

COVID-19 patient experience survey

FINAL 25 June 2020

Thank you for taking part in this important survey about your health experiences over the last few months. The COVID-19 pandemic has changed the way health care has been delivered and your feedback will help us understand and improve patients' experiences.

This survey should take around 10 minutes to complete, depending on your answers.

Your responses are anonymous and will not be connected to you in anyway. Please be open and honest in your feedback.

This survey will look at health care since the COVID-19 lockdown began in New Zealand.

It doesn't matter whether or not you accessed any health care during this time, we are still interested in your feedback.

Health care needs during L3 and L4 (lockdown period)

We are going to start with a couple of questions about the time **during the COVID-19 lockdown**.

This is the time that was in COVID-19 alert levels 3 and 4. It includes from Monday 23 March to Wednesday 13 May 2020.

ASK ALL

Q1 Thinking of how you would have normally accessed health care before lockdown, did the alert **level 3 and 4** lockdown keep you from doing any of the following?

MC

Please select all that apply

1. I would have rung the 0800 healthline, but didn't
2. I would have gone to my GP / doctor, but didn't
3. I would have gone to the afterhours doctor, but didn't
4. I would have gone to the emergency department, but didn't
5. I had an outpatient or specialist appointment at a public hospital, but it was cancelled
6. I had an outpatient or specialist appointment at a public hospital, but I decided not to go
7. I had an operation or procedure booked in at a public hospital, but it was cancelled
8. I had an operation or procedure booked in a public hospital, but I decided not to go
9. I had an appointment, operation or procedure at a private hospital that did not go ahead
97. Other health care changes, please specify [ANCHOR, SECOND LAST]
98. None of these [single select] [ANCHOR LAST, EXCLUSIVE CHOICE]

**IF NOT CANCELLED OR PRIVATE (Q1= 1, 2, 3, 4, 6 AND/OR 8) ASK Q2
IF NOT, SKIP TO Q4**

Q2 Why did you not do what you would have usually done?

Please select all that apply

ROTATE OPTIONS ANCHOR OTHER AT BOTTOM

1. Alert level restrictions meant I wasn't allowed
2. I didn't want to make the health care providers too busy
3. I was worried about catching COVID-19
4. I didn't have access to transport
5. I thought I'd have to wait too long
6. It was too busy, I couldn't get help
7. It was too expensive
8. It wasn't urgent enough
9. I couldn't take someone with me
10. I couldn't get time off work
11. I couldn't get childcare
97. Other, please specify [ANCHOR]

IF NOT CANCELLED OR PRIVATE (Q1= 1, 2, 3, 4, 6 AND/OR 8) ASK Q3

Q3 What did you do instead?

Please select all that apply

ROTATE OPTIONS ANCHOR OTHER AND I DIDN'T DO ANYTHING AT BOTTOM

1. I used a different health care provider (e.g. called the doctor instead of going to the emergency department, called the 0800 number instead of my GP)
2. Had a phone or video appointment
3. Sent a message via patient portal (e.g., ManageMyHealth, Health365, ConnectMed, OpenNotes)
4. I waited longer to seek care than I usually would have
5. I rescheduled or will reschedule in the future
6. I got advice from friends and family
7. I had a COVID-19 test at a community clinic or drive through
8. Google or internet search
9. Used some medicine I had at home
97. Other, please specify [ANCHOR] 1|0
10. I didn't do anything and won't need to now [ANCHOR LAST][SINGLE SELECT]

Primary care experiences (QED period during L3)

THIS SECTION ASKED OF PATIENT SAMPLE ONLY, COMMUNITY SKIP TO Q29 – OTHER HEALTH CARE EXPERIENCE (L3)

These questions are about your recent experience(s) at your GP clinic or community health clinic **for your own health**.

ASK PATIENT SURVEY ONLY

Q4. Before the COVID-19 pandemic, how would you usually have an appointment with a GP from your GP/health clinic, **for your own health**?

Please select all that apply

1. In person visit (face-to-face)
2. Video call
3. Telephone call
97. Don't know [single select] [ANCHOR]

ASK PATIENT SURVEY ONLY

Q5. Since New Zealand moved to alert **level 3** (on Tuesday 28 April), how have you had an appointment with a GP from your GP/health clinic, **for your own health**?

Please select all that apply

1. In person visit (face-to-face)
2. Video call
3. Telephone call
95. I have not had an appointment for my own health since alert level 3 [single select]
97. Can't remember / don't know [single select]

ASK Q6 IF HAD MORE THAN ONE OF IN PERSON, VIDEO AND PHONE CALL (Q5=1+2, 2+3 or 1+3 or 1+2+3)

IF Q5 HAS ONLY ONE OF 1/2/3 SELECTED MAKE DQ6 HIDDEN PUNCH AND THEN ASK Q7

IF Q5 IS 95, 97 or NR SKIP TO Q29

Q6. Which was your most recent appointment type?

[DISPLAY THOSE SELECTED IN Q5]

1. In person visit (face-to-face)
2. Video call
3. Telephone call

ASK IF DQ6 RECENT_MODE = VIDEO OR TELEPHONE (Q6=2 or 3)

IF D6=1 SKIP TO Q10

IF D6=0 SKIP TO Q29

ROTATE FOR ORDER EFFECTS. ANCHOR OTHER AND I DIDN'T LIKE ANYTHING

Q7. What did you like about having a GP appointment **[PIPE IN FROM DQ6, "by video call" or "over the telephone"]**?

Please select all that apply

1. Saved money because I didn't need to travel
2. Saved time because I didn't need to travel
3. The appointment itself was faster
4. I didn't have to wait as long
5. No need to organise childcare or take children with me
6. No need to take time off work
7. Feel more relaxed at home / in a familiar place
8. I didn't have to visit a place where others may be unwell
9. I was in a different city / location and could still get assistance

97. Other, please specify [ANCHOR]

98. I didn't like anything about it [ANCHOR] [SINGLE SELECT]

ASK IF DQ6 RECENT_MODE = VIDEO OR PHONE ROTATE FOR ORDER EFFECTS ANCHOR OTHER AND I LIKED EVERYTHING

Q8. What did you **not** like about having a GP appointment [PIPE IN FROM DQ6, "by video call" or "over the telephone"]?

Please select all that apply

1. The internet access or speed wasn't good enough [ONLY IF VIDEO]
2. The video didn't work or was poor quality [ONLY IF VIDEO]
3. I had issues with my phone or was cut off [ONLY IF PHONE]
4. I couldn't show the GP my physical symptoms (e.g. sore throat)
5. It made it hard or not possible to use an interpreter
6. It was harder to hear or understand the GP than in a face-to-face appointment
7. It was harder to explain myself than in a face-to-face appointment
8. I didn't have a private place to take the call / I was interrupted by others
97. Other, please specify [ANCHOR]
98. I liked everything about it [ANCHOR]

ASK IF MOST RECENT APPOINTMENT (DQ6 HIDDEN) WAS VIDEO OR TELEPHONE (Q6=2 OR 3)

Q9. Thinking about the cost of this appointment compared to what you would usually pay to have an appointment in person (face-to-face), do you have any comments you would like to share?

[OPEN ENDED] [MAX CHAR 1600]

ASK IF MOST RECENT APPOINTMENT WAS IN PERSON, VIDEO OR PHONE (Q6=1,2 OR 3)

Q10. Thinking about your latest appointment, which of the following best describes the **main** purpose of that appointment? Was it:

*Please select the **main** reason for your appointment*

1. The first appointment for this health matter
2. A follow up appointment for a relatively new health matter (less than 6 months old)
3. A routine or follow up appointment for a long-term matter (6 months or longer)
4. Ordering a repeat prescription
97. Other, please specify
99. Would rather not say

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q11. Is there one GP you usually see?

1. Yes
2. No

ASK IF USUALLY SEE ONE GP (Q11 = 1 OR NO RESPONSE)

IF Q11=2 SKIP TO Q13

Q12. Was this appointment with your usual GP?

1. Yes
2. No

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q13. When you made the booking, how quickly were you able to get an appointment?

1. Same day
2. Next working day
3. Within a week
4. Over a week
5. Don't know / can't remember

ASK IF NEXT WORKING DAY OR LONGER (Q13=2-4)

IF Q13=1, 98 OR NR SKIP TO Q16

Q14. 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

[ASK IF NEXT WORKING DAY OR LONGER (Q13=2-4)

[OPEN ENDED] [MAX CHAR 1600]

Q15. Do you have any comments about the wait?

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q16. Still thinking about your most recent appointment, was it during alert **level 3** or **level 2** or **level 1**? (Your best guess is fine)

Alert level 3 was from Tuesday 28 April until Wednesday 13 May

Alert level 2 was from Thursday 14 May until Monday 8 June

Alert level 1 was from 9 June until now

1. Level 3
2. Level 2
3. Level 1
4. Don't know / can't remember

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q17. Now we'd like you to think about what happened during your most recent appointment with the GP from your GP/health clinic **about your own health**

Did the GP...

- Q17_1 listen to you?
 - Q17_2 inform you as much as you wanted about your health condition, treatment or care?
 - Q17_3 explain things in a way you could understand?
 - Q17_4 treat you with kindness and understanding?
 - Q17_5 treat you with respect?
 - Q17_6 spend enough time with you?
1. Yes, definitely
 2. Somewhat
 3. No

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q18. Were you confident that the GP knew enough about your medical history?

1. Yes, definitely
2. Somewhat
3. No

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q19. Did you have trust and confidence in the GP?

1. Yes, definitely
2. Somewhat
3. No

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q20. During this appointment, did you feel that the GP recognised and/or understood any mental health needs that you might have had?

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

**ASK IF MENTAL HEALTH NEEDS DEFINITELY RECOGNISED/UNDERSTOOD Q20=1 (Yes, definitely)
IF Q20= 2 OR 3 (Somewhat or No) SKIP TO Q22**

IF Q20= 95, 99 SKIP TO Q23

OPEN ENDED [MAX CHAR 1600 – NOT COMPULSORY]

Q21. And what did the GP do that made you say they definitely recognised and/or understood any mental health needs that you might have had?

**ASK IF MENTAL HEALTH NEEDS SOMEWHAT OR NOT RECOGNISED/UNDERSTOOD Q20=2 OR 3
IF Q20= 1, 2 95, OR 99 SKIP TO Q23**

OPEN ENDED [MAX CHAR 1600 – NOT COMPULSORY]

Q22. How do you think the GP could have better recognised or understood any mental health needs you might have had?

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q23. Did the GP 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

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q24. During this appointment, did you feel your individual and/or cultural needs were met?

1. Yes, definitely
2. Somewhat
3. No
4. I did not have any individual or cultural needs to be met

ASK IF NEEDS NOT MET Q24=3

IF Q24 = 1,2,95 OR NR, SKIP TO Q26

Q25. How could your individual and/or cultural needs have been better met?

Please describe, in as much detail as possible

OPEN END [MAX CHAR 1600]

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q26. 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

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q27. What do you think could have been done to make your GP appointment better?

Please describe, in as much detail as possible

[OPEN END] [MAX CHAR 1600]

ASK IF HAD IN PERSON, VIDEO OR PHONE APPOINTMENT (Q6=1,2 OR 3)

Q28. What do you think went well about your GP appointment?

Please describe, in as much detail as possible

[OPEN END] [MAX CHAR 1600]

ALL RESPONDENTS

Q29. Which of the following services would you like your GP/health clinic to offer, or continue to offer, **in the future** (once the coronavirus pandemic is over)?

Please select one answer for each service

- Video appointment with a GP or nurse
- Telephone appointment with a GP or nurse
- Ordering prescriptions online
- Having prescriptions faxed to your pharmacist (so you don't need to go into the clinic to pick up the prescription)
- Making appointments online
- Telephone triage, where you call the clinic and a nurse or doctor quickly calls you back to see what you need
- Same-day appointments for urgent problems
- Access to your notes through a secure online portal
- Access to your test results (e.g. blood tests, x-rays) through a secure online portal

[GRID SCALE]

1. Yes
2. No

98. Don't know

ALL PATIENT SURVEY RESPONDENTS OPEN ENDED [MAX CHAR 1600]

Q30. Please provide your suggestions or comments about the services you would like your GP / health clinic to offer in the future.

Other health care experiences (L3)

Medication

ASK ALL

Q31. Since we moved into alert **level 3** (on Tuesday 28 April), have you had any medicines(s) prescribed for you? (Either a new or repeat prescription)

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

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

ASK IF HAVE HAD PRESCRIPTION SINCE L3 (Q31=1)

IF Q31=2, 98 OR 0 SKIP TO Q35

Q32. Thinking about the prescription(s) you have had since April 28th, compared to before the COVID-19 pandemic started, do you think it is now easier or harder to:

Q32_1 Get a prescription from the doctor

Q32_2 Get the medicine from the pharmacy

1. Much harder now than before the pandemic
2. Somewhat harder now than before the pandemic
3. About the same
4. Somewhat easier now than before the pandemic
5. Much easier now than before the pandemic

ASK IF HARDER TO ACCESS MEDICATION (Q32_1 OR Q32_2 =1 OR 2)

IF NOT SKIP TO Q34

Q33. Please describe, in as much detail as possible, why is it harder for you to get your medicine now?

[OPEN END] [MAX CHAR 1600]

ASK IF HAVE HAD PRESCRIPTION SINCE L3 (Q31=1)

Q34. Thinking about the all the medicine(s) prescribed to you since alert **level 3** (since April 28th) have you been told, in a way you could understand, by someone at your GP/health clinic or pharmacy...

Please select one answer for each statement

- Q34_1 What the medicine was for?
 - Q34_2 What could happen if you didn't take the medicine?
 - Q34_3 What the possible side effects are?
 - Q34_4 What to do if you experienced side effects?
1. Yes, definitely
 2. Somewhat
 3. No
 4. Does not apply to me

Emergency department

ASK ALL

Q35. Since we moved into alert **level 3** (on Tuesday 28 April), have you been to the emergency department at a hospital **for your own health**?

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

ASK IF BEEN TO ED (Q35=1)

IF Q35=2, 99, OR 0 SKIP TO Q38

Q36. Thinking about your most recent visit to an emergency department for your own health, which emergency department did you visit?

- | | | |
|-----------------------------|-----------------------------------|-------------------------------------|
| 1. Ashburton Hospital | 19. North Shore Hospital | 33. Timaru Hospital |
| 2. Auckland City Hospital | 20. Oamaru Hospital | 34. Tokoroa Hospital |
| 3. Bay of Islands Hospital | 21. Opotiki Community Care Centre | 35. Waikato Hospital |
| 4. Buller Health | 22. Palmerston North Hospital | 36. Wairarapa Hospital |
| 5. Christchurch Hospital | 23. Reefton Health Services | 37. Wairau Hospital |
| 6. Clutha Health First | 24. Rotorua Hospital | 38. Wairoa Hospital & Health Centre |
| 7. Dunedin Hospital | 25. Southland Hospital | 39. Waitakere Hospital |
| 8. Dunstan Hospital | 26. Starship Child & Family Unit | 40. Wellington Hospital |
| 9. Gisborne Hospital | 27. Taranaki Base Hospital | 41. Whakatane Hospital |
| 10. Gore Hospital | 28. Taumarunui Community Hospital | 42. Whanganui Hospital |
| 11. Greymouth Base Hospital | 29. Taupo Hospital | 43. Whangarei Hospital |
| 12. Hawera Hospital | 30. Tauranga Hospital | 97. Other, please specify |
| 13. Hawkes Bay Hospital | 31. Te Kuiti Community Hospital | 98. Don't know [ANCHOR LAST] |
| 14. Hutt Hospital | 32. Thames Hospital | |
| 15. Kaitia Hospital | | |
| 16. Lakes District Hospital | | |
| 17. Middlemore Hospital | | |
| 18. Nelson Hospital | | |

ASK IF Q35=1 AND Q36≠98 OR NR OTHERWISE SKIP TO Q38

Q37. 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 centre
5. Wanted to see someone right away
6. Thought it was safer for others if I went to ED
7. Thought it was safer for my health if I went to ED
8. Wanted to see a doctor in person (rather than over phone or video)
97. Other, please specify
98. Don't know

Demographics

To finish with we have some questions about you.

ASK PATIENT SURVEY ONLY

Q38. 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

SHOW ALL

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

ASK ALL

Q39. This question is 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.

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
97. Other mental health conditions
98. Other
12. I do not currently have any long-term health conditions [SINGLE SELECT]

ASK ALL

The questions that follow are about difficulties you may have doing certain activities because of a **health condition**.

ASK ALL

Q40_1. WGSS2

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

ASK ALL

Q40_2. 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

Q40_3. 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

Q40_4. 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

Q40_5. 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

Q40_6. 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

ASK ALL

Q41. Do you think of yourself as disabled (or as having a disability)?

1. Yes
2. No
3. Unsure

ASK ALL

Q42. Do you belong to the group of people that is defined as being at higher risk of Covid-19 – that is:

- People with underlying medical conditions (including respiratory disease, heart conditions, diabetes, severe obesity, chronic respiratory disease)
- People who are immunocompromised (including cancer treatment, smoking related illnesses, immune deficiencies)
- Those aged over 70
- Women in their third trimester of pregnancy.

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

ASK ALL

Q43. What is your gender?

1. Male
2. Female
3. Gender diverse

ASK ALL

Q44. Which age group 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

ASK ALL

Q45. 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)

ASK IF OTHER ETHNICITY (Q45=97)

OTHERWISE SKIP TO Q47

Q46. You selected 'other' as an option for your ethnic group. Which of these ethnic groups do you belong to?

Please select all that apply

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, please specify

ASK ALL

Q47. What language(s) do you speak most often at home?

Please select all that apply

1. English
2. Māori
3. New Zealand Sign Language
4. Samoan
5. Northern Chinese (including Mandarin)
6. Hindi
97. Other language(s), e.g., Gujarati, Cantonese, Greek (Please tell us):
99. Would rather not say

ASK ALL

Q48. How well do you speak English?

How well do you speak English?

1. Very well
2. Well
3. Not well
4. Not at all

ASK ALL

Q49. And finally, is there anything else you would like to mention that you haven't had a chance to do so far?

[OPEN END]

Thank you for your valuable time and feedback. You have now finished the survey. Your feedback, along with that from others who have completed the survey, will be used to improve the quality of New Zealand's health services.