

$$\begin{array}{cccccccc} + & - & + & - & + & - & + & - & + & 1 \\ | & & | & & | & & | & & | & \\ | & & | & & | & & | & & | & \\ + & - & + & - & + & - & + & - & + & \end{array}$$

$\begin{array}{cccc} + & - & + & - \\ | & & | & \\ | & & | & \\ + & - & + & - \end{array} \quad 2$

$\begin{array}{ccccccc} + & - & + & - & + & - & + \\ | & & | & & | & & | \\ | & & | & & | & & | \\ + & - & + & - & + & - & + \end{array} \quad 3$

A 3x10 grid of dots. A dashed line connects the top dots. The number 4 is written to the right of the grid.

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

+ - + - + - + 6
 | | | |
 | | | |
 + - + - + - +

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

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 of seeing and recognizing a person the character has? (SHOW CARD WITH SCALE)

READ OUT	NONE	MILD	MODERATE	SEVERE	EXTREME	DK
1. (Rebecca) can read newsprint (and can thread a needle easily). She can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. She also has no problems with seeing in dim light.	17 1	2	3	4	5	6
2. (Antonio) can read newsprint (and can thread a needle easily). He can recognize shapes and colours from across 10 metres but misses out the fine details. He has no problems with seeing in dim light.	18 1	2	3	4	5	6
3. (Thiam) can read newsprint and can thread a needle easily. He can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. He has no problems with seeing in dim light. However, he cannot differentiate red from green.	19 1	2	3	4	5	6
4. (Hector) can read newsprint (and can thread a needle easily). He can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. He has problems with seeing clearly in dim light.	20 1	2	3	4	5	6
5. (Angela) needs glasses to read newsprint (and to thread a needle). She can recognize people's faces and pick out details in pictures from across 10 metres quite distinctly. She has no problems with seeing in dim light.	21 1	2	3	4	5	6
6. (Andrew) cannot read newsprint (or thread a needle). He cannot recognize people's faces from across several metres but can identify faces from close up. He has problems with seeing in dim light.	22 1	2	3	4	5	6
7. (Norman) can read newsprint (and can thread a needle easily). He cannot recognize people's faces or pick out details in pictures from across 10 metres as they appear blurred. He has no problems with seeing near objects clearly in dim light.	23 1	2	3	4	5	6
8. (Sebastian) cannot detect any movement close to the eyes or even the presence of a light.	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 with moving around? (SHOW CARD WITH SCALE)

READ OUT	NONE	MILD	MODERATE	SEVERE	EXTREME	DK
1. (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.	25 1	2	3	4	5	6
2. (Mary) has no problems with moving around or using her hands, arms and legs. She jogs 4 kilometres twice a week without any problems.	26 1	2	3	4	5	6
3. (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.	27 1	2	3	4	5	6
4. (Paul) is an active athlete who runs long distance races of 20 kilometres twice a week and engages in soccer with no problems.	28 1	2	3	4	5	6
5. (David) is paralysed from the neck down. He is confined to bed and must be fed and bathed by somebody else.	29 1	2	3	4	5	6
6. (Jan) 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.	30 1	2	3	4	5	6

31 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	32	
Dentists	33	
Specialists	34	
Physiotherapists	35	
Chiropractors	36	
Traditional healers	37	
Clinic (staffed mainly by nurses, operating separately from a hospital)	38	
Hospital outpatient unit	39	
Hospital inpatient services	40	
Pharmacy/Chemist (where you talked to someone about your care and did not just purchase medicine)	41	
Home health care services	42	
Other 1 (SPECIFY NUMBER OF TIMES AND TEXT)	43	44
Other 2 (SPECIFY NUMBER OF TIMES AND TEXT)	45	46
Other 3 (SPECIFY NUMBER OF TIMES AND TEXT)	47	48
Other 4 (SPECIFY NUMBER OF TIMES AND TEXT)	49	50
Other 5 (SPECIFY NUMBER OF TIMES AND TEXT)	51	52

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	53	1	2
2. Hospital care insurance	54	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.	55
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.	56
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.	57

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%..... 58 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

+--+--+--+ 59
| | | |
+--+--+--+

HEALTH

+--+--+--+ 60
| | | |
+--+--+--+

RESPONSIVENESS

+--+--+--+ 61
| | | |
+--+--+--+

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%..... 62 1

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

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

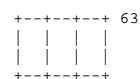
d) Equality 67%, Level 33%..... 4

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

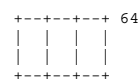
f) Other (SPECIFY)..... 6

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

EQUALITY



LEVEL



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%..... 65 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

```

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

```

LEVEL

```

+--+--+--+ 67
|  |  |  |
|  |  |  |
+--+--+--+

```

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.....	68	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).....	69	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.....	70	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.....	71	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)

72

73

DK.....	74	1
Refusal.....		2

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

Yes.....	75	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.....	76	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
	_ 77	_ 78	_ 79	_ 80	_ 81

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

Yes..... 82 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..... 83 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
	_ 84	_ 85	_ 86

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	87 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	88 1	2	3	4	5
2. ...did the office staff, such as receptionists or clerks there, treat you with respect	89 1	2	3	4	5
3. ...were your physical examinations and treatments done in a way that your privacy was respected	90 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	91 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	92 1	2	3	4	5
2. ...did doctors, nurses or other health care providers, explain things in a way you could understand	93 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	94 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	95 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..... 96 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	97 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	98 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	99 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	100 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	101 1	2	3	4	5	6
2. ...the way the health services kept information about you confidential	102 1	2	3	4	5	6
3. ...being able to use a health care provider or service of your choice	103 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	104 1	2	3	4	5	6	7
2. ...to get to use other health services other than the one you usually went to	105 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	106 1	2	3	4	5	6	7
2. ...the cleanliness of the place	107 1	2	3	4	5	6	7

Very good.....	108	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.....	109	1	GO TO Q.32
	No.....		2	GO TO Q.37
	DK.....		3	GO TO Q.37

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

110

111

Q.33.	Did you get your hospital care as soon as you wanted?		
	Yes.....	112	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.....	113	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	114 1	2	3	4	5	6
2. ...being treated with dignity at the hospital	115 1	2	3	4	5	6
3. ...how well health care providers communicated with you during your stay in the hospital	116 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	117 1	2	3	4	5	6
5. ... the way the hospital kept personal information about you confidential	118 1	2	3	4	5	6
6. ... being able to use a hospital of your choice	119 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	120 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.	121 1	2	3	4	5	6
2. ... to have the hospital allow you to practice religious or traditional observances if you wanted to	122 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	123 1	2	3	4
2. Social class	124 1	2	3	4
3. Lack of private insurance	125 1	2	3	4
4. Ethnicity	126 1	2	3	4
5. Colour	127 1	2	3	4
6. Sex	128 1	2	3	4
7. Language	129 1	2	3	4
8. Religion	130 1	2	3	4
9. Political/other beliefs	131 1	2	3	4
10. Health status	132 1	2	3	4
11. Lack of wealth or money	133 1	2	3	4
12. Other (SPECIFY)	134 1	2	3	4

If other, specify

135	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..... 136 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	137 1	138 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 getting involved in making decisions about her/his care or treatment as much as she/he wanted? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK	
1. (Mary) has a serious health problem and knows that she will soon die. Every time she visits her doctor she asks him about her treatment and how much her condition is deteriorating. She wants to be able to plan for the future and make arrangements for her family once she dies. The doctor always tells her not to worry, that things are under control, and that he knows what he is doing.	139	1	2	3	4	5	6
2. (Sarah) visits her doctor regularly because of back pain. She has discussed alternative treatment with her doctor such as special back exercises, acupuncture, yoga and change in lifestyle, but he only believes in medication. Whenever the pain has got worse, he has adjusted the medication by prescribing higher doses. Despite the side effects that Sue is having, drowsiness, nausea and migraines, he will not consider other options.	140	1	2	3	4	5	6
3. (Henry) has recently been diagnosed as having diabetes. The first time he went to the clinic he had to have blood tests, eye check ups and other routine tests. The nurse explained every procedure in detail and asked him for his consent before doing any tests.	141	1	2	3	4	5	6
4. (Bob) broke his arm a few months ago and had to have a series of X-rays. Initially, the doctors told him about his fractures and explained what they were going to do. After that, they sent him for some other tests all over the hospital without explaining why. Although Bob asked what was happening, the doctors ignored him saying they were busy.	142	1	2	3	4	5	6
5. (John) has been diagnosed as having HIV. The doctor has been very supportive at the health centre he usually goes to. He has spent time discussing the different drug therapies, the psychological support that is available, and the medical care that he may need. Although he has advised John to start taking medication, he has asked John to decide what he wants to do.	143	1	2	3	4	5	6
6. (Gabriel) has a history of chest pain. He usually goes to the local public hospital for his check-ups. One day he had severe pain in his chest and had to have emergency care. As soon as he got there, the doctors had to quickly run tests and take a blood sample. They did not ask for his permission as there was no time and they were concerned about his condition.	144	1	2	3	4	5	6
7. (Tara) is always tired and has no energy to do anything. She gave birth to a baby girl two months ago. The doctor has told her that she may be suffering from post-natal depression. After discussing her condition with her, he has suggested that she could either try some anti-depressants or, if she prefers, go to a counsellor.	145	1	2	3	4	5	6

Q.41. Please consider the following scenarios, how would you rate each person's experience of getting prompt attention? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK	
1. (Xavier) has a stomach ulcer and was advised surgery. His doctor told him it could be arranged only after 3 months as there were other patients in the queue. He now sees the doctor only when he has some discomfort and needs to arrange about 2 weeks in advance a time to meet him.	146	1	2	3	4	5	6
2. (Romero) has tuberculosis and needs to see his doctor in the primary care centre every month for renewing his prescription. He lives in a village 5 miles (8 km) away and must walk each time to see the doctor. Some days when he gets to the hospital he learns that the doctor is away on leave and must come back without medicines and make the trip again the next day. Once when he coughed blood at night and became very breathless his relatives had to borrow a neighbour's car to take him to the hospital.	147	1	2	3	4	5	6
3. (Kofi) has had a heart operation last year. He is now doing well and is on regular medication. He lives outside the city and has to drive once every 3 months to see his doctor. One night he had chest pain and called an ambulance and managed to get to the hospital in 30 minutes.	148	1	2	3	4	5	6
4. (Dilek) suffers from difficulty breathing and has wheezing attacks almost every week. She lives across the street from the city hospital and can get to the emergency room within 5 minutes of an attack. Within 10 minutes of getting to the emergency room she is given an injection that relieves her distress.	149	1	2	3	4	5	6
5. (Aitor) has had backache for several years. The local hospital is always busy and he has to wait about 3 hours each time he has to see a doctor. At times he has to come away without seeing the doctor. He has been advised a special test and will have to wait for 6 weeks before he can get it done as the machine in the hospital is booked.	150	1	2	3	4	5	6
6. (Stan) fell down from a ladder and broke his leg one evening. He had to be taken to the district hospital, about 10 miles away (15 km), in a private car. He had to wait for an hour in the hospital for the surgeon to arrive and could be operated only the next day.	151	1	2	3	4	5	6
7. (Niels) has a kidney disease and has to go to the hospital every month for a check up. He sees his regular physician at a pre-arranged time and can reach the hospital on a local bus within 15 minutes. In the past six months he has had to phone his doctor twice for urgent advice about his medication and has received the information he required right away.	152	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)

```

+---+---+ 153
|   |   |
|   |   |
+---+---+

```

NO QUESTION D.9

D.10. SEX

```

Male..... 154 1
Female..... 2

```

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

D.11. How old are you?

```

+---+---+ 157
|   |   |
|   |   |
+---+---+

```

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	158 1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	159 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	160 1	2
b) in your household the person who contributes most to the household income	161 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.....	162 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.....	163	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
__ __ 164	__ __ 165	

P.2. - Time of the beginning of the interview	HOUR	MINUTES
USE 24 HOUR CLOCK	__ __ 166	__ __ 167

P.3. - Number of minutes the interview lasted	MINUTES
__ __ __ 168	

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

Two (interviewer and respondent).....	169	1
Three.....		2
Four.....		3
Five or more.....		4

P.5. - Respondent cooperation

Excellent.....	170	1
Fair.....		2
Average.....		3
Bad.....		4

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

	171
--	-----

P.7. - Region (LOCAL CODES)

	172
--	-----

P.8. - Postal code

	173
--	-----

P.9. - SAMPLE POINT NUMBER

	174
--	-----

P.10. - INTERVIEWER NUMBER

	175
--	-----

P.11. - WEIGHTING FACTOR

	176
--	-----

P.12. - Telephone available in the household ?

Yes.....	177	1
No.....		2

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

+--+ 178
| |
| |
+--+