

YOUR SURVEY NUMBER

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COUNTRY CODE

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OUR SURVEY NUMBER

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INTERVIEW NUMBER

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SPLIT BALLOT

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

WHAT IS YOUR NATIONALITY?

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Q.1. In general, how would you rate your health today? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

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

Q.2. Overall, in the last 30 days, how much...? (SHOW CARD WITH SCALE)

READ OUT	NONE	MILD	MODERATE	SEVERE	EXTREME	DK	REFUSAL
1. ...difficulty did you have with moving around	8 1	2	3	4	5	6	7
2. ...difficulty did you have with self-care, such as washing or dressing yourself	9 1	2	3	4	5	6	7
3. ...difficulty did you have with work or household activities	10 1	2	3	4	5	6	7
4. ...pain or discomfort did you have	11 1	2	3	4	5	6	7
5. ...distress, sadness or worry did you experience	12 1	2	3	4	5	6	7
6. ...difficulty did you have with concentrating or remembering things	13 1	2	3	4	5	6	7
7. ...difficulty did you have with personal relationship or participation in the community	1	2	3	4	5	6	7

- Q.3. 1) In the last 30 days, how many days were you completely unable to do any household work? (INT.: WRITE DOWN NUMBER OF DAYS, IF HALF DAY GIVEN, ROUND UP TO NEXT FIGURE, IF NONE, WRITE DOWN '00', IF NEVER DOES ANY HOUSEHOLD WORK, WRITE DOWN '98', IF DOES NOT REMEMBER OR DOES NOT KNOW, WRITE DOWN '99')
- 2) And how many days were you completely unable to go to work? (INT.: WRITE DOWN NUMBER OF DAYS, IF HALF DAY GIVEN, ROUND UP TO NEXT FIGURE, IF NONE, WRITE DOWN '00', IF DOES NOT WORK, WRITE DOWN '98', IF DOES NOT REMEMBER OR DOES NOT KNOW, WRITE DOWN '99')

	NUMBER OF DAYS
UNABLE TO DO ANY HOUSEHOLD WORK	14
UNABLE TO GO TO WORK	15

- Q.4. Considering different aspects of your own health today as you described it earlier, where would you place yourself on this scale? Please look at the scale, '100' means that you believe that you are in the best possible health state, '0' means that you believe that you are in the worst possible health state, the numbers in between allow you to shade your opinion (SHOW CARD WITH SCALE)

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+---+---+---+ 16
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- 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 how much pain or discomfort the character has ? (SHOW CARD WITH SCALE)

READ OUT	NONE	MILD	MODERATE	SEVERE	EXTREME	DK
1. (Mark) has joint pains that are present almost all the time. They are at their worst in the first half of the day. Taking medication reduces the pain though it does not go away completely. The pain makes moving around, holding and lifting things, quite uncomfortable.	17 1	2	3	4	5	6
2. (Phil) has pain in the hip that causes discomfort while going to sleep. The pain is there throughout the day but does not stop him from walking around.	18 1	2	3	4	5	6
3. (Jim) has back pain that makes changes in body position very uncomfortable. He is unable to stand or sit for more than half an hour. Medicines decrease the pain a little, but it is there all the time and interferes with his ability to carry out even day to day tasks.	19 1	2	3	4	5	6
4. (Laura) has a headache once a month that is relieved one hour after taking a pill. During the headache she can carry on with her day to day affairs.	20 1	2	3	4	5	6
5. (Tom) has a toothache for about 10 minutes, several times a day. The pain is so intense that Tom finds it difficult to concentrate on work.	21 1	2	3	4	5	6
6. (Patricia) has a headache once a week that is relieved 3-4 hours after taking a pill. During the headache she has to lie down, and cannot do any other tasks.	22 1	2	3	4	5	6
7. (Steve) has excruciating pain in the neck radiating to the arms that is very minimally relieved by any medicines or other treatment. The pain is sharp at all times and often wakes him from sleep. It has necessitated complete confinement to the bed and often makes him think of ending his life.	23 1	2	3	4	5	6

24 1,

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 self-care?

READ OUT	NONE	MILD	MODERATE	SEVERE	EXTREME	DK
1. (John) cannot wash, groom or dress himself without personal help. He has no problems with feeding.	25 1	2	3	4	5	6
2. (Peter) can wash his face and comb his hair, but cannot wash his whole body without help. He needs assistance with putting clothes on over his head, but can put garments on the lower half of his body. He has no problems with feeding.	26 1	2	3	4	5	6
3. (Rachel) feels pain and discomfort while washing, and in combing her hair. As a result, she neglects her personal appearance. She needs assistance with putting on and taking off clothes. She has no problems with feeding.	27 1	2	3	4	5	6
4. (Helena) keeps herself neat and tidy. She requires no assistance with cleanliness, dressing and eating.	28 1	2	3	4	5	6
5. (Anne) takes twice as long as others to put on and take off clothes, but needs no help with this. She is able to bathe and groom herself, though that requires effort and leads to reducing the frequency of bathing to half as often as before. She has no problems with feeding.	29 1	2	3	4	5	6
6. (Sue) requires the constant help of a person to wash and groom herself and has to be dressed and fed.	30 1	2	3	4	5	6
7. (Paul) has no problems with cleanliness, dressing and eating. However, he has to wear clothes with special fasteners as joint problems prevent him from buttoning and unbuttoning clothes.	31 1	2	3	4	5	6

32 1,

Q.7. There are different types of places you can get the health services listed below. Please tell me the number of times you went to each of them in the last 30 days. (INT.: WRITE DOWN NUMBER OF TIMES, IF NEVER WENT, WRITE DOWN '00', IF DOES NOT REMEMBER OR DOES NOT KNOW, WRITE DOWN '99')

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

Q.8. 1) Are you covered by any public or private health insurance funds for visits to doctors or other health care providers for outpatient visits?
2) And are you covered by any public or private health insurance fund for hospital care?

	YES	NO	DK
1. Outpatient Insurance	54 1	2	3
2. Hospital care insurance	55 1	2	3

To answer the following questions, you need to understand what is meant by "Health System Goals". The main goals of a health system of a country are:

1. Improving the health of the population (both the level and equality of health)
2. Improving responsiveness of the health system (both the level and the equality)
3. Fairness in financial contribution.

These goals mean the following:

1. Improving the health of the population
 - The whole population lives longer
 - The whole population lives with less illness
 - There is more equality in length and quality of life and illness
2. Improving responsiveness of the health system
 - The health system respects the rights of the individual for dignity, autonomy, confidentiality and clear communication.
 - The health system provides basic amenities in a prompt way, allows adequate social support and gives people a choice of provider.
 - The health system treats all people equally with respect to the above issues.
3. Fairness in financial contribution:
 - Every household should pay a fair share towards the health system.
 - This means that healthy people share costs for the services for the ill; and richer people subsidize the services for the poor.

Q.9. Listed below are three possible goals for health care in your country. We want to know which of these goals you think is the most and least important. Please put a "1" in the box for the goal you think is "Most Important," a "2" in the box for the "Second Most Important," and a "3" for the "Least Important."

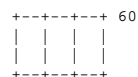
IMPROVE THE HEALTH OF EVERYONE. This goal means: All people live longer with less illness. There is more equality in people's health, their illnesses, and how long they live.	56
IMPROVE HOW PEOPLE ARE TREATED WHEN THEY RECEIVE HEALTH CARE. This goal means: Rights of the individual for dignity, autonomy, confidentiality, and clear communication are respected. Basic amenities adequate social support and people's choice of a health care provider. All people are treated equally.	57
CHARGE PEOPLE WHAT THEY CAN AFFORD. This goal means: Everyone pays a fair share of the costs of health care. Health people share costs for the services for the ill. Higher income people pay some of the health care costs for lower income people.	58

Q.10. Suppose you could tell our nation's doctors, insurance companies, and the government how much importance should be placed on achieving these goals. The pie below represents our country health system. Each slice represents how important you think each goal is. If you had to divide up the pie, how big a slice would give to health (improving the health of everyone), how big to response (how people are treated), and how big to fair payment (charging people what they can afford)? The more important you think a goal is, the larger the slice it should be given. You can pick one of the predrawn pies, or you can draw your own in the blank circle. Please circle the pie of your choice (SHOW CARD WITH PIES).

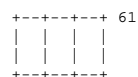
- a) Fair payment 33%, Health 34%, Responsiveness 33%..... 59 1
- b) Fair payment 30%, Health 40%, Responsiveness 30%..... 2
- c) Fair payment 30%, Health 50%, Responsiveness 20%..... 3
- d) Fair payment 20%, Health 50%, Responsiveness 30%..... 4
- e) Fair payment 15%, Health 70%, Responsiveness 15%..... 5
- g) Other (SPECIFY)..... 6

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

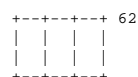
FAIR PAYMENT



HEALTH



RESPONSIVENESS



Q.11. Next, please tell us how much importance should be given to these goals by dividing the pie in 2 slices. The two goals here are improving the average level of health vs. reducing inequalities in health. Remember, the larger the size of the slice, the more important the goal. You can pick one of the predrawn pies, or you can draw your own in the blank circle. Please circle the pie of your choice (SHOW CARD WITH PIES).

a) Equality 25%, Level 75%..... 63 1

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

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

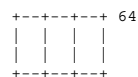
d) Equality 67%, Level 33%..... 4

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

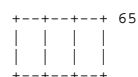
f) Other (SPECIFY)..... 6

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

EQUALITY



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%..... 66 1

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

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

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

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

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

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

EQUALITY

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

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LEVEL

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

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Q.13. Have you received any health care in the last 12 months? (INT.: SPECIFY ' INCLUDING VISITS TO DOCTORS OR ANY OTHER HEALTH CARE PROVIDERS OR VISITS TO HOSPITALS.)

Yes.....	69	1	GO TO Q.14
No.....		2	GO TO Q.38
DK (DONT READ).....		3	GO TO Q.38

Q.14. In the last 12 months, did you get any health care either at an outpatient health (facility/service) (USE TERM THAT IS MORE APPROPRIATE IN COUNTRY) or from a health care provider visiting you at home ? (INT.: SPECIFY IF ASKED FOR EXPLANATION, 'AN OUTPATIENT HEALTH FACILITY/SERVICE IS A DOCTOR'S CONSULTING ROOM, A CLINIC OR A HOSPITAL OUTPATIENT UNIT - ANY PLACE OUTSIDE YOUR HOME WHERE YOU DID NOT STAY OVERNIGHT'.)

Yes (either outpatient service or visited at home).....	70	1	GO TO Q.15
No (no outpatient service nor visited at home).....		2	GO TO Q.31
DK (DON'T READ OUT).....		3	GO TO Q.37

Q.15. In the last 12 months, did you get most of your health care at a health facility or most from a health provider who visited you in your home?

Mostly at a health facility.....	71	1
Mostly from a health provider in my home.....		2
Equally from both (SPONTANEOUS).....		3
DK (DON'T READ OUT).....		4

Q.16. When was your last visit to a health facility or provider? Was it...? (SHOW CARD - READ OUT - ONE ANSWER AT A TIME ONLY IN THE ORDER SHOWN BELOW)

In the last 30 days.....	72	1
In the last 3 months.....		2
In the last 6 months.....		3
Between 6 months and 12 months ago.....		4
DK/Don't remember.....		5

Q.17. What was the name of the health care facility? (INT.: WRITE DOWN NAME IN FULL)

73

74

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

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

Yes.....	76	1
No.....		2
Not applicable/Does not have a usual place of care.....		3

Q.19. In the last 12 months, when you wanted care, how often did you get care as soon as you wanted? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Always.....	77	1
Usually.....		2
Sometimes.....		3
Never.....		4
DK.....		5

Q.20. In the last 12 months, how long did you usually have to wait from the time that you wanted care to the time that you received care? You may answer in months, weeks, days, hours or minutes. (INT. WRITE DOWN LENGTH OF TIME, IF 'DK', WRITE DOWN '99')

	MINUTES	HOURS	DAYS	WEEKS	MONTHS
	_ _ 78	_ _ 79	_ _ 80	_ _ 81	_ _ 82

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

Yes..... 83 1 GO TO Q.22
 No..... 2 GO TO Q.23
 DK..... 3 GO TO Q.23

Q.22. Generally, how long did you have to wait before you could get the laboratory tests or examinations done? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Got them the same day..... 84 1
 1-2 days..... 2
 3-5 days..... 3
 6-10 days..... 4
 More than 10 days (SPECIFY)..... 5
 DK..... 6

If more than 10 days, specify :	DAYS	WEEKS	MONTHS
	_ _ 85	_ _ 86	_ _ 87

Q.23.A. Now, overall, in the last 12 months, how would you rate your experience of ...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK
getting prompt attention at the health services	88 1	2	3	4	5	6

Q.24.A. In the last 12 months, how often ...? (SHOW CARD WITH SCALE)

READ OUT	ALWAYS	USUALLY	SOMETIMES	NEVER	DK
1. ...did doctors, nurses or other health care providers treat you with respect	89 1	2	3	4	5
2. ...did the office staff, such as receptionists or clerks there, treat you with respect	90 1	2	3	4	5
3. ...were your physical examinations and treatments done in a way that your privacy was respected	91 1	2	3	4	5

Q.23.B. Now, overall, in the last 12 months, how would you rate your experience of ...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK
being treated with dignity at the health services	92 1	2	3	4	5	6

Q.24.B. In the last 12 months, how often ...? (SHOW CARD WITH SCALE)

READ OUT	ALWAYS	USUALLY	SOMETIMES	NEVER	DK
1. ...did doctors, nurses or other health care providers listen carefully to you	93 1	2	3	4	5
2. ...did doctors, nurses or other health care providers, explain things in a way you could understand	94 1	2	3	4	5
3. ...did doctors, nurses, or other health care providers give you time to ask questions about your health problem or treatment	95 1	2	3	4	5

Q.23.C. Now, overall, in the last 12 months, how would you rate your experience of ...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK
how well health care providers communicated with you	96 1	2	3	4	5	6

Q.25. In the last 12 months, when you went for health care, were any decisions made about your care, treatment (giving you drugs, for example) or tests?

Yes..... 97 1 GO TO Q.26.A
 No..... 2 GO TO Q.26.B
 DK..... 3 GO TO Q.26.B

Q.26.A. In the last 12 months, how often...? (SHOW CARD WITH SCALE)

READ OUT	ALWAYS	USUALLY	SOMETIMES	NEVER	DK
1. ...did doctors, nurses or other health care providers involve you as much as you wanted be in deciding about the care, treatment or tests	98 1	2	3	4	5

Q.26.B. In the last 12 months, how often...? (SHOW CARD WITH SCALE)

READ OUT	ALWAYS	USUALLY	SOMETIMES	NEVER	DK
2. ...did doctors, nurses or other health care providers ask your permission before starting the treatment or tests	99 1	2	3	4	5
3. ...were talks with your doctor, nurse or other health care provider done privately so other people who you did not want to hear could not overhear what was said	100 1	2	3	4	5
4. ...did your doctor, nurse or other health care provider keep your personal information confidential? This means that anyone whom you did not want informed could not find out about your medical conditions	101 1	2	3	4	5

Q.27. Now, overall, in the last 12 months, how would you rate your experience of...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK
1. ...getting involved in making decisions about your care or treatment as much as you wanted	102 1	2	3	4	5	6
2. ...the way the health services kept information about you confidential	103 1	2	3	4	5	6
3. ...being able to use a health care provider or service of your choice	104 1	2	3	4	5	6

Q.28. Over the last 12 months, how big a problem, if any, was it...? (SHOW CARD WITH SCALE)

READ OUT	NO PROBLEM	MILD PROBLEM	MODERATE PROBLEM	SEVERE PROBLEM	EXTREME PROBLEM	DK	NA
1. ...with the doctors, nurses and other health care providers available to you to get a health care provider you were happy with	105 1	2	3	4	5	6	7
2. ...to get to use other health services other than the one you usually went to	106 1	2	3	4	5	6	7

Q.29. Thinking about the places you visited for health care in the last 12 months, how would you rate...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK	NA/Visited in my home
1. ...the basic quality of the waiting room, for example, space, seating and fresh air	107 1	2	3	4	5	6	7
2. ...the cleanliness of the place	108 1	2	3	4	5	6	7

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

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

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

111

112

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

Q.34. When you were in the hospital, how often did you get attention from doctors and nurses as quickly as you wanted? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Always.....	114	1
Usually.....		2
Sometimes.....		3
Never.....		4
DK/Doesn't remember.....		5

Q.35. Now, overall, in the last 12 months, how would you rate your experience of...? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK
1. ...getting prompt attention at the hospital	115 1	2	3	4	5	6
2. ...being treated with dignity at the hospital	116 1	2	3	4	5	6
3. ...how well health care providers communicated with you during your stay in the hospital	117 1	2	3	4	5	6
4. ... getting involved in making decisions about your care or treatment as much as you wanted when you were in hospital	118 1	2	3	4	5	6
5. ... the way the hospital kept personal information about you confidential	119 1	2	3	4	5	6
6. ... being able to use a hospital of your choice	120 1	2	3	4	5	6
7. ...how the hospital allowed you to interact with family, friends and to continue your social and/ or religious customs during your stay	121 1	2	3	4	5	6

Q.36. In the last 12 months, when you stayed in a hospital, how big a problem, if any, was it...? (SHOW CARD WITH SCALE)

READ OUT	NO PROBLEM	MILD PROBLEM	MODERATE PROBLEM	SEVERE PROBLEM	EXTREME PROBLEM	DK
1. ...to get the hospital to allow your family and friends to take care of your personal needs, such as bringing you your favourite food, soap, etc.	122 1	2	3	4	5	6
2. ... to have the hospital allow you to practice religious or traditional observances if you wanted to	123 1	2	3	4	5	6

Q.37. In the last 12 months, were you treated badly by the health system or services in your country because of your...?

READ OUT	YES	NO	DK	REFUSAL
1. Nationality	124 1	2	3	4
2. Social class	125 1	2	3	4
3. Lack of private insurance	126 1	2	3	4
4. Ethnicity	127 1	2	3	4
5. Colour	128 1	2	3	4
6. Sex	129 1	2	3	4
7. Language	130 1	2	3	4
8. Religion	131 1	2	3	4
9. Political/other beliefs	132 1	2	3	4
10. Health status	133 1	2	3	4
11. Lack of wealth or money	134 1	2	3	4
12. Other (SPECIFY)	135 1	2	3	4

If other, specify

136	1,	4,	7,	10	13	16	19	22	25	28	31	34
	2,	5,	8,	11	14	17	20	23	26	29	32	35
	3,	6,	9,	12	15	18	21	24	27	30	33	36

Q.38. In the last 12 months, did you ever not seek health care because you could not afford it?

Yes, did not seek health care because could not afford it..... 137 1
 No, did seek health care even though could not afford it..... 2
 DK..... 3
 Refusal..... 4

Q.39. 1) I am going to read out descriptions of some different ways the health care services in your country show respect for people and make them the centre of care. Thinking about what is on these cards and about the whole health system, which is the most important in your opinion? (SHOW CARD - ONE ANSWER ONLY)
 2) And the least important to you? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	a) MOST IMPORTANT	b) LEAST IMPORTANT
1. DIGNITY, that is being shown respect and having physical examinations conducted in privacy	138 1	139 1
2. CONFIDENTIALITY OF INFORMATION, that is having your medical history kept confidential, and having talks with health providers done so that other people who you don't want to have hear you can't overhear you	2	2
3. CHOICE, that is being able to choose your doctor or nurse or other person usually providing your health care, and being able to go to another place for health care if you want to	3	3
4. PROMPT ATTENTION, that is there is a reasonable distance and travel time from your home to the health care provider, you get fast care in emergencies, you have short waiting times for appointments and consultations, and get tests done quickly, short waiting lists for non-emergency surgery	4	4
5. AUTONOMY, that is being involved in deciding on your care, treatment if you want to, having the provider ask your permission before starting treatments or tests	5	5
6. SURROUNDINGS OR ENVIRONMENT, that is having enough space, seating and fresh air in the waiting room, having a clean facility (including clean toilets), having healthy and edible food	6	6
7. SOCIAL SUPPORT, that is the provision of food and other gifts by relatives, freedom of religious practices	7	7
8. COMMUNICATION, that is the provider listens to you carefully, the provider explains things so you can understand, you have time to ask questions	8	8
DK	9	9

Q.40. Please consider the following scenarios, how would you rate each person's experience of how the health care provider communicated with her/him? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK	
1. (Rose) is an elderly woman who is illiterate. Lately, she has been feeling dizzy and has problems sleeping. The doctor did not seem very interested in what she was telling him. He told her it was nothing and wrote something on a piece of paper, telling her to get the medication at the pharmacy/chemist	140	1	2	3	4	5	6
2. (Carmen) has gone for a blood test and the doctor has told her that she has "diabetes mellitus" and that her "pancreatic activity is faulty". He has also told her she needs "insulin injections three times a day" and that she should watch for "hypoglycemia". If she does not control her blood sugar she may also go blind. Carmen feels very bad because she does not understand what the doctor is talking about, but she has to leave because he has already called the next patient.	141	1	2	3	4	5	6
3. (Deborah) is a young woman who has been brought to the clinic by her family because she feels very anxious and distressed. She is also afraid that she may die although she is in good health. The doctor has taken time to listen and reassure her and has invited Deborah to come to the clinic whenever she needs to.	142	1	2	3	4	5	6
4. (Sonia) has arrived at the clinic with her three-month-old baby girl. The mother says that the baby has lost a lot of weight, has had fever for two days and will not take her milk. The nurse has listened to the mother without interrupting. She has asked her for additional information and has encouraged the mother to ask her questions if she did not understand.	143	1	2	3	4	5	6
5. (Mario) has been told that he has epilepsy and that needs to take medication. The doctor has very briefly explained what the condition is. He is very busy and there is a queue of patients waiting to see him. Mario would like to know more about what he has, but feels that there is not time to ask questions and that the doctor will not be very helpful.	144	1	2	3	4	5	6
6. (Thomas) has been told that he has cataracts and that he needs an operation. He has never had his eyes checked and does not understand why he cannot see well. The doctor has explained to Thomas what he has, but he has not understood a word and is afraid to ask again. The doctor has not checked whether or not he has understood.	145	1	2	3	4	5	6
7. (Jiang) has been having pain in his chest for a while. Whenever he coughs or exercises his chest is painful. He has been smoking for 30 years. After not examining him, the doctor has told him that he will get cancer if he does not stop smoking. The doctor is not very sympathetic and has not even suggested what Jiang could do to give up smoking.	146	1	2	3	4	5	6

Q.41. Please consider the following scenarios, how would you rate each person's experience of how the health care provider treated her/him with dignity? (SHOW CARD WITH SCALE)

READ OUT	VERY GOOD	GOOD	MODERATE	BAD	VERY BAD	DK	
1. (Conrad) is suffering from AIDS. When he enters the health care unit the doctor shakes his hand. He asks him to sit down and inquires what his problems are. The nurses are concerned about Conrad. They give him advice about improving his health.	147	1	2	3	4	5	6
2. (Anya) took her three-month old infant for her vaccination. The nurse asked her why she had not been to the clinic before, and was sympathetic to hear that Anya had a problem finding transport. She advised her about the importance of regularly monitoring the growth of her baby.	148	1	2	3	4	5	6
3. (Julia) visits the health care centre for treatment at a time when the centre is very crowded. The patients are all impatient to get their treatment and are reluctant to queue and wait for their turn. The nurses are very patient most of the time about asking patients to wait their turn, but occasionally they get angry and shout at her for breaking the queue.	149	1	2	3	4	5	6
4. (Patricia) goes to a health care unit close to her home regularly. The nurses there are very busy, but they always speak pleasantly to her. The receptionist however is often in a bad mood, and when she is in a bad mood she shouts at Patricia, and at other patients. All appointments to meet doctors and nurses have to be made through this receptionist so the patients put up with her rudness.	150	1	2	3	4	5	6
5. (Kim) took her six month old infant went to the health centre for her regular check-up. The nurse was very annoyed when she found that Kim had forgotten to bring the baby's growth chart with her. She scolded her loudly in the hearing of all the other mothers who had come to the clinic, and kept grumbling about inconsiderate forgetful mothers who caused extra work as she weighted the baby.	151	1	2	3	4	5	6
6. (Said) has AIDS. When he goes to his health centre he feels that all the doctors and nurses are unfriendly towards him. They do not talk to him freely. Often they deliberately ignore him. He often has to beg them to answer his questions.	152	1	2	3	4	5	6
7. (Florence) goes to the hospital as she has a pain in her stomach. The nurse shouts at her for not bringing her health card. Two other nurses who are standing by make rude comments about Florence's family and those from her village. Though Florence is in pain, and moaning she is not asked to sit down while her personal details are entered in the register.	153	1	2	3	4	5	6

DEMOGRAPHICS

NO QUESTION D.1 TO D.7

D.8. How old were you when you stopped full-time education? (IF STILL STUDYING : CODE 00 - GO TO D.10)

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+---+---+ 154
|   |   |
|   |   |
+---+---+

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NO QUESTION D.9

D.10. SEX

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Male..... 155 1
Female..... 2

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D.S1. Were you born in (OUR COUNTRY)?

D.S2. Were both your parents born in (OUR COUNTRY)?

	Yes	No	DK
Person born in (OUR COUNTRY)	156 1	2	3
Both parents born in (OUR COUNTRY)	157 1	2	3

D.11. How old are you?

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

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NO QUESTIONS D.12 TO D.14

D.15. a) What is your current occupation ?
b) (IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D.15.a) Did you do any paid work in the past ?
What was your last occupation ?

	a) CURRENT OCCUPATION	b) LAST OCCUPATION
NOT WORKING		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	159 1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	160 1
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, ...)	7	3
Owner of a shop, craftsmen, other self employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	6
General management, director or top management (managing directors, director general, other director)	11	7
Middle management, other management (department head, junior manager, teacher, technician)	12	8
Employed position, working mainly at a desk	13	9
Employed position, not at a desk but travelling (salesmen, driver, ...)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

NO QUESTION D.16 TO D.18

D.19. Are you ... ?

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

NO QUESTION D.20 TO D.22

D.23. If you were asked to choose one of these five names for your social class, which would you say you belong to ? (SHOW CARD - ONE ANSWER ONLY)

Middle class.....	163 1
Lower middle class.....	2
Working class.....	3
Upper class.....	4
Upper middle class.....	5
Refuses to be classified.....	6
Other.....	7
DK.....	8

NO QUESTION D.24 TO D.28

D.29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD) Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc ... Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into before tax and other deductions.

B.....	164	1
T.....		2
P.....		3
F.....		4
E.....		5
H.....		6
L.....		7
N.....		8
R.....		9
M.....		10
S.....		11
K.....		12
Refusal.....		13
DK.....		14

INTERVIEW PROTOCOLE

P.1. - Date of interview	DAY	MONTH
__ __ 165	__ __ 166	

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

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

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

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

P.5. - Respondent cooperation

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

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

	172

P.7. - Region (LOCAL CODES)

	173

P.8. - Postal code

	174

P.9. - SAMPLE POINT NUMBER

	175

P.10. - INTERVIEWER NUMBER

	176

P.11. - WEIGHTING FACTOR

	177

P.12. - Telephone available in the household ?

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

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

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