Q6	<p>IMG_Q05</p> <p>[Were you/Was Name of RP] satisfied or dissatisfied with how well the health professional explained the reasons for the test?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember <p>Ctrl K</p>	<p>Q7</p> <p>Q7</p> <p>Q7</p> <p>Q7</p> <p>Q7</p>
Q7	<p>IMG_Q06</p> <p>[Were you/Was Name of RP] informed how much the out-of-pocket expenses would be @uprior@u to arriving for the test?</p> <p>Interviewer: Press F9 to display further information.</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>Q8</p> <p>Q8</p>
Q8	<p>IMG_Q07</p> <p>[Have you/Has Name of RP] received an explanation of the results from the @umost recent@u imaging test?</p> <p>Interviewer: @UInclude@U: verbal and written explanations</p> <ol style="list-style-type: none"> 1. Yes 5. No 	<p>Q10</p> <p>Q9</p>
Q9	<p>IMG_Q08</p> <p>Is this because it is too soon to have received the results?</p> <ol style="list-style-type: none"> 1. Yes 5. No, never received results 	<p>Q15</p> <p>Q15</p>
Q10	<p>IMG_Q09</p> <p>Who explained the results to [you/him/her]?</p> <ol style="list-style-type: none"> 1. Health professional 2. Nurse 3. Receptionist 4. Results received by letter 	<p>Q11</p> <p>Q14</p> <p>Q14</p> <p>Q14</p>
Q11	<p>IMG_SG1</p> <p>Sequence Guide</p> <p>IMG_Q02 = 5</p> <p>Else</p>	<p>Q13</p> <p>Q12</p>

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Q12	<p>IMG_Q10</p> <p>Was it the health professional who referred [you/him/her] for the test, or another health professional?</p> <p>1. Referring health professional 2. Other health professional</p>	Q14 Q13
Q13	<p>IMG_Q10A</p> <p>Was it the health professional who conducted the test, or another health professional?</p> <p>1. Health professional who conducted the test 2. Other health professional</p>	Q14 Q14
Q14	<p>IMG_Q11</p> <p>[Were you/Was Name of RP] satisfied or dissatisfied with how well they explained the results of the most recent test?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember Ctrl K</p>	Q15 Q15 Q15 Q15 Q15
Q15	<p>IMG_Q12</p> <p>Since <month> last year, has there been any time that [you/Name of RP] @udelayed@u having or @udid not@u have an imaging test because of the cost?</p> <p>1. Yes 5. No</p>	END END

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10.8 HOSPITAL EMERGENCY DEPARTMENT (EMG)

Incoming population: All persons aged 15 years and over

Q1	<p>EMG_Q01</p> <p>Since this time in <month> last year, [have you/has Name of RP] been to a hospital emergency department for treatment @ufor [your/his/her] own health@u?</p> <p>1. Yes 5. No</p>	Q2 END
Q2	<p>EMG_Q02</p> <p>Since <month> last year, how many times [have you/has Name of RP] been to a hospital emergency department for treatment for [your/his/her] own health? <1-99></p>	Q3
Q3	<p>EMG_Q03</p> <p>[Thinking about the most recent time [you/Name of RP] went to an emergency department, at the time,/At the time [you/Name of RP] went to an emergency department,] did [you/he/she] think the care could have been provided at a General Practice?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No 6. Didn't know Ctrl K</p>	Q4 Q4 Q4 Q4
Q4	<p>EMG_Q04</p> <p>What were @uall@u the reasons [you/he/she] [went to an emergency department rather than a General Practice/thought the care could not have been provided at a General Practice]?</p> <p>Interviewer: More than one response is allowed. Press space bar between responses.</p> <p>10. Condition was serious / life threatening 11. Time of day / day of week 12. Was sent to emergency by GP 13. Cheaper / cost 14. Medical history is at hospital / previous relationship 15. Trust / confidence in hospital 16. Emergency department recommended by someone 17. GP not taking new patients 18. Waiting time for GP too long 19. Do not have a regular GP / family doctor 20. Other reason (please specify)</p>	Q6 Q6 Q6 Q6 Q6 Q6 Q6 Q6 Q6 Q6 Q5

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Q5	EMG_Q05 Interviewer: Please specify other reason <Allow text of 100 characters>	Q6
Q6	EMG_SG01 Sequence guide 1. Only 1 response at EMG_Q04 2. More than 1 response at EMG_Q04	Q8 Q7
Q7	EMG_Q06 What was the @umain@u reason? [reasons]	Q8
Q8	EMG_Q07 [Thinking about the @umost recent@u time [you/name of RP] attended a hospital emergency department, was/ Was] [your/his/her] condition or injury explained to [you/him/her]? 1. Yes 5. No	Q9 Q10
Q9	EMG_Q08 [Were you/Was Name of RP] satisfied or dissatisfied with how well the doctor, specialist or nurse explained [your/his/her] condition or injury? [Interviewer: Ctrl K may be used here if necessary.] 1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember Ctrl K	Q10 Q10 Q10 Q10 Q10
Q10	EMG_Q09 [Thinking about the @umost recent@u time [you/name of RP] attended a hospital emergency department, was/Was] [your/his/her] treatment explained to [you/him/her]? 1. Yes 5. No	Q11 Q12

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Q11	<p>EMG_Q10</p> <p>[Were you/Was Name of RP] satisfied or dissatisfied with how well the doctor, specialist or nurse explained [your/his/her] treatment?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember <p>Ctrl K</p>	<p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p>
Q12	<p>EMG_Q11</p> <p>[Thinking about all the @udoctors and specialists@u at hospital emergency departments [you have/Name of RP has] seen in the last 12 months, how/How] often did [they/the @udoctors and specialists@u] listen carefully to [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q13</p> <p>Q13</p> <p>Q13</p> <p>Q13</p> <p>Q13</p>
Q13	<p>EMG_Q12</p> <p>[(Thinking about all the @udoctors and specialists@u at hospital emergency departments [you have/Name of RP has] seen in the last 12 months), how/How] often did [they/the @udoctors and specialists@u] show respect for what [you/he/she] had to say - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q14</p> <p>Q14</p> <p>Q14</p> <p>Q14</p> <p>Q14</p>

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<p>Q14</p>	<p>EMG_Q13</p> <p>[(Thinking about all the @udoctors and specialists@u at hospital emergency departments [you have/Name of RP has] seen in the last 12 months), how/How] often did [they/the @udoctors and specialists@u] spend enough time with [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q15</p> <p>Q15</p> <p>Q15</p> <p>Q15</p> <p>Q15</p>
<p>Q15</p>	<p>EMG_Q14</p> <p>[Thinking about all the @unurses@u at hospital emergency departments [you have/Name of RP has] seen in the last 12 months, how/How] often did [they/the @unurses@u] listen carefully to [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q16</p> <p>Q16</p> <p>Q16</p> <p>Q16</p> <p>Q16</p>
<p>Q16</p>	<p>EMG_Q15</p> <p>[(Thinking about all the @unurses@u at hospital emergency departments [you have/Name of RP has] seen in the last 12 months), how/How] often did [they/the @unurses@u] show respect for what [you/he/she] had to say - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q17</p> <p>Q17</p> <p>Q17</p> <p>Q17</p> <p>Q17</p>

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<p>Q17</p>	<p>EMG_Q16</p> <p>[(Thinking about all the @unurses@u at hospital emergency departments [you have/Name of RP has] seen in the last 12 months), how/How] often did [they/the @unurses@u] spend enough time with [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>END</p> <p>END</p> <p>END</p> <p>END</p> <p>END</p>
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SAMPLE ONLY

QUESTIONNAIRE, PATIENT EXPERIENCE SURVEY 2010-11

10.9 HOSPITAL ADMISSIONS (HSP)

Incoming population: All persons aged 15 years and over

Q1	<p>HSP_Q01</p> <p>Since this time in <month> last year, [have you/has Name of RP] been admitted to hospital?</p> <p>Interviewer: Press F9 to display further information.</p> <p>1. Yes 5. No</p>	<p>Q2 END</p>
Q2	<p>HSP_Q02</p> <p>Since <month> last year, how many times [have you/has Name of RP] been admitted to hospital? <1-99></p>	Q3
Q3	<p>HSP_Q03</p> <p>[Thinking about [your/his/her] most recent admission, [were you/was [he/she]]/[Were you/Was [he/she]]] treated as a public or private patient?</p> <p>Interviewer: If yes, ask which one.</p> <p>1. Public patient 2. Private patient 3. Don't know</p>	<p>Q4 Q4 Q6</p>
Q4	<p>HSP_Q04</p> <p>[Were you/Was Name of RP] given the choice to be treated as a public or private patient?</p> <p>1. Yes 5. No</p>	<p>Q5 Q6</p>
Q5	<p>HSP_Q05</p> <p>Did [you/Name of RP] feel that [you were/[he/she]was] given enough information to enable [you/him/her] to choose if [you/he/she] wanted to be treated as a public or private patient?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Yes 5. No Ctrl K</p>	<p>Q6 Q6 Q6</p>

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Q6	<p>HSP_Q06</p> <p>[Thinking about the @umost recent@u time [you were/name of RP was] admitted to hospital, was/Was] [your/his/her] condition or injury explained to [you/him/her]?</p> <p>1. Yes 5. No</p>	<p>Q7 Q8</p>
Q7	<p>HSP_Q07</p> <p>[Were you/Was Name of RP] satisfied or dissatisfied with how well the doctor, specialist or nurse explained [your/his/her] condition or injury?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember Ctrl K</p>	<p>Q8 Q8 Q8 Q8 Q8</p>
Q8	<p>HSP_Q08</p> <p>[Thinking about the @umost recent@u time [you were/name of RP was] admitted to hospital, was/Was] [your/his/her] treatment explained to [you/him/her]?</p> <p>1. Yes 5. No</p>	<p>Q9 Q10</p>
Q9	<p>HSP_Q09</p> <p>[Were you/Was Name of RP] satisfied or dissatisfied with how well the doctor, specialist or nurse explained [your/his/her] treatment?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <p>1. Satisfied 2. Neither satisfied or dissatisfied 3. Dissatisfied 4. Can't remember Ctrl K</p>	<p>Q10 Q10 Q10 Q10 Q10</p>

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<p>Q10</p>	<p>HSP_Q10</p> <p>[(Thinking about all the @udoctors and specialists@u [you have/Name of RP has] seen at a hospital in the last 12 months, how/How] often did [they/the @udoctors and specialists@u] listen carefully to [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q11</p> <p>Q11</p> <p>Q11</p> <p>Q11</p> <p>Q11</p>
<p>Q11</p>	<p>HSP_Q11</p> <p>[(Thinking about all the @udoctors and specialists@u [you have/Name of RP has] seen at a hospital in the last 12 months, how/How] often did [they/the @udoctors and specialists@u] show respect for what [you/he/she] had to say - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p>
<p>Q12</p>	<p>HSP_Q12</p> <p>[(Thinking about all the @udoctors and specialists@u [you have/Name of RP has] seen at a hospital in the last 12 months, how/How] often did [they/the @udoctors and specialists@u] spend enough time with [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q13</p> <p>Q13</p> <p>Q13</p> <p>Q13</p> <p>Q13</p>

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Q13	<p>HSP_Q13</p> <p>[Thinking about all the @Unurses@U [you have/Name of RP has] seen at a hospital in the last 12 months, how/How] often did [they/the @Unurses@U] listen carefully to [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q14</p> <p>Q14</p> <p>Q14</p> <p>Q14</p> <p>Q14</p>
Q14	<p>HSP_Q14</p> <p>[(Thinking about all the @unurses@u [you have/Name of RP has] seen at a hospital in the last 12 months, how)/How] often did [they/the @unurses@u] show respect for what [you/he/she] had to say - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>Q15</p> <p>Q15</p> <p>Q15</p> <p>Q15</p> <p>Q15</p>
Q15	<p>HSP_Q15</p> <p>[(Thinking about all the @unurses@u [you have/Name of RP has] seen at a hospital in the last 12 months, how)/How] often did [they/the @unurses@u] spend enough time with [you/him/her] - was it always, often, sometimes or rarely?</p> <p>[Interviewer: Ctrl K may be used here if necessary.]</p> <ol style="list-style-type: none"> 1. Always 2. Often 3. Sometimes 4. Rarely <p>Ctrl K</p>	<p>END</p> <p>END</p> <p>END</p> <p>END</p> <p>END</p>

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10.10 ACCESS TO MEDICAL SERVICES (ACC)

Incoming population: All persons aged 15 years and over

Q1	<p>ACC_Q01</p> <p>Since this time in <month> last year, was there any time [you/Name of RP] needed health care but @ucould not@u get it?</p> <p>1. Yes 5. No</p>	<p>Q2 Q14</p>
Q2	<p>ACC_Q02A</p> <p>Thinking about all the times [you/Name of RP] needed health care but could not get it in the last 12 months,</p> <p>was there a time when the care related to services @Ubest@U provided by a GP?</p> <p>1. Yes 5. No</p>	<p>Q3 Q3</p>
Q3	<p>ACC_Q02B</p> <p>(Thinking about all the times [you/Name of RP] needed health care but could not get it in the last 12 months,)</p> <p>was there a time when the care related to services @Ubest@U provided by a hospital?</p> <p>1. Yes 5. No</p>	<p>Q4 Q4</p>
Q4	<p>ACC_Q02C</p> <p>(Thinking about all the times [you/Name of RP] needed health care but could not get it in the last 12 months,)</p> <p>was there a time when the care related to services @Ubest@U provided by a medical specialist?</p> <p>1. Yes 5. No</p>	<p>Q5 Q5</p>
Q5	<p>ACC_Q02D</p> <p>(Thinking about all the times [you/Name of RP] needed health care but could not get it in the last 12 months,)</p> <p>was there a time when the care related to services @Ubest@U provided by a pharmacist or chemist?</p> <p>1. Yes 5. No</p>	<p>Q6 Q6</p>

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Q6	<p>ACC_Q02E</p> <p>(Thinking about all the times [you/Name of RP] needed health care but could not get it in the last 12 months,)</p> <p>was there a time when the care related to services @Ubest@U provided by another health professional?</p> <p>1. Yes 5. No</p>	Q7 Q8
Q7	<p>ACC_Q03</p> <p>Interviewer: Please specify other health professional <Allow text entry of 100 characters></p>	Q8
Q8	<p>ACC_SG1</p> <p>Sequence Guide</p> <p>1. If more than one yes response in ACC_Q02A - ACC_Q02E 2. Else</p>	Q9 Q10
Q9	<p>ACC_Q04</p> <p>Thinking about the @Umost recent@U time, did this care relate to services best provided by [health care types]?</p> <p>1. GP 2. Hospital 3. Medical specialist 4. Pharmacist or chemist 5. Another health professional</p> <p>(please display only those categories where a 'yes' response given in ACC_Q02A-E)</p>	Q10 Q10 Q10 Q10 Q10

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Q10	<p>ACC_Q05</p> <p>Thinking about the @umost recent@u time, what were @uall@u the reasons [you/Name of RP] could not get the health care [you/he/she] needed?</p> <p>Interviewer: More than one response is allowed. Press space bar between responses.</p> <p>10. No service available in area at time needed</p> <p>11. Waiting time too long / No appointments</p> <p>12. Cost</p> <p>13. Decided not to seek care / Didn't bother</p> <p>14. Personal or family responsibilities / Too busy</p> <p>15. Transportation problems</p> <p>16. Language problems</p> <p>17. Discrimination</p> <p>18. Dislikes (service / professional, afraid, embarrassed)</p> <p>19. Felt it would be inadequate</p> <p>20. Service not culturally appropriate</p> <p>21. Other (please specify)</p>	<p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q12</p> <p>Q11</p>
Q11	<p>ACC_Q05A</p> <p>Interviewer: Please specify other reason <Allow text entry of 100 characters></p>	<p>Q12</p>
Q12	<p>ACC_SG2</p> <p>Sequence guide</p> <p>1. Only 1 response at ACC_Q05</p> <p>2. More than 1 response at ACC_Q05</p>	<p>Q14</p> <p>Q13</p>
Q13	<p>ACC_Q06</p> <p>What was the @uain@u reason? [reasons]</p>	<p>Q14</p>
Q14	<p>ACC_SG3</p> <p>Sequence guide</p> <p>1. If personal interview and saw GP in last 12 months (INTTYPE=Personal and GPS_Q01 = 1)</p> <p>2. If questions answered by proxy and saw GP in last 12 months (INTTYPE=Proxy and GPS_Q01 = 1)</p> <p>3. Else</p>	<p>Q15</p> <p>Q16</p> <p>Q18</p>

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Q15	<p>ACC_Q07</p> <p>Since this time in <month> last year, have you waited longer than you felt was acceptable to get an appointment with a GP?</p> <p>1. Yes 5. No</p>	<p>Q16 Q16</p>
Q16	<p>ACC_Q08</p> <p>[(]Since this time in <month> last year, [)] [have you/has Name of RP] travelled longer than one hour to see a GP?</p> <p>1. Yes 5. No</p>	<p>Q17 Q18</p>
Q17	<p>ACC_Q09</p> <p>(Since this time in <month> last year,) [have you/has Name of RP] travelled longer than 3 hours to see a GP?</p> <p>1. Yes 5. No</p>	<p>Q18 Q18</p>
Q18	<p>ACC_SG4</p> <p>Sequence guide</p> <p>1. If personal interview and received written referral to medical specialist in last 12 months (INTTYPE=Personal and MDS_Q01 = 1 or MDS_Q01A = 1) 2. Else</p>	<p>Q19 END</p>
Q19	<p>ACC_Q10</p> <p>[(]Since this time in <month> last year, [)] have you waited longer than you felt was acceptable to get an appointment with a medical specialist?</p> <p>1. Yes 5. No</p>	<p>END END</p>

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