

## Section B

### CONSIDER THE FOLLOWING SCENARIOS

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61. Paul goes to visit Dr Jonathan because he is worried about his drinking problem and the effect it is having on his health. Dr Jonathan finds that Paul is suffering from severe stress. Dr Jonathan mentions Paul's visit to a mutual friend Robert, and asks him to advise Paul as well. How would you rate Paul's experience of how well the health services kept information about him confidential?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

62. Marion is not keeping in good health and has to go to the dispensary regularly. The place is very crowded, there are not enough chairs for people to sit on as they wait for the doctor. The place is not cleaned regularly and tends to be littered. The corridors are dark and the lights and fans often do not work.

How would you rate Marion's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

63. Joe was admitted to a local hospital for a week as he developed high fever. The room was clean but small and the toilet was a few metres away down the corridor. It was summer and he felt hot and had to get a table fan from home.

How would you rate Joe's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

64. As Ben is having high fever over a long period, his doctor orders a number of tests. The test reports are sent over to the ward from the laboratory. The nurse who is busy attending to some other patients leaves these reports on the counter where they are seen by Ben's neighbour. How would you rate Ben's experience of how well the health services kept information about him confidential?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

65. Albert sees his general practitioner in his office every month for his diabetes. The office has comfortable chairs in the waiting room and clean toilets. It is well lit and there are magazines and booklets to read while waiting.

How would you rate Albert's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

66. Roger is suffering from AIDS. He is being treated on a general medical ward. The nurse who knows Roger's HIV status, and is worried about her colleagues accidentally becoming infected, tells the other nurses in the ward, as well as the orderlies, but tells them they must keep this information confidential.

How would you rate Roger's experience of how well the health services kept information about him confidential?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

67. Sandra had to be hospitalised last year for a hip operation. The hospital had a separate room for her with an attached bathroom. The room was cleaned twice a day by the hospital staff and the sheets changed daily. The bed was comfortable. She could move around in the gardens of the hospital.

How would you rate Sandra's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

68. Dr Johnson is treating Mark. Mark seems to be suffering from a rare disease. The press is pressuring Dr Johnson to divulge information regarding this patient. Dr Johnson however is adamant that he will not reveal the personal details regarding his patient.

How would you rate Mark's experience of how well the health services kept information about him confidential?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

69. Frank goes to the local public hospital whenever he needs to. The hospital is large but crowded and the waiting rooms are noisy and poorly ventilated. The hospital is generally kept clean though the toilets in the outpatient department tend to smell by the end of the day.

How would you rate Frank's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

70. Alex went to hospital to consult the doctor about some worrying symptoms he was having. He was worried because he had recently visited a commercial sex worker. The waiting room was very crowded. Alex met some of his friends there. The doctor's consultation room was a little way away from the waiting room. One had to go down the corridor to this room when it was one's turn to consult the doctor. Alex went in and spoke to the doctor who ordered some tests and advised him about safe sex.

How would you rate Alex's experience of how well the health services kept information about him confidential?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

71. Simon went to the hospital to consult the doctor about some worrying symptoms he was having. He wondered if they were connected with his recent heavy drinking. The waiting room was very crowded. Simon met a friend and a couple of his neighbours there. The doctor was sitting in a curtained off area at the end of the waiting room. Due to the noise in the room, the doctor and Simon had to speak very loudly to hear each other. The doctor ordered some tests and advised Simon to reduce his drinking.

How would you rate Simon's experience of how well the health services kept information about him confidential?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

72. Derek has a nervous breakdown and had to spend 3 months in the past year in the local hospital. He had to sleep on an uncomfortable mattress with no sheets. There were 30 other patients in the same dormitory style ward and the toilets would smell as they were not cleaned. He came back with a skin infection as he couldn't wash regularly and there were bugs in the bed.

How would you rate Derek's experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

73. Alma goes to the hospital to take an HIV test. Though only a number is used to identify the sample, one of the lab technicians recognizes Alma. The test turns out to be positive. The lab technician begins to tell everyone in the village about Alma being HIV positive.

How would you rate Alma's experience of how well the health services kept information about him confidential?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

74. Hans had an eye operation in a local polyclinic last month. He was in a room that he had to share with four others with no partitions between beds. He had a small locker to keep his things and shared a toilet which was cleaned only every other day.

How would you rate Hans' experience of the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services?

**READ**

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA