

## **NAO Public Survey Questionnaire**

We commissioned from Ipsos UK a survey of the general public to assess awareness of the availability of emergency services, and how to access them. Interviews took place in March 2004, covering a sample of 1,623 adults in England, aged 15 and over, weighted across sex, age, social grade and working status to achieve a nationally representative sample size of 1,612. Findings from this survey are used in our report to illustrate public attitudes towards emergency care services, and how people make decisions about which services they use. The survey assessed the views of those who had sought urgent healthcare or advice within the past year, as well as those who had not. The survey measured what services people chose to use, the reasons for using these services and what, if anything, people would do differently the next time they needed urgent care. The survey also measured the views of people who had not required urgent care in the previous year as to which service they might choose, if required to do so, in specific circumstances. The survey questions asked are presented below.

### **01 How many of the following services have you heard of?**

1. Accident and emergency (or casualty)
2. GP (your general practitioner or local doctor)
3. General Practice Nurse
4. Doctor On Call
5. NHS Direct
6. NHS Direct online
7. 999 Ambulance
8. Casualty Plus, or other private facility where you have to pay for treatment
9. Walk-in centres
10. Minor injuries centres, or
11. Other (please specify);

### **02a Are you registered with a GP?**

1. Yes (go to question 3)
2. No (go to question 2b)

### **02b Have you tried to register with a GP in your area?**

1. Yes
2. No

### **03. How recently have you had a need to seek health care or advice urgently either for yourself or for another person you were taking care of? Was it**

1. In the last week
2. In the last month
3. In the last 3 months
4. Last 6 months
5. Last year, or
6. Longer than one year?

### **04. How often in the past year have you sought health care or advice urgently, either for your self or for another person you were taking care of? Was it**

1. once
2. two to five times
3. six to ten times
4. more than ten times

**For the following questions, think about the latest time when you sought urgent health care or advice.**

**05. Was the medical care or advice required for**

1. Yourself
2. Another adult
3. A child, or
4. A dependent adult, such as an elderly or disabled person, or
5. Other (please specify)?

**06. What time of day did you seek this care? Was it**

1. Monday to Friday during the hours 9am -5pm, roughly
2. Monday to Friday outside these hours, or
3. Saturday or Sunday, anytime

**07 Was the nature of the problem an illness or an injury**

1. an illness
2. an injury

**08. Was this a**

1. new illness,
2. an existing illness, or
3. a long-term illness (six months or more) or recurring illness?

**09. Thinking about your most recent trip (reply from NA03), how soon after becoming aware of the problem did you first seek medical help or advice?**

1. Immediately
2. Less than 2 hours
3. 2 – 12 hours
4. 12 – 24 hours, or
5. More than 24 hours?

**10a. On deciding that medical help or advice was needed, what did you do first?**

1. Seek help by telephone (go to question 10b)
2. Look for information on the internet (go to question 10c)
3. Go for help in person without telephoning first, or (go to question 10d)
4. Other (please specify)? (go to question 11)

**10b Who did you call?:**

1. Accident and emergency department (or casualty)
2. GP (your general practitioner or local doctor)
3. 999 Ambulance service
4. NHS Direct telephone service
5. A local walk-in or minor injuries centre
6. A pharmacist
7. A private medical centre (where you have to pay to receive treatment), or
8. Other (specify)

**10c Where on the internet did you look**

1. NHS Direct online
2. National electronic library for health

3. An internet search engine [can give example such as Google or Yahoo if necessary], or
4. Other (please specify)?

**10d. You have mentioned you went for help in person - Where did you go?**

1. accident and emergency (or casualty)
2. GP (your general practitioner or local doctor)
3. Out of Hours primary care centre or General Practice co-op
4. a local walk-in or minor injuries centre
5. a pharmacist
6. a private medical centre (where you have to pay to receive treatment), or
7. other ( please specify)

**11. Please indicate on a scale of one to five the importance of each of the following factors when choosing which service you contacted first, with one being not at all important, and five being very important.**

1. How quickly you could be seen or receive advice or treatment
2. The quality of the non-medical facilities provided (eg. waiting rooms etc)
3. The closeness of the service to where you were
4. You were familiar with the service and people providing it
5. Your experience of that service before
6. Your experience with other services before
7. The service had suitable opening times
8. You thought it was the most appropriate type of medical help or advice
9. You thought you would get the best quality of care
10. You thought the people providing the service were the best qualified to deal with the problem
11. Previous advice from a health care professional
12. Media
13. Publicity or advertising campaigns

**12a. After this first action, did you do anything else to seek help or advice about the same problem?**

1. Yes
2. No

**12b. What action did you take when you sought further help or advice for this problem?**

1. Telephone for advice
2. Seek advice on the internet
3. Go in person for help
4. Await help at home
5. Other (please specify)

**12c. Why did you take the action that you did?**

1. You wanted a second opinion
2. The problem changed
3. The problem got worse
4. You were told to do so by the first service
5. You could not get access to the first service
6. You were not satisfied with the first service's response, or
7. Other (please specify)?

**12D Were you told who to contact for further advice or treatment if necessary?**

1. Yes
2. No

**13 If you were faced with exactly the same situation again, would you follow the same steps?**

1. Yes
2. No

**14. Why is it that you would not follow the same steps again?**

**15a. What would be your first step next time?**

1. Telephone
2. Use the internet,
3. Go in person without telephoning first)
4. Other (please specify)

**15b Who would you call?**

1. Accident and emergency department (or casualty)
2. GP (your general practitioner or local doctor)
3. 999 Ambulance service
4. NHS Direct telephone service
5. A local walk-in or minor injuries centre
6. A pharmacist
7. A private medical centre (where you have to pay to receive treatment), or
8. Other (specify)

**15c Where on the internet would you look for information**

1. NHS Direct online
2. National electronic library for health
3. An internet search engine [can give example such as Google or Yahoo if necessary], or
4. Other (please specify)?

**15d Who would you go to see?**

1. Accident and emergency department (or casualty)
2. GP (your general practitioner or local doctor)
3. Out of Hours primary care centre or GP co-op
4. A local walk-in or minor injuries centre
5. A pharmacist
6. A private medical centre (where you have to pay to receive treatment), or
7. Other ( please specify)

**16a If you, or a person you were responsible for, needed medical help or advice urgently for a serious or potentially life threatening problem, which of the following would you probably do first:**

1. Telephone for advice or help (go to question 16b)
2. Seek advice from the internet (go to question 16c)
3. Go in person for advice or help without telephoning first, or (go to question 16d)
4. Other (please specify) (go to question 17)

**16B Who would you call?**

1. Accident and emergency department (or casualty)
2. GP (your general practitioner or local doctor)

3. 999 Ambulance service
4. NHS Direct telephone service
5. A local walk-in or minor injuries centre
6. A pharmacist
7. A private medical centre (where you have to pay to receive treatment)
8. Other (specify)

**16c , Where on the internet would you look for information?**

1. NHS Direct online
2. National electronic library for health
3. An internet search engine (Can say examples if they need prompting eg. Google or Yahoo)
4. Other (specify)

**16d Who would you go to see?**

1. accident and emergency department (or casualty)
2. GP (your general practitioner or local doctor)
3. a local walk-in or minor injuries centre
4. a pharmacist
5. a private medical centre (where you have to pay to receive treatment)
6. other (specify)

**17a If you, or a person you were responsible for, needed medical help or advice urgently for a non life-threatening problem, which of the following would you consider doing first:**

1. Telephone for advice or help (go to question 17b)
2. Seek advice from the internet (go to question 17c)
3. Go in person for advice or help without telephoning first, or (go to question 17d)
4. Other (please specify) (go to question 18)

**17b. Who would you call?**

1. Accident and emergency department (or casualty)
2. GP (your general practitioner or local doctor)
3. 999 Ambulance service
4. NHS Direct telephone service
5. A local walk-in or minor injuries centre
6. A pharmacist
7. A private medical centre (where you have to pay to receive treatment), or
8. Other (please specify)

**17c What information from the internet would you look for?**

1. NHS Direct online
2. National electronic library for health
3. An internet search engine (Can say examples if they need prompting eg. Google or Yahoo)
4. Other (specify)

**17d Who would you go to see?**

1. Accident and emergency department (or casualty)
2. GP (your general practitioner or local doctor)
3. A local walk-in or minor injuries centre
4. A pharmacist
5. A private medical centre (where you have to pay to receive treatment), or
6. Other (please specify)

**18. Which of the following do you think are acceptable scenarios if you call 999 and ask for an ambulance:**

1. The ambulance comes and takes you to Accident and Emergency no matter what
2. The ambulance takes you to another area of the hospital
3. The ambulance takes you to another type of medical care provider that is not a hospital (such as a GP surgery or minor injuries unit)
4. The ambulance personnel assess you and call for someone else to come and treat you in your home
5. The ambulance service decides your problem is not serious enough to send a vehicle, and gives you advice including to visit your GP or to contact another service, such as NHS Direct
6. The ambulance personnel arrive and treat you themselves and do not take you to hospital unless required
7. A GP or other medical professional comes instead of the ambulance
8. The 999 telephone operator connects you to another service if your condition is non-life threatening (such as a GP service or NHS direct)
9. Other (please specify)

**19. In the event that you attended an accident and emergency department, and the person who assessed you felt that you should see your GP instead, which of the following would be acceptable to you? (Select all that apply)**

1. The person assessing you advises you to get an appointment with a GP in the next few days
2. Someone in the accident and emergency department arranges an appointment with your GP for you
3. You are seen by a GP who is not your own, but who is based in the accident and emergency department
4. Other (specify) (option not given to respondent)
5. Don't Know (option not given to respondent)