

YOUR SURVEY NUMBER

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COUNTRY CODE

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OUR SURVEY NUMBER

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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)

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+---+---+---+ 16
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+---+---+---+

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- 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 character's difficulty he/she has in its work or in household tasks ? (SHOW CARD WITH SCALE)

READ OUT	NONE	MILD	MODERATE	SEVERE	EXTREME	DK
1. (Maria) is an accountant in the local bank. She is regularly at work. However, she makes minor errors in the accounts and tends to postpone tasks. She delays producing account statements and is late on deadlines.	17 1	2	3	4	5	6
2. (Karen) is a teacher and has had to miss work for 2 weeks in the past month. Even now she feels tired and exhausted, and cannot stand for long periods in the classroom. Colleagues notice that she is making serious mistakes in correcting answer papers.	18 1	2	3	4	5	6
3. (John) is a teacher and goes to work regularly. He teaches the senior grades and takes classes for 6 hours each day. He prepares lessons and corrects exam papers. Students come to him for advice.	19 1	2	3	4	5	6
4. (Carol) is a housewife who leaves most chores around the house half done. Even with domestic help she cannot complete important tasks in time, such as getting her son ready for school. Her husband has had to take over the cooking.	20 1	2	3	4	5	6
5. (Doris) is a housewife and does most of the cooking and cleaning around the house. About once a week she leaves tasks half done. Her cooking has deteriorated and the house is not as clean as it used to be. She also takes about twice as long to do the chores.	21 1	2	3	4	5	6
6. (Mathew) is a clerk in the local government office. He maintains ledgers with no errors and keeps them up to date. However, he ends up not doing any work for a day once every 2 weeks or so because of a migraine headache.	22 1	2	3	4	5	6
7. (Jack) is a clerk at the local post office. He just sits around all day and cannot engage in any work. He cannot sort letters, manage the counter or interact with customers. His employers are considering replacing him.	23 1	2	3	4	5	6
8. (Dan) is a mason in a building firm. Three to four times per week, he is noticed to leave his bricklaying tasks incomplete. With help and supervision, he is able to use his skills to finish the walls of the buildings well.	24 1	2	3	4	5	6

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 difficulty to concentrate and remind of events or facts?

READ OUT	NONE	MILD	MODERATE	SEVERE	EXTREME	DK
1. (Helena) can remember details of events that have taken place or names of people she has met many years ago. She can do everyday calculations in her mind. During periods of anxiety lasting a few hours, she becomes confused and cannot think very clear	25 1	2	3	4	5	6
2. (Sue) can only count money and bring back the correct change after shopping. Mental arithmetic is otherwise a problem. She can find her way around the neighbourhood and know where her own belongings are kept.	26 1	2	3	4	5	6
3. (Rob) can do complex mathematical problems in his mind. He can pay attention to the task at hand for long uninterrupted periods of time. He can remember names of people, addresses, phone numbers and such details that go back several years.	27 1	2	3	4	5	6
4. (Peter) does not recognize even close relatives and cannot be trusted to leave the house unaccompanied for fear of getting lost. Even when prompted, he shows no recollection of events or recognition of relatives.	28 1	2	3	4	5	6
5. (Christian) is very forgetful and often loses his way around places which are not very familiar. He needs to be prompted about names of close relatives and loses important things such as keys and money, as he cannot recollect where they have been kept. He has to make notes to remind himself to do even very important tasks.	29 1	2	3	4	5	6
6. (Tom) finds it difficult to concentrate on reading newspaper articles, or watching television programmes. He is forgetful and once a week or so, he misplaces important things, such as keys or money, and spends a considerable amount of time looking for them, but is able to find them eventually.	30 1	2	3	4	5	6
7. (Henriette) can pay attention to the task at hand for periods of up to one hour, with occasional distractions and can quickly return to the task. She can remember names of people she meets often, their addresses and important numbers, but occasionally has to remind herself of the names of distant relatives or acquaintances.	31 1	2	3	4	5	6
8. (Julian) is easily distracted, and within 10 minutes of beginning a task, his attention shifts to something else happening around him. He can remember important facts when he tries, but several times a week finds that he has to struggle to recollect what people have said or events that have taken place recently.	32 1	2	3	4	5	6

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	33	
Dentists	34	
Specialists	35	
Physiotherapists	36	
Chiropractors	37	
Traditional healers	38	
Clinic (staffed mainly by nurses, operating separately from a hospital)	39	
Hospital outpatient unit	40	
Hospital inpatient services	41	
Pharmacy/Chemist (where you talked to someone about your care and did not just purchase medicine)	42	
Home health care services	43	
Other 1 (SPECIFY NUMBER OF TIMES AND TEXT)	44	45
Other 2 (SPECIFY NUMBER OF TIMES AND TEXT)	46	47
Other 3 (SPECIFY NUMBER OF TIMES AND TEXT)	48	49
Other 4 (SPECIFY NUMBER OF TIMES AND TEXT)	50	51
Other 5 (SPECIFY NUMBER OF TIMES AND TEXT)	52	53

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	54	1	2
2. Hospital care insurance	55	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."

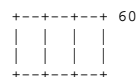
IMPROVE THE HEALTH OF EVERYONE. This goal means: All people live longer with less illness. There is more equality in people's health, their illnesses, and how long they live.	56
IMPROVE HOW PEOPLE ARE TREATED WHEN THEY RECEIVE HEALTH CARE. This goal means: Rights of the individual for dignity, autonomy, 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.	57
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.	58

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).

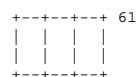
- a) Fair payment 33%, Health 34%, Responsiveness 33%..... 59 1
- b) Fair payment 30%, Health 40%, Responsiveness 30%..... 2
- c) Fair payment 30%, Health 50%, Responsiveness 20%..... 3
- d) Fair payment 20%, Health 50%, Responsiveness 30%..... 4
- e) Fair payment 15%, Health 70%, Responsiveness 15%..... 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.

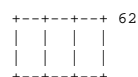
FAIR PAYMENT



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%..... 63 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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+---+---+---+ 64
|   |   |   |
|   |   |   |
+---+---+---+

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LEVEL

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

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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%..... 66 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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+---+---+---+ 67
|   |   |   |
|   |   |   |
+---+---+---+

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LEVEL

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+---+---+---+ 68
|   |   |   |
|   |   |   |
+---+---+---+

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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.....	69	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).....	70	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.....	71	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.....	72	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)

73

74

DK.....	75	1
Refusal.....		2

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

Yes.....	76	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.....	77	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
	_ 78	_ 79	_ 80	_ 81	_ 82

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

Yes..... 83 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..... 84 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
	_ 85	_ 86	_ 87

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	88 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	89 1	2	3	4	5
2. ...did the office staff, such as receptionists or clerks there, treat you with respect	90 1	2	3	4	5
3. ...were your physical examinations and treatments done in a way that your privacy was respected	91 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	92 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	93 1	2	3	4	5
2. ...did doctors, nurses or other health care providers, explain things in a way you could understand	94 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	95 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	96 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..... 97 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	98 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	99 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	100 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	101 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	102 1	2	3	4	5	6
2. ...the way the health services kept information about you confidential	103 1	2	3	4	5	6
3. ...being able to use a health care provider or service of your choice	104 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	105 1	2	3	4	5	6	7
2. ...to get to use other health services other than the one you usually went to	106 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	107 1	2	3	4	5	6	7
2. ...the cleanliness of the place	108 1	2	3	4	5	6	7

Very good.....	109	1
Good.....		2
Moderate.....		3
Bad.....		4
Very bad.....		5
DK/ Doesn't remember.....		6
Not applicable - visited in my home.....		7

Q.31.	Have you stayed overnight in a health care centre or hospital in the last 12 months?		
	Yes.....	110	1 GO TO Q.32
	No.....	2	GO TO Q.37
	DK.....	3	GO TO Q.37

[illegible]

Q.33.	Did you get your hospital care as soon as you wanted?		
	Yes.....	113	1
	No.....		2
	DK/Doesn't remember.....		3

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.....	114	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	115 1	2	3	4	5	6
2. ...being treated with dignity at the hospital	116 1	2	3	4	5	6
3. ...how well health care providers communicated with you during your stay in the hospital	117 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	118 1	2	3	4	5	6
5. ... the way the hospital kept personal information about you confidential	119 1	2	3	4	5	6
6. ... being able to use a hospital of your choice	120 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	121 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.	122 1	2	3	4	5	6
2. ... to have the hospital allow you to practice religious or traditional observances if you wanted to	123 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	124 1	2	3	4
2. Social class	125 1	2	3	4
3. Lack of private insurance	126 1	2	3	4
4. Ethnicity	127 1	2	3	4
5. Colour	128 1	2	3	4
6. Sex	129 1	2	3	4
7. Language	130 1	2	3	4
8. Religion	131 1	2	3	4
9. Political/other beliefs	132 1	2	3	4
10. Health status	133 1	2	3	4
11. Lack of wealth or money	134 1	2	3	4
12. Other (SPECIFY)	135 1	2	3	4

If other, specify

136	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..... 137 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	138 1	139 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 the health care provider arranged for him/her contacts with his/her family and his/her friends, and to visit regularly a place of worship (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK	
1. (Carol) had to be in hospital over a long period, as her illness was difficult to diagnose. The hospital staff were very considerate in allowing her family to see her and be with her as much as possible. Whenever Carol wanted to contact her family they would allow her to use the phone. Knowing that Carol was worried, the hospital staff arranged for her to visit regularly a place or worship.	140	1	2	3	4	5	6
2. (Polly) had to be in hospital for a long time after being involved in a car accident. The hospital staff encouraged her family to visit her daily at any time they could. Her mother often brought her sweets and cakes. Her family would take her to visit a place of worship once a week and spend time praying together	141	1	2	3	4	5	6
3. (Tamara) had to recuperate in hospital for two weeks after a bad fall. Her family visited her regularly during the visiting hours, but she was bored during the rest of the day. The hospital had no common room and patients were not encouraged to go to each other's rooms to chat. There was however a little library in the hospital which she visited and the nurses sometimes brought her the daily newspaper.	142	1	2	3	4	5	6
4. (Dora) had to stay in hospital for two weeks when she broke her leg. Her husband and children were all working far from the hospital and they found it difficult to come and visit her, particularly as the visiting time allowed was very short. Her mother could not visit her at all as the visiting hours did not suit her.	143	1	2	3	4	5	6
5. (Asefa) had to be in hospital for a long time undergoing tests in preparation for his by-pass surgery. His family came to see him during the visiting hours but for the rest of the day he only saw the hospital staff when they came to attend to him. He was told not to listen to his little radio even though he was not disturbing anybody, and his request to have the local spiritual leader visit him was also discouraged on the grounds that the other patients would be disturbed.	144	1	2	3	4	5	6
6. (Penelope) had to stay in hospital for two weeks after undergoing surgery. Her family hated coming to see her, because even during visiting time the hospital staff made them feel very unwelcome. Whenever her family brought her some sweets or cakes from home, the nurses would grumble saying that Penelope was being fussy about the hospital food. Penelope would have liked to have her closest friends visit her but the nurses did not encourage this.	145	1	2	3	4	5	6
7. (Joseph) had to stay in hospital for ten days after a road traffic accident. The nurses asked his family not to visit him as the hospital was crowded with patients, and visitors they said "added to our workload". Though regular meals were provided in the hospital, Joseph's family thought they would treat him to some of his favorite dishes. Both Joseph and his brother were soundly scolded that day and told to mind the rules of the hospital. When Joseph asked if he could visit a place of worship the nurse in charge said that he could not leave the hospital.	146	1	2	3	4	5	6

Q.41. Please consider the following scenarios, how would you rate each patient's possibility to choose a doctor or a health care provider? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK	
1. (Simon) has joint pains and breathlessness. He sees two specialists for these problems once every 2 months. Recently as his breathlessness was worsening, he asked to see a heart specialist and his medicines were adjusted. He sees his general physician regularly to get his prescriptions.	147	1	2	3	4	5	6
2. (Alfredo) has a family physician who he consults regularly. Recently friends advised him to consult an alternative medicine provider (SUBSTITUTE APPROPRIATE NAME) for a skin problem. When he asked for a referral, his doctor told him this was not possible and sent him to a skin specialist instead.	148	1	2	3	4	5	6
3. (Nathan) has been having headache for the past year. Initially his general practitioner gave medicines but that did not help. He asked to be referred to a specialist. He has been investigated and detected to have a brain tumour that will require surgery. He knows a famous surgeon and has been able to fix up a date for the surgery by him this month.	149	1	2	3	4	5	6
4. (Ibrahim) has had stomach problems for several years. He has been referred to many doctors but has only had to follow the suggestions made by his family doctor. His requests to see a particularly well known stomach specialist have been turned down by his insurance system.	150	1	2	3	4	5	6
5. (Pascal) needs to go to the local hospital for his blood pressure. Each time that he goes, he is seen by a different doctor. When he asked to see his previous doctor, he was told that it was not possible. Once when he was very sick and had been feeling dizzy he asked to see another doctor or specialist but was told that he cannot decide who he should see.	151	1	2	3	4	5	6
6. (Mamadou) goes to the community health centre for his epilepsy. He has to go on a certain day of the week as the unit / team that sees him is available only on those days. Of the four members in the team, though he sees a neurologist each time, he cannot decide who he will see as he gets sent to whoever is free at the time.	152	1	2	3	4	5	6
7. (Andhaka) goes to the local general hospital. The hospital is large and has several specialities. Depending on his complaints he can decide which department to go to. Once he is registered in a department he must see only the person assigned to him that day.	153	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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+---+---+ 154
|   |   |
|   |   |
+---+---+

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NO QUESTION D.9

D.10. SEX

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Male..... 155 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)	156 1	2	3
Both parents born in (OUR COUNTRY)	157 1	2	3

D.11. How old are you?

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+---+---+ 158
|   |   |
|   |   |
+---+---+

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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	159 1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	160 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 ... ?

	YES	NO
READ OUT		
a) in your household the person mainly responsible for ordinary shopping and looking after the home	161 1	2
b) in your household the person who contributes most to the household income	162 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.....	163 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.....	164	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
	165	166

P.2. - Time of the beginning of the interview	HOUR	MINUTES
USE 24 HOUR CLOCK	167	168

P.3. - Number of minutes the interview lasted	MINUTES
	169

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

Two (interviewer and respondent).....	170	1
Three.....		2
Four.....		3
Five or more.....		4

P.5. - Respondent cooperation

Excellent.....	171	1
Fair.....		2
Average.....		3
Bad.....		4

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

172

P.7. - Region (LOCAL CODES)

173

P.8. - Postal code

174

P.9. - SAMPLE POINT NUMBER

175

P.10. - INTERVIEWER NUMBER

176

P.11. - WEIGHTING FACTOR

177

P.12. - Telephone available in the household ?

Yes.....	178	1
No.....		2

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

+--+ 179
| |
| |
+--+