



YOUR SURVEY NUMBER

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COUNTRY CODE

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OUR SURVEY NUMBER

--	--	--	--	--	--	--	--	--	--

INTERVIEW NUMBER

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SPLIT BALLOT

A.....	5	1
B.....	2	
C.....	3	
D.....	4	

WHAT IS YOUR NATIONALITY?

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Q.1. In general, how would you rate your health today? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Very good.....	7	1
Good.....	2	
Moderate.....	3	
Bad.....	4	
Very Bad.....	5	
DK.....	6	
Refusal.....	7	

Q.2. Overall, in the last 30 days, how much...? (SHOW CARD WITH SCALE)

READ OUT	NONE	MILD	MODERATE	SEVERE	EXTREME	DK	REFUSAL
1. ...difficulty did you have with moving around	8 1	2	3	4	5	6	7
2. ...difficulty did you have with self-care, such as washing or dressing yourself	9 1	2	3	4	5	6	7
3. ...difficulty did you have with work or household activities	10 1	2	3	4	5	6	7
4. ...pain or discomfort did you have	11 1	2	3	4	5	6	7
5. ...distress, sadness or worry did you experience	12 1	2	3	4	5	6	7
6. ...difficulty did you have with concentrating or remembering things	13 1	2	3	4	5	6	7
7. ...difficulty did you have with personal relationship or participation in the community	1	2	3	4	5	6	7

- Q.3. 1) In the last 30 days, how many days were you completely unable to do any household work? (INT.: WRITE DOWN NUMBER OF DAYS, IF HALF DAY GIVEN, ROUND UP TO NEXT FIGURE, IF NONE, WRITE DOWN '00', IF NEVER DOES ANY HOUSEHOLD WORK, WRITE DOWN '98', IF DOES NOT REMEMBER OR DOES NOT KNOW, WRITE DOWN '99')
- 2) And how many days were you completely unable to go to work? (INT.: WRITE DOWN NUMBER OF DAYS, IF HALF DAY GIVEN, ROUND UP TO NEXT FIGURE, IF NONE, WRITE DOWN '00', IF DOES NOT WORK, WRITE DOWN '98', IF DOES NOT REMEMBER OR DOES NOT KNOW, WRITE DOWN '99')

	NUMBER OF DAYS
UNABLE TO DO ANY HOUSEHOLD WORK	14
UNABLE TO GO TO WORK	15

- Q.4. Considering different aspects of your own health today as you described it earlier, where would you place yourself on this scale? Please look at the scale, '100' means that you believe that you are in the best possible health state, '0' means that you believe that you are in the worst possible health state, the numbers in between allow you to shade your opinion (SHOW CARD WITH SCALE)

+---+---+ 16  
 | | | |  
 | | | |  
 +---+---+

- Q.5. I am going to read out various possible situations involving fictitious characters. For each situation, please tell me by using the following scale, how you would rate the difficulty with moving around the character has? (SHOW CARD WITH SCALE)

READ OUT	NONE	MILD	MODERATE	SEVERE	EXTREME	DK
1. (Paul) is an active athlete who runs long distance races of 20 kilometres twice a week and engages in soccer with no problems.	17 1	2	3	4	5	6
2. (Margaret) feels chest pain and gets breathless after walking distances of up to 200 metres, but is able to do so without assistance. Bending and lifting objects such as groceries produces pain.	18 1	2	3	4	5	6
3. (David) is paralysed from the neck down. He is confined to bed and must be fed and bathed by somebody else.	19 1	2	3	4	5	6
4. (Mary) has no problems with moving around or using her hands, arms and legs. She jogs 4 kilometres twice a week without any problems.	20 1	2	3	4	5	6
5. (Rob) is able to walk distances of up to 200 metres without any problems but feels breathless after walking one kilometre or climbing up more than one flight of stairs. He has no problems with day-to-day physical activities, such as carrying food from the market.	21 1	2	3	4	5	6
6. (Louis) is able to move his arms and legs, but requires assistance in standing up from a chair or walking around the house. Any bending is painful and lifting is impossible.	22 1	2	3	4	5	6

23 1, 2,

Q.6. I am going to read out other various possible situations involving fictitious characters. For each situation, please tell me by using the following scale, how you would rate the character's distress, sadness or worry he/she experiences? (SHOW CARD WITH SCALE)

READ OUT	NONE	MILD	MODERATE	SEVERE	EXTREME	DK
1.... (Jan) feels nervous and anxious. He is depressed nearly every day for 3-4 hours thinking negatively about the future, but feels better in the company of people or when doing something that really interests him.	24 1	2	3	4	5	6
2.... (Henriette) remains happy and cheerful most of the time, but once week feels worried about things at work. She gets depressed once a month and loses interest but is able to come out of this mood within a few hours.	25 1	2	3	4	5	6
3.... (Ken) remains happy and cheerful almost all the time. He is very enthusiastic and enjoys life.	26 1	2	3	4	5	6
4.... (Roberta) feels depressed all the time, weeps frequently and feels completely hopeless. She feels she has become a burden, feels it is better to be dead than alive, and often plans suicide.	27 1	2	3	4	5	6
5.... (Eva) feels worried all the time about things at work and home, and feels that they will go wrong. She gets depressed once a week for a day, thinking negatively about the future, but is able to come out of this mood within a few hours.	28 1	2	3	4	5	6
6.... (John) feels tense and on edge all the time. He is depressed nearly everyday and feels hopeless. He also has a low self esteem, is unable to enjoy life, and feels that he has become a burden.	29 1	2	3	4	5	6

30 1, 2,

Q.7. There are different types of places you can get the health services listed below. Please tell me the number of times you went to each of them in the last 30 days. (INT.: WRITE DOWN NUMBER OF TIMES, IF NEVER WENT, WRITE DOWN '00', IF DOES NOT REMEMBER OR DOES NOT KNOW, WRITE DOWN '99')

READ OUT	NUMBER OF TIMES	OTHER CODES
General Practitioners	31	
Dentists	32	
Specialists	33	
Physiotherapists	34	
Chiropractors	35	
Traditional healers	36	
Clinic (staffed mainly by nurses, operating separately from a hospital)	37	
Hospital outpatient unit	38	
Hospital inpatient services	39	
Pharmacy/Chemist (where you talked to someone about your care and did not just purchase medicine)	40	
Home health care services	41	
Other 1 (SPECIFY NUMBER OF TIMES AND TEXT)	42	43
Other 2 (SPECIFY NUMBER OF TIMES AND TEXT)	44	45
Other 3 (SPECIFY NUMBER OF TIMES AND TEXT)	46	47
Other 4 (SPECIFY NUMBER OF TIMES AND TEXT)	48	49
Other 5 (SPECIFY NUMBER OF TIMES AND TEXT)	50	51

Q.8. 1) Are you covered by any public or private health insurance funds for visits to doctors or other health care providers for outpatient visits?  
2) And are you covered by any public or private health insurance fund for hospital care?

	YES	NO	DK
1. Outpatient Insurance	52	1	2
2. Hospital care insurance	53	1	2

To answer the following questions, you need to understand what is meant by "Health System Goals". The main goals of a health system of a country are:

1. Improving the health of the population (both the level and equality of health)
2. Improving responsiveness of the health system (both the level and the equality)
3. Fairness in financial contribution.

These goals mean the following:

1. Improving the health of the population
  - The whole population lives longer
  - The whole population lives with less illness
  - There is more equality in length and quality of life and illness
2. Improving responsiveness of the health system
  - The health system respects the rights of the individual for dignity, autonomy, confidentiality and clear communication.
  - The health system provides basic amenities in a prompt way, allows adequate social support and gives people a choice of provider.
  - The health system treats all people equally with respect to the above issues.
3. Fairness in financial contribution:
  - Every household should pay a fair share towards the health system.
  - This means that healthy people share costs for the services for the ill; and richer people subsidize the services for the poor.

Q.9. Listed below are three possible goals for health care in your country. We want to know which of these goals you think is the most and least important. Please put a "1" in the box for the goal you think is "Most Important," a "2" in the box for the "Second Most Important," and a "3" for the "Least Important."

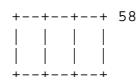
IMPROVE THE HEALTH OF EVERYONE. This goal means: All people live longer with less illness. There is more equality in people's health, their illnesses, and how long they live.	54
IMPROVE HOW PEOPLE ARE TREATED WHEN THEY RECEIVE HEALTH CARE. This goal means: Rights of the individual for dignity, autonomy, confidentiality, and clear communication are respected. Basic amenities adequate social support and people's choice of a health care provider. All people are treated equally.	55
CHARGE PEOPLE WHAT THEY CAN AFFORD. This goal means: Everyone pays a fair share of the costs of health care. Health people share costs for the services for the ill. Higher income people pay some of the health care costs for lower income people.	56

Q.10. Suppose you could tell our nation's doctors, insurance companies, and the government how much importance should be placed on achieving these goals. The pie below represents our country health system. Each slice represents how important you think each goal is. If you had to divide up the pie, how big a slice would give to health (improving the health of everyone), how big to response (how people are treated), and how big to fair payment (charging people what they can afford)? The more important you think a goal is, the larger the slice it should be given. You can pick one of the predrawn pies, or you can draw your own in the blank circle. Please circle the pie of your choice (SHOW CARD WITH PIES).

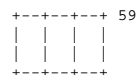
- a) Fair payment 33%, Health 34%, Responsiveness 33%..... 57 1
- b) Fair payment 30%, Health 40%, Responsiveness 30%..... 2
- c) Fair payment 30%, Health 50%, Responsiveness 20%..... 3
- d) Fair payment 20%, Health 50%, Responsiveness 30%..... 4
- e) Fair payment 15%, Health 70%, Responsiveness 15%..... 5
- g) Other (SPECIFY)..... 6

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.

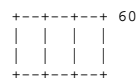
FAIR PAYMENT



HEALTH



RESPONSIVENESS



Q.11. Next, please tell us how much importance should be given to these goals by dividing the pie in 2 slices. The two goals here are improving the average level of health vs. reducing inequalities in health. Remember, the larger the size of the slice, the more important the goal. You can pick one of the predrawn pies, or you can draw your own in the blank circle. Please circle the pie of your choice (SHOW CARD WITH PIES).

a) Equality 25%, Level 75%..... 61 1

b) Equality 33%, Level 67%..... 2

c) Equality 50%, Level 50%..... 3

d) Equality 67%, Level 33%..... 4

e) Equality 75%, Level 25%..... 5

f) Other (SPECIFY)..... 6

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.

EQUALITY

+--+--+--+ 62  
| | | |  
+--+--+--+

LEVEL

+--+--+--+ 63  
| | | |  
+--+--+--+



Q.12. Also, please tell us how much importance should be given to these goals by dividing the pie in 2 slices. The two goals here are improving the average level of people's rights for dignity, confidentiality and the right to choose their own doctor vs. reducing inequalities in people's rights for dignity, confidentiality and the right to choose their own doctor. Remember, the larger the size of the slice, the more important the goal. You can pick one of the predrawn pies, or you can draw your own in the blank circle. Please circle the pie of your choice (SHOW CARD WITH PIES).

a) Equality 25%, Level 75%..... 64 1

b) Equality 33%, Level 67%..... 2

c) Equality 50%, Level 50%..... 3

d) Equality 67%, Level 33%..... 4

e) Equality 75%, Level 25%..... 5

f) Other (SPECIFY)..... 6

Please draw in the pie slices. Label the pie slices and indicate the share out of 100 that each pie slice represents.

EQUALITY

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+---+---+---+ 65
|   |   |   |
|   |   |   |
+---+---+---+

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LEVEL

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+---+---+---+ 66
|   |   |   |
|   |   |   |
+---+---+---+

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Q.13. Have you received any health care in the last 12 months? (INT.: SPECIFY ' INCLUDING VISITS TO DOCTORS OR ANY OTHER HEALTH CARE PROVIDERS OR VISITS TO HOSPITALS.)

Yes.....	67	1	GO TO Q.14
No.....		2	GO TO Q.38
DK (DONT READ).....		3	GO TO Q.38

Q.14. In the last 12 months, did you get any health care either at an outpatient health (facility/service) (USE TERM THAT IS MORE APPROPRIATE IN COUNTRY) or from a health care provider visiting you at home ? (INT.: SPECIFY IF ASKED FOR EXPLANATION, 'AN OUTPATIENT HEALTH FACILITY/SERVICE IS A DOCTOR'S CONSULTING ROOM, A CLINIC OR A HOSPITAL OUTPATIENT UNIT - ANY PLACE OUTSIDE YOUR HOME WHERE YOU DID NOT STAY OVERNIGHT'.)

Yes (either outpatient service or visited at home).....	68	1	GO TO Q.15
No (no outpatient service nor visited at home).....		2	GO TO Q.31
DK (DON'T READ OUT).....		3	GO TO Q.37

Q.15. In the last 12 months, did you get most of your health care at a health facility or most from a health provider who visited you in your home?

Mostly at a health facility.....	69	1
Mostly from a health provider in my home.....		2
Equally from both (SPONTANEOUS).....		3
DK (DON'T READ OUT).....		4

Q.16. When was your last visit to a health facility or provider? Was it...? (SHOW CARD - READ OUT - ONE ANSWER AT A TIME ONLY IN THE ORDER SHOWN BELOW)

In the last 30 days.....	70	1
In the last 3 months.....	2	
In the last 6 months.....	3	
Between 6 months and 12 months ago.....	4	
DK/Don't remember.....	5	

Q.17. What was the name of the health care facility? (INT.: WRITE DOWN NAME IN FULL)

71

72

DK.....	73	1
Refusal.....		2

Q.18. Was it your usual place of care?

Yes.....	74	1
No.....		2
Not applicable/Does not have a usual place of care.....		3

Q.19. In the last 12 months, when you wanted care, how often did you get care as soon as you wanted? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Always.....	75	1
Usually.....		2
Sometimes.....		3
Never.....		4
DK.....		5

Q.20. In the last 12 months, how long did you usually have to wait from the time that you wanted care to the time that you received care? You may answer in months, weeks, days, hours or minutes. (INT. WRITE DOWN LENGTH OF TIME, IF 'DK', WRITE DOWN '99')

	MINUTES	HOURS	DAYS	WEEKS	MONTHS
	_ _  76	_ _  77	_ _  78	_ _  79	_ _  80

Q.21. In the last 12 months, have you needed any laboratory tests or examinations, for instance blood tests, scans or X-rays?

Yes..... 81 1 GO TO Q.22

No..... 2 GO TO Q.23

DK..... 3 GO TO Q.23

Q.22. Generally, how long did you have to wait before you could get the laboratory tests or examinations done? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Got them the same day..... 82 1

1-2 days..... 2

3-5 days..... 3

6-10 days..... 4

More than 10 days (SPECIFY)..... 5

DK..... 6

If more than 10 days, specify :	DAYS	WEEKS	MONTHS
	_ _  83	_ _  84	_ _  85

Q.23.A. Now, overall, in the last 12 months, how would you rate your experience of ...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK
getting prompt attention at the health services	86 1	2	3	4	5	6

Q.24.A. In the last 12 months, how often ...? (SHOW CARD WITH SCALE)

READ OUT	ALWAYS	USUALLY	SOMETIMES	NEVER	DK
1. ...did doctors, nurses or other health care providers treat you with respect	87 1	2	3	4	5
2. ...did the office staff, such as receptionists or clerks there, treat you with respect	88 1	2	3	4	5
3. ...were your physical examinations and treatments done in a way that your privacy was respected	89 1	2	3	4	5

Q.23.B. Now, overall, in the last 12 months, how would you rate your experience of ...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK
being treated with dignity at the health services	90 1	2	3	4	5	6

Q.24.B. In the last 12 months, how often ...? (SHOW CARD WITH SCALE)

READ OUT	ALWAYS	USUALLY	SOMETIMES	NEVER	DK
1. ...did doctors, nurses or other health care providers listen carefully to you	91 1	2	3	4	5
2. ...did doctors, nurses or other health care providers, explain things in a way you could understand	92 1	2	3	4	5
3. ...did doctors, nurses, or other health care providers give you time to ask questions about your health problem or treatment	93 1	2	3	4	5

Q.23.C. Now, overall, in the last 12 months, how would you rate your experience of ...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK
how well health care providers communicated with you	94 1	2	3	4	5	6

Q.25. In the last 12 months, when you went for health care, were any decisions made about your care, treatment (giving you drugs, for example) or tests?

Yes..... 95 1 GO TO Q.26.A

No..... 2 GO TO Q.26.B

DK..... 3 GO TO Q.26.B

Q.26.A. In the last 12 months, how often...? (SHOW CARD WITH SCALE)

READ OUT	ALWAYS	USUALLY	SOMETIMES	NEVER	DK
1. ...did doctors, nurses or other health care providers involve you as much as you wanted be in deciding about the care, treatment or tests	96 1	2	3	4	5

Q.26.B. In the last 12 months, how often...? (SHOW CARD WITH SCALE)

READ OUT	ALWAYS	USUALLY	SOMETIMES	NEVER	DK
2. ...did doctors, nurses or other health care providers ask your permission before starting the treatment or tests	97 1	2	3	4	5
3. ...were talks with your doctor, nurse or other health care provider done privately so other people who you did not want to hear could not overhear what was said	98 1	2	3	4	5
4. ...did your doctor, nurse or other health care provider keep your personal information confidential? This means that anyone whom you did not want informed could not find out about your medical conditions	99 1	2	3	4	5

Q.27. Now, overall, in the last 12 months, how would you rate your experience of...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK
1. ...getting involved in making decisions about your care or treatment as much as you wanted	100 1	2	3	4	5	6
2. ...the way the health services kept information about you confidential	101 1	2	3	4	5	6
3. ...being able to use a health care provider or service of your choice	102 1	2	3	4	5	6

Q.28. Over the last 12 months, how big a problem, if any, was it...? (SHOW CARD WITH SCALE)

READ OUT	NO PROBLEM	MILD PROBLEM	MODERATE PROBLEM	SEVERE PROBLEM	EXTREME PROBLEM	DK	NA
1. ...with the doctors, nurses and other health care providers available to you to get a health care provider you were happy with	103 1	2	3	4	5	6	7
2. ...to get to use other health services other than the one you usually went to	104 1	2	3	4	5	6	7

Q.29. Thinking about the places you visited for health care in the last 12 months, how would you rate...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK	NA/Visited in my home
1. ...the basic quality of the waiting room, for example, space, seating and fresh air	105 1	2	3	4	5	6	7
2. ...the cleanliness of the place	106 1	2	3	4	5	6	7

Very good.....	107	1
Good.....		2
Moderate.....		3
Bad.....		4
Very bad.....		5
DK/ Doesn't remember.....		6
Not applicable - visited in my home.....		7

Q.32. What was the name of the hospital you stayed in most recently? (INT. WRITE DOWN NAME IN FULL)

109

110

Q.34.	When you were in the hospital, how often did you get attention from doctors and nurses as quickly as you wanted? (SHOW CARD - READ OUT - ONE ANSWER ONLY)		
	Always.....	112	1
	Usually.....		2
	Sometimes.....		3
	Never.....		4
	DK/Doesn't remember.....		5

Q.35. Now, overall, in the last 12 months, how would you rate your experience of...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK
1. ...getting prompt attention at the hospital	113 1	2	3	4	5	6
2. ...being treated with dignity at the hospital	114 1	2	3	4	5	6
3. ...how well health care providers communicated with you during your stay in the hospital	115 1	2	3	4	5	6
4. ... getting involved in making decisions about your care or treatment as much as you wanted when you were in hospital	116 1	2	3	4	5	6
5. ... the way the hospital kept personal information about you confidential	117 1	2	3	4	5	6
6. ... being able to use a hospital of your choice	118 1	2	3	4	5	6
7. ...how the hospital allowed you to interact with family, friends and to continue your social and/ or religious customs during your stay	119 1	2	3	4	5	6

Q.36. In the last 12 months, when you stayed in a hospital, how big a problem, if any, was it...? (SHOW CARD WITH SCALE)

READ OUT	NO PROBLEM	MILD PROBLEM	MODERATE PROBLEM	SEVERE PROBLEM	EXTREME PROBLEM	DK
1. ...to get the hospital to allow your family and friends to take care of your personal needs, such as bringing you your favourite food, soap, etc.	120 1	2	3	4	5	6
2. ... to have the hospital allow you to practice religious or traditional observances if you wanted to	121 1	2	3	4	5	6

Q.37. In the last 12 months, were you treated badly by the health system or services in your country because of your...?

READ OUT	YES	NO	DK	REFUSAL
1. Nationality	122 1	2	3	4
2. Social class	123 1	2	3	4
3. Lack of private insurance	124 1	2	3	4
4. Ethnicity	125 1	2	3	4
5. Colour	126 1	2	3	4
6. Sex	127 1	2	3	4
7. Language	128 1	2	3	4
8. Religion	129 1	2	3	4
9. Political/other beliefs	130 1	2	3	4
10. Health status	131 1	2	3	4
11. Lack of wealth or money	132 1	2	3	4
12. Other (SPECIFY)	133 1	2	3	4

If other, specify

134	1,	4,	7,	10	13	16	19	22	25	28	31	34
	2,	5,	8,	11	14	17	20	23	26	29	32	35
	3,	6,	9,	12	15	18	21	24	27	30	33	36

Q.38. In the last 12 months, did you ever not seek health care because you could not afford it?

Yes, did not seek health care because could not afford it..... 135 1

No, did seek health care even though could not afford it..... 2

DK..... 3

Refusal..... 4

Q.39. 1) I am going to read out descriptions of some different ways the health care services in your country show respect for people and make them the centre of care. Thinking about what is on these cards and about the whole health system, which is the most important in your opinion? (SHOW CARD - ONE ANSWER ONLY)

2) And the least important to you? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	a) MOST IMPORTANT	b) LEAST IMPORTANT
1. DIGNITY, that is being shown respect and having physical examinations conducted in privacy	136 1	137 1
2. CONFIDENTIALITY OF INFORMATION, that is having your medical history kept confidential, and having talks with health providers done so that other people who you don't want to have hear you can't overhear you	2	2
3. CHOICE, that is being able to choose your doctor or nurse or other person usually providing your health care, and being able to go to another place for health care if you want to	3	3
4. PROMPT ATTENTION, that is there is a reasonable distance and travel time from your home to the health care provider, you get fast care in emergencies, you have short waiting times for appointments and consultations, and get tests done quickly, short waiting lists for non-emergency surgery	4	4
5. AUTONOMY, that is being involved in deciding on your care, treatment if you want to, having the provider ask your permission before starting treatments or tests	5	5
6. SURROUNDINGS OR ENVIRONMENT, that is having enough space, seating and fresh air in the waiting room, having a clean facility (including clean toilets), having healthy and edible food	6	6
7. SOCIAL SUPPORT, that is the provision of food and other gifts by relatives, freedom of religious practices	7	7
8. COMMUNICATION, that is the provider listens to you carefully, the provider explains things so you can understand, you have time to ask questions	8	8
DK	9	9

Q.40. Please consider the following scenarios, how would you rate each person's experience of how well health services kept information about him/her confidential ? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK
1. Dr Johnson is treating (Mark). Mark seems to be suffering from a rare disease. The press is pressuring Dr Johnson to divulge information regarding this patient. Dr Johnson however is adamant that he will not reveal the personal details regarding his patient.	138 1	2	3	4	5	6
2. (Alioune) went to hospital to consult the doctor about some worrying symptoms he was having. He was worried because he had recently visited a commercial sex worker. The waiting room was very crowded. Alioune met some of his friends there. The doctor's consultation room was a little way away from the waiting room. One had to go down the corridor to this room when it was one's turn to consult the doctor. Alioune went in and spoke to the doctor who ordered some tests and advised him about safe sex.	139 1	2	3	4	5	6
3. As (Ben) is having high fever over a long period, his doctor orders a number of tests. The test reports are sent over to the ward from the laboratory. The nurse who is busy attending to some other patients leaves these reports on the counter where they are seen by Ben's neighbour.	140 1	2	3	4	5	6
4. (Simon) went to the hospital to consult the doctor about some worrying symptoms he was having. He wondered if they were connected with his recent heavy drinking. The waiting room was very crowded. Simon met a friend and a couple of his neighbours there. The doctor was sitting in a curtained off area at the end of the waiting room. Due to the noise in the room, the doctor and Simon had to speak very loudly to hear each other. The doctor ordered some tests and advised Simon to reduce his drinking.	141 1	2	3	4	5	6
5. (Paul) goes to visit Dr Jonathan because he is worried about his drinking problem and the effect it is having on his health. Dr Jonathan finds that Paul is suffering from severe stress. Dr Jonathan mentions Paul's visit to a mutual friend Robert, and asks him to advise Paul as well.	142 1	2	3	4	5	6
6. (Roger) is suffering from AIDS. He is being treated on a general medical ward. The nurse who knows Roger's HIV status and is worried about her colleagues accidentally becoming infected tells the other nurses in the ward, as well as the orderlies but tells them they must keep this information confidential.	143 1	2	3	4	5	6
7. (Alma) goes to the hospital to take an HIV test. Though only a number is used to identify the sample, one of the lab technicians recognizes Alma. The test turns out to be positive. The lab technician begins to tell everyone in the village about Alma being HIV positive.	144 1	2	3	4	5	6



Q.41. Please consider the following scenarios, how would you rate each person's experience of the overall quality of surrounding, for example space, seating air and cleanliness of the health services ?(SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK	
1. (Shedra) had to be hospitalised last year for a hip operation. The hospital had a separate room for her with an attached bathroom. The room was cleaned twice a day by the hospital staff and the sheets changed daily. The bed was comfortable. She could move around in the gardens of the hospital.	145	1	2	3	4	5	6
2. (José) was admitted to a local hospital for a week as he developed high fever. The room was clean but small and the toilet was a few metres away down the corridor. It was summer and he felt hot and had to get a table fan from home.	146	1	2	3	4	5	6
3. (Hans) had an eye operation in a local polyclinic last month. He was in a room that he had to share with four others with no partitions between beds. He had a small locker to keep his things and shared a toilet which was cleaned only every other day.	147	1	2	3	4	5	6
4. (Albert) sees his general practitioner in his office every month for his diabetes. The office has comfortable chairs in the waiting room and clean toilets. It is well lit and there are magazines and booklets to read while waiting.	148	1	2	3	4	5	6
5. (Fouad) goes to the local public hospital whenever he needs to. The hospital is large but crowded. The waiting rooms are noisy and poorly ventilated. The hospital is generally kept clean though the toilets in the outpatient department tend to smell by the end of the day.	149	1	2	3	4	5	6
6. (Malika) is not keeping in good health and has to go to the dispensary regularly. The place is very crowded, there are not enough chairs for people to sit on as they wait for the doctor. The place is not cleaned regularly and tends to be littered. The corridors are dark and the lights and fans often do not work.	150	1	2	3	4	5	6
7. (Kamal) has got a nervous breakdown and he spent 3 months last year in a local hospital. He slept on an uncomfortable mattress and without bed linen. He slept in a dormitory with 30 other patients and the toilets had a horrible smell because they were unclean. He left the hospital with a cutaneous infection because he would not wash himself regularly and there were bugs in his bed.	151	1	2	3	4	5	6

# DEMOGRAPHICS

NO QUESTION D.1 TO D.7

D.8. How old were you when you stopped full-time education? (IF STILL STUDYING : CODE 00 - GO TO D.10)

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+---+ 152
|   |
|   |
|   |
+---+

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NO QUESTION D.9

D.10. SEX

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Male..... 153 1
Female..... 2

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D.S1. Were you born in (OUR COUNTRY)?

D.S2. Were both your parents born in (OUR COUNTRY)?

	Yes	No	DK
Person born in (OUR COUNTRY)	154 1	2	3
Both parents born in (OUR COUNTRY)	155 1	2	3

D.11. How old are you?

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+---+ 156
|   |
|   |
|   |
+---+

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NO QUESTIONS D.12 TO D.14

D.15. a) What is your current occupation ?  
b) (IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D.15.a) Did you do any paid work in the past ?  
What was your last occupation ?

	a) CURRENT OCCUPATION	b) LAST OCCUPATION
NOT WORKING		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	157 1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	158 1
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, ...)	7	3
Owner of a shop, craftsmen, other self employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	6
General management, director or top management (managing directors, director general, other director)	11	7
Middle management, other management (department head, junior manager, teacher, technician)	12	8
Employed position, working mainly at a desk	13	9
Employed position, not at a desk but travelling (salesmen, driver, ...)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

NO QUESTION D.16 TO D.18

D.19. Are you ... ?

READ OUT	YES	NO
a) in your household the person mainly responsible for ordinary shopping and looking after the home	159 1	2
b) in your household the person who contributes most to the household income	160 1	2

NO QUESTION D.20 TO D.22

D.23. If you were asked to choose one of these five names for your social class, which would you say you belong to ? (SHOW CARD - ONE ANSWER ONLY)

Middle class.....	161 1
Lower middle class.....	2
Working class.....	3
Upper class.....	4
Upper middle class.....	5
Refuses to be classified.....	6
Other.....	7
DK.....	8

NO QUESTION D.24 TO D.28

D.29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD) Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc ... Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into before tax and other deductions.

B.....	162	1
T.....		2
P.....		3
F.....		4
E.....		5
H.....		6
L.....		7
N.....		8
R.....		9
M.....		10
S.....		11
K.....		12
Refusal.....		13
DK.....		14

# INTERVIEW PROTOCOLE

P.1. - Date of interview	DAY	MONTH
	163	164

P.2. - Time of the beginning of the interview	HOUR	MINUTES
USE 24 HOUR CLOCK	165	166

P.3. - Number of minutes the interview lasted	MINUTES
	167

P.4. - Number of persons present during the interview, including interviewer.

Two (interviewer and respondent).....	168	1
Three.....		2
Four.....		3
Five or more.....		4

P.5. - Respondent cooperation

Excellent.....	169	1
Fair.....		2
Average.....		3
Bad.....		4

P.6. - Size of locality (LOCAL CODES)

170

P.7. - Region (LOCAL CODES)

171

P.8. - Postal code

172

P.9. - SAMPLE POINT NUMBER

173

P.10. - INTERVIEWER NUMBER

174

P.11. - WEIGHTING FACTOR

175

P.12. - Telephone available in the household ?

Yes.....	176	1
No.....		2

P.13. - Language of interview (Luxembourg, Belgium, Finland)

+--+ 177  
| |  
| |  
+--+