



## **Primary care patient experience survey: Results from the first year of pilots**

December 2017

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## Executive summary

This is a first annual report of responses to the primary care patient experience survey. It focuses on what priorities for improvement come from the results. Results are set out at a national level with reference to inter-PHO (primary health organisation) variation; variation between different ethnic, age and patient groups; and by inter-practice variation.

Inside GP surgeries more than 85 percent of respondents felt waits were acceptable. There were even more positive results for respect, kindness and suchlike. However, there were some issues around continuity and coordination of care, such as quick follow-up of important issues and full awareness of medical history.

Communication around medication was an area for improvement. Perhaps reflecting this, 8 percent of respondents believed they had been dispensed a wrong drug or dose in the previous year.

Interactions between primary care and other parts of the health sector present a mixed picture. Care plans for people with long-term conditions are inconsistently available and the flow of information between primary care and hospital seems to be an area for improvement. That said, duplication of test ordering appears rare and results are generally in the right place at the right time.

In terms of the domains of experience, partnership – that is, patients' involvement in their own care – appears the weakest area. This reflects the availability and follow-up of care plans for patients with long-term conditions.

The cost barrier and coordination domains show marked ethnic disparities with, in most cases, the European group reporting better experiences than all others. However, in the other domains of quality, ethnic disparities are less stark.

Younger age groups routinely report less positive experiences, with a marked gradient as the population improves. However, people of all working age groups report less positive experiences than people in retirement age groups.

People who have a mental health diagnosis report worse experiences of care throughout the survey. In particular, those reporting three separate mental health diagnoses report a markedly worse experience.

The survey also asks several 'free text' questions. This provides a wealth of data, which will be reviewed in future reports.

## Introduction

This is a first annual report of responses to the primary care survey. It focuses on what priorities for improvement come from the result. Accordingly, the results are set out in three ways.

First, all questions are considered at a national level, organised by location (where the care being commented on took place) and domain (the aspect of experience being addressed by the question). Across the five pilot PHOs (primary health organisations), there are relatively consistent results for each question, so this approach helps to highlight those questions where reported experience is better and where it is not as good. This creates a base set of priorities for improvement.

Second, we consider responses by ethnicity, age, long-term condition and mental health diagnoses. This allows us to consider equity of experience, and where different groups experience inequitable care.

Finally, we look at variation at a practice level. Although specific questions may not be a problem at a national level, and experience between different groups of respondents may be similar, a high level of variation between practices may point to issues where experience of care is inconsistent between different providers. Using this analysis, we can both highlight where these issues lie, and identify an 'alert' level, below which the experience of patients at a specific practice may warrant further investigation and response.

Complete, detailed results are presented in Appendix 1.

## Responses

The primary care patient experience survey, first piloted in 2015, has been running on a quarterly basis in the pilot PHOs<sup>1</sup> since February 2016. In addition, another five or so PHOs have held small tests over this period. In total, 19,000 responses have been received via one mechanism or another since 2015. This includes responses where the survey was not recorded as fully complete. However, analysis of results demonstrates there are no statistically significant differences at an individual question level in results of the 'incomplete' responses. Therefore, all responses are included in the analysis.

Period	Responses
Pilot	1,991
February 2016	1,526
May 2016	2,413
August 2016	3,239
November 2016	2,806
February 2017	3,185
May 2017	3,321
Out-of-period small-scale test	468
Total	18,949

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<sup>1</sup> ProCare, National Hauora Coalition, Whanganui PHO, Pegasus and Compass.

This report concentrates on the last four quarters to provide a 'first annual report' for the 2016/17 year for the 12,500 responses from this period.

We need to be cautious in drawing inferences from the data to the country as a whole. Around 150 practices, with an average of 83 responses per practice, provided the data in this analysis with the number of pilot PHO practices participating steadily increasing over the year. Nonetheless, at a national level the data gives us a useful starting point to consider the current experience of primary care.

<b>PHO</b>	<b>Responses</b>	<b>Practices</b>	<b>Average respondents</b>
Whanganui	452	6	75
Pegasus	3,789	53	71
National Hauora Coalition	680	12	57
ProCare	3,825	51	75
Compass	3,720	29	128
Total	12,466	151	83

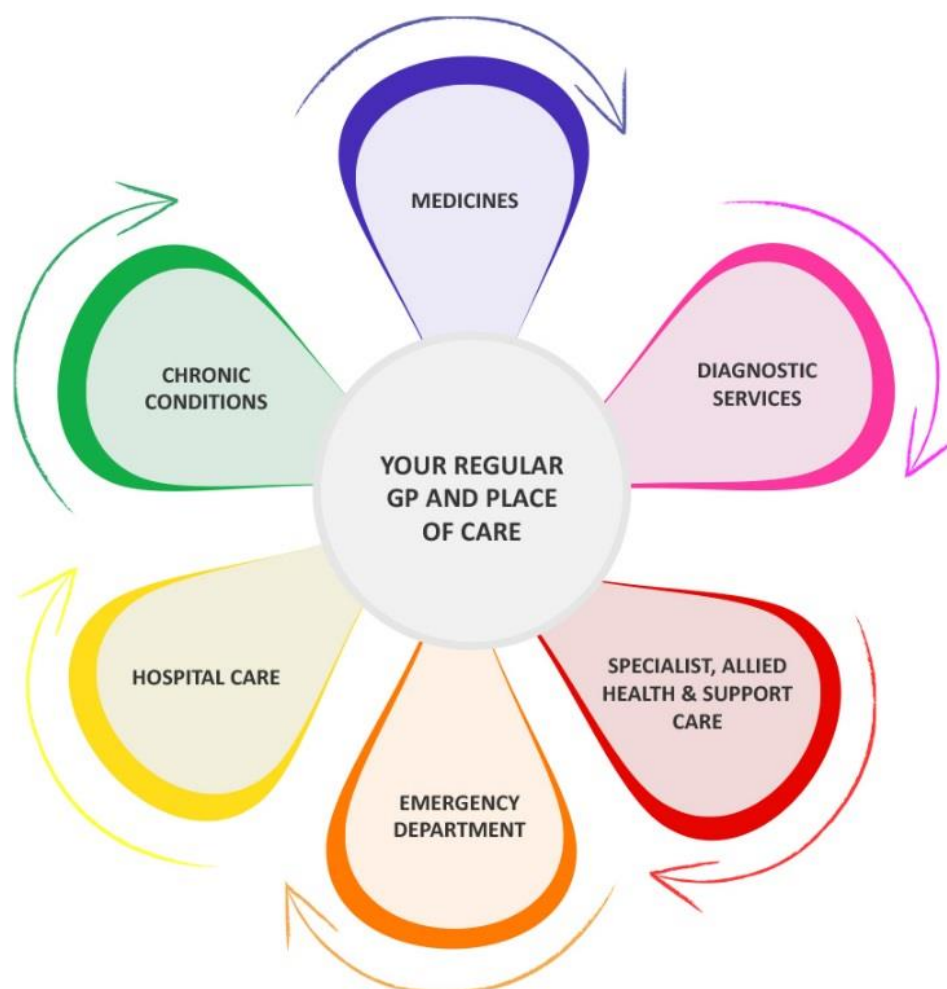
### ***A word on scoring***

The questions used in this analysis are directional; that is, we know what answer presents the most positive experience. This means we can use all the data in the survey to create scores out of 10 for each question. This is done on the basis of the most positive possible answer scoring 10, the least positive 0 and the middle-ranked response (if there is one) scoring 5. These are then summed and divided by the number of responses to give an overall average. Where there are three categories of response, the relationship between a score out of 10 and the percentage of responses in the most positive category are as follows.

<b>Score/10</b>	<b>≈ % in most positive category</b>
10	100%
9.7	95%
9.5	90%
9.0	85%
8.5	75%
8.0	70%
7.0	50%

## Overall results – location

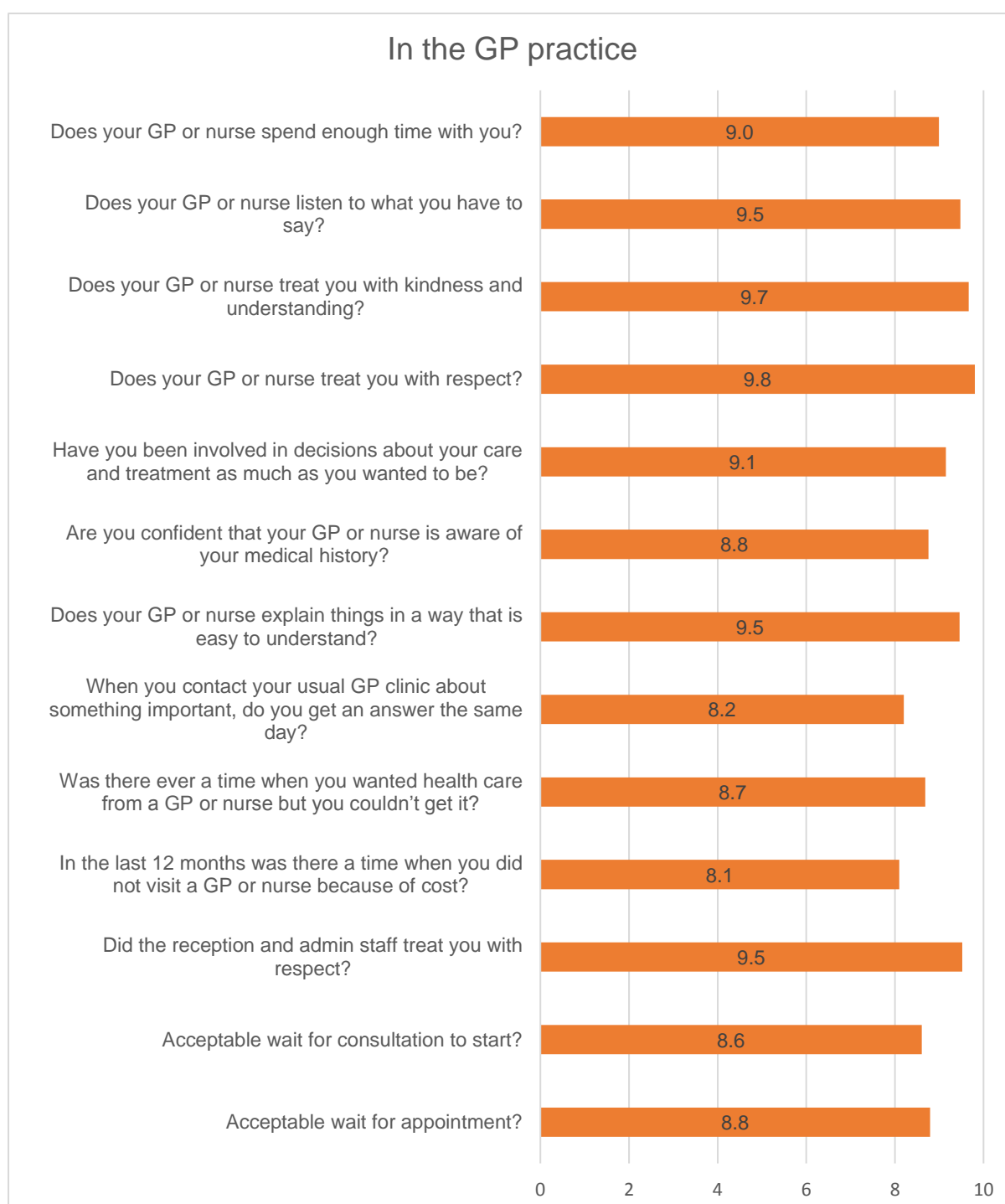
The survey is designed to have a series of modules that cover experience of care outside of hospital inpatient services. Although focused around GP services (every respondent will, at a minimum, have visited their GP or practice nurse in the survey week), medicines, allied health professionals, diagnostic services, emergency departments (EDs) and outpatient services are also covered in the survey. Outside of GP services, the survey concentrates primarily on how well integrated services are. This breadth of focus means there are specific results that are just as important for DHB hospital services to act on as GP practices and PHOs.



For the purposes of this report, results are organised into 'In the GP practice' (regular GP and place of care), 'Medication' (Medicines) and 'Interactions with other parts of the health system' (all other modules). The main body of the report presents these graphically. A full set of data tables is available in Appendix 1.

## ***In the GP practice***

**Figure 1: Questions related to care in the GP practice, scores out of 10, national average**



Reported experience in the GP practice is generally positive. Some expected (or perhaps apocryphal) concerns do not materialise in the data. Over 85 percent of respondents considered both the waits for an appointment and the waits for a consultation to start were acceptable. Similarly, over 90 percent of respondents stated they were always treated with

respect by reception and administration staff (although, as noted below, there is some variation on these results from different groups). Being treated with respect, kindness and understanding by GPs and nurses is almost universal.

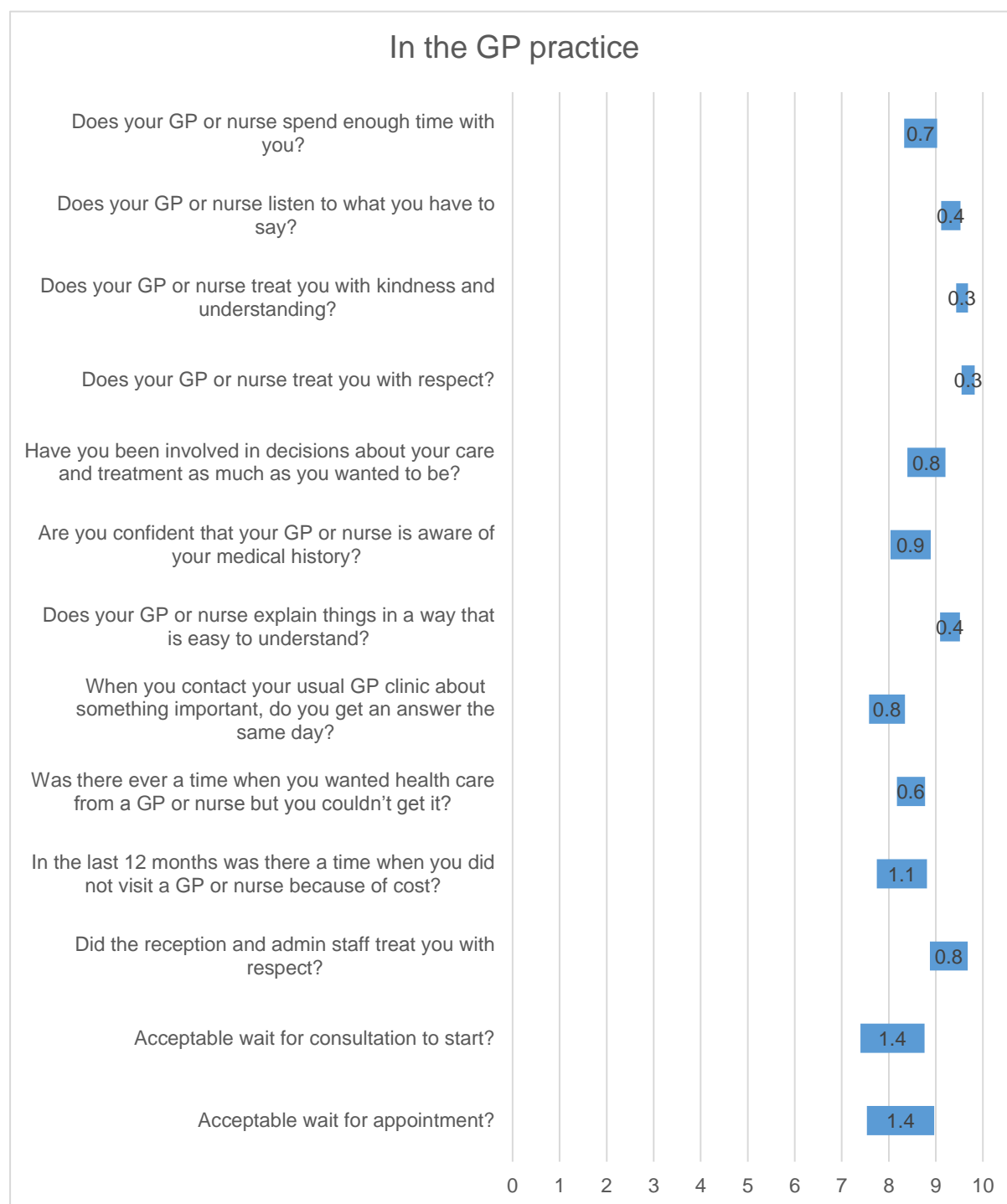
There are three questions that result in less positive responses:

- Just over 20 percent of respondents felt there were occasions when their GP or nurse was not aware of their medical history.
- A similar proportion had, at some time in the last 12 months, been unable to visit their GP because of cost.
- Finally, about one-third of respondents note difficulties in getting same day responses to important concerns.

While positive, these results mirror those of the in-hospital survey. Subjective questions about the humanity of care receive almost uniformly positive responses. More concrete questions about what precisely happened show more variation and less positive responses. At a PHO level this variation is shown in Figure 2. The blue bar shows the range of highest and lowest PHO scores, while the figure gives the size of the range. For example, the PHO average scores for 'Does your GP or nurse spend enough time with you?' range from 8.3 to 9.0, a range of 0.7 points.



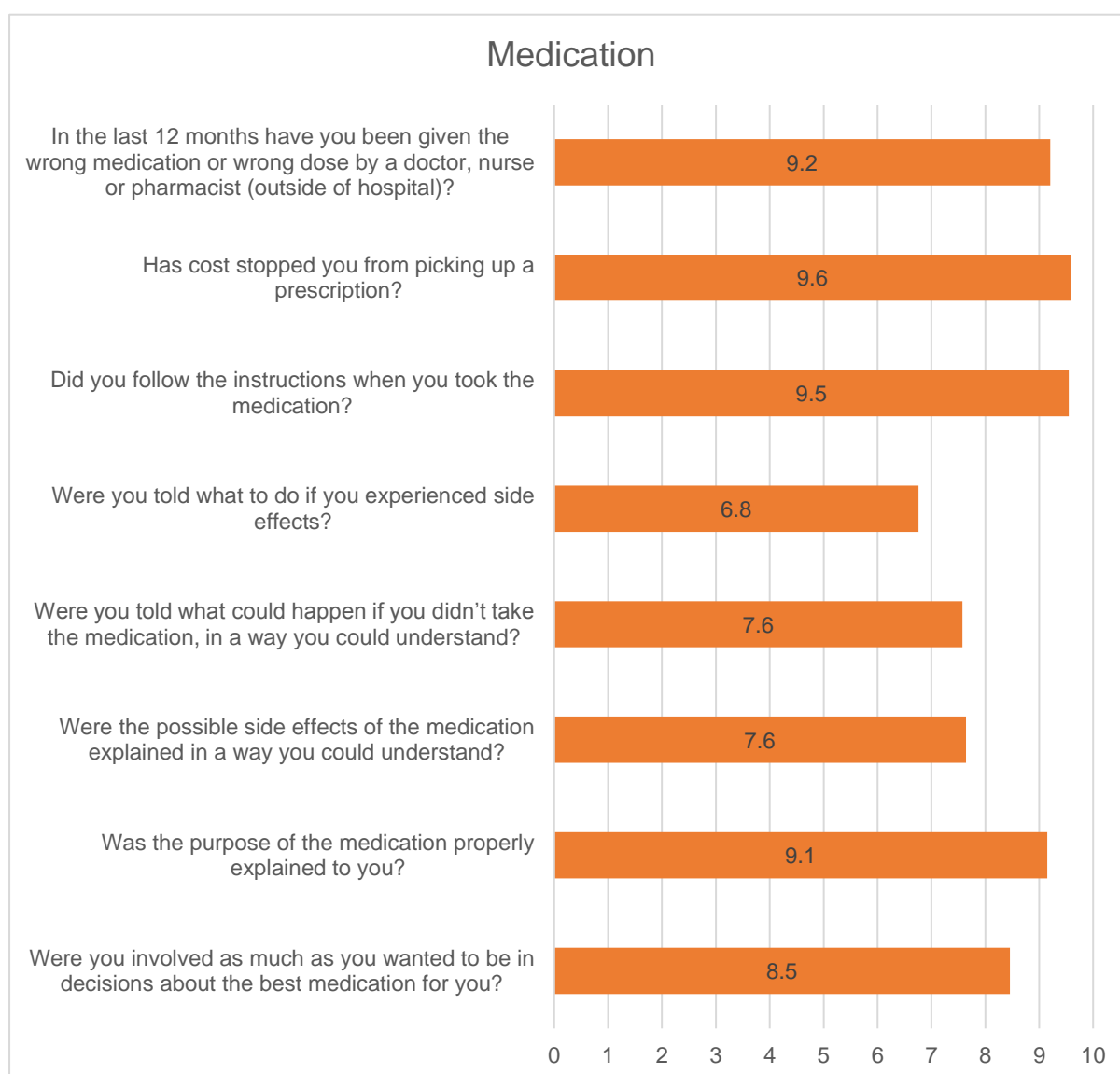
**Figure 2: Questions related to care in the GP practice, scores out of 10, inter-PHO range**



## Medication

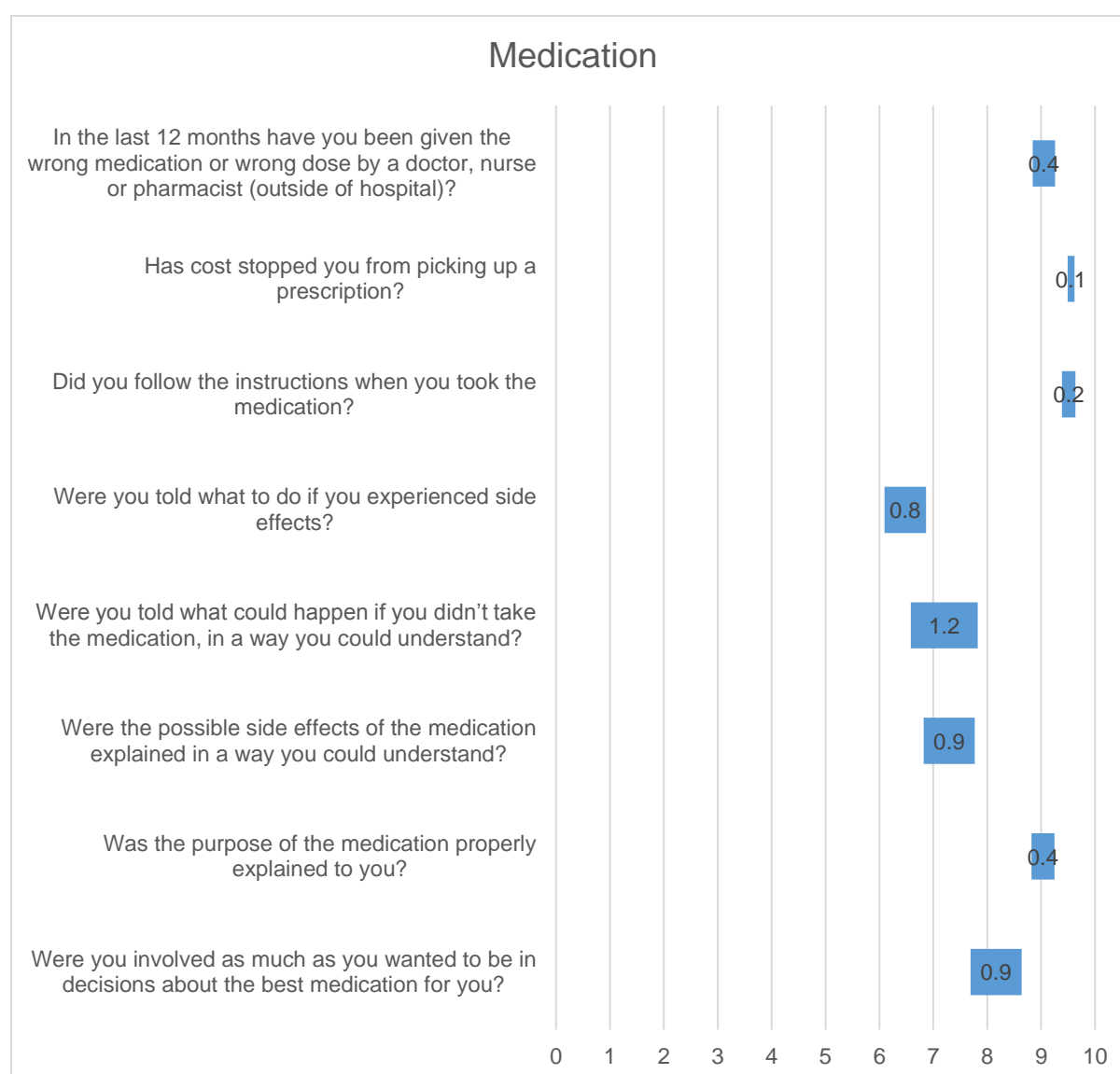
This pattern of objective questions receiving less positive scores is highlighted by the medication questions. Medication scores are considerably less positive, especially relating to the communication of potential risks and how to deal with them. For example, only 65 percent of respondents were certain they have been told about what could happen if they didn't take the medication; only 62 percent were told about potential side effects; and only 55 percent about what to do if they experienced those side effects. While this is a more positive result than patient experience in hospitals, it remains one of the lowest-scoring areas of the survey.

**Figure 3: Questions related to medication, scores out of 10, national average**



Interestingly there is also relatively little variation between PHOs for these measures – one low outlier is responsible for nearly all the variation seen in these questions.

**Figure 4: Questions related to medication, scores out of 10, inter-PHO range**

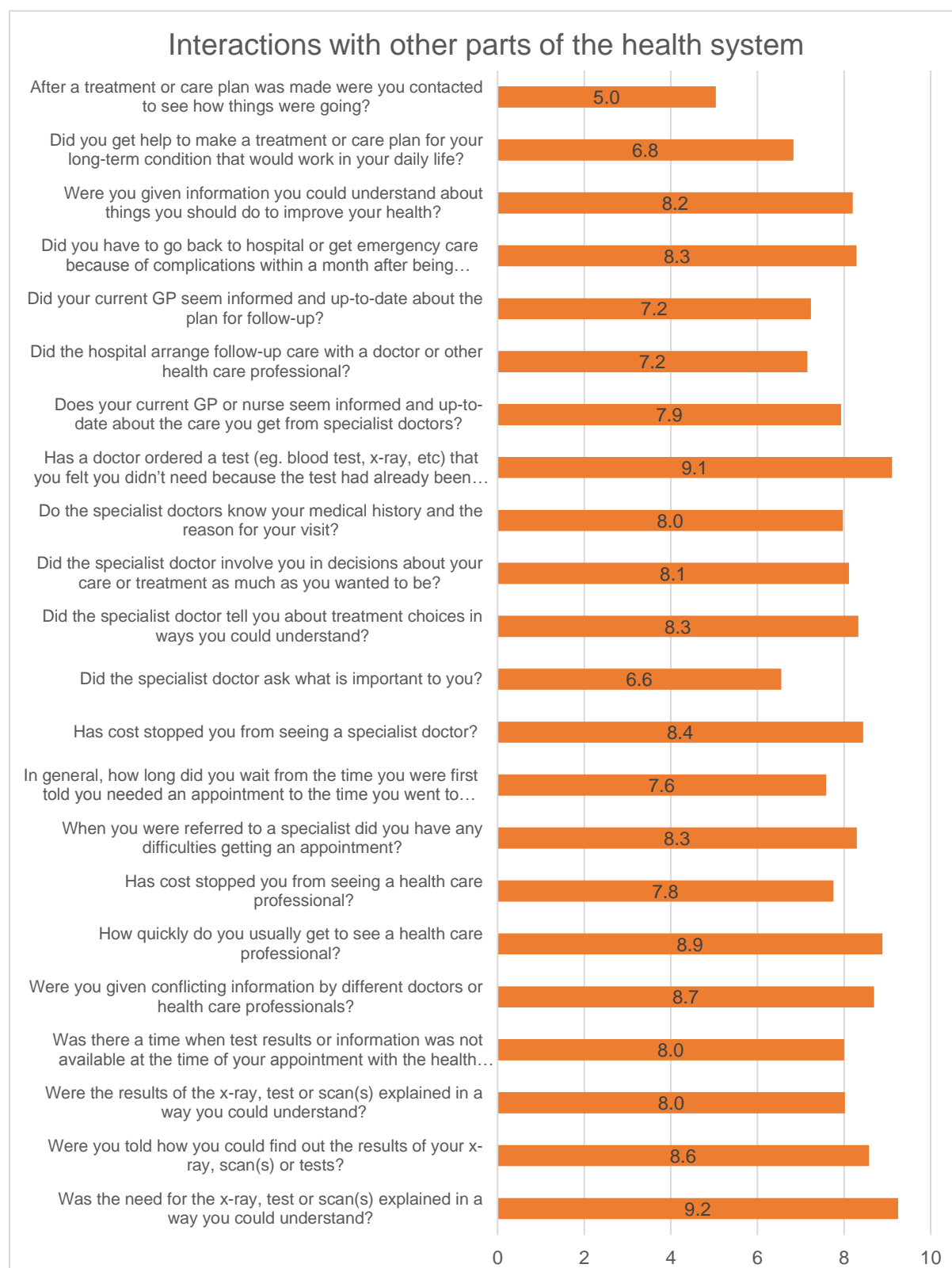


### ***Interactions with other parts of the health system***

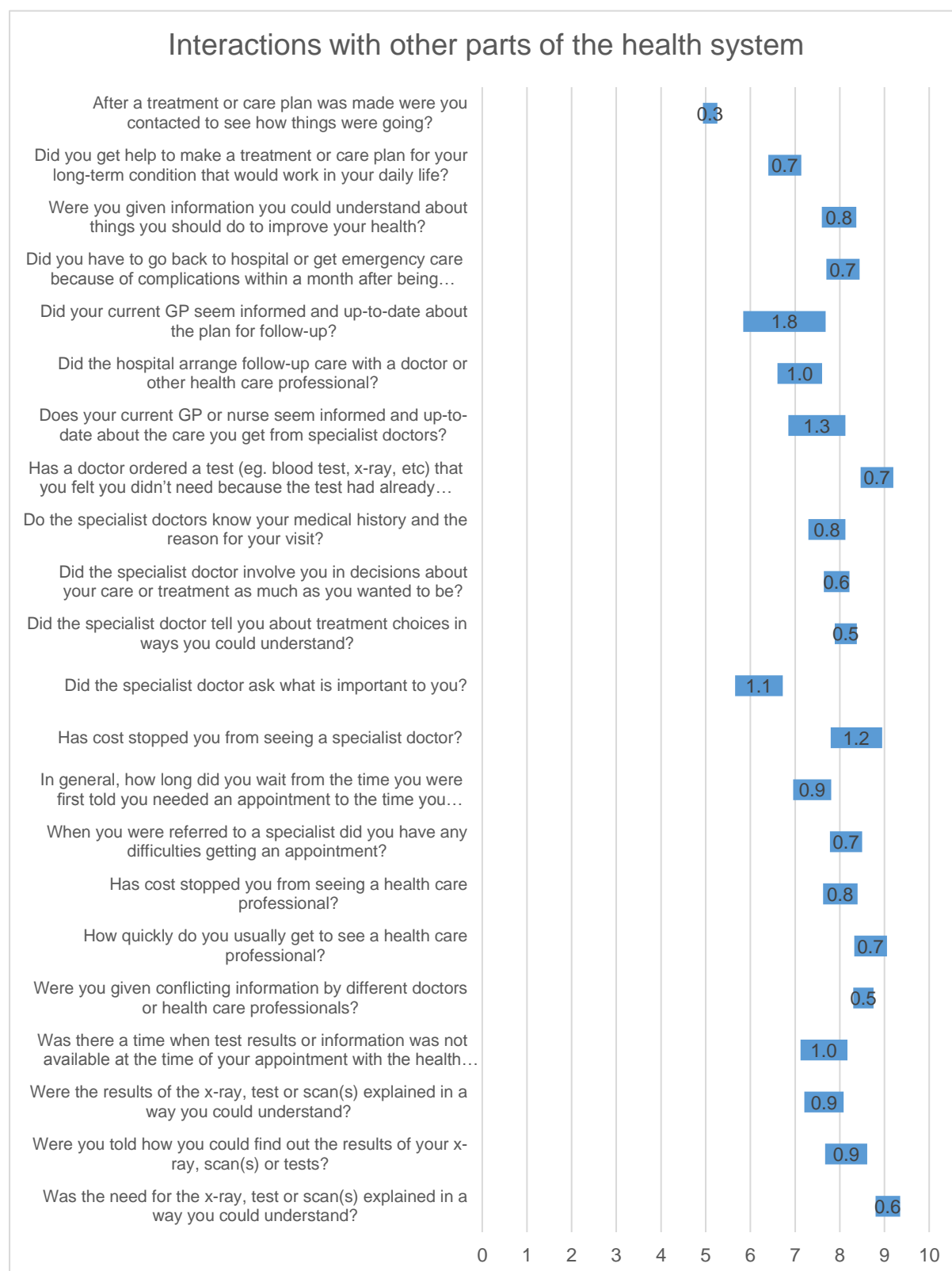
Interactions between different parts of the health system present a mixed picture. In particular, making and following up care plans for people with long-term conditions is, at best, erratic. In fact, only 30 percent of respondents with a long-term condition stated they had a care plan and it was followed up. Flow of information, following interactions with other parts of the health system, is not universal. For example, 20 percent of respondents noted that test results were not always available when required; one-third stated that specialist doctors did not always know about the reason for their visit; and nearly 30 percent stated that their GP was not always informed about hospital stays and the plan for follow-up. More positively, relatively few patients report unnecessary duplication of tests.

The mixed performance was common across all PHOs, with none scoring particularly highly on these measures of interaction.

**Figure 5: Questions related to interactions with other parts of the health system, scores out of 10, national average**

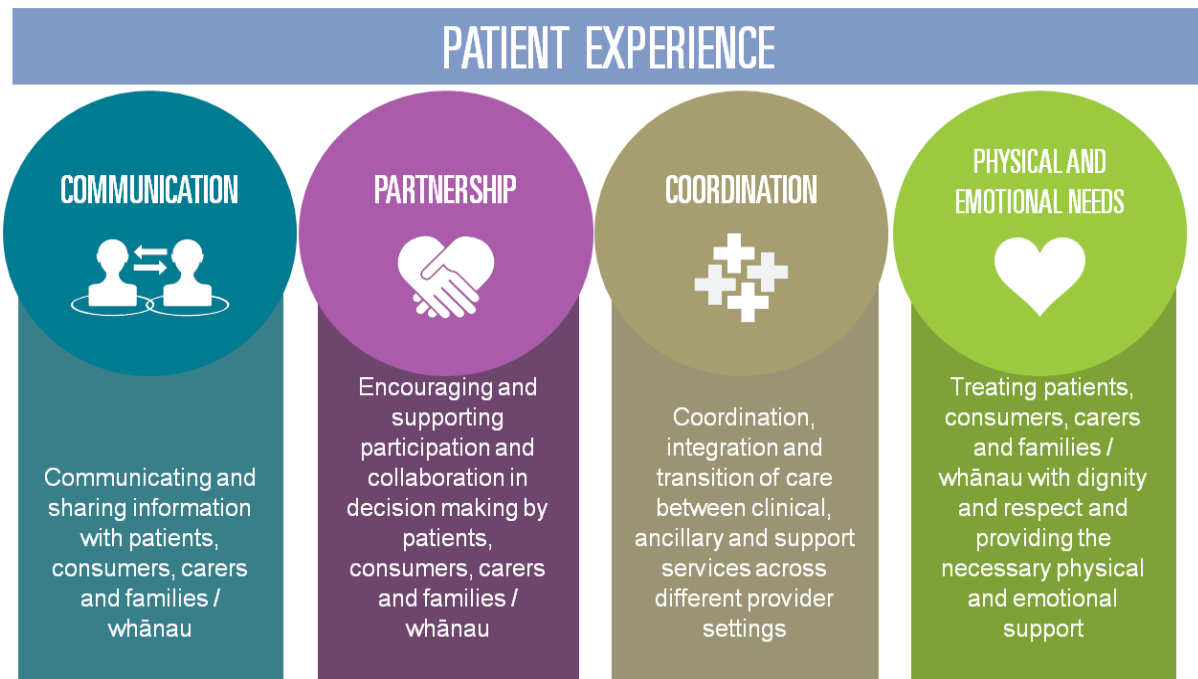


**Figure 6: Questions related to interactions with other parts of the health system, scores out of 10, inter-PHO range**



## Overall results – domain

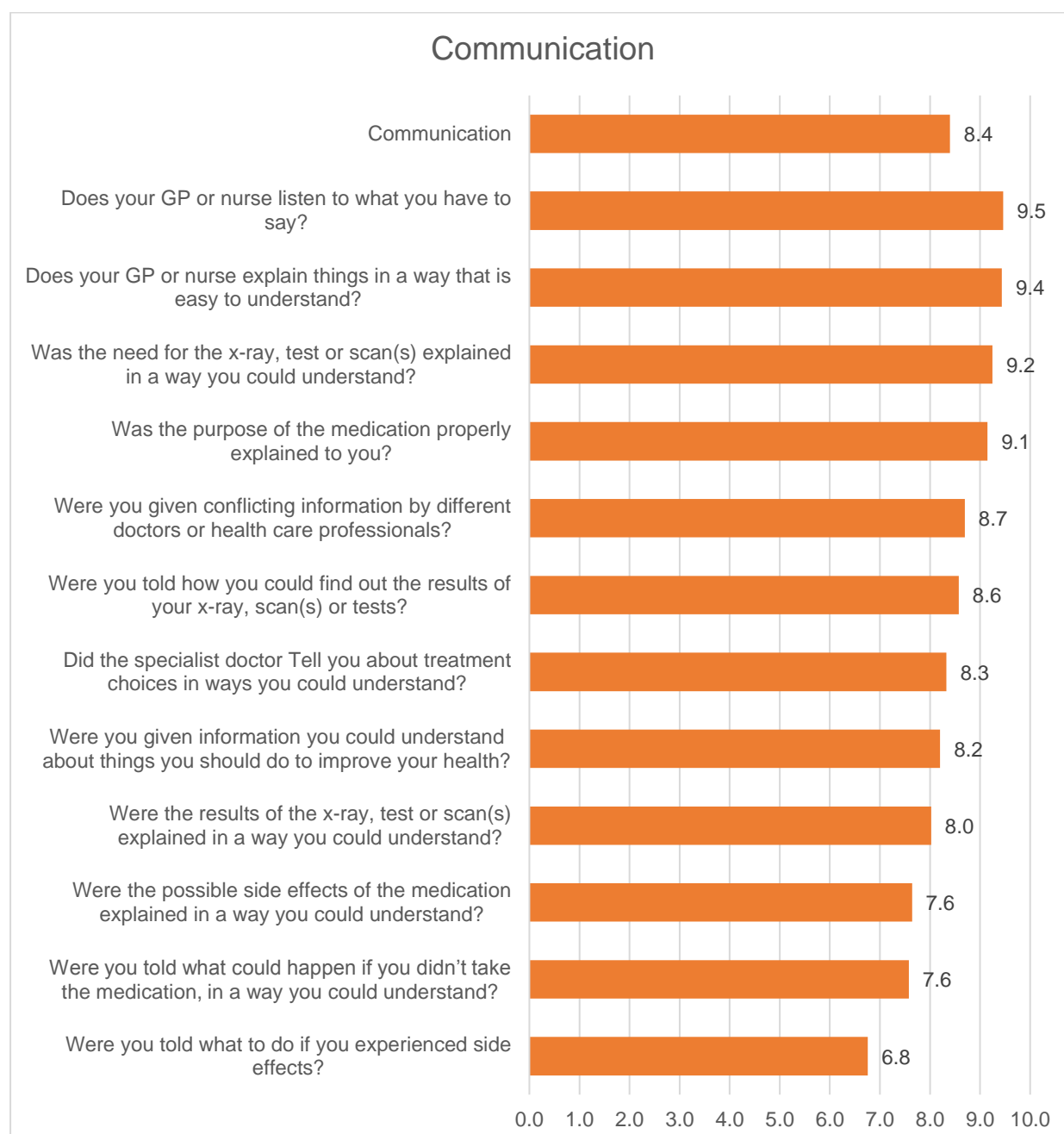
The concept of domains of experience has underpinned the development of the survey. These domains of communication, partnership, coordination and physical and emotional needs cut across the various locations used in the survey. In addition, factor analysis carried out on the pilot surveys showed that, among questions in the coordination domain, there was a further consistent subset of questions around cost barriers to access (which threatened good coordination of care). In this report, these questions are reported separately to form a fifth domain.



# Communication

Communication scores vary widely. Most communication in GP surgeries is positive, both in terms of respondents feeling they were listened to, and clarity of messages given by GPs. More mixed responses relate to information about medication (as noted above) and explanation of test results.

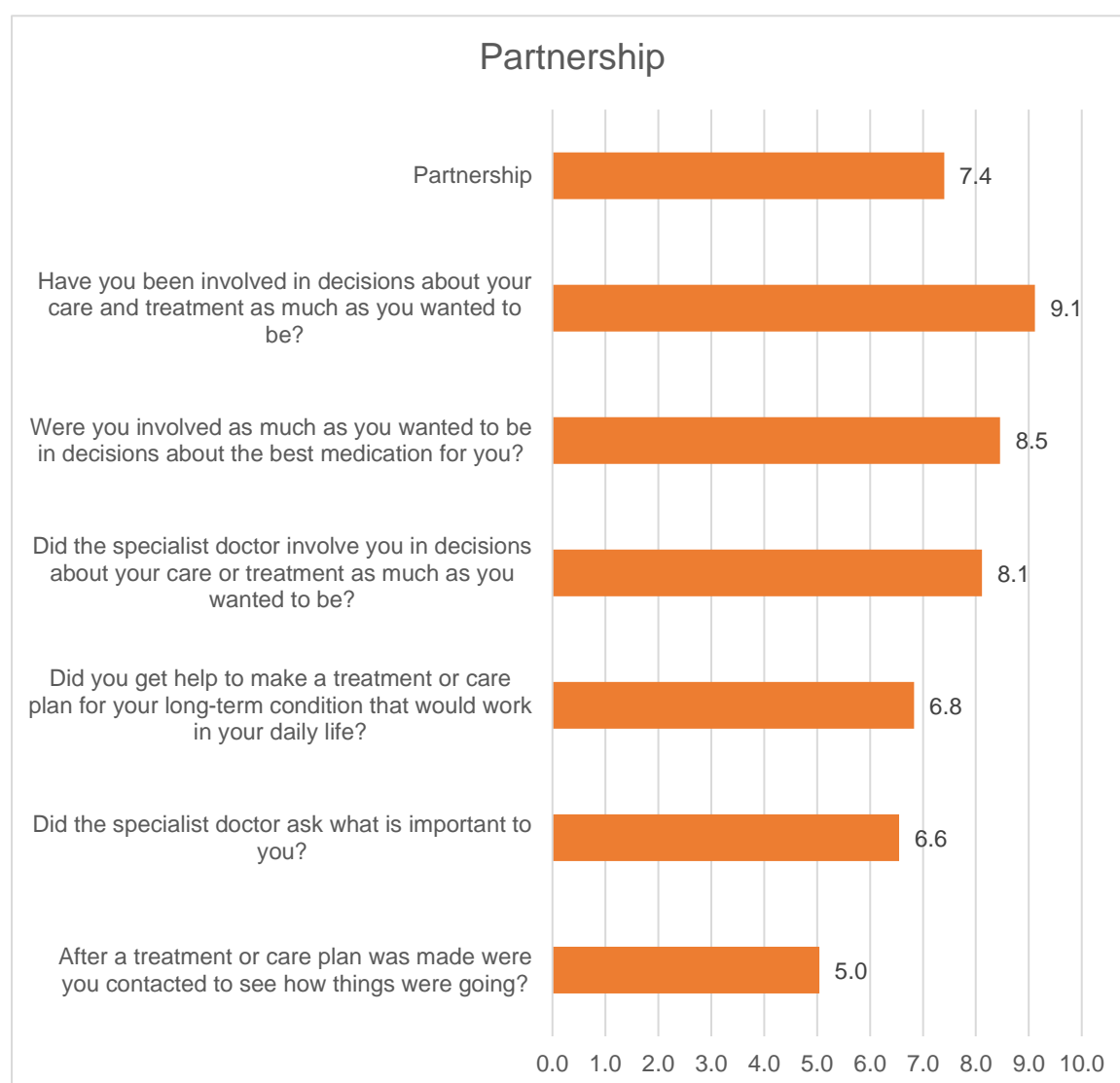
**Figure 7: Communication domain questions, scores out of 10, national average**



## Partnership

Partnership, that is, patients' involvement in their own care, is the lowest-scoring domain. This is driven primarily by the availability and follow-up of care plans for patients with long-term conditions and patients' sense of engagement in the care provided by in-hospital outpatient services. By contrast, involvement in care and treatment provided by GPs was generally highly rated.

**Figure 8: Partnership domain questions, scores out of 10, national average**

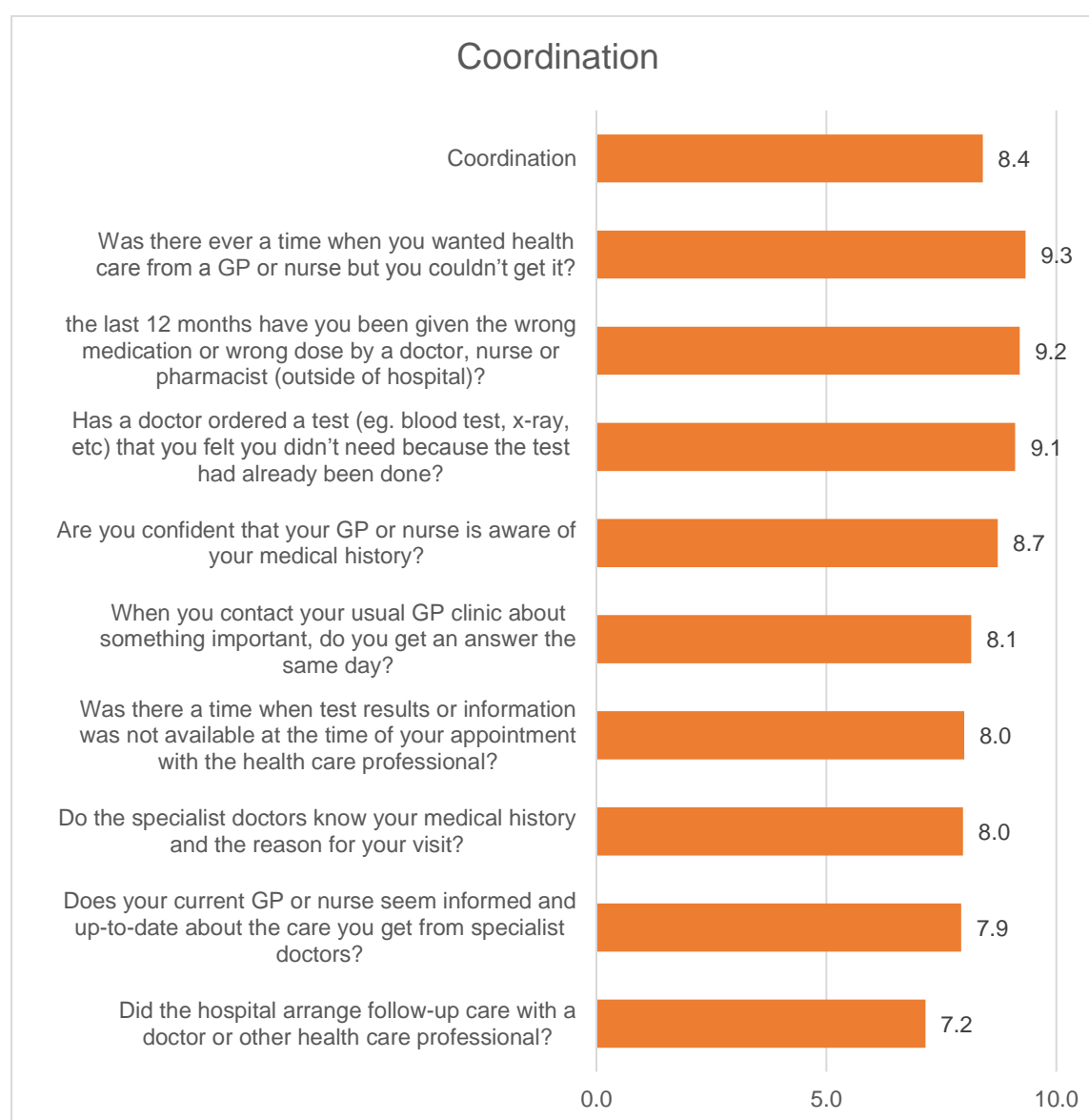




## Coordination

Outright failures of coordination such as incorrect dispensing of medication or duplication of tests are relatively rare. However, flows of information about patients' medical histories and details of their treatment, together with handovers of care, are less positively viewed by respondents. For example, 30 percent stated that hospitals did not arrange follow-up care with a doctor or health care professional on discharge, while a full one-third of respondents stated that specialist doctors did not always know the reason for their attendance at an outpatient appointment.

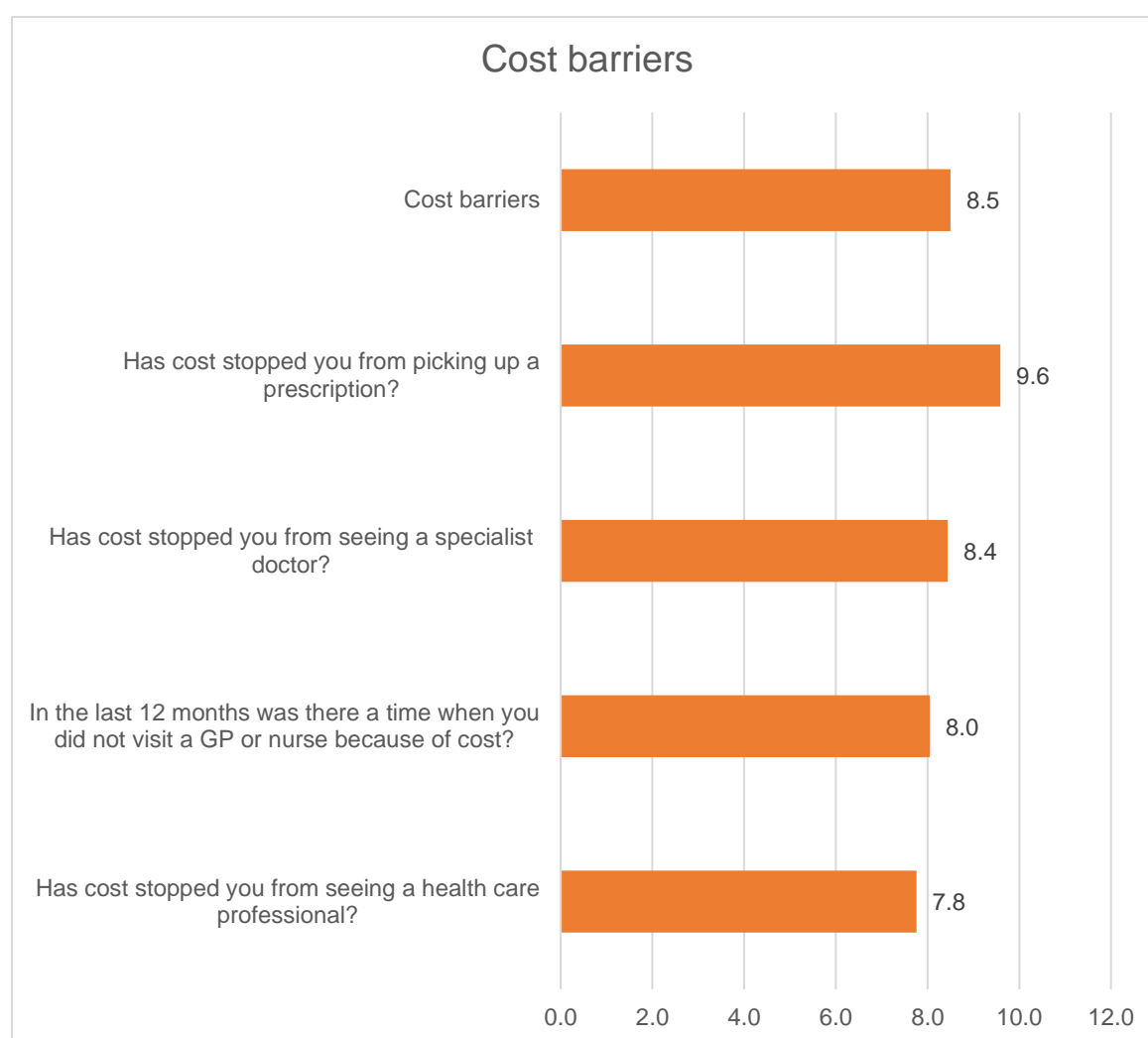
**Figure 9: Coordination sub-domain questions, scores out of 10, national average**



## Cost barriers

Comparatively few respondents experience a cost barrier to picking up a prescription although this hides disparity between different groups. However, for the other questions in this domain, around 20 percent of respondents report at least some occasions when cost has stopped them getting care. Note this only includes individuals who have successfully sought care on at least one occasion. We know from the New Zealand Health Survey<sup>2</sup> that around 30 percent of respondents have found cost a barrier to primary care at some point.

**Figure 10: Cost barriers sub-domain questions, scores out of 10, national average**

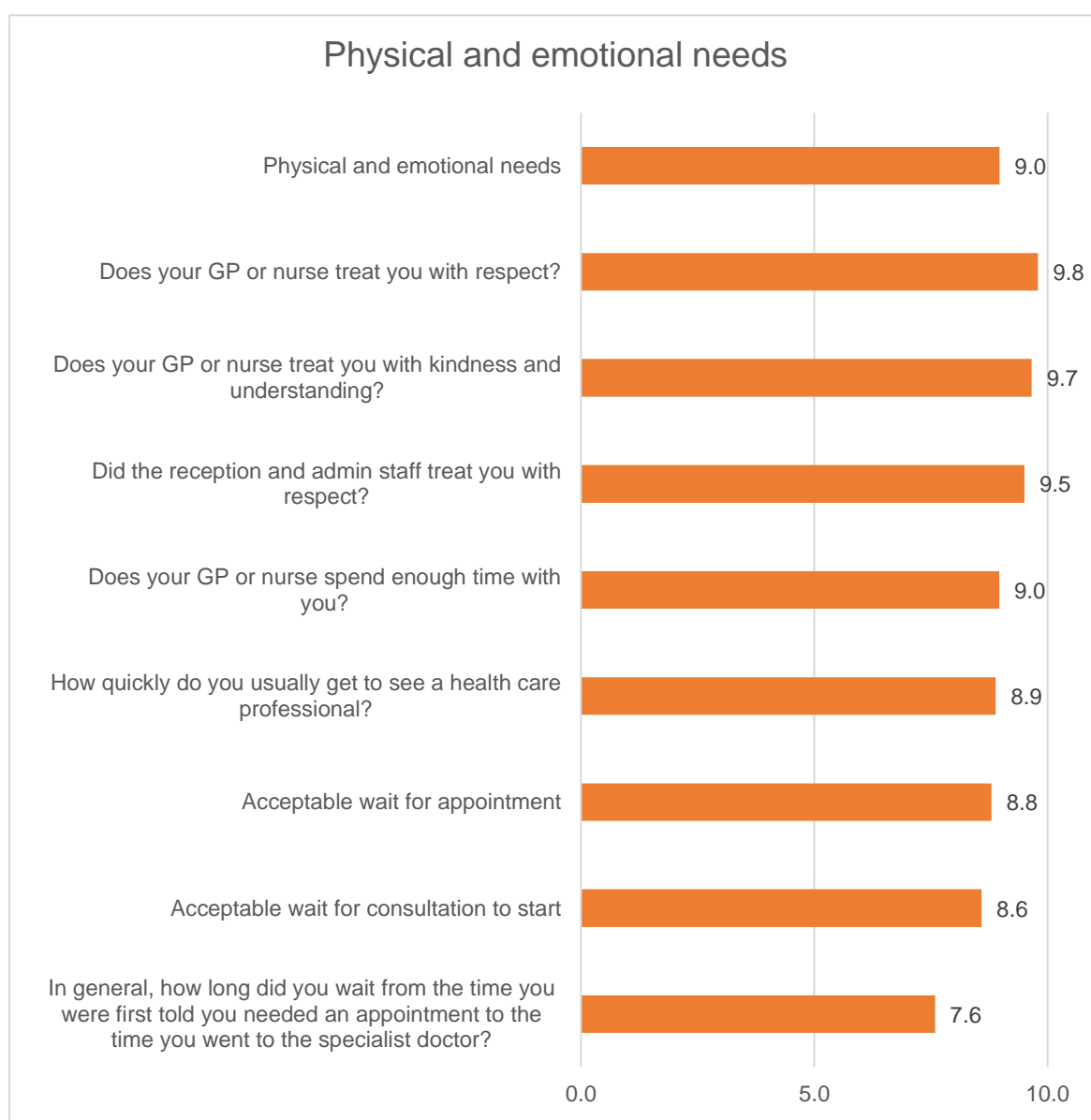


<sup>2</sup> [www.health.govt.nz/nz-health-statistics/national-collections-and-surveys/surveys/current-recent-surveys/new-zealand-health-survey](http://www.health.govt.nz/nz-health-statistics/national-collections-and-surveys/surveys/current-recent-surveys/new-zealand-health-survey)

## Physical and emotional needs

Nearly all respondents note being treated with respect, kindness and compassion while in the GP surgery, including by reception and admin staff. Over 85 percent of respondents also believe both the wait for an appointment and the wait for the consultation are acceptable, although there is relatively large variation between practices for this measure. The least positive responses given were for access to outpatient appointments.

**Figure 11: Cost barrier sub-domain questions, scores out of 10, national average**



## Equity – quality for whom?

The system level measures framework,<sup>3</sup> which the survey supports, rightly emphasises the importance of equity between different groups. This applies equally to experience of care as reported via the survey. The following section compares results between different ethnicities and age groups, and whether respondents had a long-term condition or a mental health diagnosis.

### Overall results – ethnicity

Table 1 shows domain scores by ethnicity, with scores significantly lower than the European group score shown in red. This demonstrates that, for the coordination and cost barrier domains, there is a consistent statistically significant lower score for Māori, Asian and Pacific respondents.

**Table 1: Domain scores by ethnicity**

Domain	Asian	European	Māori	Other	Pacific peoples
Communication	8.2	8.4	8.3	8.5	8.3
Coordination	8.0	8.4	7.9	8.2	7.8
Cost barriers	7.8	8.5	7.4	8.0	7.7
Needs	8.5	8.8	8.7	8.7	8.8
Partnership	7.3	7.4	7.3	7.6	7.4

(Scores in red are significantly lower than the best-scoring ethnicity)

If looked at in greater detail at individual question level, the cost barrier questions demonstrate that, consistently, European respondents are less likely to experience cost barriers to accessing care; their experience correlates closely with socioeconomic disparity. Some of the differences are striking. For example, fewer than 7 percent of European respondents stated that cost had ever stopped them from picking up a prescription but for a quarter of Māori it did; this result is slightly higher than those recorded in the New Zealand health survey.

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<sup>3</sup> [www.health.govt.nz/new-zealand-health-system/system-level-measures-framework](http://www.health.govt.nz/new-zealand-health-system/system-level-measures-framework)

**Table 2: Cost barriers sub-domain question scores**

Question	Asian	European	Māori	Other	Pacific peoples
In the last 12 months was there a time when you did not visit a GP or nurse because of cost?	7.8	8.2	7.1	7.3	7.3
Has cost stopped you from picking up a prescription?	8.9	9.3	7.6	9.2	8.1
Has cost stopped you from seeing a health care professional?	6.9	7.9	6.8	7.4	7.3
Has cost stopped you from seeing a specialist doctor?	7.7	8.5	8.0	8.1	8.2

(Scores in red are significantly lower than the European score)

A similar pattern can be seen with coordination, where the questions have fewer obvious direct links to socioeconomic disparity. Understanding what may cause non-European respondents to experience a less 'joined-up' health service requires fuller investigation and may need local targeted interventions to resolve.

**Table 3: Coordination sub-domain question scores**

Question	Asian	European	Māori	Other	Pacific peoples
Was there ever a time when you wanted health care from a GP or nurse but you couldn't get it?	8.1	8.8	8.1	7.9	8.3
In the last 12 months have you been given the wrong medication or wrong dose by a doctor, nurse or pharmacist (outside of hospital)?	9.1	9.2	8.8	9.1	8.8
Was there a time when test results or information was not available at the time of your appointment with the health care professional?	7.0	8.2	7.2	8.3	6.1
Does your current GP or nurse seem informed and up-to-date about the care you get from specialist doctors?	7.4	8.0	7.4	7.0	7.4
Do the specialist doctors know your medical history and the reason for your visit?	8.3	8.4	8.2	8.6	8.4

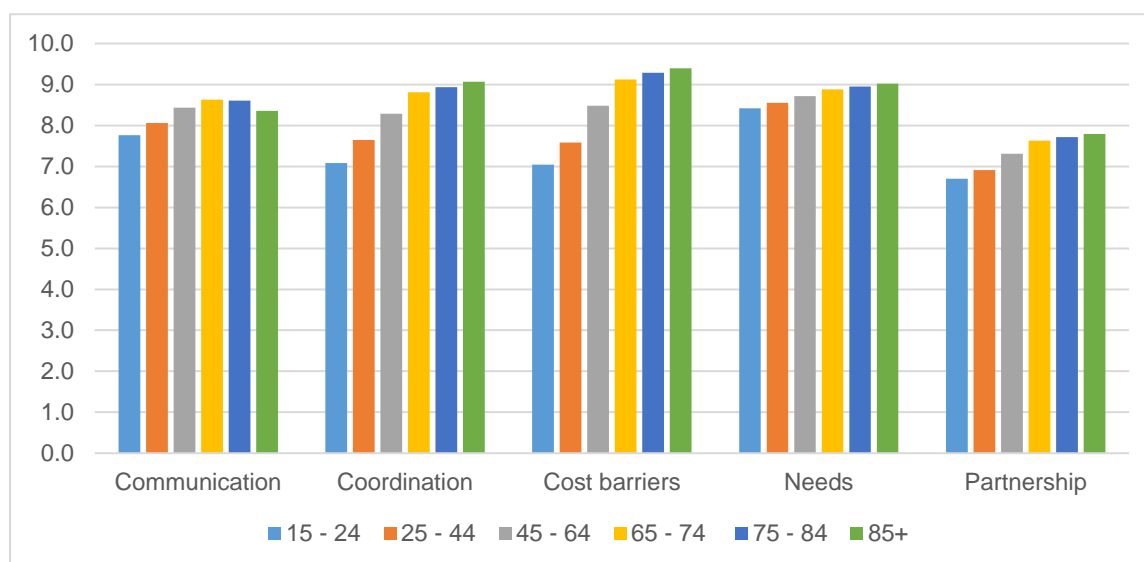
Has a doctor ordered a test (eg, blood test, x-ray, etc) that you felt you didn't need because the test had already been done?	8.6	9.2	8.4	8.5	7.8
Are you confident that your GP or nurse is aware of your medical history?	8.6	8.8	8.4	8.6	8.6
When you contact your usual GP clinic about something important, do you get an answer the same day?	7.7	8.2	8.0	7.6	8.0
Did the hospital arrange follow-up care with a doctor or other health care professional?	7.3	7.1	6.9	8.5	7.3

(Scores in red are significantly lower than European score)

### Overall results age

One of the most striking inequities in results is the gradient across all domains where the older age groups report more positive experiences than younger age groups. These results cannot be explained by some of the more obvious hypotheses. The pattern of lower-scoring questions includes those that ask about specific objective experiences (did x happen...?) and not just those that ask more subjective judgements about experience. This suggests the differences cannot be explained by differences in expectation, with younger respondents having a more consumeristic mindset and older respondents a more deferential one.

**Figure 12: Domain scores by age group**

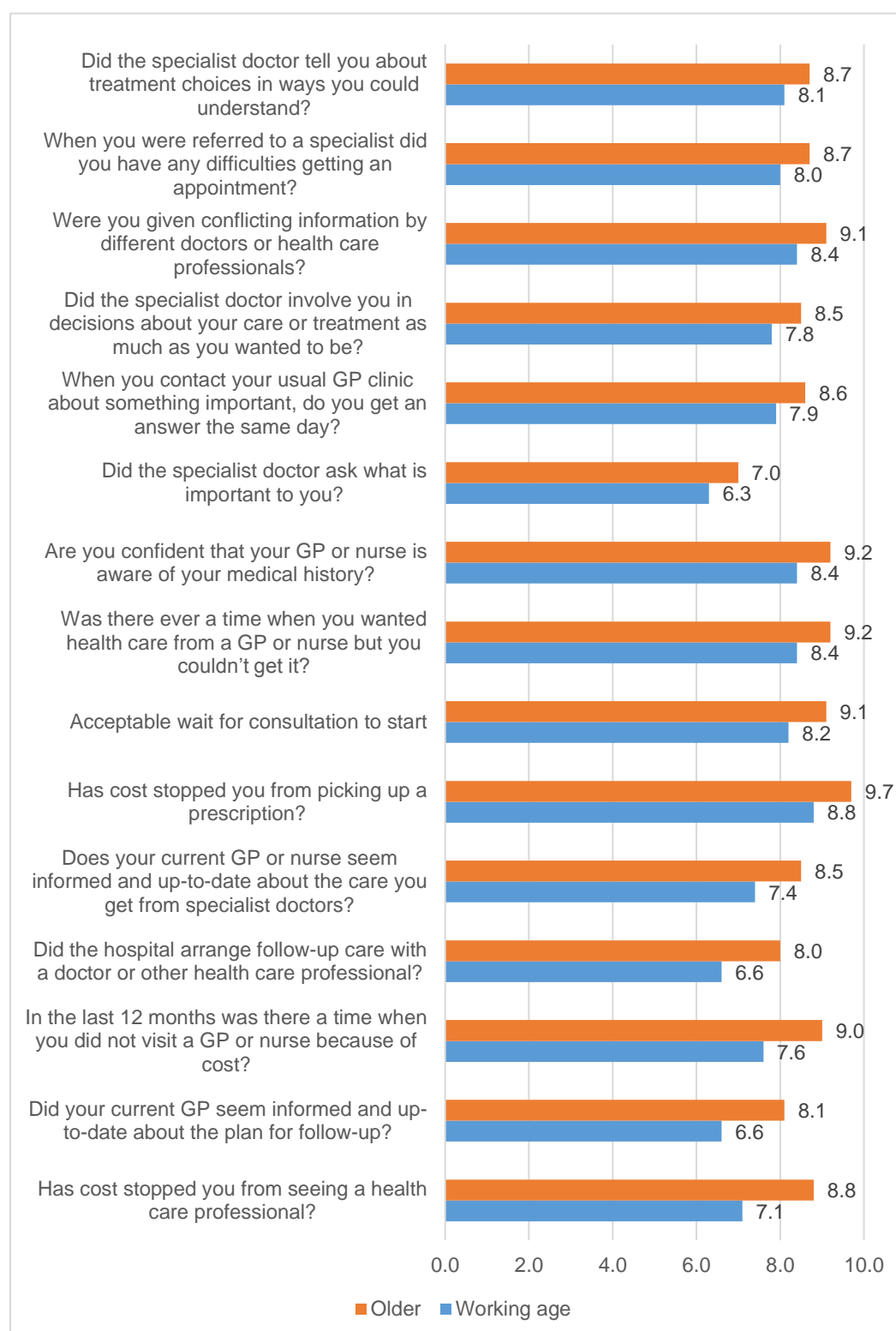


Similarly, question scores for people in the 45–64 age group are frequently more similar to younger working-age adults than for people of retirement age. In fact, people of working age gave significantly less positive responses than those aged 65 and over to 40 out of 43 questions in the survey. Some of the most striking differences are shown in Figure 13.

It is notable that, of the 15 questions with the greatest difference in response between people of working and retirement age, only two could be said to be influenced potentially by the respondent's expectations. These two are 'Was the wait for a consultation to start acceptable?' and 'Did the specialist doctor involve you in decisions about your care and treatment as much as you wanted?'

The rest of the questions are relatively objective. As with ethnic disparity, many of these questions are from the coordination domain. Quite why younger respondents should have a less positive experience of the coordination of the health services is not immediately obvious and is likely to benefit from local investigation and targeted responses.

**Figure 13: Questions with the greatest difference in response between older and working age respondents**





### **Overall results – long-term condition<sup>4</sup>**

The sampling strategy of the survey in seeking the views of all patients treated within a sample week is deliberately designed to get a high proportion of responses from people who make heavier use of health services. Many of these people will have one or more long-term conditions. Based on people's self-declarations, we compared the average response of people with one or more long-term conditions with the responses of those without. The results show little difference between the two groups.

**Table 4: Domain scores by long-term condition diagnosis**

Domain	Long-term condition diagnosis	No long-term condition diagnosis
Communication	8.5	8.4
Coordination	8.6	8.3
Cost barriers	8.4	8.2
Needs	8.7	8.7
Partnership	7.3	7.5

### **Overall results – mental health<sup>5</sup>**

A similar analysis was undertaken for respondents who self-declared one or more mental health diagnoses. In contrast to physical long-term condition status, those who declare a mental health diagnosis consistently report slightly lower domain scores.

**Table 5: Domain scores by mental health diagnosis**

Domain	Mental health diagnosis	No mental health diagnosis
Communication	8.3	8.5
Coordination	8.2	8.5
Cost barriers	7.9	8.5
Needs	8.6	8.8
Partnership	7.2	7.4

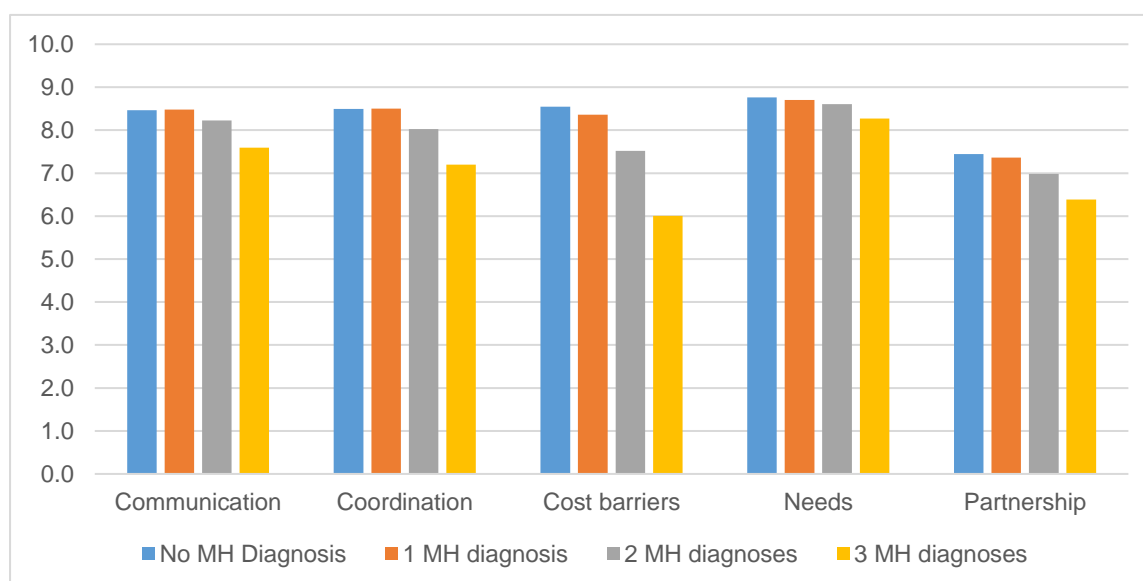
When this is investigated in greater detail, it is clear the difference is largely driven by respondents who reported all three mental health diagnoses: anxiety, depression and other mental health.

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<sup>4</sup> Long-term conditions identified in the survey are: arthritis, asthma, cancer, chronic obstructive pulmonary disease (COPD), diabetes, heart disease, high blood pressure, long-term pain, stroke and other long-term condition.

<sup>5</sup> Mental health conditions identified in the survey are: anxiety, depression and other mental health.

**Figure 14: Domain score by number of mental health diagnoses**



### **Variation between practices**

At a national level, scores for any given domain or question may be generally positive, and even equally distributed between different groups, yet still demonstrate hidden variation between practices, with a few outlier practices getting significantly worse responses for any given question. At a local level, this may be important for targeting improvement activity.

### ***Explanation of method***

To identify the questions with the greatest variability between individual practices, results from 92 practices with more than 100 responses were analysed. No practice could be identified from the analysis. Scores for each question were calculated and from this an average score for each question and the standard deviation as a measure of variability of the average calculated. We propose using one standard deviation below the average as an 'alert' score for identifying when a question should be reviewed in greater depth. These are shown by question in Appendix 1.

### ***Questions concerning care inside the GP practice with the greatest variation between practices***

Looking first at questions inside GP practices, variation in reported acceptability of waiting times is notable, although, in general, quite positive. This suggests that waiting times could be improved in some practices. Cost barriers to access may reflect socioeconomic disparities between different practices.

Question	Average	Standard deviation
Is wait for consultation to start acceptable?	8.5	0.8
Is wait for appointment acceptable?	8.8	0.8
In the last 12 months was there a time when you did not visit a GP or nurse because of cost?	8.1	0.7
Was there ever a time when you wanted health care from a GP or nurse but you couldn't get it?	8.7	0.7
Was there ever a time when you wanted health care from a GP or nurse but you couldn't get it?	8.7	0.6

***Questions concerning care outside the GP practice with the greatest variation between practices***

Outside of the GP practice, coordination of care between the practice and secondary care seems to show the greatest variability in score.

Question	Average	Standard deviation
Did your current GP seem informed and up-to-date about the plan for follow-up?	7.4	1.0
Did the hospital arrange follow-up care with a doctor or other health care professional?	7.3	1.0
Did you have to go back to hospital or get emergency care because of complications within a month after being discharged from hospital?	8.2	0.8
After a treatment or care plan was made were you contacted to see how things were going?	5.2	0.8
Has cost stopped you from seeing a health care professional?	7.8	0.8

The main value of this analysis is to identify areas where local, inter-practice differences (as opposed to inter-regional/PHO differences) are most pronounced. These are the areas that may be most amenable to local practice level improvement. To highlight this, we can set 'alert levels' of 1 standard deviation below and above the mean where a practice will be in about the top or bottom 15 percent of practices. These can be used as a basis for determining local improvement efforts. These alert values are given in Appendix 1.

## Appendix 1: Detailed results tables

Table 6: Question scores by location

Location	Question	N relevant responses	By PHO						Ethnicity					Age						Mental health		Long-term conditions	
			% most positive			Score/10			Score/10					Score/10						Score/10		Score/10	
			Mean	Min	Max	Mean	Min	Max	Asian	Euro	Māori	Other	Pacific peoples	15–24	25–44	45–64	65–74	75–84	85+	Yes	No	Yes	No
GP surgery	When you ring to make an appointment how quickly do you usually get to see your GP?	9,973	47%	20%	53%	7.03	4.32	7.37	7.22	6.95	7.17	7.24	8.41	6.83	7.11	7.00	7.03	7.01	7.09	6.87	7.08	6.91	7.19
	When you ring to make an appointment how quickly do you usually get to see other GP?	4,694	78%	39%	82%	8.79	6.53	9.05	8.74	8.81	8.84	8.52	9.49	8.43	8.80	8.85	8.74	8.77	9.48	8.69	8.82	8.79	8.79
	When you ring to make an appointment how quickly do you usually get to see nurse?	4,997	78%	69%	83%	8.82	8.24	9.14	8.49	8.84	8.41	8.53	9.09	8.64	8.83	8.77	8.86	8.93	8.91	8.88	8.80	8.83	8.79
	Acceptable wait for appointment	10,106	88%	75%	90%	8.79	7.53	8.97	8.17	8.85	8.77	8.64	8.72	8.90	8.61	8.75	8.87	9.09	9.31	8.61	8.85	8.82	8.76
	How long do you usually have to wait for your consultation to begin with your GP?	9,650	70%	42%	75%	8.16	5.91	8.51	7.73	8.26	7.63	7.89	7.68	7.75	7.91	8.17	8.40	8.40	7.93	8.05	8.20	8.22	8.08
	How long do you usually have to wait for your consultation to begin with other GP?	3,994	73%	43%	78%	8.33	5.64	8.68	7.82	8.47	7.67	8.00	7.22	7.79	8.21	8.32	8.52	8.77	8.69	8.18	8.38	8.39	8.25
	How long do you usually have to wait for your consultation to begin with nurse?	4,784	88%	71%	89%	9.28	8.03	9.40	8.61	9.35	9.21	9.32	8.66	8.96	9.22	9.26	9.37	9.50	9.21	9.20	9.31	9.32	9.22
	Acceptable wait for consultation to start	9,741	86%	74%	88%	8.58	7.40	8.76	8.10	8.65	8.48	8.76	7.92	7.85	7.95	8.56	9.06	9.25	9.48	8.60	8.58	8.71	8.39
	Did the reception and admin staff treat you with respect?	10,145	91%	80%	94%	9.50	8.88	9.68	9.22	9.55	9.28	9.28	9.33	9.22	9.17	9.47	9.74	9.88	9.97	9.48	9.51	9.22	8.97
	In the last 12 months was there a time when you did not visit a GP or nurse because of cost	10,170	80%	77%	88%	8.05	7.75	8.81	7.82	8.18	7.12	7.34	7.26	5.70	6.85	8.16	8.98	9.16	9.57	7.59	8.19	8.13	7.92
	Was there ever a time when you wanted health care from a GP or nurse but you couldn't get it?	10,129	87%	82%	88%	8.66	8.17	8.77	8.10	8.79	8.05	7.94	8.25	8.12	8.11	8.54	9.21	9.28	9.58	8.25	8.79	8.62	8.72
	When you contact your usual GP clinic about something important,	8,708	66%	56%	70%	8.15	7.58	8.34	7.73	8.21	7.96	7.62	8.01	7.53	7.75	8.01	8.56	8.77	8.88	8.05	8.18	8.25	7.98

	do you get an answer the same day?																						
	Does your GP or nurse explain things in a way that is easy to understand?	9,884	89%	84%	91%	9.43	9.09	9.51	9.32	9.47	9.25	9.18	9.13	8.95	9.23	9.45	9.62	9.62	9.70	9.38	9.45	9.47	9.38
	Are you confident that your GP or nurse is aware of your medical history?	9,790	79%	68%	81%	8.73	8.03	8.89	8.63	8.77	8.39	8.64	8.57	7.74	8.02	8.75	9.18	9.48	9.75	8.69	8.74	8.85	8.54
	Have you been involved in decisions about your care and treatment as much as you wanted to be?	10,007	84%	72%	86%	9.11	8.40	9.20	8.49	9.23	8.64	8.71	8.61	8.47	8.77	9.15	9.38	9.46	9.40	9.05	9.13	9.18	9.01
	Does your GP or nurse treat you with respect?	9,974	96%	91%	97%	9.79	9.55	9.83	9.70	9.81	9.66	9.82	9.79	9.51	9.66	9.79	9.91	9.95	9.91	9.77	9.80	9.81	9.76
	Does your GP or nurse treat you with kindness and understanding?	8,950	94%	89%	94%	9.66	9.43	9.68	9.56	9.68	9.51	9.60	9.72	9.38	9.48	9.65	9.83	9.85	9.93	9.61	9.67	9.68	9.62
	Does your GP or nurse listen to what you have to say?	8,942	90%	84%	91%	9.46	9.11	9.53	9.40	9.48	9.30	9.43	9.34	8.99	9.21	9.48	9.69	9.68	9.89	9.38	9.49	9.48	9.43
	Does your GP or nurse spend enough time with you?	8,932	82%	71%	83%	8.96	8.32	9.03	8.64	9.00	8.90	8.79	8.80	8.29	8.54	9.01	9.31	9.30	9.51	8.86	8.99	9.02	8.86
Medication	Were you involved as much as you wanted to be in decisions about the best medication for you?	8,105	72%	61%	75%	8.46	7.69	8.64	7.84	8.54	8.23	7.74	7.85	8.13	8.18	8.50	8.57	8.68	8.47	8.41	8.48	8.45	8.48
	Was the purpose of the medication properly explained to you?	7,914	84%	78%	86%	9.15	8.82	9.25	8.98	9.19	8.87	8.95	8.94	8.97	8.90	9.21	9.24	9.24	9.08	9.04	9.19	9.15	9.15
	Were the possible side effects of the medication explained in a way you could understand?	7,646	62%	52%	64%	7.64	6.82	7.77	7.33	7.66	7.71	7.53	7.67	7.39	7.53	7.62	7.69	7.92	7.59	7.56	7.68	7.63	7.66
	Were you told what could happen if you didn't take the medication, in a way you could understand?	7,348	65%	53%	68%	7.58	6.58	7.83	7.24	7.57	7.87	7.75	7.82	7.35	7.34	7.72	7.73	7.51	6.59	7.54	7.59	7.56	7.58
	Were you told what to do if you experienced side effects?	7,380	55%	48%	56%	6.76	6.10	6.87	6.72	6.71	7.24	7.01	7.39	6.42	6.74	6.87	6.78	6.69	5.76	6.72	6.78	6.73	6.84
	Did you follow the instructions when you took the medication?	8,119	91%	88%	93%	9.55	9.39	9.64	9.61	9.59	9.02	9.59	9.23	8.98	9.32	9.55	9.70	9.78	9.80	9.45	9.59	9.55	9.55
	Has cost stopped you from picking up a prescription?	8,081	92%	90%	92%	9.59	9.49	9.62	8.88	9.33	7.57	9.24	8.07	8.86	9.28	9.54	9.86	9.90	9.97	8.81	9.32	9.09	9.13
	In the last 12 months have you been given the wrong medication or wrong dose by a doctor, nurse or pharmacist (outside of hospital)?	8,095	92%	88%	93%	9.20	8.84	9.26	9.14	9.24	8.80	9.11	8.82	8.85	8.98	9.22	9.33	9.34	9.40	9.26	9.49	9.47	9.32

Diagnostics	Was the need for the x-ray, test or scan(s) explained in a way you could understand?	7,812	86%	79%	88%	9.25	8.80	9.35	8.86	9.30	9.01	9.51	8.93	8.75	9.00	9.28	9.45	9.37	9.04	9.26	9.24	9.30	9.14
	Were you told how you could find out the results of your x-ray, scan(s) or tests?	7,602	78%	71%	79%	8.57	7.67	8.62	8.18	8.18	7.99	8.25	7.68	7.20	7.72	8.29	8.51	8.47	7.57	8.50	8.60	8.60	8.51
	Were the results of the x-ray, test or scan(s) explained in a way you could understand?	8,031	68%	56%	70%	8.02	7.21	8.09	7.58	8.07	7.90	8.16	7.54	6.80	7.49	8.05	8.45	8.31	8.42	8.02	8.02	8.55	7.82
Health care professionals	Was there a time when test results or information was not available at the time of your appointment with the health care professional?	5,022	80%	71%	82%	8.00	7.12	8.17	6.98	8.17	7.22	8.32	6.13	5.92	7.26	8.13	8.70	8.72	8.09	7.73	8.12	8.67	7.88
	Were you given conflicting information by different doctors or health care professionals?	5,467	75%	68%	76%	8.69	8.30	8.76	8.88	8.82	8.46	9.18	8.11	7.61	8.09	8.78	9.19	9.21	9.34	8.43	8.81	8.67	8.74
	How quickly do you usually get to see a health care professional?	5,412	54%	42%	55%	8.89	8.32	9.06	8.79	9.34	9.42	9.26	8.95	9.30	8.86	8.89	8.91	8.74	8.51	8.86	8.90	8.87	8.92
	Has cost stopped you from seeing a health care professional?	5,447	78%	76%	84%	7.76	7.63	8.40	6.94	7.90	6.82	7.40	7.28	5.76	6.46	7.85	8.85	9.06	9.05	7.18	8.02	7.88	7.49
Specialist appointments	When you were referred to a specialist did you have any difficulties getting an appointment?	5,338	83%	78%	85%	8.30	7.78	8.50	8.01	8.31	8.27	8.53	8.30	7.44	7.93	8.11	8.71	8.73	8.65	8.99	8.43	8.27	8.37
	In general, how long did you wait from the time you were first told you needed an appointment to the time you went to the specialist doctor?																						
	Single selection	5,199	60%	52%	64%	7.59	6.96	7.81	8.52	8.27	8.33	8.24	8.75	7.02	7.38	7.49	7.80	7.85	8.32	7.22	7.74	7.50	7.82
	Has cost stopped you from seeing a specialist doctor? % Not stopped	5,325	84%	78%	89%	8.44	7.80	8.95	7.71	8.54	7.96	8.10	8.15	7.84	7.73	8.38	8.81	9.03	8.98	7.92	8.66	8.46	8.37
	Did the specialist doctor ask what is important to you?	4,900	49%	43%	52%	6.55	5.66	6.72	7.10	6.50	6.52	7.23	6.88	6.15	6.09	6.37	7.02	6.88	7.20	6.24	6.69	6.47	6.79
	Did the specialist doctor tell you about treatment choices in ways you could understand?	4,935	71%	63%	72%	8.33	7.89	8.38	8.10	8.35	8.16	8.57	8.37	7.58	7.80	8.20	8.70	8.83	9.08	7.91	8.51	8.26	8.52
	Did the specialist doctor Involve you in decisions about your care or treatment as much as you wanted to be?	4,918	69%	62%	71%	8.11	7.64	8.21	7.94	8.14	7.79	8.44	7.94	7.40	7.58	8.00	8.46	8.64	9.12	7.68	8.30	8.04	8.34

	Do the specialist doctors know your medical history and the reason for your visit?	5,278	66%	59%	68%	7.97	7.30	8.13	8.25	8.41	8.23	8.56	8.35	6.98	7.23	7.90	8.42	8.54	8.60	8.19	8.48	8.48	8.15
	Has a doctor ordered a test (eg, blood test, x-ray, etc) that you felt you didn't need because the test had already been done? % Not ordering, test already done	5,163	91%	85%	92%	9.11	8.47	9.20	8.60	9.23	8.43	8.53	7.76	7.00	8.69	9.09	9.48	9.48	9.52	9.22	9.44	9.39	9.35
	Does your current GP or nurse seem informed and up-to-date about the care you get from specialist doctors?	5,112	70%	57%	72%	7.93	6.85	8.13	7.39	8.04	7.41	7.04	7.38	6.38	6.90	7.87	8.46	8.76	9.22	7.86	7.97	8.52	7.63
Hospital admissions	Did the hospital arrange follow-up care with a doctor or other health care professional?	2,340	72%	66%	76%	7.15	6.61	7.61	7.26	7.13	6.89	8.48	7.29	5.25	5.84	7.08	7.92	8.07	8.57	6.91	7.27	7.30	6.71
	Did your current GP seem informed and up-to-date about the plan for follow-up?	2,261	72%	58%	77%	7.24	5.84	7.68	7.06	7.29	6.57	8.72	6.95	6.36	6.06	6.84	7.82	8.64	9.09	7.01	7.34	8.01	6.84
	Did you have to go back to hospital or get emergency care because of complications within a month after being discharged from hospital? % Didn't readmit	2,479	83%	77%	84%	8.29	7.70	8.44	8.93	8.28	8.21	8.43	7.39	7.27	8.29	8.26	8.29	8.51	9.00	8.09	8.38	8.23	8.45
Long-term conditions	Were you given information you could understand about things you should do to improve your health?	5,935	68%	57%	71%	8.20	7.60	8.37	7.94	8.22	8.20	8.03	8.36	7.12	7.63	8.23	8.51	8.45	8.20	8.15	8.24	8.21	7.98
	Did you get help to make a treatment or care plan for your long-term condition that would work in your daily life?	5,268	55%	48%	58%	6.83	6.40	7.14	6.94	6.80	6.99	7.31	7.13	5.72	6.32	6.87	7.05	7.20	6.96	6.65	6.96	6.82	7.08
	After a treatment or care plan was made were you contacted to see how things were going?	4,706	38%	36%	42%	5.04	4.94	5.26	5.49	4.96	5.41	5.88	5.72	4.33	4.52	4.99	5.31	5.43	5.60	4.93	5.12	5.04	5.32

Table 7: Question scores by domain

			By PHO						Ethnicity					Age						Mental health		Long-term conditions	
Domain	Question	N relevant responses	% most positive			Score/10			Score/10					Score/10						Score/10		Score/10	
			Mean	Min	Max	Mean	Min	Max	Asian	European	Māori	Other	Pacific peoples	15–24	25–44	45–64	65–74	75–84	85+	Yes	No	Yes	No
Communication	Were you told what to do if you experienced side effects?	7,380	55%	48%	56%	6.76	6.10	6.87	6.72	6.71	7.24	7.01	7.39	6.42	6.74	6.87	6.78	6.69	5.76	6.72	6.78	6.73	6.84
	Were you told what could happen if you didn't take the medication, in a way you could understand?	7,348	65%	53%	68%	7.58	6.58	7.83	7.24	7.57	7.87	7.75	7.82	7.35	7.34	7.72	7.73	7.51	6.59	7.54	7.59	7.56	7.58
	Were the possible side effects of the medication explained in a way you could understand?	7,646	62%	52%	64%	7.64	6.82	7.77	7.33	7.66	7.71	7.53	7.67	7.39	7.53	7.62	7.69	7.92	7.59	7.56	7.68	7.63	7.66
	Were the results of the x-ray, test or scan(s) explained in a way you could understand?	8,031	68%	56%	70%	8.02	7.21	8.09	7.58	8.07	7.90	8.16	7.54	6.80	7.49	8.05	8.45	8.31	8.42	8.02	8.02	8.55	7.82
	Were you given information you could understand about things you should do to improve your health?	5,935	68%	57%	71%	8.20	7.60	8.37	7.94	8.22	8.20	8.03	8.36	7.12	7.63	8.23	8.51	8.45	8.20	8.15	8.24	8.21	7.98
	Did the specialist doctor tell you about treatment choices in ways you could understand?	4,935	71%	63%	72%	8.33	7.89	8.38	8.10	8.35	8.16	8.57	8.37	7.58	7.80	8.20	8.70	8.83	9.08	7.91	8.51	8.26	8.52
	Were you told how you could find out the results of your x-ray, scan(s) or tests?	7,602	78%	71%	79%	8.57	7.67	8.62	8.18	8.18	7.99	8.25	7.68	7.20	7.72	8.29	8.51	8.47	7.57	8.50	8.60	8.60	8.51
	Were you given conflicting information by different doctors or health care professionals?	5,467	75%	68%	76%	8.69	8.30	8.76	8.88	8.82	8.46	9.18	8.11	7.61	8.09	8.78	9.19	9.21	9.34	8.43	8.81	8.67	8.74
	Was the purpose of the medication properly explained to you?	7,914	84%	78%	86%	9.15	8.82	9.25	8.98	9.19	8.87	8.95	8.94	8.97	8.90	9.21	9.24	9.24	9.08	9.04	9.19	9.15	9.15
	Was the need for the x-ray, test or scan(s) explained in a way you could understand?	7,812	86%	79%	88%	9.25	8.80	9.35	8.86	9.30	9.01	9.51	8.93	8.75	9.00	9.28	9.45	9.37	9.04	9.26	9.24	9.30	9.14



	Does your GP or nurse explain things in a way that is easy to understand?	9,884	89%	84%	91%	9.43	9.09	9.51	9.32	9.47	9.25	9.18	9.13	8.95	9.23	9.45	9.62	9.62	9.70	9.38	9.45	9.47	9.38
	Does your GP or nurse listen to what you have to say?	8,942	90%	84%	91%	9.46	9.11	9.53	9.40	9.48	9.30	9.43	9.34	8.99	9.21	9.48	9.69	9.68	9.89	9.38	9.49	9.48	9.43
Coordination	Did the hospital arrange follow-up care with a doctor or other health care professional?	2,340	72%	66%	76%	7.15	6.61	7.61	7.26	7.13	6.89	8.48	7.29	5.25	5.84	7.08	7.92	8.07	8.57	6.91	7.27	7.30	6.71
	Does your current GP or nurse seem informed and up-to-date about the care you get from specialist doctors?	5,112	70%	57%	72%	7.93	6.85	8.13	7.39	8.04	7.41	7.04	7.38	6.38	6.90	7.87	8.46	8.76	9.22	7.86	7.97	8.52	7.63
	Do the specialist doctors know your medical history and the reason for your visit?	5,278	66%	59%	68%	7.97	7.30	8.13	8.25	8.41	8.23	8.56	8.35	6.98	7.23	7.90	8.42	8.54	8.60	8.19	8.48	8.48	8.15
	Was there a time when test results or information was not available at the time of your appointment with the health care professional?	5,022	80%	71%	82%	8.00	7.12	8.17	6.98	8.17	7.22	8.32	6.13	5.92	7.26	8.13	8.70	8.72	8.09	7.73	8.12	8.67	7.88
	When you contact your usual GP clinic about something important, do you get an answer the same day?	8,708	66%	56%	70%	8.15	7.58	8.34	7.73	8.21	7.96	7.62	8.01	7.53	7.75	8.01	8.56	8.77	8.88	8.05	8.18	8.25	7.98
	Are you confident that your GP or nurse is aware of your medical history?	9790	79%	68%	81%	8.73	8.03	8.89	8.63	8.77	8.39	8.64	8.57	7.74	8.02	8.75	9.18	9.48	9.75	8.69	8.74	8.85	8.54
	Has a doctor ordered a test (eg, blood test, x-ray, etc) that you felt you didn't need because the test had already been done? % Not ordering, test already done	5,163	91%	85%	92%	9.11	8.47	9.20	8.60	9.23	8.43	8.53	7.76	7.00	8.69	9.09	9.48	9.48	9.52	9.22	9.44	9.39	9.35
	the last 12 months have you been given the wrong medication or wrong dose by a doctor, nurse or pharmacist (outside of hospital)?	8,095	92%	88%	93%	9.20	8.84	9.26	9.14	9.24	8.80	9.11	8.82	8.85	8.98	9.22	9.33	9.34	9.40	9.26	9.49	9.47	9.32
	Was there ever a time when you wanted health care from	10,129	87%	82%	88%	8.66	8.17	8.77	8.10	8.79	8.05	7.94	8.25	8.12	8.11	8.54	9.21	9.28	9.58	8.25	8.79	8.62	8.72

	a GP or nurse but you couldn't get it?																						
Cost barriers	Has cost stopped you from seeing a health care professional?	5,447	78%	76%	84%	7.76	7.63	8.40	6.94	7.90	6.82	7.40	7.28	5.76	6.46	7.85	8.85	9.06	9.05	7.18	8.02	7.88	7.49
	In the last 12 months was there a time when you did not visit a GP or nurse because of cost?	10,170	80%	77%	88%	8.05	7.75	8.81	7.82	8.18	7.12	7.34	7.26	5.70	6.85	8.16	8.98	9.16	9.57	7.59	8.19	8.13	7.92
	Has cost stopped you from seeing a specialist doctor? % Not stopped	5,325	84%	78%	89%	8.44	7.80	8.95	7.71	8.54	7.96	8.10	8.15	7.84	7.73	8.38	8.81	9.03	8.98	7.92	8.66	8.46	8.37
	Has cost stopped you from picking up a prescription?	8,081	92%	90%	92%	9.59	9.49	9.62	8.88	9.33	7.57	9.24	8.07	8.86	9.28	9.54	9.86	9.90	9.97	8.81	9.32	9.09	9.13
Physical and emotional needs	When you ring to make an appointment how quickly do you usually get to see your GP?	9,973	47%	20%	53%	7.03	4.32	7.37	7.22	6.95	7.17	7.24	8.41	6.83	7.11	7.00	7.03	7.01	7.09	6.87	7.08	6.91	7.19
	In general, how long did you wait from the time you were first told you needed an appointment to the time you went to the specialist doctor? Single selection	5,199	60%	52%	64%	7.59	6.96	7.81	8.52	8.27	8.33	8.24	8.75	7.02	7.38	7.49	7.80	7.85	8.32	7.22	7.74	7.50	7.82
	How long do you usually have to wait for your consultation to begin with your GP?	9,650	70%	42%	75%	8.16	5.91	8.51	7.73	8.26	7.63	7.89	7.68	7.75	7.91	8.17	8.40	8.40	7.93	8.05	8.20	8.22	8.08
	How long do you usually have to wait for your consultation to begin with other GP?	3,994	73%	43%	78%	8.33	5.64	8.68	7.82	8.47	7.67	8.00	7.22	7.79	8.21	8.32	8.52	8.77	8.69	8.18	8.38	8.39	8.25
	Is this acceptable?	9,741	86%	74%	88%	8.58	7.40	8.76	8.10	8.65	8.48	8.76	7.92	7.85	7.95	8.56	9.06	9.25	9.48	8.60	8.58	8.71	8.39
	When you ring to make an appointment how quickly do you usually get to see other GP?	4,694	78%	39%	82%	8.79	6.53	9.05	8.74	8.81	8.84	8.52	9.49	8.43	8.80	8.85	8.74	8.77	9.48	8.69	8.82	8.79	8.79
	Is this acceptable?	10,106	88%	75%	90%	8.79	7.53	8.97	8.17	8.85	8.77	8.64	8.72	8.90	8.61	8.75	8.87	9.09	9.31	8.61	8.85	8.82	8.76
	When you ring to make an appointment how quickly do you usually get to see nurse?	4,997	78%	69%	83%	8.82	8.24	9.14	8.49	8.84	8.41	8.53	9.09	8.64	8.83	8.77	8.86	8.93	8.91	8.88	8.80	8.83	8.79

Partnership	How quickly do you usually get to see a health care professional?	5,412	54%	42%	55%	8.89	8.32	9.06	8.79	9.34	9.42	9.26	8.95	9.30	8.86	8.89	8.91	8.74	8.51	8.86	8.90	8.87	8.92
	Does your GP or nurse spend enough time with you?	8,932	82%	71%	83%	8.96	8.32	9.03	8.64	9.00	8.90	8.79	8.80	8.29	8.54	9.01	9.31	9.30	9.51	8.86	8.99	9.02	8.86
	How long do you usually have to wait for your consultation to begin with nurse?	4,784	88%	71%	89%	9.28	8.03	9.40	8.61	9.35	9.21	9.32	8.66	8.96	9.22	9.26	9.37	9.50	9.21	9.20	9.31	9.32	9.22
	Did the reception and admin staff treat you with respect?	10,145	91%	80%	94%	9.50	8.88	9.68	9.22	9.55	9.28	9.28	9.33	9.22	9.17	9.47	9.74	9.88	9.97	9.48	9.51	9.22	8.97
	Does your GP or nurse treat you with kindness and understanding?	8,950	94%	89%	94%	9.66	9.43	9.68	9.56	9.68	9.51	9.60	9.72	9.38	9.48	9.65	9.83	9.85	9.93	9.61	9.67	9.68	9.62
	Does your GP or nurse treat you with respect?	9,974	96%	91%	97%	9.79	9.55	9.83	9.70	9.81	9.66	9.82	9.79	9.51	9.66	9.79	9.91	9.95	9.91	9.77	9.80	9.81	9.76
	After a treatment or care plan was made were you contacted to see how things were going?	4,706	38%	36%	42%	5.04	4.94	5.26	5.49	4.96	5.41	5.88	5.72	4.33	4.52	4.99	5.31	5.43	5.60	4.93	5.12	5.04	5.32
	Did the specialist doctor ask what is important to you?	4,900	49%	43%	52%	6.55	5.66	6.72	7.10	6.50	6.52	7.23	6.88	6.15	6.09	6.37	7.02	6.88	7.20	6.24	6.69	6.47	6.79
	Did you get help to make a treatment or care plan for your long-term condition that would work in your daily life?	5,268	55%	48%	58%	6.83	6.40	7.14	6.94	6.80	6.99	7.31	7.13	5.72	6.32	6.87	7.05	7.20	6.96	6.65	6.96	6.82	7.08
	Did the specialist doctor Involve you in decisions about your care or treatment as much as you wanted to be?	4,918	69%	62%	71%	8.11	7.64	8.21	7.94	8.14	7.79	8.44	7.94	7.40	7.58	8.00	8.46	8.64	9.12	7.68	8.30	8.04	8.34
	Were you involved as much as you wanted to be in decisions about the best medication for you?	8,105	72%	61%	75%	8.46	7.69	8.64	7.84	8.54	8.23	7.74	7.85	8.13	8.18	8.50	8.57	8.68	8.47	8.41	8.48	8.45	8.48
	Have you been involved in decisions about your care and treatment as much as you wanted to be?	10,007	84%	72%	86%	9.11	8.40	9.20	8.49	9.23	8.64	8.71	8.61	8.47	8.77	9.15	9.38	9.46	9.40	9.05	9.13	9.18	9.01

**Table 8: Practice average scores and alert levels by question**

Note practice average scores may differ slightly from the national average.

Location	Question	Practice average	Low alert level (potential to improve)	High alert level (potential leader)
GP surgery	When you ring to make an appointment how quickly do you usually get to see your GP?	7.2	5.8	8.6
	When you ring to make an appointment how quickly do you usually get to see other GP?	8.8	7.9	9.7
	When you ring to make an appointment how quickly do you usually get to see nurse?	8.9	8.2	9.6
	Acceptable wait for appointment	8.8	8	9.6
	How long do you usually have to wait for your consultation to begin with your GP?	8	6.7	9.3
	How long do you usually have to wait for your consultation to begin with other GP?	8.2	7	9.4
	How long do you usually have to wait for your consultation to begin with nurse?	9.2	8.6	9.8
	Acceptable wait for consultation to start	8.5	7.7	9.3
	Did the reception and admin staff treat you with respect?	9.5	9.2	9.8
	In the last 12 months was there a time when you did not visit a GP or nurse because of cost?	8.1	7.4	8.8
	Was there ever a time when you wanted health care from a GP or nurse but you couldn't get it?	8.7	8	9.4
	When you contact your usual GP clinic about something important, do you get an answer the same day?	8.2	7.6	8.4
	Does your GP or nurse explain things in a way that is easy to understand?	9.4	9.1	9.7

	Have you been involved in decisions about your care and treatment as much as you wanted to be?	9.1	8.6	9.6
	Are you confident that your GP or nurse is aware of your medical history?	8.7	8	9.4
	Does your GP or nurse treat you with respect?	9.8	9.6	10
	Does your GP or nurse treat you with kindness and understanding?	9.7	9.4	10
	Does your GP or nurse listen to what you have to say?	9.5	9.1	9.9
	Does your GP or nurse spend enough time with you?	9	8.5	9.5
Medication	Were you involved as much as you wanted to be in decisions about the best medication for you?	8.5	8.1	8.9
	Was the purpose of the medication properly explained to you?	9.2	8.9	9.5
	Were the possible side effects of the medication explained in a way you could understand?	7.7	7.2	8.2
	Were you told what could happen if you didn't take the medication, in a way you could understand?	7.7	7.2	8.2
	Were you told what to do if you experienced side effects?	6.8	6.3	7.3
	Did you follow the instructions when you took the medication?	9.5	9.3	9.7
	Has cost stopped you from picking up a prescription?	9.1	8.6	9.6
	In the last 12 months have you been given the wrong medication or wrong dose by a doctor, nurse or pharmacist (outside of hospital)?	9.2	8.9	9.5
Diagnostics	Was the need for the x-ray, test or scan(s) explained in a way you could understand?	9.3	9	9.6
	Were you told how you could find out the results of your x-ray, scan(s) or tests?	8.6	8.2	9

	Were the results of the x-ray, test or scan(s) explained in a way you could understand?	8.1	7.6	8.6
Health care professionals	Was there a time when test results or information was not available at the time of your appointment with the health care professional?	8.6	8	9.2
	Were you given conflicting information by different doctors or health care professionals?	8.7	8.3	9.1
	How quickly do you usually get to see a health care professional?	8.8	8.3	9.3
	Has cost stopped you from seeing a health care professional?	7.8	7	8.6
Specialist appointments	When you were referred to a specialist did you have any difficulties getting an appointment?	8.3	7.7	8.9
	In general, how long did you wait from the time you were first told you needed an appointment to the time you went to the specialist doctor? Single selection	7.6	7	8.2
	Has cost stopped you from seeing a specialist doctor? % Not stopped	8.4	7.7	9.1
	Did the specialist doctor ask what is important to you?	6.5	5.9	7.1
	Did the specialist doctor tell you about treatment choices in ways you could understand?	8.1	7.6	8.6
	Did the specialist doctor involve you in decisions about your care or treatment as much as you wanted to be?	8.3	7.9	8.7
	Do the specialist doctors know your medical history and the reason for your visit?	8.4	7.9	8.9
	Has a doctor ordered a test (eg, blood test, x-ray, etc) that you felt you didn't need because the test had already been done? % Not ordering, test already done	9.4	9.1	9.7

	Does your current GP or nurse seem informed and up-to-date about the care you get from specialist doctors?	7.9	7.3	8.5
Hospital admissions	Did the hospital arrange follow-up care with a doctor or other health care professional?	7.3	6.3	8.3
	Did your current GP seem informed and up-to-date about the plan for follow-up?	7.4	6.4	8.4
	Did you have to go back to hospital or get emergency care because of complications within a month after being discharged from hospital? % Didn't readmit	8.2	7.4	9
Long-term conditions	Were you given information you could understand about things you should do to improve your health?	8.2	7.7	8.7
	Did you get help to make a treatment or care plan for your long-term condition that would work in your daily life?	6.9	6.2	7.6
	After a treatment or care plan was made were you contacted to see how things were going?	5.2	4.4	6