



Development of the questionnaire for use in the Primary Care Trust survey programme

Alison Chisholm
Research Officer
Picker Institute Europe

Caroline Osborn, PhD
Research Officer
Picker Institute Europe

Helen Magee
Senior Research Officer
Picker Institute Europe

Rachel Reeves, DPhil
Senior Research Officer
Picker Institute Europe

February 2004

Table of Contents

1	Executive Summary	3
	1.1 Aims	3
	1.2 Methods	3
	1.3 Results	3
2	2003 survey	4
	2.1 Identification of areas to be covered: literature review	4
	2.2 Questionnaire development and validation: cognitive interviews	5
	2.3 Ethics Committee amendments	9
3	2004 survey	14
	3.1 Evidence used to develop the survey	14
	3.2 Restructuring of questionnaire	17
4	Appendices	21
	4.1 Appendix 1: PCT Survey, 6 th draft, December 2002	21
	4.2 Appendix 2: Local Health Services Questionnaire v18	22
	4.3 Appendix 3: Local Health Services Questionnaire 2003	23
	4.4 Appendix 4: Local Health Services Questionnaire 2004	24

1 Executive Summary

This report outlines research carried out to develop and refine the 2003 and 2004 Local Health Services Questionnaires for use in the NHS Primary Care Trust patient survey programme. The first part describes the methods by which areas to be covered in the 2003 survey were initially identified, drawing on a literature review and existing surveys, and how the questionnaire was developed and validated using cognitive interviews and feedback from the Multi-centre Research Ethics Committee. The second part describes the development of the 2004 questionnaire which was based on the results of a consultation with PCTs, examination of the dataset from the 2003 survey, further cognitive interviews and Department of Health decisions concerning performance indicators.

1.1 Aims

The aims of the survey development work were:

- To identify key issues important to users of local health services to be addressed by the questionnaire
- To draft a questionnaire
- To test the comprehensibility of the questions and the acceptability and structure of the questionnaire as a whole

1.2 Methods

- Literature search to identify previous survey tools for local health service users
- Cognitive interviews with patients to test the face validity of the questionnaire
- Examination of the 2003 dataset
- Consultation with PCT staff, CHI and BDA and MREC
- Further cognitive interviews with patients

1.3 Results

The literature review highlighted key issues that were important to local health service users, which were incorporated in a draft questionnaire. The cognitive interviews, consultation with PCTs, CHI and BDA, feedback from MREC and examination of the 2003 dataset, led to significant and ongoing revision and restructuring of the questionnaire. The final version of the questionnaire is attached to the report as Appendix 3.

2 2003 survey

2.1 Identification of areas to be covered: literature review

The early development of the 2003 Local Health Services questionnaire was based on a review of the literature on patient surveys which had been used in primary care settings, and the General Practice surveys of 1998 and 2002.

An initial literature review of patient satisfaction/experience survey tools in use in primary care, with a UK focus, was carried out. Several survey tools were found to have been used most widely to assess patient satisfaction with general practice. Some of these had been modified to assess patient satisfaction with health visitors and nurses who work in general practice.

The comprehensiveness of the review was limited as many survey tools are not published in the peer reviewed journals. Papers excluded from this analysis include studies of attitudes of older people and teenagers and their experience of primary care, since they did not make use of the more widely used survey tools. The following questionnaires were examined, although not all were used to derive questions in the final questionnaire:

- The Consultation Satisfaction Survey (Baker, 1990)
- Surgery Satisfaction Survey (Baker, 1991)
- The General Practice Assessment Survey (Roland et al, 1998)
- The Patient Enablement Instrument (Howie et al, 1998)
- What do Londoners think of their General Practice? (King's Fund, 1999)
- The National Survey of NHS Patients (National Centre for Social Research, 1998)
- The National Survey of NHS Patients (National Centre for Social Research, 2002)
- About Your Recent Office Visit (The Picker Institute, 1995)
- Through the Patient's Eyes - Primary Care Questionnaire (Picker Institute Europe, 2000)
- Dental Health Care Survey
- Oxford Healthy Lifestyle Survey (Health Services Research Unit, Oxford, 1998)
- The Health survey for England 1999 (Department of Health 1999)
- The Satisfaction with Information about Medicines Scale (Centre for Health Care Research, 2001)
- 12 Item LATCon Scale (University of Leeds, 2000)

On the basis of the review of this literature, a proposal for topics to be included in the Local Health Services Survey was developed. The topics identified were:

- Prompt access
- Respect and dignity
- Information and education
- Involvement and choice
- Physical and emotional needs
- Co-ordination of care
- Environment and facilities
- Health improvement
- Community involvement
- Medicines
- Your Local Area (National Centre for Social Research, 2000)

The first version of the survey drew on questions extracted and modified from previous surveys relevant to these topic areas. The majority appeared to be focused on face-to-face contacts with general practitioners, with little exploration of issues of patient experience with nursing staff and other professionals in primary care settings. The questions were modified to make them relevant to contacts in a broader range of settings, to include contacts by phone, and to incorporate patients' experience of contacts with the wider range of health professionals covered by a Primary Care Organisation.

2.2 Questionnaire development and validation: cognitive interviews

Cognitive interviews with patients were conducted in December 2002/ January 2003 to test the comprehensibility of the new questions and the acceptability and structure of the questionnaire as a whole. It was subsequently submitted to the Multi-centre Research Ethics Committee.

The modifications made after the cognitive interviews are summarised below. The questionnaire was also revised several times following consultations with others at CHI, DH and BDA.

Method

Participants

41 people were recruited to be interviewed, approximately half of whom were male and half were female. They included a cross section of social class, and ages ranged between 20 and 70.

Procedure

Three female researchers carried out the interviews. Participants completed the questionnaire, then the interviewers read through the responses with the participants, and discussed their responses. The following issues were addressed:

- Did the responses on the questionnaire match with the verbal accounts given by patients?
- Were the instructions clear and did participants follow them appropriately?
- Were any of the questions difficult to understand?
- Were the response options adequate?
- If a question had been omitted (rather than skipped because it did not apply), what was the reason?
- Did the questions adequately reflect what was important to them about their primary care experiences?

Issues raised and modifications to questionnaire

As a result of the findings of the cognitive interviews, a number of modifications were made to the wording of the questions and the content of the questionnaires. These are detailed below, with reference to the version of the questionnaire attached to this report as Appendix 1. Questions are identified by their number in this version.

GENERAL

Most of the interviewees missed some of the skips, and suggestions were made about where skips should be introduced or removed. Many read section 'I' questions as the digit '1'.

The skips were clarified and sections in the subsequent version went from 'H' straight to 'J'

Suggested topics for further questions were 'changing your doctor' and 'over 60 check-ups.'

A. YOUR LOCAL GP SURGERY/HEALTH CENTRE

A1. Mothers of young children questioned whether they should answer the questionnaire on behalf of their children rather than themselves, as otherwise the questions about Health Visitors were redundant.

Sections A, B and C were amended to include visits to a GP accompanying children.

A2, A3, A4: answers were said to be contingent on factors such as method of transport, the time of day and the nature of the appointment.

A2 was deleted, **A3** changed from 'how easy' to 'have you had a problem' and **A4** was deleted.

A6. There was some confusion about which health professionals this question referred to, i.e. did it include hospital doctors? It was changed to specify 'at your surgery.'

B. YOUR LAST VISIT TO YOUR GP SURGERY OR HEALTH CENTRE

B2. Skips were missing, and were subsequently introduced

C. SEEING A HEALTH PROFESSIONAL

C15. Interviewees were unsure which sort of health professional was being asked about. This question was moved to 'overall' section and changed to "would you know how to complain?"

D. REFERRALS AND TESTS

D1. Interviewees did not know whether this included dentists. Wording was changed to make it clear that we were interested in tests at GP surgery, and a further example (smear test) added.

D4. The wording did not allow for the unpredictability of the timing of test results. The wording was changed to 'when you should expect to get results'.

D11-14 were deleted

E. TREATMENT

E1. was thought to be ambiguous, not clearly differentiating 'new' drug from a drug which was 'new to the patient'. The wording was changed.

E4, E5. These questions did not differentiate between information about side-effects provided on the medication label, and that given by the doctor or pharmacist. The wording was changed to make it clear that we were interested in information received from any source.

Questions were added to ask about sources of information about medication and review of medication.

F. OUT OF HOURS CARE

F1. It was not clear whether this question referred to NHS Direct. "or a central number" was deleted.

F2. More than one response category could apply simultaneously. "Please tick all that apply" was added.

G. HEALTH PROMOTION

G2, G3. The response options should be the same for the similar health promotion questions. They were changed so they were consistent.

H. DENTAL SERVICES

H1, H2, H3. This section was thought to be insufficiently detailed. Some of the questions about other primary care services should have been asked about dental services too. They should also refer explicitly to "visiting a dentist as an NHS patient." They were extended and rephrased accordingly.

I. OTHER HEALTH SERVICES

I2, I4. Some interviewees could not remember whether they had had hearing or eyesight tests.

I7. This question was found to be confusing, and it was thought that option 3 should be moved to option 1.

J. OVERALL

J1. Another option of "I'm sufficiently involved already" should be added.

J1, J2. Some interviewees commented that the nature of such involvement in decision-making should be clarified further. Question was changed to ask about knowledge of how to become involved in decision making.

2.3 Amendments resulting from application to Ethics Committee

The following amendments were made to the questionnaire (version 18, attached as Appendix 2 to this report) in response to the concerns raised by the Ethics Committee.

A & B. Making and Appointment at Your GP Surgery, and Seeing a Health Care Professional

These 2 sections were merged into one: **Seeing a Health Care Professional.**

It was felt that this simplified and clarified this section of the questionnaire and addressed the concerns raised in cognitive interviews about duplication.

A1. This question has now been re-phrased to ask specifically about the **last** contact. Previously, it would have been possible to tick 2 of the 3 options. An additional option was added: "I spoke to someone on the phone..."

The instruction was moved up and slightly amended to include the possibility of a phone consultation.

A2. The question was re-phrased "The last time you saw someone from you GP surgery, who was the patient?" was changed to "Was your last contact about a medical problem for yourself or for a child in your care?"

A3. The response options were re-worded to match DH targets as follows:

1. "I went" was changed to "I was seen"
2. "Yes, I had to wait less than 24 hours" was changed to "I was seen on the same working day."
3. "Yes, I had to wait 1 day" was changed to "I was seen the next working day."
4. "Yes I had to wait 2 days" was changed to "I had to wait 2 working days."
5. "Yes, I had to wait 3 to 6 days" was changed to "I had to wait more than 3 working days but less than a week."
6. "7 days or more" was changed to "I had to wait more than a week."
7. "The surgery does not have an appointment system" was deleted

B3 to B12 were re-ordered but the wording remained unchanged except that

B5: "Did you have enough time"?" was changed to "Were you given enough time....?"

C. Visiting your GP surgery or health centre

An additional instruction was included: **“The questions in this section are about visits to your GP surgery or health centre.”** It was felt necessary to spell this out again because several people in the cognitive interviews felt they had already answered the initial question about visits to their local surgery in **Section A.**

C4. Options were re-worded and reduced as it was thought there were too many.

1. “Seen on time or early” changed to “I did not have an appointment”
2. “Less than 5 minutes” changed to “Seen on time or early”
3. “5 to 14 minutes” changed to “Waited up to 15 minutes”
4. “15 to 29 minutes” changed to “Waited 16-30 minutes”
5. “30 to 59 minutes” changed to “Waited 31-60 minutes”
6. “1 to 2 hours” changed to “Waited longer than 1 hour”
7. “Longer than 2 hours” deleted
9. “I did not have an appointment” deleted

D. Tests

D1. “smear tests” was added to examples in question

D5. Option 1 was changed from “Yes” to “Yes, I got them on time or early”

D6. “After you got the results of your test(s)” was deleted.

Referrals

This section was added, reinstating questions from earlier drafts as follows:

In the last 12 months, has anyone at your surgery referred you to another professional (e.g. a hospital consultant, physiotherapist, dietician, counsellor, or someone in Social Services)?

1 Yes

2 No

Were you given a choice about **where** you went (i.e. which hospital or which specialist)?

1 Yes

2 No

3 Don't know/ Can't remember

When you first saw the person you were referred to, did he/she seem to have all the necessary information about you and your condition or treatment?

1 Yes, completely

2 Yes, to some extent

3 No

4 I have not been yet

5 Don't know/Can't remember

E. Medicines

The following amendments were made to this section following consultation with the Medicines Partnership.

E1. The number of examples given in the question was reduced.

The instruction was changed from "Thinking about the MOST RECENT medicine(s) you have used..." to "Thinking about the LAST time you had a new medicine prescribed for you.."

E2. Deleted

E6 Examples were changed in the question from "how to get further supplies if required" to "whether it should be taken with food."

E7 deleted.

New questions were added as follows:

Have you been taking any prescribed medicine(s) for 12 months or longer?

1 Yes

2 No

In the last 12 months, have you seen anyone at your GP surgery to check how you are getting on with this medicine (i.e. have your medicines been reviewed)?

1 Yes

2 No

3 Don't know/ Not sure

In the last 12 months, have you asked a pharmacist for any advice on medicines?

1 Yes

2 No

Was the pharmacist's advice helpful?

1 Yes, definitely

2 Yes, to some extent

3 No

4 Not sure

F. Out of Hours Care

F1. "...about a medical problem..." was added to the question.

F2. The question was changed from "When you called, what happened?" to "When you called, did you get through to someone?"

F3. The question was changed from "If you got through to someone, what happened as a result of your call?" to "What happened after you called?"

The response options were slightly re-worded and re-ordered.

F4. The response options were slightly changed to meet DH targets.

G. Overall about your GP Surgery/Health centre

No changes were made to this section.

H. Dental services

H1. Skips were changed for those who had not been to the dentist as an NHS patient for over 12 months.

H2. A question was added: "Why did you go to the dentist?"

H8. Deleted

H10. Deleted

H11. The question re-worded: "emergency" was changed to "out of hours."

J. Health Promotion

J1. The question was changed from "Do you currently smoke?" to "Have you ever smoked?"

J2. A question was added: "Do you smoke at all nowadays?"

Questions **J2** to **J6:** "help from your GP surgery" was changed to "help from your local health services."

J7. A question was added: "In the last 12 months have you had your blood pressure taken by anyone from your GP surgery?"

J8. A question was added: "In the last 12 months have you been offered a flu jab?"

K. Other health services

No changes to this section

L. Overall

L1. The response options were reduced

M. Your background

M2. "What was your age last birthday?" was changed to "What was your year of birth?"

The Local Health Services Questionnaire 2003 which resulted from this process is attached to this report as Appendix 3. The timescale prevented pilots being run and inevitably some questions worked better than others.

3 2004 survey

3.1 Evidence used to develop the survey

The 2004 Local Health Services survey was developed from the 2003 survey. The following sources were drawn on: a consultation with PCTs, an examination of the dataset from the 2003 survey and the inclusion of certain items as performance indicators by the DH. Following amendments suggested by this work, cognitive interviews were carried out to test the flow of the revised core questionnaire. CHI was also consulted. The following sections refer to the version of the survey attached as Appendix 3.

PCT consultation

Method

PCTs were invited to take part in a consultation based on their experiences of undertaking the 2003 patient survey. Twenty-two PCTs, which were part of the NatPact engaging communities learning network, expressed interest in being involved in the first stage of consultation. Also, PCTs from 3 Strategic Health Authorities that attended a workshop on the survey experience were also asked for their comments.

PCT staff were asked to consider which questions had worked best at their PCT and which questions were unhelpful at their PCT. They were asked to suggest any additional questions they thought should be included and, if the questionnaire were to be reduced from 12 pages to 8 pages in length, which questions they would exclude. They were asked to bear in mind that the demographics section would need to be retained.

Issues raised

Some questions were highlighted by PCTs as particularly useful, such as those on the waiting times in surgeries (B4 and B5), on seeing a health care professional (Section A), on visiting a GP surgery or health centre (Section B), on the overall environment of the GP surgery or health centre (section G), Section L questions which cover a number of issues, questions on seeing a pharmacist and prescribing (Section E), on out of hours services, questions on other health services (section K) and on dental services (section H).

PCTs suggested some improvements to the questionnaire, such as the addition of further response options, rewording of questions, additional questions, combining of questions, and removal of questions. The examples given below offer a flavour of these suggestions, but are not comprehensive.

Additions

Suggested additions included a question about receptionist efficiency, and a response option to some questions of “I don’t know.” Further response options to questions A3 (Did you have to wait for an appointment?) and A4 (Was that longer than you wanted to wait?) were suggested to accommodate patients who made an appointment in advance to suit themselves or who decline an appointment with another GP at the practice in order to see the GP they are registered with, even if this means waiting longer. Question A5 (Which of the following [health professionals] was the main person you saw?) could elicit more information by asking “other, if so whom?”

A number of PCTs noted that the free text responses were very useful. It was suggested that there should be space for free text at the end of each section in order to focus the comments. There could also be a suggestions section where patients could volunteer improvements. One PCT suggested that a question that asks about which kinds of patient information/education respondents would prefer would be useful.

Rewording

Some rewording of questions was suggested. For example, A16 (help with family and/or living situation) implied that the health professional would actively refer someone, and someone who was given information in the form of a leaflet or a contact may not answer “Yes” even though the health professional pointed them in the direction of help. It would work better if it read “Did the person you saw give you advice/information on who to contact to help with this situation (e.g. housing advice, welfare rights advice)”. It was suggested D2 (choices about referrals) could be reworded to “Were you given a choice about where you went for treatment?” However, this may then exclude some people who were referred for consultation but did not receive any treatment.

Relevance

There were mixed views on the relevance of Section J, which covers health promotion. Some thought that most of this section was of use. There were concerns about the value of the data obtained from questions J4 (advice on a healthy diet), J5 (advice on exercise), J6 (advice on alcohol intake) and J10 (advice on safer sex) in that only a small sample of people ask for advice, although in many respects this in itself is useful information. Others felt that all of section J, apart from J1 (have you ever smoked), J2 (do you currently smoke) and J8 (have you been offered an influenza vaccine) should be deleted. One PCT thought that J7 (have you had your blood pressure taken) and J8 (have you been offered an influenza vaccine) should be deleted as they do not refer to specific targets.

General comments

Among general comments were concerns about the length of the questionnaire; that people whose first language is not English would not be able to fill in the survey and therefore their views would not be taken on board; the number of response options to some of the questions.

It was suggested that the questionnaire could be cut by cutting questions that do not fit into the five key dimensions of care used in the benchmarking analysis. Questions that do not fit well into any of these categories could then be excluded such as the questions on health promotion (section J), the questions on other health services (section K) and questions regarding changing GPs (L2, L3 and L4).

There was concern from one PCT about the fairness of benchmarking given that PCTs by their nature are very diverse. For example an inner city PCT would face different challenges and pressures to a rural PCT. There were also concerns from one PCT about the accuracy of results when there were only a small number of respondents to a question.

One PCT pointed out that some patients were confused regarding reminders and confidentiality, i.e. why were they getting reminders to fill in the survey if the process was confidential?

Examination of 2003 dataset

The full dataset for the local health services questionnaire used by 304 primary care trusts in 2003.

Questions with a missing response rate of more than 5% were highlighted and considered for removal based on the responses to the 2003 questionnaire. (These figures include only those that were eligible to answer the question. That is, any patients that should have skipped a question are excluded, so some of these figures were based on very small numbers.)

Selection of items for performance indicators

Most items which were used for performance indicators in 2003 were retained in the 2004 survey.

Cognitive interviews

Cognitive interviews were conducted with a further 30 people, including ethnic minority users of a cultural centre, older and disabled people from a Social Services day centre, university students and staff (academic and non-academic), and professional people of various ages. The methodology was similar to that described in section 2.2 (above). Ethical approval for this testing was not sought as a population sample, rather than a sample of NHS patients, was used.

Minor changes were made to the questionnaire as a result of these cognitive interviews, in consultation with CHI. Some questions were reworded, in some cases the number of response options was reduced, skips were altered and instructions were clarified.

3.2 Restructuring of questionnaire

The structure of the 2004 questionnaire differed from the 2003 questionnaire in two main ways. First, in 2004, an 8–page core questionnaire was differentiated from an optional question bank. Second, the structure of the core questionnaire was changed to track more closely the most common patient journey through primary care services.

Core questionnaire and question bank

The core questionnaire comprised 55 compulsory questions, which included the questions that PCTs reported that they found to be the most useful. Supplementary questions from a bank of optional validated questions could be included and inserted into the appropriate places within the Core Questionnaire. There was also a facility to design new questions and response options.

In summary, there were three options for carrying out the NHS Inpatient Survey:

The Core Questionnaire, which comprised 55 questions.

The Enhanced Survey, which included all of the 55 core questions, with an additional bank of validated questions.

The Customised Survey, which was either the Core Questionnaire or the Enhanced Survey with additional new questions designed by the PCT.

Areas for improvement to core questionnaire

The changes to the core questionnaire for the 2004 survey, based on the sources described above, are detailed here.

In the 2003 questionnaire, respondents were asked who the main professional was that they saw at their last appointment or home visit, and a large set of the subsequent questions were then asked about the person they identified in that question. There were a number of problems with this approach:

A large proportion of the survey focused on the patient's experience with a doctor, but it was not possible to structure the questionnaire chronologically, taking the patient through their experience with the doctor from start to finish. (The section about the GP reception came after the one on the interaction with the doctor.) It is likely that this made the questionnaire difficult to follow for some patients.

Only 14% of respondents had seen anyone other than a doctor at their last appointment, so there were not sufficient numbers of any of the other professional groups to analyse these results at the PCT level.

If any patient wanted to report on their experience with a doctor, *and* with another health professional, there was no opportunity for them to do this.

The appointments section referred to appointments with any health professional, but the government targets are specifically about getting a GP appointment, so it was more sensible to focus on GP appointments only.

The questionnaire had also been structured to cover the possibility that a home visit might have been the last contact with the GP. However, this made some of the instructions confusing and only 1% of respondents had had a home visit at their last contact.

New chronology of questionnaire

The questionnaire was restructured to follow the most common patient experience of making an appointment, arriving at the reception, seeing a doctor, and possibly being prescribed medicines. It then asked about tests, referrals, seeing another health professional and some general questions about the GP surgery. The remainder of the questionnaire covered other more general primary care issues: dentists and health promotion, and the last section covered demographics.

Section A	Getting an appointment with the GP
Section B	Arrival at the surgery and seeing the receptionist
Section C	The consultation with a doctor
Section D	Prescribed medicines
Section E	Tests at the GP surgery
Section F	Referrals
Section G	Seeing another professional from the GP surgery
Section H	Out of hours care
Section J	Overall about the GP surgery
Section K	Dental care
Section L	Health promotion
Section M	Demographics
Section N	Other comments

Home visits

Patients were no longer asked about home visits specifically, but Section A and Sections C to G were worded so that respondents could answer them in reference to a home visit.

Other health professionals

Section G became a new section, focusing on the latest contact with a practice nurse, midwife, district nurse, health visitor or other health professional that is not a doctor.

Questions removed from the core questionnaire

A number of questions were removed from the core questionnaire. Almost all of them were retained in the question bank, so that PCTs could include them if they wished to. Most of the questions which were removed were not used in 2003 performance indicators in the 2003 survey. Some questions were changed, either in the wording, or in the response options, and other questions were added.

It was felt that there was no need to test the sampling strategy again, so a postal pilot was not considered necessary.

The core questionnaire which was used in the 2004 PCT patient survey resulted from this process. It is attached as Appendix 4.

4 Appendices

4.1 Appendix 1: PCT Survey, 6th draft, December 2002

PRIMARY CARE TRUST QUESTIONNAIRE

What is the survey about?

This survey is about your experience of the services provided by the National Health Service in your area.

Who should complete the questionnaire?

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his/her point of view – not the point of view of the person who is helping.

Who is carrying out the survey?

The survey is being carried out by an independent survey organisation <name of company> on behalf of your local Primary Care Trust.

Completing the questionnaire

For each question please tick clearly inside one box using a black or blue pen.

Sometimes you will find the box you have ticked has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Please do not write your name or address anywhere on the questionnaire.

Questions or help?

If you have any queries about the questionnaire, please call <survey organisation> telephone number: < >

Your participation in this survey is voluntary. **Your answers will be treated in confidence.**

A. YOUR LOCAL GP SURGERY/HEALTH CENTRE

A1. How often have you visited your doctor's surgery (or health centre) on your own behalf **in the last 12 months**?

1. I have not visited in the last 12 months
2. Once only
3. Two or three times
4. Four or five times
5. Six or more times

A2. How long does it usually take you to get to the surgery/health centre from your home?

1. Less than 5 minutes
2. 5 to 9 minutes
3. 10 to 19 minutes
4. 20 to 29 minutes
5. 30 minutes to 1 hour
6. More than 1 hour

A3. How easy is it to get through to your surgery/health centre on the phone?

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. I have not tried to get through on the phone

A4. How important is it for you to be able to see a member of staff of your own sex?

1. Very important
2. Fairly important
3. Not very important
4. Not at all important

A5. **In the last 12 months**, have you been able to see a member of staff of your own sex?

1. I have not wanted to see a member of staff of my own sex
2. Yes, every time
3. Yes, sometimes
4. No, none of the time

A6. **In the last 12 months**, have you ever tried to speak to a doctor or nurse over the telephone about your health or treatment?

1. Yes, and I was able to
2. Yes, but I was not able to
3. No

A7. In the past 12 months, have you ever been put off going to see someone at the surgery/health centre because the opening times are inconvenient for you?

1. Yes
2. No

**A8. Are there any extra hours that you would like the surgery/health centre to be open?
Tick all that apply**

1. Early mornings
2. Evenings
3. Saturdays
4. Sundays
5. No extra hours

A9. Do you have enough information about the services offered by your surgery/health centre?

1. Yes, definitely
2. Yes, to some extent
3. No

A10. Is the waiting area comfortable?

1. Yes
2. No
3. Don't know

A11. Is the surgery/health centre clean?

1. Yes
2. No
3. Don't know

A12. Is the information displayed in waiting rooms useful?

1. Yes, definitely
2. Yes, to some extent
3. No
4. I have never read it

A13. Do you find it easy to move around inside the surgery?

1. Yes, definitely
2. Yes, to some extent
3. No
4. Don't know

B. YOUR LAST VISIT TO YOUR GP SURGERY OR HEALTH CENTRE

B1. On your last visit to your surgery/health centre did you have to make an appointment?

- | | | |
|----|--|-----------------|
| 1. | Yes | Go to B3 |
| 2. | The surgery does not have an appointment system | Go to B4 |
| 3. | I went during a non-appointment session | Go to B4 |
| 4. | No, I went without an appointment | Go to B4 |
| 5. | I have not visited the surgery/health centre in the last 12 months | Go to C1 |

B2. Did you get an appointment on the day you wanted?

1. Yes, on the day I wanted
2. No, I had to wait 1 day longer than I wanted
3. No, I had to wait 2 days longer than I wanted
4. No, I had to wait 3 days longer than I wanted
5. No, I had to wait 4-7 days longer than I wanted
6. No, I had to wait 8 or more days than I wanted
7. I did not mind which day it was
8. Can't remember

B3. How would you rate the courtesy of the receptionist when you arrived for your last visit?

1. Poor
2. Fair
3. Good
4. Very good
5. Excellent

B4. In the reception area, could other patients overhear what you talked about with the receptionist/nurse/doctor?

1. Yes, and I was not happy about it
2. Yes, but I did not mind
3. No, others could not overhear

B5. On your last visit to the surgery/health centre, how long after you arrived did you have to wait to see the person you wanted to see?

(If you had an appointment, please say how long you had to wait **after** your appointment time)

- | | | |
|----|-----------------------|-----------------|
| 1. | Seen on time or early | Go to B8 |
| 2. | Less than 5 minutes | Go to B8 |
| 3. | 5 to 14 minutes | Go to B8 |
| 4. | 15 to 29 minutes | Go to B7 |
| 5. | 30 to 59 minutes | Go to B7 |

- | | | |
|----|---------------------|-----------------|
| 6. | 1 to 2 hours | Go to B7 |
| 7. | Longer then 2 hours | Go to B7 |
| 8. | Can't remember | Go to B7 |

B6 Did someone explain the reasons for the delay?

1. Yes
2. No, but I would have liked an explanation
3. No, but I didn't mind
4. Don't know/can't remember

C: SEEING A HEALTH CARE PROFESSIONAL.

C1. In the last 12 months, **where** did you **last** see a member of staff from your surgery/health centre?

- | | | |
|----|---|-----------------|
| 1. | On a home visit | Go to C2 |
| 2. | At the surgery/health centre | Go to C2 |
| 7. | I have not seen a member of staff for 12 months | Go to D1 |

C2. Was this health professional a

1. GP (family doctor)
2. Practice nurse
3. Midwife
4. District nurse
5. Health visitor
6. Other (please specify)

C3. Did the person you saw listen to what you had to say?

1. Yes, completely
2. Yes, to some extent
3. No

C4. Did the person you saw answer the questions that you asked?

1. Yes, completely
2. Yes, to some extent
3. No
4. I did not ask any questions

C5. In your opinion, did you have the right amount of time with the person you saw?

1. **Right amount** of time
2. **Too little** time
3. **Too much** time

C6. Did the person you saw know enough about your condition or treatment?

1. He/she seemed to know enough
2. He/she seemed to know something but not enough
3. He/she seemed to know little or nothing
4. Can't say

C7. Did the person you saw explain the reasons for any treatment or action in a way that you found easy to understand?

1. Yes, I understood completely
2. Yes, I understood to some extent
3. No, I didn't understand what I was told
4. I wasn't given any reasons
5. Not sure/can't remember

C8. Did the person you saw treat you with respect and dignity?

1. Yes, completely
2. Yes, to some extent
3. No

C9. Did you have confidence and trust in the person you saw?

1. Yes, completely
2. Yes, to some extent
3. No

C10. Did the person you saw ask about how your family and/or living situation might be affecting your health? (*eg housing problems, family responsibilities*)

1. Yes **Go to C11**
2. No, but it was not an issue for me **Go to C12**
3. No, and I wish he/she had asked **Go to C12**
4. No, but he/she already knew **Go to C12**
5. Not sure/can't remember **Go to C12**

C11. Did the person you saw refer you to anyone to help with this situation (*eg housing advice, benefits advice*)?

1. Yes
2. No

C12. Did you want to discuss any emotional issues (eg anxiety, depression) that might be affecting your health?

1. Yes **Go to C13**
2. No **Go to C14**

C13. Were you able to discuss emotional issues affecting your health?

1. Yes, definitely
2. Yes, to some extent

2. No

C14. Overall, was the main reason for this visit dealt with satisfactorily?

1. Yes, completely **Go to D1**
2. Yes, to some extent **Go to C15**
3. No **Go to C15**

C15. If you were dissatisfied with any aspect of this visit, did you feel able to discuss this with a member of the practice staff?

1. Yes
2. No

D: REFERRALS AND TESTS

D1. In the last 12 months, have you had any tests done or requested by staff at your GP surgery/health centre (eg blood tests, x-ray or urine sample)?

1. Yes **Go to D2**
2. No **Go to D7**

D2. Did the person you saw explain why the **most recent** tests were necessary in a way you could understand?

1. Yes, completely
2. Yes, to some extent
3. No
4. Not sure/can't remember

D3. Did someone tell you **how** you would find out the results of your **most recent** tests?

1. Yes
2. No
3. Don't know/can't remember

D4. Did someone tell you **when** you would find out the results of your **most recent** tests?

1. Yes
2. No
3. Don't know/can't remember

D5. Were you told **your most recent** results on time?

1. Yes **Go to D6**
2. No **Go to D6**
3. I am still waiting for the results **Go to D7**
4. I was not told the results at all **Go to D7**

D6. After the **most recent** tests were done, did someone explain the results in a way you could understand?

1. Yes, I understood completely
2. Yes, I understood to some extent
3. No, I didn't understand what I was told
4. Not sure/can't remember

D7. In the last 12 months, has anyone at your surgery referred you to another professional (such as a hospital doctor or consultant, a physiotherapist, counsellor, chiropodist or dietician, or a member of social services)?

1. Yes **Go to D8**
2. No **Go to D13**

D8. Did you understand why you might need to see another professional?

1. Yes, completely
2. Yes, to some extent
3. No
4. Don't know/can't remember

D9. Were you given a choice about **where** you were referred (e.g. which hospital or specialist)?

1. Yes, completely
2. Yes, to some extent
3. No
4. Don't know/can't remember

D10. When you first saw the person you were referred to, did he/she seem to have all the necessary information about you and your condition or treatment?

1. Yes, completely
2. Yes, to some extent
3. No
4. Don't know/can't remember

D11. Did you go back to your surgery/health centre after seeing the person you were referred to?

1. Yes **Go to D12**
2. No **Go to D13**

D12. Did the surgery/health centre staff seem to have all the necessary information about the treatment or advice that you had received from this person?

1. Yes, all
2. Some but not all
3. None at all
4. Don't know

D13. In the last year, have you been an inpatient in an NHS hospital?

1. Yes
2. No **Go to E1**

D14. Since returning home from hospital, do you feel that your practice/surgery staff have given you the support you need to recover from and manage your condition?

1. Yes, completely
2. Yes, to some extent
3. No

E. TREATMENT (*e.g. medicines, pills, ointment*)

E1. When was **the last time** you took a new course of treatment for an illness or condition?

1. Within the last month **Go to E2**
2. One to six months ago **Go to E2**
3. Seven to twelve months ago **Go to E2**
4. I have not had any new treatment for 12 months or more **Go to F1**

E2. Was this treatment:

1. Prescribed by your GP
2. Prescribed by a hospital doctor
3. Prescribed by a practice nurse, midwife or health visitor
4. Purchased over the counter at a pharmacy, without a prescription
5. Other

E3. The last time you had a new course of treatment, did you receive enough information about the purpose of the medicine?

1. Enough information
2. Some, but not enough
3. No information at all

E4. The last time you had a new course of treatment, did you receive enough information about any side-effects?

1. Enough information
2. Some, but not enough
3. No information at all

E5. The last time you had a new course of treatment, did you receive enough information about how to use it (*e.g. when to take it, how long you should take it for, how to get further supplies if required*)?

1. Enough information
2. Some, but not enough
3. No information at all

F. OUT OF HOURS CARE

F1. How many times **in the past 12 months** have you tried to contact your surgery/practice (or a central number for out-of-hours care) on your own behalf when the surgery was closed?

1. Not at all in the last 12 months **Go to G1**
2. Once or twice **Go to F2**
3. Three or four times **Go to F2**
4. Five times or more **Go to F2**

F2. The last time you contacted the surgery/practice out of hours, what happened as a result?

1. I couldn't get through on the phone **Go to G1**
2. Visited by **my own GP** at my home **Go to F3**
3. Visited by **another GP** at my home **Go to F3**
4. Visited by a nurse at my home **Go to F3**
5. Given medical advice over the phone **Go to G1**
6. Given another number to ring for advice **Go to G1**
7. Advised to go to my GP surgery/health centre when it opened **Go to G1**
8. Advised to go to an out-of-hours GP surgery/health centre **Go to G1**
9. Advised to go to the Emergency Department at a local hospital **Go to G1**
10. Something else **Go to G1**

F3. How easy or difficult was it to get him/her to agree to come and visit you?

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. Can't remember

F4. Once the doctor or nurse had agreed to come, how long did it take him/her to arrive at your home?

1. Less than 30 minutes
2. 30 minutes to an hour
3. 1 to 2 hours
4. 2 to 4 hours
5. 4 to 6 hours
6. 6 hours or more
7. I cancelled the appointment before the doctor arrived
8. Can't remember

F5. Have you heard of NHS Direct?

1. Yes **Go to F6**
2. No **Go to G1**
3. Not sure **Go to G1**

F6. In the last 12 months, have you contacted NHS Direct?

1. Yes **Go to F7**
2. No **Go to G1**

F7. Was your query dealt with satisfactorily?

1. Yes, completely
2. Yes, to some extent
3. No

G. HEALTH PROMOTION

G1. Does your surgery/health centre provide enough information about 'healthy lifestyle' (e.g. *smoking, healthy diet, exercise and alcohol intake*)?

1. Yes, enough
2. Some, but not enough
3. None at all
4. Don't know

G2. Would you know how to get further advice and support to follow a 'healthy lifestyle', if you wanted it?

1. Yes
2. No
3. I do not want/need it

G3. Would you know how to get advice and help about contraception, 'safe sex', sexually transmitted diseases and other aspects of sexual health?

1. Yes
2. No, but I would like to know how
3. I do not want/need it

H. DENTAL SERVICES

H1. **When** did you last visit an NHS dentist?

1. Within the last 6 months **Go to H2**
2. Between 6 months and a year ago **Go to H2**
3. Between 1 and 2 years ago **Go to H2**

- | | | |
|----|----------------------------------|-----------------|
| 4. | More than 2 years ago | Go to H2 |
| 5. | I don't go to an NHS dentist | Go to H3 |
| 6. | I don't go to the dentist at all | Go to H3 |

H2. Why did you last visit an NHS dentist?

1. For a regular check-up
2. For a particular treatment
3. Because I was in pain
4. With a problem (other than pain)
5. Other (**please specify**)

H3. Please answer this question if your last visit to the dentist was more than a year ago.

Which of the following **best** describes why you have not been to a NHS dentist recently?

1. My teeth are alright and I don't need to go
2. I cannot find an NHS dentist
3. I have chosen a non NHS dentist
4. The treatment is too expensive
5. I am afraid of the dentist and treatment
6. For another reason

I: OTHER HEALTH SERVICES

I1. Do you have a problem with your eyesight that affects your everyday life?

1. Yes
2. No

I2. When did you last have an eyesight test?

1. I have never had an eyesight test
2. Within the last year
3. Between 1 and 2 years ago
4. More than two years ago

I3. Do you have a problem with your hearing which affects your everyday life?

1. Yes
2. No

I4. Have you ever had a hearing test?

1. Yes, in the past 12 months
2. Yes, between 1 and 2 years ago
3. Yes, more than 2 years ago
4. No, I have never had a hearing test

I5. Do you have a problem with mobility that affects your everyday life?

1. Yes **Go to I6**
2. No **Go to I7**

I6. Have you been offered advice on how to remain independent?

1. Yes, definitely
2. Yes, to some extent
3. No

I7. Would like to be assessed by an Occupational Therapist for any changes to your home that would enable you to carry out your daily activities more easily?

1. Yes, and I have been assessed **Go to I6**
2. Yes, but I haven't been assessed **Go to J1**
3. I do not need an assessment **Go to J1**

I8. Have changes been made to your home as a result of this assessment?

1. Yes **Go to I7**
2. No **Go to J1**

I9. Are you happy with these changes?

1. Yes, completely
2. Yes, to some extent
3. No

J: OVERALL

J1. Would you like to be more involved in decisions made about your care and treatment?

1. Yes, definitely
2. Yes, to some extent
3. No

J2. Would you like to be involved in helping make the decisions about the NHS in your area?

1. Yes
2. Maybe
3. Don't know
4. No
5. I already am involved

J3. Have you received a copy of Your Guide to Local Health Services in the post? (*This is a leaflet providing information on local NHS services and how to access them*).

1. Yes **Go to J4**
2. No **Go to K1**
3. Don't know **Go to K1**

J4. Did you find The Guide useful?

1. Yes, definitely
2. Yes, to some extent
3. No
4. I have not read it

K: YOUR BACKGROUND

K1. Are you male or female?

1. Male
2. Female

K2. What was your age last birthday? (please write in)

K3. To which of these ethnic groups would you say you belong?

- a. WHITE
 1. British
 2. Irish
 3. Any other white background (please write in)
- b. MIXED
 4. White and Black Caribbean
 5. White and Black African
 6. White and Asian
 7. Any other Mixed background (please write in)
- c. ASIAN OR ASIAN BRITISH
 8. Indian
 9. Pakistani
 10. Bangladeshi
 11. Any other Asian background (please write in)
- d. Black or Black British
 12. Caribbean
 13. African
 14. Any other Black background (please write in)
- e. CHINESE OR OTHER ETHNIC GROUP

15. Chinese

16. Any other (please write in)

ANY OTHER COMMENTS

If there is anything else you would like to tell us about your experiences of local health services, please do so here.

THANK YOU VERY MUCH FOR YOUR HELP

**Please check that you have answered all the questions that apply to you.
Please post this questionnaire back in the FREEPOST envelope provided.
No stamp is needed.**

4.2 Appendix 2: Local Health Services Questionnaire v18



Local Health Services Questionnaire

What is the survey about?

This survey is about your experience of the services provided by the National Health Service in your area.

Who should complete the questionnaire?

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his/her point of view – not the point of view of the person who is helping.

Completing the questionnaire

For each question please tick clearly inside one box using a black or blue pen.

Sometimes you will find the box you have ticked has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Please do not write your name or address anywhere on the questionnaire.

Your participation in this survey is voluntary.

If you choose not to take part in this survey it will not affect the care you receive from the NHS in any way. If you do not wish to take part, or you do not want to answer some of the questions, you do not have to give us a reason.

Your answers will be treated in confidence.

A. MAKING AN APPOINTMENT AT YOUR GP SURGERY

Please answer the questions in Sections A and B thinking about any appointments EITHER for yourself OR for a child in your care

A1. Have you had **any contact** with someone from your local health centre/GP surgery in the last 12 months?

1 Yes, someone came to see me at home
→ Go to A3

2 Yes, I went to the local health centre/GP surgery
→ Go to A3

3 No, I have not had any contact in the last 12 months
→ Go to Section E on Page 5

A2. The **last time** you saw someone from your GP surgery, who was the patient?

1 Myself

2 A child in my care

Thinking about that LAST appointment or home visit...

A3. Did you have to wait for an appointment?

1 No, I went without an appointment
→ Go to B1

2 No, it was a pre-booked appointment or visit
→ Go to B1

3 Yes, I had to wait less than 24 hours
→ Go to A4

4 Yes, I had to wait 1 day → Go to A4

5 Yes, I had to wait 2 days → Go to A4

6 Yes, I had to wait 3 to 6 days
→ Go to A4

7 7 days or more → Go to A4

8 Can't remember → Go to A4

9 The surgery does not have an appointment system
→ Go to A4

A4. Was that longer than you wanted to wait?

1 Yes

2 No

3 I did not mind how long I waited

B. SEEING A HEALTH CARE PROFESSIONAL

Still thinking about your LAST appointment or home visit...

B1. Which of the following was the **main** person you saw?

1 My usual GP

2 Another GP in the practice

3 Practice nurse

4 Midwife

5 District nurse

6 Health visitor

7 Other

B2. Did that person **listen** to what you had to say?

1 Yes, definitely

2 Yes, to some extent

3 No

B3. Were you able to discuss any emotional issues that might be affecting your health (e.g. anxiety, depression)?

1 Yes, definitely

2 Yes, to some extent

3 No, but I wanted to

4 It was not necessary to discuss emotional issues

B4. If you had **questions** to ask the person you saw, did you get answers that you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to ask any questions
- 5 I did not have an opportunity to ask questions

Still thinking about the LAST person you saw...

B5. Did you have **enough time** to discuss your health or medical problem with that person?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to discuss anything

B6. Did that person **know enough** about your condition or treatment?

- 1 He/she knew enough
- 2 He/she knew something but not enough
- 3 He/she knew little or nothing
- 4 Don't know/ Can't say

B7. Did the person you saw **explain** the reasons for any treatment or action in a way that you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation
- 5 No treatment or action was needed

B8. Were you involved as much as you wanted to be in decisions about your care and treatment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

B9. Did the person you saw treat you with **respect and dignity**?

- 1 Yes, all of the time
- 2 Yes, some of the time
- 3 No

B10. Did you have **confidence and trust** in the person you saw?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

B11. Were you able to discuss how your family and/or living situation might be affecting your health (e.g. housing problems, family responsibilities, work-related problems)?

- 1 Yes, definitely → **Go to B12**
- 2 Yes, to some extent → **Go to B12**
- 3 No, but I wanted to → **Go to C1**
- 4 I did not want/need to discuss it → **Go to C1**

B12. Did the person you saw refer you to anyone to help with this situation (e.g. housing advice, benefits advice)?

- 1 Yes
- 2 No, and it was not needed
- 3 No, but I think I should have been referred

C. VISITING YOUR GP SURGERY OR HEALTH CENTRE

- C1. Have you visited your GP surgery in the last 12 months?
- 1 Yes → Go to C2
 - 2 No → Go to D1

Thinking about your LAST visit...

- C2. When you arrived, how would you rate the courtesy of the receptionist?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Very poor

- C3. In the reception area, could other patients overhear what you talked about with the receptionist?

- 1 Yes, and I was not happy about it
- 2 Yes, but I did not mind
- 3 No, others could not overhear

- C4. How long after your appointment time did you have to wait to be seen?

- 1 Seen on time or early → Go to D1
- 2 Less than 5 minutes → Go to D1
- 3 5 to 14 minutes → Go to D1
- 4 15 to 29 minutes → Go to C5
- 5 30 to 59 minutes → Go to C5
- 6 1 to 2 hours → Go to C5
- 7 Longer than 2 hours → Go to C5
- 8 Can't remember → Go to C5
- 9 I did not have an appointment → Go to C5

- C5. Did someone tell you how long you would have to wait?

- 1 Yes
- 2 No, but I would have liked to have been told
- 3 No, but I didn't mind
- 4 Not sure/ Can't remember

D. TESTS

- D1. In the last 12 months, has anyone from your GP surgery carried out any tests (e.g. blood tests, swabs)?

- 1 Yes → Go to D2
- 2 No → Go to E1
- 3 Can't remember → Go to E1

Thinking about your most recent test(s)....

- D2. Was the purpose of test(s) explained in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 Not sure/ Can't remember

- D3. Did someone tell you how you would get the results of your test(s)?

- 1 Yes
- 2 No
- 3 Not sure/ Can't remember

D4. Did someone tell you **when** you should expect to get the results of your test(s)?

- 1 Yes
2 No
3 Not sure/ Can't remember

Still thinking about your most recent test(s)...

D5. Did you get your test results on time?

- 1 Yes → **Go to D6**
2 No, I got the results later than expected → **Go to D6**
3 I am still waiting for the results → **Go to E1**
4 I did not get the results at all → **Go to E1**

D6. After you got the results of your test(s), did someone explain the results in a way you could understand?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 Not sure/ Can't remember

E. MEDICINES (e.g. tablets, ointment, oral contraceptives)

E1. In the last 12 months, have you used any medicine(s) (including tablets, capsules, liquid medicine, cream, suppositories, injections you administer yourself, etc.)?

- 1 Yes → **Go to E2**
2 No → **Go to F1**
3 Can't remember → **Go to F1**

Thinking about the MOST RECENT medicine(s) you have used...

E2. Was this medicine: (Tick **ONE** only)

- 1 Prescribed by your GP
2 Prescribed by a hospital doctor
3 Prescribed by a practice nurse, midwife or health visitor
4 Purchased over the counter at a pharmacy, without a prescription
5 Other

E3. Were you involved as much as you wanted to be in decisions about your care and treatment?

- 1 Yes, definitely
2 Yes, to some extent
3 No

E4. Were you given enough information about **the purpose** of the medicine(s)?

- 1 Yes, enough information
2 Some, but not enough
3 No information at all, and I needed some
4 I did not need any information

Still thinking about the MOST RECENT medicine(s) you used...

E5. Were you given enough information about any **side-effects** the medicine(s) might have?

- 1 Yes, enough information
2 Some, but not enough
3 No information at all, and I needed some
4 I did not need any information

E6. Were you given enough information about **how to use** the medicine(s) (e.g. when to take it, how long you should take it for, how to get further supplies if required)?

- 1 Yes, enough information
- 2 Some, but not enough
- 3 No information at all, and I needed some
- 4 I did not need any information

E7. Where did you get **the most useful** information about your medicine(s)? **(Tick ONE only)**

- 1 From the GP (family doctor)
- 2 From the pharmacist (chemist)
- 3 From the leaflet enclosed with the medicine(s)
- 4 The internet
- 5 Other

F. OUT OF HOURS CARE

F1. In the past 12 months, have you tried to contact your local health centre/GP surgery when the surgery was closed, either on your own behalf or on behalf of someone else?

- 1 No → **Go to F7**
- 2 Yes → **Go to F2**

Thinking about the LAST time you contacted the surgery out of hours...

F2. When you called, what happened?

- 1 Someone answered promptly
- 1 Someone answered after a long time to
- 3 The phone was engaged at first but I got through in the end
- 4 The phone was engaged and I gave up trying to get through

F3. If you got through to someone, what happened as a result of your call?

- 1 A doctor or nurse came to my home
- 2 Given medical advice over the phone
- 3 Advised to go to my GP surgery/health centre when it opened
- 4 Advised to go to an out-of-hours GP surgery/health centre
- 5 An ambulance was called to take me to the Emergency Department at a hospital
- 6 I was advised to get myself to an Emergency Department
- 6 Something else

F4. If a doctor or nurse came to visit you at home, how long did you wait from the time you finished to telephone call?

- 1 45 minutes or less
- 2 46-60 minutes
- 3 More than 60 minutes
- 4 Can't remember

F5. Overall, was the main reason you contacted the surgery out of hours dealt with to your satisfaction?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

F6. Have you heard of **NHS Direct** (a 24 hour nurse-led telephone helpline)?

- 1 Yes → **Go to F7**
- 2 No → **Go to F8**
- 3 Not sure → **Go to G1**

F7. In the last 12 months, have you contacted **NHS Direct**, either on your own behalf or on behalf of someone else?

- 1 Yes, on my own behalf
- 2 Yes, on someone else's behalf
- 3 No, I have not contacted *NHS Direct*

F8. Was your call dealt with satisfactorily?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

G. OVERALL ABOUT YOUR GP SURGERY/ HEALTH CENTRE

G1. In your opinion, how clean is the surgery/health centre?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 Can't say

G2. How easy do you find it to move around inside the surgery?

- 1 Very easy
- 2 Fairly easy
- 3 Not at all easy
- 4 Can't say

G3. Have you had a problem getting through to your surgery/health centre on the phone?

- 1 No
- 2 Yes, sometimes
- 3 Yes, always
- 4 I have not tried to get through on the phone

G4. In the last 12 months, have you ever been put off going to your local health centre/GP surgery because the opening times are inconvenient for you?

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

G5. If it were possible for your local health centre/GP surgery to open at additional times, which of these times would you most like it to be open? (**Tick ONE only**)

- 1 No extra hours
- 2 Early mornings
- 3 Evenings
- 4 Weekends

G6. Do you need any help understanding English?

- 1 Yes → **Go to G7**
- 2 No → **Go to H1**

G7. The **last** time you saw someone from your local health centre/GP surgery, was there someone who could interpret for you?

- 1 Yes, a relative or friend
- 2 Yes, someone from the surgery/health centre staff
- 3 No

H. DENTAL SERVICES

H1. When did you last visit a dentist as an **NHS patient**?

- 1 Within the last 6 months → **Go to H2**
- 2 At least 6 months but less than 12 months ago → **Go to H2**
- 3 At least 12 months but less than 2 years ago → **Go to H8**
- 4 More than two years ago → **Go to H8**
- 5 I have never visited the dentist as an NHS patient → **Go to H8**
- 6 Don't know/ Can't remember → **Go to H8**

Thinking about your last visit as an NHS patient...

H2. How long did it take to get an appointment?

- 1 Less than 7 days
- 2 1-2 weeks
- 3 3-4 weeks
- 4 More than 4 weeks
- 5 It was pre-booked months in advance

H3. Did the dentist explain the reasons for any treatment or action in a way that you found easy to understand?

- 1 Yes, I understood completely
- 2 Yes, I understood to some extent
- 3 No, I didn't understand what I was told
- 4 I wasn't given any reasons
- 5 Not sure/ Can't remember
- 6 No treatment was needed

H4. Were you involved as much as you wanted to be in decisions about your dental care and treatment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

H5. Did you have confidence and trust in the dentist?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

H6. Did dental staff do everything they could to help control any pain you experienced?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Can't say/ Don't know
- 5 I did not experience any pain

H7. Overall, was the main reason for this visit dealt with satisfactorily?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

EVERYONE, please answer the following questions.

H8. In the last 12 months, have you ever been put off going to see an NHS dentist?

- 1 Yes → **Go to H9**
- 2 No → **Go to H9**

H9. Which of the following **best** describes why you have not been to a dentist as an NHS patient recently?

- 1 I cannot find an NHS dentist
- 2 My teeth are alright and I don't need to go
- 3 I prefer to use a private dentist
- 4 The treatment is too expensive
- 5 I am afraid of going to the dentist
- 6 The opening times are inconvenient
- 7 I did not think I was eligible for NHS treatment
- 8 Other

H10. If it was possible for your dentist's surgery to open at additional times, which of these times would you **most** like it to be open? (Tick **ONE** only)

- 1 No extra hours
- 2 Early mornings
- 3 Evenings
- 4 Weekends

H11. Have you tried to get **emergency** dental treatment as an NHS patient during the past 12 months?

- 1 No, I have not tried
- 2 Yes, I tried but I **could not** get emergency treatment as an NHS patient
- 3 Yes, and I got emergency treatment as an NHS patient

J. HEALTH PROMOTION

J1. Do you currently smoke (cigarettes, a pipe, cigars)?

- 1 Yes → Go to J2
- 2 No → Go to J3

J2. Have you tried to get advice or help from your GP surgery on **giving up smoking**?

- 1 Yes, and I have been given the help I needed
- 2 Yes, I have tried but I have not been given the help I needed
- 3 No, I have not tried to get this type of help
- 4 I do not smoke

J3. Have you tried to get advice or help from your GP surgery on **eating a healthy diet**?

- 1 Yes, and I have been given the help I needed
- 2 Yes, I have tried but I have not been given the help I needed
- 3 No, I have not tried to get this type of help

J4. Have you tried to get advice or help from your GP surgery on **getting enough exercise**?

- 1 Yes, and I have been given the help I needed
- 2 Yes, I have tried but I have not been given the help I needed
- 3 No, I have not tried to get this type of help

J5. Have you tried to get advice or help from your GP surgery on **healthy alcohol intake**?

- 1 Yes, and I have been given the help I needed
- 2 Yes, I have tried but I have not been given the help I needed
- 3 No, I have not tried to get this type of help
- 4 Does not apply to me

J6. Have you tried to get advice or help from your GP surgery on **contraception/family planning**?

- 1 Yes, and I have been given this help
- 2 Yes, I have tried but I have not been given the help I needed
- 3 No, I have not tried to get this type of help
- 4 Does not apply to me

J7. Have you tried to get advice or help from your GP surgery on **safer sex**?

- 1 Yes, and I have been given this help
- 2 Yes, I have tried but I have not been given the help I needed
- 3 No, I have not tried to get this type of help
- 4 Does not apply to me

K. OTHER HEALTH SERVICES

K1. When did you last have an eye test?

- 1 Within the last 2 years
- 2 More than 2 years ago
- 3 Don't know/ Can't remember

K2. Do you have any problems with your **hearing** which affect your everyday life?

- 1 Yes → **Go to K3**
- 2 No → **Go to K4**

K3. Have you been provided with advice/assistance to enable you to cope with this problem?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

K4. Do you have any difficulty carrying out your **daily activities** (dressing, washing, going to the toilet, moving about your home, cooking a meal etc)?

- 1 Yes → **Go to K5**
- 2 No → **Go to L1**

K5. Have you been provided with advice to help you cope with this problem?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

L. OVERALL

L1. Would you like to be involved in helping make the decisions about the NHS in your area? (e.g. attending public meetings, becoming a member of a local patients group)

- 1 Yes
- 2 Maybe
- 3 Don't know
- 4 No
- 5 I already am involved

L2. Have you changed your GP (family doctor) within the last 12 months?

1 Yes → Go to L3

2 No → Go to L5

L3. What was the reason for this change?

1 I moved house

2 I was unhappy with my previous GP

3 My previous GP retired/ moved away

4 The previous surgery/health centre closed down

5 Other

L4. How easy was it to register with another GP (family doctor)?

1 Very easy

2 Fairly easy

3 Fairly difficult

4 Very difficult

L5. Have you received a copy of **Your Guide to Local Health Services**? (This is a leaflet providing information on local NHS services and how to access them).

1 Yes → Go to L6

2 No → Go to M1

3 Don't know/ Can't remember → Go to M1

L6. Did you find the *Guide to Local Health Services* useful?

1 Yes, definitely

2 Yes, to some extent

3 No

4 I have not read it

M. YOUR BACKGROUND

M1. Are you male or female?

1 Male

2 Female

M2. What was your age last birthday?
(Please write in)

--	--	--

M3. How old were you when you left full-time education?

1 16 years or less

2 17 or 18 years

3 19 years or over

4 Still in full-time education

M4. Are you the parent or guardian of anyone aged under 18 who lives with you?

1 Yes

2 No

M5. Do you look after, or give special help to anyone who is sick, has a disability, or is an older person, other than in a professional capacity?

1 Yes, I care for a person in my own household

2 Yes, I care for a person in another household

3 No

M6. To which of these ethnic groups would you say you belong? **(Tick ONE only)**

a. WHITE

- 1 British
- 2 Irish
- 3 Any other White background
(Please write in box)

b. MIXED

- 4 White and Black Caribbean
- 5 White and Black African
- 6 White and Asian
- 7 Any other Mixed background
(Please write in box)

c. ASIAN OR ASIAN BRITISH

- 8 Indian
- 9 Pakistani
- 10 Bangladeshi
- 11 Any other Asian background
(Please write in box)

d. BLACK OR BLACK BRITISH

- 12 Caribbean
- 13 African
- 14 Any other Black background
(Please write in box)

e. CHINESE OR OTHER ETHNIC GROUP

- 15 Chinese
- 16 Any other ethnic group
(Please write in box)

N. OTHER COMMENTS

If there is anything else you would like to tell us about your experiences of health care in the last 12 months, please do so here.

Is there anything particularly good about your health care?

Is there anything that could have been improved?

Any other comments?

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

Please post this questionnaire back in the FREEPOST envelope provided.

No stamp is needed.

4.3 Appendix 3: Local Health Services Questionnaire 2003



Local Health Services Questionnaire

What is the survey about?

This survey is about your experience of the services provided by the National Health Service in your area.

Who should complete the questionnaire?

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his/her point of view – not the point of view of the person who is helping.

Completing the questionnaire

For each question please tick clearly inside one box using a black or blue pen.

Sometimes you will find the box you have ticked has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Please do not write your name or address anywhere on the questionnaire.

Your participation in this survey is voluntary.

If you choose not to take part in this survey it will not affect the care you receive from the NHS in any way. If you do not wish to take part, or you do not want to answer some of the questions, you do not have to give us a reason.

Your answers will be treated in confidence.

A. SEEING A HEALTH CARE PROFESSIONAL

Please answer the questions in Sections A to G thinking about any health care EITHER for yourself OR for a child in your care

A1. In the last 12 months, have you seen anyone from your local health centre/GP surgery?

- 1 Yes, I went to the local health centre/GP surgery → Go to A2
- 2 Yes, someone came to see me at home → Go to A2
- 3 No, I have not seen anyone from my GP surgery in the last 12 months → Go to Section E on Page 5

Thinking about your LAST appointment or home visit ...

A2. Was your last contact about a medical problem for yourself or for a child in your care?

- 1 Myself
- 2 A child in my care

A3. Did you have to wait for an appointment?

- 1 No, I was seen without an appointment → Go to A5
- 2 No, it was a pre-booked appointment or visit → Go to A5
- 3 I was seen on the same working day → Go to A5
- 4 I was seen the next working day → Go to A4
- 5 I had to wait 2 working days → Go to A4
- 6 I had to wait more than 2 working days but less than a week → Go to A4
- 7 I had to wait a week or longer → Go to A4
- 8 Can't remember → Go to A4

A4. Was that longer than you wanted to wait?

- 1 Yes
- 2 No
- 3 I did not mind how long I waited

Still thinking about that LAST appointment or home visit...

A5. Which of the following was the **main** person you saw? (Tick ONE only)

- 1 My usual GP
- 2 Another GP in the practice
- 3 Practice nurse
- 4 Midwife
- 5 District nurse
- 6 Health visitor
- 7 Other

A6. Did that person **listen** to what you had to say?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

A7. Were you given **enough time** to discuss your health or medical problem with that person?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to discuss anything

Still thinking about the LAST person you saw...

A8. Did that person **know enough** about your condition or treatment?

- 1 He/she knew enough
- 2 He/she knew something but not enough
- 3 He/she knew little or nothing
- 4 Don't know/ Can't say

A9. Did you have **confidence and trust** in the person you saw?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

A10. Did the person you saw **explain** the reasons for any treatment or action in a way that you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation
- 5 No treatment or action was needed

A11. Were you involved as much as you wanted to be in decisions about your care and treatment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

A12. Did the person you saw treat you with **respect and dignity**?

- 1 Yes, all of the time
- 2 Yes, some of the time
- 3 No

A13. If you had **questions** to ask the person you saw, did you get answers that you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to ask any questions
- 5 I did not have an opportunity to ask questions

A14. Were you able to discuss any emotional issues that might be affecting your health (e.g. anxiety, depression)?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, but I wanted to
- 4 It was not necessary to discuss emotional issues

A15. Were you able to discuss how your family and/or living situation might be affecting your health (e.g. housing problems, family responsibilities, work-related problems)?

- 1 Yes, definitely → **Go to A16**
- 2 Yes, to some extent → **Go to A16**
- 3 No, but I wanted to → **Go to B1**
- 4 I did not want/need to discuss it → **Go to B1**

A16. Did the person you saw refer you to anyone to help with this situation (e.g. housing advice, benefits advice)?

- 1 Yes
- 2 No, and it was not needed
- 3 No, but I think I should have been referred

B. VISITING YOUR GP SURGERY OR HEALTH CENTRE

B1. Have you **visited** your GP surgery in the last 12 months?

- 1 Yes → **Go to B2**
2 No → **Go to C1**

Thinking about your LAST visit...

B2. When you arrived, how would you rate the courtesy of the receptionist?

- 1 Excellent
2 Very good
3 Good
4 Fair
5 Poor
6 Very poor

B3. In the reception area, could other patients overhear what you talked about with the receptionist?

- 1 Yes, and I was not happy about it
2 Yes, but I did not mind
3 No, others could not overhear

B4. How long after your appointment time did you have to wait to be seen?

- 1 I did not have an appointment → **Go to B5**
2 Seen on time or early → **Go to C1**
3 Waited up to 15 minutes → **Go to C1**
4 Waited 16-30 minutes → **Go to B5**
5 Waited 31 minutes to 1 hour → **Go to B5**
6 Waited longer than 1 hour → **Go to B5**
7 Can't remember → **Go to B5**

B5. Did someone tell you how long you would have to wait?

- 1 Yes
2 No, but I would have liked to have been told
3 No, but I didn't mind
4 Not sure/ Can't remember

C. TESTS

C1. In the last 12 months, have you had any tests at your GP surgery (e.g. blood tests, swabs, smear tests)?

- 1 Yes → **Go to C2**
2 No → **Go to D1**
3 Can't remember → **Go to D1**

Thinking about your most recent test(s)....

C2. Was **the purpose** of the test(s) explained in a way you could understand?

- 1 Yes, completely
2 Yes, to some extent
3 No
4 Not sure/ Can't remember

C3. Did someone tell you **how** you would get the results of your test(s)?

- 1 Yes
2 No
3 Not sure/ Can't remember

C4. Did someone tell you **when** you should expect to get the results of your test(s)?

- 1 Yes
2 No
3 Not sure/ Can't remember

Still thinking about your most recent test(s)...

- C5.** Did you get your test results on time?
- 1 Yes, I got them on time or early
→ **Go to C6**
 - 2 No, I got the results later than expected
→ **Go to C6**
 - 3 I am still waiting for the results
→ **Go to D1**
 - 4 I did not get the results at all → **Go to D1**
- C6.** Did someone explain the results in a way you could understand?
- 1 Yes, definitely
 - 2 Yes, to some extent
 - 3 No
 - 4 Not sure/ Can't remember

D. REFERRALS

- D1.** In the last 12 months, has anyone at your surgery referred you to another professional (e.g. a hospital consultant, physiotherapist, dietician, counsellor, or someone in Social Services)?
- 1 Yes → **Go to D2**
 - 2 No → **Go to E1**
- D2.** Were you given a choice about **where** you went (i.e. which hospital or which specialist)?
- 1 Yes
 - 2 No
 - 3 Don't know/ Can't remember
- D3.** When you first saw the person you were referred to, did he/she seem to have all the necessary information about you and your condition or treatment?
- 1 Yes, completely
 - 2 Yes, to some extent
 - 3 No
 - 4 I have not been yet
 - 5 Don't know/ Can't remember

E. MEDICINES (e.g. tablets, ointment, oral contraceptives)

- E1.** In the last 12 months, have you had any **new** medicine(s) (including tablets, suppositories, injections) prescribed for you by a doctor from your GP surgery/health centre?
- 1 Yes → **Go to E2**
 - 2 No → **Go to E6**
 - 3 Can't remember → **Go to E6**

Thinking about the LAST time you had a new medicine prescribed for you...

- E2.** Were you involved as much as you wanted to be in decisions about the best medicine for you?
- 1 Yes, definitely
 - 2 Yes, to some extent
 - 3 No
- E3.** Overall, were you given enough information about **the purpose** of the medicine(s)?
- 1 Yes, enough information
 - 2 Some, but not enough information
 - 3 No information at all, and I wanted some
 - 4 I did not want any information
- E4.** Were you given enough information about any **side-effects** the medicine(s) might have?
- 1 Yes, enough information
 - 2 Some, but not enough information
 - 3 No information at all, and I wanted some
 - 4 I did not want any information

Still thinking about the LAST time you had a new medicine prescribed for you...

E5. Were you given enough information about **how to use** the medicine(s) (e.g. when to take it, how long you should take it for; whether it should be taken with food)?

- 1 Yes, enough information
- 2 Some, but not enough
- 3 No information at all, and I wanted some
- 4 I did not want any information

E6. Have you been taking any prescribed medicine(s) for 12 months or longer?

- 1 Yes → **Go to E7**
- 2 No → **Go to E8**

E7. In the last 12 months, have you seen anyone at your GP surgery to check how you are getting on with this medicine (i.e. have your medicines been reviewed)?

- 1 Yes
- 2 No
- 3 Don't know/ Not sure

E8. In the last 12 months, have you asked a pharmacist for any advice on medicines?

- 1 Yes → **Go to E9**
- 2 No → **Go to F1**

E9. Was the pharmacist's advice helpful?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Not sure

F. OUT-OF-HOURS CARE

F1. In the past 12 months, have you tried to contact **your local health centre/GP surgery** about a medical problem when the surgery was closed, either on your own behalf or for someone else?

- 1 Yes → **Go to F2**
- 2 No → **Go to F6**

Thinking about the LAST time you contacted the surgery out of hours...

F2. When you called, did you get through to someone?

- 1 Yes, I got through within a few minutes
- 2 Yes, I got through after a long time
- 3 No, I was unable to get through to anyone

F3. What happened after you called?

- 1 I was given medical advice over the phone and stayed at home
- 2 I was advised to go to my GP surgery/health centre when it opened
- 3 I went to an out-of-hours GP surgery
- 4 A doctor or nurse came to my home
- 5 An ambulance was called to take me to the Emergency Department at a hospital
- 6 I got myself to the Emergency Department at a hospital
- 7 Something else

F4. If a doctor or nurse came to visit you at home, how long did you wait from the time you finished the telephone call?

- 1 Less than 1 hour
- 2 More than 1 hour but less than 2 hours
- 3 More than 2 hours but less than 6 hours
- 4 6 hours or more
- 5 Can't remember

F5. Overall, was the main reason you contacted the surgery out of hours dealt with to your satisfaction?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

F6. Have you heard of **NHS Direct** (a 24 hour helpline staffed by nurses)?

- 1 Yes → **Go to F7**
- 2 No → **Go to G1**
- 3 Not sure → **Go to G1**

F7. In the last 12 months, have you contacted **NHS Direct**, either on your own behalf or on behalf of someone else?

- 1 Yes, on my own behalf → **Go to F8**
- 2 Yes, on someone else's behalf → **Go to F8**
- 3 No, I have not contacted *NHS Direct* → **Go to G1**

F8. Was your call dealt with satisfactorily?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

G. OVERALL ABOUT YOUR GP SURGERY/ HEALTH CENTRE

G1. In your opinion, how clean is the surgery/health centre?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 Can't say

G2. How easy do you find it to move around inside the surgery/ health centre?

- 1 Very easy
- 2 Fairly easy
- 3 Not at all easy
- 4 Can't say

G3. Have you had a problem getting through to your GP surgery/health centre on the phone?

- 1 No
- 2 Yes, sometimes
- 3 Yes, always
- 4 I have not tried to get through on the phone

G4. In the last 12 months, have you talked over the phone to a doctor from your GP surgery/health centre about a medical problem?

- 1 Yes
- 2 No

G5. In the last 12 months, have you ever been put off going to your GP surgery/health centre because the opening times are inconvenient for you?

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

G6. If it were possible for your GP surgery/health centre to open at additional times, which of these times would you most like it to be open? **(Tick ONE only)**

- 1 No extra hours
- 2 Early mornings
- 3 Evenings
- 4 Weekends

G7. Do you need any help understanding English?

- 1 Yes → **Go to G8**
2 No → **Go to H1**

G8. The **last** time you saw someone from your local health centre/GP surgery, was there someone who could interpret for you?

- 1 Yes, a relative or friend
2 Yes, someone from the surgery/health centre staff
3 No

H. DENTAL SERVICES

H1. When did you last visit a dentist as an **NHS patient**?

- 1 Less than 6 months ago → **Go to H2**
2 At least 6 months ago but less than 12 months ago → **Go to H2**
3 At least 12 months ago but less than 2 years ago → **Go to H9**
4 Two years ago or longer → **Go to H9**
5 I have never visited the dentist as an NHS patient → **Go to H9**
6 Don't know/ Can't remember → **Go to H9**

Thinking about your last visit as an NHS dental patient...

H2. Why did you go to the dentist?

- 1 A routine check-up
2 I had a dental problem

H3. How long did it take to get an appointment?

- 1 Less than 7 days
2 1-2 weeks
3 3-4 weeks
4 More than 4 weeks
5 It was pre-booked months in advance

H4. Did the dentist explain the reasons for any treatment or action in a way that you found easy to understand?

- 1 Yes, I understood completely
2 Yes, I understood to some extent
3 No, I didn't understand what I was told
4 I wasn't given any reasons
5 Not sure/ Can't remember
6 No treatment was needed

H5. Were you involved as much as you wanted to be in decisions about your dental care and treatment?

- 1 Yes, definitely
2 Yes, to some extent
3 No

H6. Did you have confidence and trust in the dentist?

- 1 Yes, completely
2 Yes, to some extent
3 No

H7. Did dental staff do everything they could to help control any pain you experienced?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 Can't say/ Don't know
5 I did not experience any pain

H8. Overall, was the main reason for this visit dealt with satisfactorily?

- 1 Yes, completely → **Go to H10**
2 Yes, to some extent → **Go to H10**
3 No → **Go to H10**

H9. Which of the following **best** describes why you have not been to a dentist as an NHS patient recently?

- 1 I cannot find an NHS dentist
- 2 My teeth are alright and I don't need to go
- 3 I prefer to use a private dentist
- 4 The treatment is too expensive
- 5 I am afraid of going to the dentist
- 6 The opening times are inconvenient
- 7 I did not think I was eligible for NHS treatment
- 8 Other

H10. Have you tried to get **out-of-hours** dental treatment as an NHS patient during the past 12 months?

- 1 No, I have not tried
- 2 Yes, I tried but I **could not** get out-of-hours treatment as an NHS patient
- 3 Yes, and I got out-of-hours treatment as an NHS patient

J. HEALTH PROMOTION

J1. Have you ever smoked a cigarette, a cigar or a pipe?

- 1 Yes → **Go to J2**
- 2 No → **Go to J4**

J2. Do you smoke cigarettes at all nowadays?

- 1 Yes → **Go to J3**
- 2 No → **Go to J4**

J3. Have you tried to get advice or help from your local health services on **giving up smoking**?

- 1 Yes, and I was given the help I needed
- 2 Yes, I have tried but I was not given the help I needed
- 3 No, I have not tried to get this type of help

J4. Have you tried to get advice or help from local health services on **eating a healthy diet**?

- 1 Yes, and I was given the help I needed
- 2 Yes, I have tried but I was not given the help I needed
- 3 No, I have not tried to get this type of help

J5. Have you tried to get advice or help from local health services on **getting enough exercise**?

- 1 Yes, and I was given the help I needed
- 2 Yes, I have tried but I was not given the help I needed
- 3 No, I have not tried to get this type of help

J6. Have you tried to get advice or help from local health services on **healthy alcohol intake**?

- 1 Yes, and I was given the help I needed
- 2 Yes, I have tried but I was not given the help I needed
- 3 No, I have not tried to get this type of help
- 4 I do not drink alcohol

J7. In the last 12 months have you had your **blood pressure** taken by anyone from your GP surgery?

- 1 Yes
- 2 No
- 3 Not sure/ Can't remember

J8. In the last 12 months, have you been offered a **flu jab** (influenza vaccination)?

- 1 Yes, and I have had a flu jab in the last 12 months
- 2 I have been offered it but I have not had a flu jab in the last 12 months
- 3 No, I have not been offered a flu jab in the last 12 months
- 4 Not sure/ Can't remember

J9. Have you tried to get advice or help from your local health services on **contraception/family planning**?

- 1 Yes, and I was given the help I needed
- 2 Yes, I have tried but I was not given the help I needed
- 3 No, I have not tried to get this type of help
- 4 Does not apply to me

J10. Have you tried to get advice or help from your local health services on **safer sex**?

- 1 Yes, and I was given the help I needed
- 2 Yes, I have tried but I was not given the help I needed
- 3 No, I have not tried to get this type of help
- 4 Does not apply to me

K. OTHER HEALTH SERVICES

K1. When did you last have an eye test?

- 1 Less than 2 years ago
- 2 2 years ago or longer
- 3 Don't know/ Can't remember

K2. Do you have any problems with your **hearing** which affect your everyday life?

- 1 Yes → **Go to K3**
- 2 No → **Go to K4**

K3. Have you been provided with advice/assistance to enable you to cope with this problem?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

K4. Do you have any difficulty carrying out your **daily activities** (dressing, washing, going to the toilet, moving about your home, cooking a meal etc)?

- 1 Yes → **Go to K5**
- 2 No → **Go to L1**

K5. Have you been provided with advice to help you cope with this problem?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

L. OTHER ISSUES

L1. Would you know how to get involved in making decisions about the NHS in your area? (e.g. attending meetings, becoming a member of a local patients group)

- 1 Yes
- 2 Not sure
- 3 No

L2. Have you changed your GP (family doctor) within the last 12 months?

- 1 Yes → **Go to L3**
- 2 No → **Go to L5**

L3. What was the reason for this change?

- 1 I moved house
- 2 I was unhappy with my previous GP
- 3 My previous GP retired/ moved away
- 4 The previous surgery/health centre closed down
- 5 Other

L4. How easy was it to register with another GP (family doctor)?

- 1 Very easy
- 2 Fairly easy
- 3 Fairly difficult
- 4 Very difficult

L5. Have you received a copy of **Your Guide to Local Health Services**? (This is a leaflet providing information on local NHS services and how to access them).

- 1 Yes **→ Go to L6**
- 2 No **→ Go to M1**
- 3 Don't know/ Can't remember **→ Go to M1**

L6. Did you find the *Guide to Local Health Services* useful?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I have not read it

M. ABOUT YOU

M1. Are you male or female?

- 1 Male
- 2 Female

M2. What was your **year of birth**?

(Please write in) e.g.

1	9	3	4
---	---	---	---

--	--	--	--

M3. How old were you when you left full-time education?

- 1 16 years or less
- 2 17 or 18 years
- 3 19 years or over
- 4 Still in full-time education

M4. Are you the parent or guardian of anyone aged under 18 who lives with you?

- 1 Yes
- 2 No

M5. Do you look after, or give special help to anyone who is sick, has a disability, or is an older person, other than in a professional capacity?

- 1 Yes, I care for a person in my own household
- 2 Yes, I care for a person in another household
- 3 No

M6. To which of these ethnic groups would you say you belong? **(Tick ONE only)**

a. WHITE

- 1 British
- 2 Irish
- 3 Any other White background
(Please write in box)

b. MIXED

- 4 White and Black Caribbean
- 5 White and Black African
- 6 White and Asian
- 7 Any other Mixed background
(Please write in box)

c. ASIAN OR ASIAN BRITISH

- 8 Indian
- 9 Pakistani
- 10 Bangladeshi
- 11 Any other Asian background
(Please write in box)

d. BLACK OR BLACK BRITISH

- 12 Caribbean
- 13 African
- 14 Any other Black background
(Please write in box)

e. CHINESE OR OTHER ETHNIC GROUP

- 15 Chinese
- 16 Any other ethnic group
(Please write in box)

N. OTHER COMMENTS

If there is anything else you would like to tell us about your experiences of health care in the last 12 months, please do so here.

Is there anything particularly good about your health care?

Is there anything that could have been improved?

Any other comments?

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

Please post this questionnaire back in the FREEPOST envelope provided.

No stamp is needed.

4.4 Appendix 4: Local Health Services Questionnaire 2004



Local Health Services Questionnaire

What is the survey about?

This survey is about your experience of the services provided by the National Health Service in your area.

Who should complete the questionnaire?

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his/her point of view – not the point of view of the person who is helping.

Completing the questionnaire

For each question please tick clearly inside one box using a black or blue pen.

Sometimes you will find the box you have ticked has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Please do not write your name or address anywhere on the questionnaire.

Questions or help?

If you have any queries about the questionnaire, please call the helpline number given in the letter enclosed with this questionnaire.

Your participation in this survey is voluntary.

If you choose not to take part in this survey it will not affect the care you receive from the NHS in any way. If you do not wish to take part, or you do not want to answer some of the questions, you do not have to give us a reason.

Your answers will be treated in confidence.

A. MAKING AN APPOINTMENT

Please answer these questions thinking about any health care EITHER for yourself OR for a child in your care

A1. Have you **made an appointment** with a doctor from your GP surgery/ health centre in the last 12 months?

- 1 Yes → Go to A2
- 2 No → Go to B1

Thinking about your LAST appointment or home visit ...

A2. The **last** time you saw a doctor from your GP surgery did you have to wait for an appointment?

- 1 No, I was seen without an appointment
→ Go to B1
- 2 I was seen on the same working day
→ Go to B1
- 3 I had to wait 1 or 2 working days → Go to A3
- 4 I had to wait more than 2 working days
→ Go to A3
- 5 It was a pre-planned appointment or visit
→ Go to B1
- 6 Can't remember → Go to B1

A3. How do you feel about the length of time you had to wait for an appointment with a doctor?

- 1 I was seen as soon as I thought was necessary
- 2 I should have been seen **a bit sooner**
- 3 I should have been seen **a lot sooner**

A4. What was the main reason you had to wait? (Tick **ONE** only)

- 1 I wanted to see **my own choice** of doctor
- 2 I could not get an earlier appointment with **any** doctor at my GP surgery
- 3 It was **not convenient for me** to have an appointment at any earlier time
- 4 Another reason

B. VISITING THE GP SURGERY

B1. Have you **visited** your GP surgery/ health centre in the last 12 months?

- 1 Yes → Go to B2
- 2 No → Go to C1

Thinking about your LAST visit to the GP surgery/ health centre...

B2. When you arrived, how would you rate the courtesy of the receptionist?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Very poor

B3. In the **reception** area, could other patients overhear what you talked about with the receptionist?

- 1 Yes, and I was **not happy** about it
- 2 Yes, but I did not mind
- 3 No, others could not overhear
- 4 Don't know/ Can't say

B4. How long **after your appointment time** did you have to wait to be seen?

- 1 I did not have an appointment → **Go to B5**
- 2 Seen on time or early → **Go to C1**
- 3 Waited up to 15 minutes → **Go to B5**
- 4 Waited 16-30 minutes → **Go to B5**
- 5 Waited 31 minutes or longer → **Go to B5**
- 6 Can't remember → **Go to B5**

B5. Did someone tell you how long you would have to wait?

- 1 Yes
- 2 No, but I would have liked to have been told
- 3 No, but I did not mind
- 4 Not sure/ Can't remember

C. SEEING A DOCTOR

C1. Have you seen a **doctor** from your GP surgery/ health centre in the last 12 months?

- 1 Yes → **Go to C2**
- 2 No → **Go to D1**

Thinking about the last time you saw a doctor from your GP surgery...

C2. Did the doctor **listen carefully** to what you had to say?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

C3. Were you given **enough time** to discuss your health or medical problem with the doctor?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to discuss anything

C4. Were you involved as much as you wanted to be in decisions about your care and treatment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

C5. Did the doctor explain the reasons for any treatment or action in a way that you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation
- 5 No treatment or action was needed

C6. Did you have **confidence and trust** in the doctor?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

C7. Did the doctor treat you with **respect and dignity**?

- 1 Yes, all of the time
- 2 Yes, some of the time
- 3 No

C8. If you had **questions** to ask the doctor, did you get answers that you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to ask any questions
- 5 I did not have an opportunity to ask questions

D. MEDICINES (e.g. tablets, ointment, oral contraceptives)

D1. In the last 12 months, have you had any **new** medicine(s) (including tablets, suppositories, injections) prescribed for you by a doctor or nurse practitioner from your GP surgery/health centre?

- 1 Yes → Go to D2
2 No → Go to D6
3 Can't remember → Go to D6

Thinking about the LAST time you had a new medicine prescribed for you by someone from your surgery...

D2. Were you involved as much as you wanted to be in decisions about the best medicine for you?

- 1 Yes, definitely
2 Yes, to some extent
3 No

D3. Were you given enough information about the **purpose** of the medicine?

- 1 Yes, enough information
2 Some, but I would have liked more
3 I got **no information**, but I wanted some
4 I **did not want/need** any information
5 Don't know/ Can't say

Still thinking about the last time you had a new medicine prescribed for you...

D4. Were you given enough information about any **side-effects** the medicine might have?

- 1 Yes, enough information
2 Some, but I would have liked more
3 I got **no information**, but I wanted some
4 I **did not want/need** any information
5 Don't know/ Can't say

D5. Were you given enough information about **how to use** the medicine (e.g. when to take it, how long you should take it for, whether it should be taken with food)?

- 1 Yes, enough information
2 Some, but I would have liked more
3 I got **no information**, but I wanted some
4 I **did not want/need** any information
5 Don't know/ Can't say

D6. Have you been taking any prescribed medicine(s) for 12 months or longer?

- 1 Yes → Go to D7
2 No → Go to E1

D7. In the last 12 months, have you seen anyone at your GP surgery to check how you are getting on with this medicine (i.e. have your medicines been reviewed)?

- 1 Yes
2 No
3 Don't know/ Not sure

E. TESTS

E1. In the last 12 months, have you had any tests (e.g. blood tests, swabs, smear tests) carried out by **anyone** from your health centre?

- 1 Yes → Go to E2
2 No → Go to F1
3 Can't remember → Go to F1

Thinking about your most recent test(s)....

E2. Was the **purpose** of the test(s) explained in a way you could understand?

- 1 Yes, completely
2 Yes, to some extent
3 No
4 Not sure/ Can't remember

E3. Did someone explain the results of the tests in a way you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I am still waiting for the results
- 5 Not sure/ Can't remember

F. REFERRALS

F1. In the last 12 months, has anyone at your surgery referred you to a specialist (e.g. a hospital consultant)?

- 1 Yes → Go to F2
- 2 No → Go to G1

F2. Were you given a choice about **where** you were referred (i.e. **which hospital**)?

- 1 Yes
- 2 No, but I would have liked a choice
- 3 No, but I did not mind
- 4 Don't know/ Can't remember

F3. When you first saw the person you were referred to, did he/she seem to have all the necessary information about you and your condition or treatment?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I have not been yet
- 5 Don't know/ Can't remember

G. SEEING ANOTHER PROFESSIONAL FROM A HEALTH CENTRE

G1. Have you seen anyone else from a health centre **other than a doctor** in the last 12 months?

- 1 Yes → Go to G2
- 2 No → Go to H1

G2. The **last time** you saw someone other than a doctor from a GP surgery or health centre, who did you see? (**Tick ONE only**)

- 1 A practice nurse or nurse practitioner
- 2 A midwife
- 3 A district nurse
- 4 A health visitor
- 5 Someone else
- 6 I was not sure who I saw

Still thinking about the last time you saw someone other than a doctor from your GP surgery...

G3. Were you involved as much as you wanted to be in decisions about your care and treatment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 No decisions had to be made

G4. Did that person explain the reasons for any treatment or action in a way that you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation
- 5 No treatment or action was needed

G5. Did you have **confidence and trust** in that person?

- 1 Yes, definitely
2 Yes, to some extent
3 No

G6. Did that person treat you with **respect and dignity**?

- 1 Yes, all of the time
2 Yes, some of the time
3 No

H. OVERALL ABOUT YOUR GP SURGERY/ HEALTH CENTRE

H1. In your opinion, how clean is the surgery/health centre?

- 1 Very clean
2 Fairly clean
3 Not very clean
4 Not at all clean
5 Can't say

H2. In the last 12 months, have you ever been put off going to your GP surgery/health centre because the opening times are inconvenient for you?

- 1 Yes, often
2 Yes, sometimes
3 No

J. DENTAL CARE

J1. Are you currently registered with a dentist as an **NHS patient**?

- 1 Yes → **Go to J3**
2 No, but I am registered with a dentist as a **non-NHS patient** → **Go to J2**
3 No, I am **not registered** with any dentist at all → **Go to J2**
4 Don't know → **Go to J2**

J2. Would you **like to** be registered with a dentist as an NHS patient?

- 1 Yes
2 No

J3. In the last 12 months, have you visited a dentist as an **NHS patient**?

- 1 Yes → **Go to J4**
2 No → **Go to K1**
3 Not sure/ Can't remember → **Go to K1**

*Thinking about your **last** visit as an NHS dental patient...*

J4. Were you involved as much as you wanted to be in decisions about your dental care and treatment?

- 1 Yes, definitely
2 Yes, to some extent
3 No

J5. Did the dentist explain the reasons for any treatment or action in a way that you could understand?

- 1 Yes, completely
2 Yes, to some extent
3 No
4 I did not need an explanation
5 No treatment or action was needed

J6. Did dental staff do everything they could to help control any pain you experienced?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 Can't say/ Don't know
5 I did not experience any pain

J7. Did you have **confidence and trust** in the dentist?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

K. HEALTH PROMOTION

K1. Have you ever smoked a cigarette, a cigar or a pipe?

- 1 Yes → Go to K2
- 2 No → Go to K4

K2. Do you smoke cigarettes at all nowadays?

- 1 Yes → Go to K3
- 2 No → Go to K4

K3. In the last 12 months, have you been given advice or help from your GP surgery/health centre on **giving up smoking**?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, but I would have liked help/advice
- 4 No, but I did not want any help/advice

K4. In the last 12 months have you had your **blood pressure** taken by anyone from your GP surgery/ health centre?

- 1 Yes
- 2 No
- 3 Not sure/ Can't remember

K5. In the last 12 months, have you been offered a **flu jab** (influenza vaccination)?

- 1 Yes, and I have had a flu jab in the last 12 months
- 2 I have been offered it but I have not had a flu jab in the last 12 months
- 3 No, I have not been offered a flu jab in the last 12 months
- 4 I do not think I need a flu jab
- 5 Not sure/ Can't remember

L. ABOUT YOU

L1. Are you male or female?

- 1 Male
- 2 Female

L2. What was your **year** of birth?

(Please write in) e.g.

1	9	3	4
---	---	---	---

--	--	--	--

L3. How old were you when you left full-time education?

- 1 16 years or less
- 2 17 or 18 years
- 3 19 years or over
- 4 Still in full-time education

L4. Overall, how would you rate your health during the **past 4 weeks**?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Very poor

L5. To which of these ethnic groups would you say you belong? (Tick ONE only)

a. WHITE

- 1 British
2 Irish
3 Any other White background
(Please write in box)

b. MIXED

- 4 White and Black Caribbean
5 White and Black African
6 White and Asian
7 Any other Mixed background
(Please write in box)

c. ASIAN OR ASIAN BRITISH

- 8 Indian
9 Pakistani
10 Bangladeshi
11 Any other Asian background
(Please write in box)

d. BLACK OR BLACK BRITISH

- 12 Caribbean
13 African
14 Any other Black background
(Please write in box)

e. CHINESE OR OTHER ETHNIC GROUP

- 15 Chinese
16 Any other ethnic group
(Please write in box)

M. OTHER COMMENTS

Is there anything particularly good about your local health care?

Is there anything that could be improved?

Any other comments?

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

Please post this questionnaire back in the FREEPOST envelope provided.

No stamp is needed.