

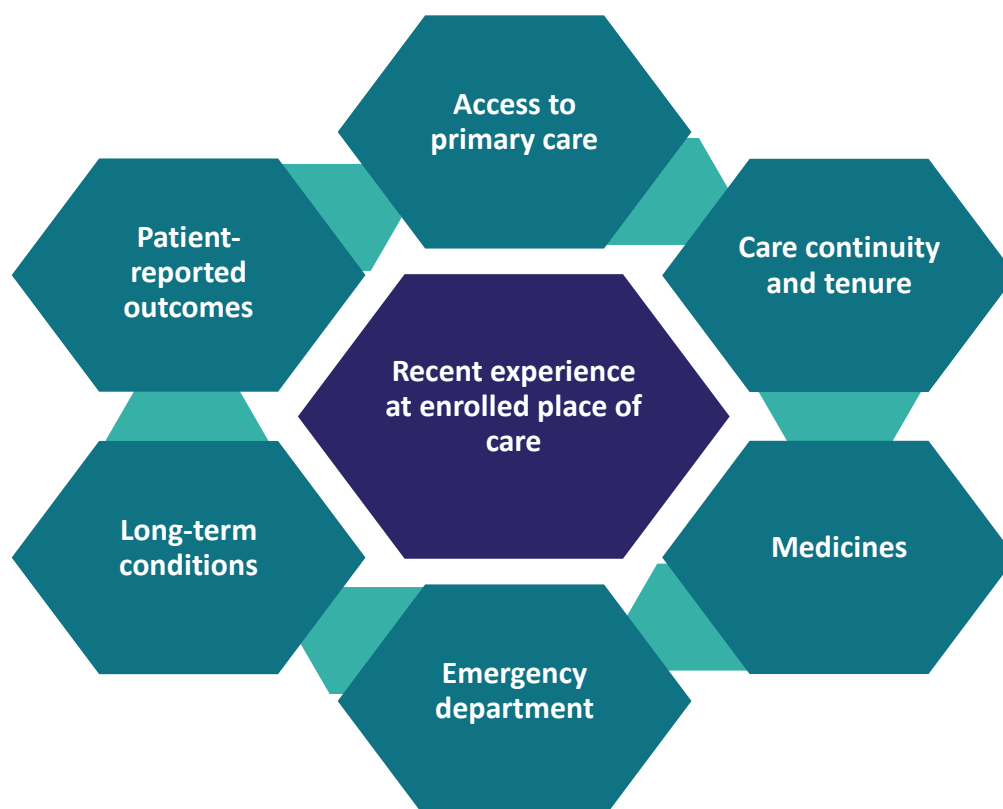


Adult primary care patient experience survey

SURVEY OVERVIEW

This survey covers different aspects of primary care patient experience, including communication, partnership, physical and emotional needs, cultural safety and access to care. Demographics are collected to understand how experiences vary between different population groups.

The survey uses a modular approach, where patients only answer questions relevant to their experiences. This is represented by the image below, whereby all patients are asked about their recent experience at their enrolled place of care but only see the other modules if relevant. Some questions and modules are answered by all patients, and some are on rotation and only asked annually.



PROGRAMMING INSTRUCTIONS

This version of the survey shows the logic that 'skips' people to appropriate questions based on their answers. Not all people see all the questions.

Programming instructions are noted **[LIKE THIS]**. They show question type and any routing or visual reference information as well as indicators for piping in responses. They are not visible in the online questionnaire itself. If nothing is shown for filter the default base is all respondents and default question type is single choice.

Items which are derived from question responses and used for subsequent routing or piping within the questionnaire are shown in grey boxes.

No questions are compulsory.



Adult primary care patient experience survey

Kia ora

[SHOW HEADING]

Thank you for taking part in this important survey about your recent experience with **[PRACTICE NAME]**.

Your feedback will help us understand what went well and if there is anything that we could have done better.

It will take around 10 to 15 minutes to complete this survey depending on your answers.

Unless you would like us to contact you, your responses are anonymous and will not be connected to you in any way. Please be open and honest in your feedback.

How to complete this survey:

[SHOW HEADING]

Going back to change an answer

Your responses are submitted as you go through the survey. You can move backwards to change your answers by clicking the “Previous” button at the bottom of the page. If you use the “Back” button on your internet browser or mobile phone and get taken out of the survey, you can return to where you were using your login code. Your earlier responses will have been saved.

Complete later

If you would like to return to your survey to complete it later, close the window and then return to the link provided in the email or text message and re-enter your login code. Your earlier responses will have been saved.

Skipping questions

You can skip any question you do not want to answer, cannot remember or that is not applicable to you. Just leave it blank and click “Next” to move to the next question.

Ready to begin?

Click on the “Next” button to begin the survey.

[NEXT]

Screening questions

[DO NOT SHOW HEADING]

S1

Could you tell us if you are answering this survey on behalf of yourself or someone else?

1. Myself
2. Someone else, unable to answer this survey

S1b

[IF SOMEONE ELSE]

(MULTIPLE CHOICE)

Which of the following reasons best describes why you are answering the survey on the patient's behalf? It is difficult for the patient to respond due to...

Please select all that apply

3. Language (not enough English)
4. Computer abilities or access
5. Learning difficulties e.g. unable to read
6. Disabilities e.g. low vision
7. Health issues or injuries
97. Other, please specify

Initial demographics

[DO NOT SHOW TITLE TO RESPONDENTS FOR ANALYSIS ONLY]

INFO_ABOUT

[DO NOT SHOW HEADING]

First, we will ask you some general questions about yourself.

[IF S1=2 'On behalf of someone else']

If you are answering on behalf of a patient, please use their details.

QAge_3

Which age range are you in?

1. 15 – 24 years
2. 25 – 34 years
3. 35 – 44 years
4. 45 – 54 years
5. 55 – 64 years
6. 65 – 74 years
7. 75 – 84 years
8. 85 years or over

QEthnicity_1**[MULTIPLE CHOICE]**

Which ethnic group or groups do you belong to?

Please select all that apply

1. New Zealand European
2. Māori
3. Samoan
4. Cook Island Māori
5. Tongan
6. Niuean
7. Chinese
8. Indian
97. Other (such as Dutch, Japanese, Tokelauan)

QEthnicity_2**[ASK IF QEthnicity_1 INCLUDES CODE 97 'Other']**

You selected 'other' as an option for your ethnic group. Which of these ethnic groups do you belong to?

Please select all that apply

[MULTIPLE CHOICE]

1. English
2. Australian
3. Dutch
4. Other European
5. Tokelauan
6. Fijian
7. Other Pacific Peoples
8. Filipino
9. Japanese
10. Korean
11. Cambodian
12. Other Asian
13. Middle Eastern
14. Latin American
15. African
97. Other, specify

Health status**[ROTATING: August quarters since 2023] [SHOW TITLE TO RESPONDENTS]**

This section asks the following patient-reported outcome measures:

- EQ-5D-5L (EuroQol Group)
- EQ VAS (EuroQol Group)
- Hua Oranga [IF QEthnicity_1=2 Maori]

The measures are not presented in this document. Further information on the EQ-5D-5L can be found at <https://euroqol.org/>. Further information on Hua Oranga can be found at <https://www.oradatabase.co.nz/>

HCRDisability

Do you think of yourself as disabled (or as having a disability)?

1. Yes
2. No
3. Unsure

Recent experience

[SHOW HEADING]

INTRO_Recent

[ONLY SHOW ON FIRST PAGE OF THIS SECTION]

The next questions are about your recent experience(s) at **[PRACTICE NAME]**, for your own health. For the rest of the survey, we will call **[PRACTICE NAME]** “your GP/nurse clinic”.

QPC_apptmode

[MULTIPLE CHOICE]

In the last 3 months, how have you had an appointment, advice or health information from your GP/nurse clinic for your own health?

Please select all that apply.

1. In person visit
2. Video call
3. Phone call
4. Email
5. Text message
97. Other, please specify
98. Can't remember / don't know

[IF (QPC_apptmode ONLY = 1 'In person visit' OR 2 'Video call') THEN AUTOPUNCH RESPONSE AT QPC_apptmode_2 AND GO TO DRecentApptType CALCULATION]

[IF (QPC_apptmode = 1 'In person visit' AND = 2 'Video call' AND ≠ 3 'Phone call') THEN GO TO QPC_apptmode_2]

[IF (QPC_apptmode = 3 'Phone call') THEN ASK QPC_phonetype]

[IF (QPC_apptmode ≠ 1 'In person visit' OR 2 'Video call' OR 3 'Phone call') THEN SKIP TO AboutClinic]

QPC_phonetype

[MULTIPLE CHOICE]

What best describes the purpose of your phone call(s)?

Please select all that apply

1. Phone consultation with a GP/doctor, nurse, nurse practitioner or mental health professional **[CONTINUE]**
2. Getting advice or information
3. Booking an appointment
4. Getting a prescription
5. Something else, please specify

[IF TWO OR MORE OF (QPC_apptmode=1 'In person visit' OR QPC_apptmode=2 'Video call' OR QPC_phonetype=1 'Phone consultation') THEN ASK QPC_apptmode_2]

[IF ((QPC_apptmode ≠ 1 'In person visit' OR 2 'Video call') AND (QPC_phonetype = 1 'Phone consultation')) THEN AUTOPUNCH RESPONSE AT QPC_apptmode_2 AND GO TO DRecentApptType CALCULATION]

[IF ((QPC_apptmode ≠ 1 'In person visit' OR 2 'Video call') AND (QPC_phonetype ≠ 1 'Phone consultation')) THEN SKIP TO AboutClinic]

QPC_apptmode_2

[IF TWO OR MORE OF (QPC_apptmode=1 'In person visit' OR QPC_apptmode=2 'Video call' OR QPC_phonetype=1 'Phone consultation')]

Which was your most recent appointment:

[IF ((QPC_apptmode ONLY = 1 'In person visit' OR 2 'Video call') OR (QPC_apptmode ≠ 1 'In person visit' OR 2 'Video call' AND QPC_phonetype = 1 'Phone consultation') THEN AUTOPUNCH RESPONSE]

1. In person visit
2. Video call
3. Phone call [SHOW IF QPC_phonetype=1 'Phone consultation']

[IF (QPC_apptmode=1+2 OR 2+3 OR 1+2+3) AND (QPC_apptmode_2=No response) THEN SKIP TO AboutClinic]

[CALCULATE DRecentApptType IF (QPC_apptmode ONLY=1,2 AND QPC_phonetype≠1) OR (QPC_apptmode ≠1,2 AND QPC_phonetype=1) OR (QPC_apptmode_2=1,2,3)]

DRecentApptType

[DO NOT SHOW RESPONDENT]

[HIDDEN VARIABLE TO DERIVE MOST RECENT APPOINTMENT TYPE]

[RESPONSE TO QPC_apptmode_2]

1. In person visit
2. Video call
3. Telephone call

RecentApptType_Piping

[DO NOT SHOW RESPONDENT]

[HIDDEN VARIABLE TO DENOTE MOST RECENT APPOINTMENT TYPE FOR PIPING INTO SUBSEQUENT QUESTIONS]

[MOST RECENT APPOINTMENT TYPE = RESPONSE TO QPC_apptmode_2]

1. visit
2. video call
3. phone call

QPC_HCP

**[ASK IF (QPC_apptmode_2 = 1 'In person visit' OR 2 'Video call' OR 'Phone call')
OR IF ((QPC_apptmode = 3 'Phone call' and QPC_apptmode ≠ 1 'In person visit' AND ≠ 2
'Video call') AND (QPC_phonetype = 1 'Phone consultation'))]**

Was your most recent **[BASED ON RecentApptType_Piping 'visit' OR 'video call' OR 'phone call']**
with...

Please select one option. If it was with more than one, please select the main person.

1. A GP/doctor
2. A nurse or nurse practitioner
3. A mental health professional
4. Another health care professional **[SHOW IF VIDEO AND VISIT]**
98. Don't know / not sure who I saw

[IF QPC_HCP=No Response SKIP TO AboutClinic]

QPC_HCP_other_text_raw**[OPEN END]**

You have selected 'Another health care professional', please describe who.

DHCP

[DO NOT SHOW RESPONDENT]

**[HIDDEN VARIABLE TO DENOTE HCP SEEN FOR PIPING INTO SUBSEQUENT
QUESTIONS]**

1. GP **[QPC_HCP=1 'A GP/doctor']**
2. nurse **[QPC_HCP=2 'A nurse or nurse practitioner']**
3. mental health professional **[QPC_HCP=3 'A mental health professional']**
4. health care professional **[QPC_HCP=4 'Another' OR 98 'Don't know']**

[IF QPC_HCP=4 'Another' OR 98 'Don't know' SKIP TO Intro_Apt]

**[NOTE: RESPONDENTS WITHOUT A DEFINED RECENT EXPERIENCE SKIP TO THE
OVERALL PRACTICE QUESTIONS STARTING AT AboutClinic. IF NO RESPONSE (CODE 99)
TO QPC_apptmode, QPC_apptmode_2 AND/OR QPC_HCP OR NONE OF In person visit, Video
OR Phone (1, 2, 3) SELECTED AT QPC_apptmode, SKIP TO AboutClinic]**

QPC_regHCP

[IF HAD IN PERSON / VIDEO APT/PHONE AT QPC_apptmode_2]

Is there one **[HCP INSERTED FROM ABOVE]** you usually see?

1. Yes
0. No

QPC_regHCPseen

[IF YES AT QPC_regHCP]

Did you get to see your usual **[HCP INSERTED FROM ABOVE]** this time?

1. Yes
2. No

Appointment booking

[SHOW HEADING]

[ASK IF QPC_aptmode_2 = 1 'In person visit' OR 2 'Video call' OR 'Phone call']

Intro_Apt

[ONLY SHOW ON FIRST PAGE OF THIS SECTION]

Please answer this next section about your most recent experience, **for your own health**, with your GP / nurse clinic. Remember when we say your GP / nurse clinic, we are talking about **[PRACTICE NAME]**.

[IF QPC_atpmode_2 = 2 'Video call' OR 'Phone call' SKIP TO QPC_aptbody]

QPC_aptbody

[IF QPC_aptmode_2=1 'In person']

And on this occasion, did you have a booked appointment or was it a walk-in?

1. Appointment
2. Walk-in

[IF QPC_aptbody=1 'Appointment' THEN ASK QPC_aptbody. IF QPC_aptbody=2 'Walk-in' THEN SKIP TO QPC_walkinwait. IF QPC_aptbody=No response THEN SKIP TO QPC_admin]

QPC_aptbody

[IF (QPC_aptbody=1 'Appointment') OR (QPC_aptmode_2 = 2 'Video call' OR 3 'Phone call')]

When you made the booking, how quickly were you able to get an appointment?

1. Same day or next working day
3. Within a week
5. One to two weeks
6. Over two weeks
95. Not applicable, e.g. it was booked in advance or a regular appointment

QPC_aptbody2

[IF QPC_aptbody = WITHIN A WEEK / ONE TO TWO WEEKS / OVER TWO WEEKS]

How did you feel about the wait?

1. I did not mind the wait
2. I had to wait a bit too long
3. I had to wait far too long

QPC_admin

And on this occasion, did the **reception and/or admin staff** treat you with respect?

1. Yes, definitely
2. Somewhat
3. No
4. I did not talk to / see reception or admin staff

Your care from your [HCP FROM DHCP]

[SHOW HEADING]

[ASK SECTION ONLY IF QPC_apptmode_2 = 1 'In person visit' OR 2 'Video call' OR 'Phone call']

INFO_HCP

Now we'd like you to think about what happened during your recent [BASED ON RecentApptType_Piping 'visit' OR 'video call' OR 'phone call'] with the [HCP FROM DHCP] from [practice_name] about your own health.

QPC_NamePronounce

Was your name pronounced properly by the [HCP FROM DHCP]?

1. Yes, always
2. Sometimes
3. No
4. No one used my name
98. Unsure / don't know

QPC_NameAskPronounce

Did the [HCP FROM DHCP] ask you how to say your name if they were uncertain?

1. Yes, always
2. Sometimes
3. No
4. They did not need to ask
5. No one used my name
98. Unsure / don't know

QPC_attributes_LISTEN

Did the [HCP FROM DHCP] listen to you?

1. Yes, definitely
2. Somewhat
3. No

QPC_attributes_INFORM

Did the [HCP FROM DHCP] inform you as much as you wanted about your health condition, treatment or care?

1. Yes, definitely
2. Somewhat
3. No

QPC_attributes_UNDERSTOOD

Did the [HCP FROM DHCP] explain things in a way you could understand?

1. Yes, definitely
2. Somewhat
3. No

QPC_attributes_RESPECT

Did the [HCP FROM DHCP] treat you with respect and kindness?

1. Yes, definitely
2. Somewhat
3. No

QPC_attributes_TIME

Did the **[HCP FROM DHCP]** spend enough time with you?

1. Yes, definitely
2. Somewhat
3. No

QPC_history

Were you confident that the **[HCP FROM DHCP]** knew enough about your medical history?

1. Yes, definitely
2. Somewhat
3. No

QPC_trust

Did you have trust and confidence in the **[HCP FROM DHCP]**?

1. Yes, definitely
2. Somewhat
3. No

QPC_MH

During this **[BASED ON RecentApptType_Piping 'visit' OR 'video call' OR 'phone call']**, did you feel that the **[HCP FROM DHCP]** recognised and/or understood any mental health needs that you might have had?

1. I did not have any mental health needs
2. Yes, definitely
3. Somewhat
4. No
5. Did not apply this time

QPC_involve

Did the **[HCP FROM DHCP]** involve you as much as you wanted to be in making decisions about your treatment and care?

1. Yes, definitely
2. Somewhat
3. No
95. I did not want to be involved

QPC_involve_OE_raw

[ASK IF QPC_involve = 2 'Somewhat' OR 3 'No']

What could have been done better to involve you in decisions about your treatment and care?

Please explain, in as much detail as possible.

[OPEN END]

QPC_askquestions

Did you feel comfortable to ask the **[HCP FROM DHCP]** any questions you had?

1. Yes, definitely
2. Somewhat
3. No
98. Can't remember / don't know

Your overall experience

[SHOW HEADING]

[ASK IF (QPC_apptmode_2 = 1 'In person visit' OR 2 'Video call' OR 'Phone call')
AND QPC_HCP = GP, nurse or mental health professional]

QPC_needs

[SINGLE CHOICE MATRIX]

Everyone in Aotearoa New Zealand comes from a unique background and perspective. This means each person's needs might be different in their treatment or care.

During this [BASED ON RecentApptType_Piping 'visit' OR 'video call' OR 'phone call']...

Please select one answer for each statement

[STATEMENTS – DO NOT ROTATE]

- **QPC_needs_1**
Did you feel your cultural needs were met?
- **QPC_needs_2**
Did you feel your spiritual needs were met?
- **QPC_needs_3**
Did you feel your individual needs were met?

[CHOICES]

1. Yes, definitely
2. Somewhat
3. No
4. I did not have any

QAccessibility

More specifically, thinking about any disability, impairment, or long-term health condition that you have, did you feel your accessibility needs were met?

For example, could you get around easily, were you able to communicate easily?

4. I don't have any disability, impairment or long-term condition / does not apply to me
1. Yes, definitely
2. Somewhat
3. No

QPC_needs_OE_raw

[ASK IF ANY QPC_needs OR QAccessibility = (2 'Somewhat' OR 3 'No')]

[OPEN END]

How could your needs have been better met?

Please explain, in as much detail as possible.

If all your needs were met, please click the Next button to continue

QPC_Discrim**[MULTIPLE CHOICE]**

During the experience, did you ever feel you were treated unfairly for any of the reasons below?

Please select all that apply

1. I was not treated unfairly **[EXCLUSIVE CHOICE]**
2. Your skin colour
3. Your race or ethnic group
4. Your sex
5. Your gender identity
6. Your age
7. A disability or physical health condition you have
8. A mental health condition you have
9. Your sexual orientation
10. Your religious beliefs
11. Your income or your family / whānau's income
12. Your appearance
97. Something else
98. Don't know / unsure

QPC_Discrim_97_OtherText_raw**[OPEN END]**

You have selected 'Something else', please describe in as much detail as possible.

QDiscrim_HIDDEN

[NOT SHOWN TO RESPONDENT – AUTOPUNCH BASED ON PREVIOUS QUESTIONS]

[HIDDEN VARIABLE TO DERIVE MOST RECENT APPOINTMENT TYPE]

Identified perceived unfair treatment

1. Yes **[IF ANY QPC_Discrim_2/97=1]**
2. No **[IF (QPC_Discrim = 1 'I was not treated unfairly') OR (ALL QPC_Discrim_2/97≠1 AND QPC_Discrim=98 'Don't know')]**

QDiscrim_OE_raw

[IF QDiscrim_HIDDEN=1 'Yes']

[OPEN END]

If you felt you were treated unfairly, what happened to make you feel this way?

Please describe, in as much detail as possible...

INTRO_Overall

[DO NOT SHOW HEADING]

The next questions are about your overall view of your latest experience with your GP / nurse clinic. Please think about all the aspects of your experience including those we have covered in the questions above and any other aspects that are important to you.

QPC_Overall

[SHOW QPC_OVERALL ON SAME SCREEN AS INTRO_Overall]

Overall, do you feel the quality of the treatment and care you received was:

1. Very good
2. Good
3. Average
4. Poor
5. Very poor

OE_Disclaimer

[DO NOT DISPLAY WORD DISCLAIMER]

Your responses to this survey are anonymous – please be careful **not** to give information in your comments that might identify you, (such as dates, names, contact information).

QPC_Better_OE_raw

Please describe, in as much detail as possible...

What do you think would have made your **[BASED ON RecentApptType_Piping 'visit' OR 'video call' OR 'phone call']** better?

[OPEN END]

QPC_Strengths_OE_raw

Please describe, in as much detail as possible...

What do you think went well about your **[IF APPOINTMENT AT QPC_apptmode_2='visit', IF VIDEO CONFERENCE AT QPC_apptmode_2='video call' IF PHONE CALL WITH GP AT QPC_apptmode_2='phone call']**?

[OPEN END]

About your GP / nurse clinic

[SHOW HEADING]

[ASK ALL RESPONDENTS]

Intro_AboutClinic

The next couple of questions are about **<practice name>** in general.

QPC_tenure

[ROTATING: February quarters since 2024]

How long have you been a patient there?

1. Less than one year
2. One to five years
3. More than five years

QPC_response

In the last 3 months when you contacted your GP / nurse clinic about something important (other than booking an appointment), did you get an answer the same day?

1. I have not contacted them about something important (other than booking an appointment) in the last 3 months
2. Yes, always
3. Sometimes
4. No

QPC_family

At **<practice name>**, if you want to, are you able to have family / whānau involved in discussions about your treatment and care?

1. Yes, definitely
2. Somewhat
3. No
95. I do not want them included
98. Not applicable

QPortal_use

Have you heard of or used a general practice online service or patient portal (e.g., ManageMyHealth, Health365, ConnectMed, MyIndici)?

These can be used to book appointments, order repeat prescriptions or to see your health records.

1. Yes, I have heard of and used
2. Yes, I have heard of but not used
3. No, I have not heard of
98. Don't know

Access in previous 12 months

[DO NOT SHOW HEADING]

INFO_ACCESS

[DO NOT SHOW HEADING]

These next questions are about your experiences with health care in general over the last 12 months. This could be at **<practice name>** or somewhere else.

QPC_access

[SHOW ON SAME PAGE AS INFO_ACCESS]

In the last 12 months, was there ever a time when you wanted health care from a GP or nurse, but you couldn't get it?

1. Yes
2. No

QPC_access_check

[ASK IF QPC_access=1]

And in the last 12 months, was it ever at **<practice name>** that you couldn't get health care?

1. Yes
2. No

QPC_barriers

[Ask if QPC_access=yes]

[MULTIPLE CHOICE]

Why could you not get health care from a GP or nurse when you wanted it during the last 12 months?

Please select all that apply.

1. Waiting time to get an appointment too long
14. The clinic was closed (e.g. after hours, in the weekend, or a public holiday)
15. The GP or nurse I wanted to see was not available
16. Could not get through to the clinic to make an appointment
2. The appointment was too expensive
3. Owed money to the clinic
5. Difficult to take time off work
6. Had no transport to get there
17. Out of town or away from home
97. Other (please tell us why)

QPC_access_carereason

[Ask if QPC_access=yes]

What was your **main** reason for wanting health care?

*If this has happened more than once in the last 12 months please think about the **last time** this happened.*

1. Get advice or treatment for an urgent health issue
2. Get advice or treatment for a health issue that was not urgent
3. Get a prescription
5. Something else

QPC_access_alternative

[Ask if QPC_barriers = Waiting time to get an appointment too long | The GP or nurse I wanted to see what not available]

When you were unable to get an appointment, did **<practice name>** do any of the following things?

*If this has happened more than once in the last 12 months please think about the **last time** this happened.*

Please select all that apply

1. A GP or nurse talked to you to assess your needs
2. Offered you an appointment with another GP or nurse, different from the one(s) you wanted to see
3. Referred you somewhere else, e.g. an urgent care clinic or emergency department
97. Something else (Please tell us what)
95. None of the above **[Exclusive choice]**

QFloating_OE

[Ask if QPC_access=yes]

Please tell us about what happened next.

For example: Did you make an appointment for another day? Did you get care from somewhere else? Did your symptoms or condition get better or worse? Please describe in as much detail as possible.

[OPEN END]

Your medicines

[SHOW HEADING]

QMeds_presc

[SINGLE CHOICE]

In the last 12 months has someone from [PRACTICE NAME] prescribed you any medicine(s) (either new or a repeat)?

This includes vitamins, pain killers, supplements and other prescribed medicines.

1. Yes
2. No
98. Unsure / I cannot remember

MED_INFO

[DO NOT SHOW HEADING]

[IF QMeds_presc=1 'Yes']

The next questions are about the medicine prescribed to you by someone from [PRACTICE NAME] during the last **12 months**. This includes vitamins, pain killers, supplements and other prescribed medicines. From now on we'll refer to these as 'medicines'.

QMed_involve

[IF QMeds_presc=1 'Yes']

In the last 12 months, were you involved as much as you wanted to be in decisions about the best medicine(s) for you?

1. Yes, always
2. Sometimes
3. No
95. I did not want to be involved

QMed_cost

[IF QMeds_presc=1 'Yes']

In the last 12 months, was there a time when cost stopped you from picking up a prescription?

1. Yes
2. No

Emergency departments

[ROTATING: May quarters since 2024 except where indicated since 2025]

[SHOW HEADING]

QED_use

In the last 12 months, have you been to the emergency department at a hospital **for your own health?**

1. Yes
2. No

INFO_EMERG

[DO NOT SHOW HEADING]

[IF YES AT QED_use, OTHERWISE SKIP TO NEXT SECTION]

The next questions are about your **most recent** visit to an emergency department for your own health.

QED_visited

[ROTATING: May quarters since 2025]

[IF YES AT QED_use]

[DROPDOWN SINGLE CHOICE]

Which emergency department did you visit?

If your hospital is not in the list, you can type it in the box and click on the 'Next' button to continue.

If you are unsure which hospital you visited please type in don't know and click on the 'Next' button.

[LIST OF EDs IN COLLAPSIBLE LIST]

1. Ashburton Hospital
2. Auckland City Hospital
3. Bay of Islands Hospital
4. Buller Health
5. Christchurch Hospital
6. Clutha Health First
7. Dunedin Hospital
8. Dunstan Hospital
9. Gisborne Hospital
10. Gore Hospital
11. Greymouth Base Hospital
12. Hawera Hospital
13. Hawkes Bay Hospital
14. Hutt Hospital
15. Kaitaia Hospital
16. Lakes District Hospital
17. Middlemore Hospital
18. Nelson Hospital
19. North Shore Hospital
20. Oamaru Hospital
21. Opotiki Community Care Centre
22. Palmerston North Hospital
23. Reefton Health Services
24. Rotorua Hospital
25. Southland Hospital
26. Starship Child & Family Unit
27. Taranaki Base Hospital

- 28. Taumarunui Community Hospital
- 29. Taupo Hospital
- 30. Tauranga Hospital
- 31. Te Kuiti Community Hospital
- 32. Thames Hospital
- 33. Timaru Hospital
- 34. Tokoroa Hospital
- 35. Waikato Hospital
- 36. Wairarapa Hospital
- 37. Wairau Hospital
- 38. Wairoa Hospital & Health Centre
- 39. Waitakere Hospital
- 40. Wellington Hospital
- 41. Whakatane Hospital
- 42. Whanganui Hospital
- 43. Whangarei Hospital
- 44. Other
- 98. Don't know

QED_why**[IF YES AT QED_use]****[MULTIPLE CHOICE]**

Thinking about your last visit to an emergency department for your own health, what were **all** the reasons you went to a hospital emergency department?

Please select all that apply

- 1. Thought condition was serious/life threatening
- 2. GP or after-hours too expensive
- 3. Time of day/day of week (i.e. after hours)
- 4. Waiting time to get an appointment was too long at usual medical clinic
- 5. Sent by GP
- 6. Sent by Healthline (or another telephone helpline)
- 7. Taken by ambulance or helicopter
- 8. More confident about hospital than GP
- 9. Hospital knows me
- 10. ED recommended by someone else
- 11. Do not have regular GP
- 97. Other (please tell us why)

QED_arrival**[ROTATING: May quarters since 2025]****[IF QED_use=1]****[SINGLE CHOICE]**

Did the emergency department staff you met on your arrival treat you with respect?

- 1. Yes, definitely
- 2. Somewhat
- 3. No
- 95. I did not talk to / see any
- 98. Can't remember / don't know

QED_QUESTIONSENTRO

The next questions are about your experiences with the health professionals who treated or examined you in the emergency department. This may include doctors, nurses, allied health (e.g. physiotherapists) and others.

QED_respect

[ROTATING: May quarters since 2025]

[IF QED_use=1]

[SINGLE CHOICE]

Did the emergency department health professionals treat you with respect?

1. Yes, definitely
2. Somewhat
3. No
98. Can't remember / don't know

QED_listen

[ROTATING: May quarters since 2025]

[IF QED_use=1]

Did the emergency department health professionals listen to your views and concerns?

1. Yes, definitely
2. Somewhat
3. No
98. Can't remember / don't know

QED_involve

[ROTATING: May quarters since 2025]

[IF QED_use=1]

[SINGLE CHOICE]

Did the emergency department health professionals involve you as much as you wanted to be in making decisions about your treatment and care?

1. Yes, definitely
2. Somewhat
3. No
4. I did not want to be involved
5. I was unable to be involved
98. Can't remember / don't know

QED_inform

[IF YES AT QED_use]

[SINGLE CHOICE]

Did you have enough information about how to manage your condition or recovery after you left the emergency department?

1. Yes, definitely
2. Somewhat
3. No
4. I was not given any information
5. I did not need this information as I was admitted to the hospital or to residential care
98. Can't remember / don't know

Long-term conditions

[SHOW HEADING]

INFO_LTC

[DO NOT SHOW HEADING]

[SHOW ON SAME SCREEN AS TYPE]

The next questions are about long-term health conditions. A long-term health condition is a physical or mental illness or condition that has lasted, or is expected to last, for more than six months. The symptoms may come and go or be present all the time.

QLTC_type

[MULTIPLE CHOICE]

Which, if any, of the following long-term conditions have you been diagnosed with and **currently** have?

Please select all that apply

1. Anxiety
2. Arthritis (including gout)
3. Asthma
4. Cancer (diagnosis or treatment in the last 5 years)
5. Chronic Obstructive Pulmonary Disease (COPD)
6. Depression
7. Diabetes
8. Heart disease
9. High blood pressure
10. Long term pain
11. Stroke
12. Other mental health conditions
97. Other
13. I do not currently have any long-term health conditions

QLTC_typeOE_raw

[IF 'OTHER' SELECTED AT QLTC_type]

Which other long-term condition(s) do you currently have?

[OPEN END]

QLTC_time

[IF AT LEAST ONE LTC SELECTED AT QLTC_type OTHERWISE SKIP TO NEXT SECTION]

[SINGLE CHOICE GRID]

How long ago were you first diagnosed with...

[MATRIX (RADIO BUTTONS)]

1. Less than 6 months ago
2. 6 months to less than 12 months ago
3. 1 year to less than 2 years ago
4. 2 years to less than 5 years ago
5. 5 years to less than 10 years ago
6. 10 years ago or more
98. Don't know

[STATEMENTS: (REPEAT FOR EACH SELECTED AT QLTC_type)]

- **[insert from QLTC_type in sentence case]?**

QLTC_general**[IF AT LEAST ONE LTC SELECTED AT QLTC_type]****[SINGLE CHOICE GRID]**

Thinking about the care or treatment you have received for your long-term condition(s) ...

Please select one answer for each statement

In the last 12 months, have you:

[SCALE]

1. Yes, definitely
2. Somewhat
3. No
4. Does not apply to me

[STATEMENTS]

- **QLTC_general_1**
Received information you can understand about what you can do to improve your health?
- **QLTC_general_2**
Talked with a health care professional about how your care or treatment is going?

Health Questions**[DO NOT SHOW HEADING]****INTRO_HEALTH**

These questions are about long-term difficulties. Long-term is something that has lasted or is expected to last six months or more.

WGSS1

Do you have difficulty seeing, even if wearing glasses?

1. No - no difficulty
2. Yes - some difficulty
3. Yes - a lot of difficulty
4. Cannot do at all

WGSS2

Do you have difficulty hearing, even if using a hearing aid?

1. No - no difficulty
2. Yes - some difficulty
3. Yes - a lot of difficulty
4. Cannot do at all

WGSS3

Do you have difficulty walking or climbing steps?

1. No - no difficulty
2. Yes - some difficulty
3. Yes - a lot of difficulty
4. Cannot do at all

WGSS4

Do you have difficulty remembering or concentrating?

1. No - no difficulty
2. Yes - some difficulty
3. Yes - a lot of difficulty
4. Cannot do at all

WGSS5

Do you have difficulty washing all over or dressing?

1. No - no difficulty
2. Yes - some difficulty
3. Yes - a lot of difficulty
4. Cannot do at all

WGSS6

Using your usual language, do you have difficulty communicating, for example understanding or being understood?

1. No - no difficulty
2. Yes - some difficulty
3. Yes - a lot of difficulty
4. Cannot do at all

Final demographics

[DO NOT SHOW HEADING]

INFO_END

[DO NOT SHOW HEADING]

Some final questions about yourself. These will help us to see how experiences vary between different groups of the population. This information will not be used to identify you or affect any services you receive.

INFO_ABOUT

[DO NOT SHOW HEADING]

[IF 'On behalf of someone else' at S1]

If you are answering on behalf of a patient, please complete this section using their details.

QGender

[SHOW ON SAME PAGE AS INFO]

What is your gender?

1. Male
2. Female
3. Another gender

QLGBTQ

Which of the following options best describes how you think of yourself?

1. Straight or heterosexual
2. Gay or lesbian
3. Bisexual
97. Other
98. Don't know
91. Prefer not to answer

QMaterial

How well does your household's total income meet the cost of basic needs such as food, clothing and housing?

If you manage your income separately to other people in your household (e.g. flatting or boarding), please answer about your individual situation.

1. Not enough
2. Only just enough
3. Enough
4. More than enough
98. I don't know
91. Prefer not to say

Recontact

[DO NOT SHOW HEADING]

Intro_Recontact

Your answers are used to help improve our care and services.

This survey covered a number of issues and possible areas of concern regarding your recent health care experience.

[THIS STATEMENT MUST BE VERY VISUAL DURING PROGRAMMING]

Please contact your GP clinic as usual for any medical matters that require a prescription or consultation.

CONTACT_1

If this survey has raised concerns about that experience for you, would you like someone from **[PRACTICE NAME]** to contact you to discuss your feedback?

1. No, I do not have concerns or I do not need someone to contact me
2. Yes, I would like someone to contact me to discuss my feedback

CONTACT_2

[IF CONTACT_1=2 'YES']

Are you happy for the person contacting you to see a copy of your survey response?

This means that your response will no longer be anonymous.

1. Yes, I am happy for them to see a copy of my survey response
2. No, I do not want them to see my survey response – I would like it to remain anonymous

CONTACT_3**[IF CONTACT_1=2 'YES']**

Please tell us your contact details.

[VERTICAL TEXT BOX LIST]

- First name: **[100 CHAR]**
- Last name: **[100 CHAR]**
- Phone number: **[NUMERICAL]**
- Email: **[CHECK EMAIL]**

[CONFIRM EITHER PHONE NUMBER OR EMAIL INCLUDED IF NEITHER SHOW ERROR MESSAGE "If you would like someone to follow-up with you about your concerns, please provide relevant contact information."]**Recontact_Reason_OE****[IF CONTACT_1=2 'YES']****[SHOW ON SAME SCREEN AS PREVIOUS QUESTION]**Please provide some information on what you would like to talk to **[PRACTICE NAME]** about. We can then ensure the right person contacts you.**[OPEN END]****Thank you****[SHOW ON SAME PAGE AS QFeedback]**

Thank you for your valuable time and feedback. You have now finished the Aotearoa New Zealand adult primary care patient experience survey.

Your feedback, along with that from others who have completed the survey, will be used to help us understand what went well and how we can improve the quality of the services we provide.

QFeedback_trigger

If you would like to provide feedback on the survey, we would like to hear what you think. Would you like to provide feedback on the survey?

1. Yes **[GO TO QFEEDBACK]**
2. No **[SURVEY COMPLETE MESSAGE]**

Survey feedback

[SHOW HEADING]

QFeedback

[IF QFeedback_trigger =1 YES]

[GRID QUESTION]

Please indicate whether you agree or disagree with each of the following statements about your experience answering this survey.

[SCALE]

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree

[STATEMENTS]

- **QFeedback_1**
I would participate if I was invited to this kind of survey again.
- **QFeedback_2**
The survey was visually appealing.
- **QFeedback_3**
I found this survey easy to understand.

QFeedback_OE

Any other comments you would like to give us about your experience answering this survey:
Your feedback can help us make improvements to the survey.

[OPEN END]

Closing Page

[DO NOT SHOW HEADING]

Thank you

Thank you for your time and feedback. You have now finished this survey.

We have recorded all your answers so you can now close this window.