

CHOICE Health Survey

This study is trying to find out about what factors lead people with chronic long term physical illnesses to access out of hours care and emergencies services. In addition to the physical severity of illness, we are interested in whether other factors affect peoples' choice of services when they require help during the night or at weekends. We are particularly interested in the degree of stress caused by physical illness and how this might impact upon people and their experience of care.

Rawnsley Building, Manchester Royal Infirmary, Oxford Road, Manchester M13 9WL Tel: Fax:





If you have any questions or queries, please contact:

Senior Research Assistant

Prof Else Guthrie

or email



About you: Firstly, we would like to gather some background details:						
A1 How old are you (please fill)						
	years					
A2 Are you (please tick)	Male Female					
A3 Are you (please tick)						
Single Married / cohabiting Separated	Divorced Widowed					
A4 How would you describe your e	thnicity? (please tick)					
White British	Mixed – White and Black Caribbean					
White Irish	Mixed – White and Black African					
Other White Background (Please specify)	Mixed – White and Asian Other Mixed Background (Please specify)					
Black or Black British - Caribbean	(Tiease specify)					
Black or Black British - African	Chinese					
Other Black Background (Please specify)	Other Ethnic Background (Please specify)					
Asian or Asian British - Indian	Prefer not to say					
Asian or Asian British - Pakistani						
Asian or Asian British - Bangladesh	i 💮					
Other Asian Background (Please specify)						

A5	What is your highest ed	ucational o	r training qualifica	ation (please tick	κ)	
	Post graduate qualific University graduate Educated to A levels / Left education during Educated to O-levels	NVQ / BTE		1 2 3 4 5 5		
A6	Please tell us your curre		recent occupat	ion		
	Industry / ⁻	Type of bus	iness —			
A 7	Are you (please tick only	one)				
Workii Workii	ng full time ng part time ng full time in the home ployed but seeking work	1 2 3 4	Not working bed Student Semi-retired Retired	cause of ill healt	h/disability	5 6 7 8
A8	If you are in a job at the rehave you been off work of lift yes, please tell us the	due to ill-he	alth?	Yes	1	No 0
				0 – 3 days 4 – 7 days 8 – 14 days 15 + days	0 1 2 3	

	We would	d like to a	ask you	a few o	questio	ns abo	ut your	physica	al hea	alth.
B1	Do you ha	ave any of th	ne followir	ng conditi	ions?	ye	9S		no	
	If <u>YES</u> p	lease tic	k one o	r more	of the f	followin	g boxe	s and c	ontin	ue
	Asthr Diabe Chro disea	etes nic obstruct		onary	3 4	High Arthi			lem	5 6 7 8
PI	ease ans	wer the f		•	tions by ds to yo		_	umber	whicl	h best
B2	How much	n does your	physical i	ll health a	affect you	r life?				
No effec	0 1 t at	2	3	4	5	6	7	8		10 Severely ects my life
В3	How long	do you thin	k your ph	ysical hea	alth proble	ems will	continue?)		
A very sh time	0 1 ort	2	3	4	5	6	7	8	9	10 Forever
B4	How much	n control do	you feel y	ou have	over you	r physical	health p	roblems?	1	
Absolute no contr		2	3	4	5	6	7	8	9	10 Extreme amount of control
B5	How much	n do you thi	nk your tr	eatment o	can help y	your over	all physic	al health '	?	
Not at a	0 1 III	2	3	4	5	6	7	8	9	10 Extremely helpful

Α

Please answer the following questions by circling the number which best corresponds to your views:

В6	How	much d	lo you exp	perience	symptom	s from yo	ur physic	al health _l	problems	?	
	0	1	2	3	4	5	6	7	8	9	10
No sympto at all											ny severe mptoms
В7	How	concer	ned are yo	ou about	your phys	sical ill he	alth?				
	0	1	2	3	4	5	6	7	8	9	10
Not concerr at all											xtremely oncerned
В8	How	well do	you feel y		rstand yo		al ill heal	th?			
	0	1	2	3	4	5	6	7	8	9	10
Don't understa at all	and										derstand ry clearly
В9			loes your et , low, st			affect you	emotion	ally? (e.g	. does it r	nake you	irritable,
	0	1	2	3	4	5	6	7	8	9	10
Not at affecte emotion	ed									а	ktremely iffected iotionally
B10			rank-ord						elieve cau	ısed <u>your</u>	
	1										
	2.										
	3.										

	We would like to gather some background details about your GP and hospital care over the last 3 months:					
C1	In the last 3 months, how often have you visited your GP for a non-emergency appointment ? By this we mean an appointment you have booked at least one day before being seen.	No of times No of times				
C2	In the last 3 months, how often have you asked for an emergency visit at home from your GP or GP out of hours service?	No of times				
C3	Do you see a health professional who regularly monitors your physic problems? (please tick) GP Practice nurse Specialist nurse e.g. diabetes nurse D	cal health 4 5				
C4	In the last 3 months, how often have you attended a hospital out-patient appointment?	No of times				
C 5	In the last 3 months, how often have you had to dial 999 and call an ambulance?	No of times				
C6	In the last 3 months, how often have you attended an emergency department/casualty because of an emergency health problem?	No of times				
C 7	In the last 3 months, how often have you attended some other department or agency for an emergency health problem (e.g. walk in centre) ? `Please tell us what kind of emergency department or service you used.	No of times				

We would like to gather some background details about your use of GP and Hospital Care over the last <u>12 months</u> (this will include the 3 month period we have already asked about)

C8	In the last 12 months, how often have you visited your GP for a non-emergency appointment ? By this we mean an appointment you have booked at least one day before being seen.	No of times
C9	In the last 12 months, how often have you asked for an emergency visit at home from your GP or GP out of hours service?	No of times
C10	In the last 12 months, how often have you attended a hospital out-patient appointment?	No of times
C11	In the last 12 months, how often have you had to dial 999 and call an ambulance?	No of times
C12	In the last12 months, how often have you attended an emergency department/casualty because of an emergency health problem?	No of times
C13	In the last 12 months, how often have you attended some other department or agency for an emergency health problem (e.g. walk in centre) ?	No of times
	`Please tell us what kind of emergency department or service you used.	

Please indicate the degree to which you agree with these statements about the reasons you may have for using services like 999 ambulance or casualty or an emergency GP. Place tick one box on each line.

		Strongly agree	Agree	Not sure	Disagree	Strongly disagree
D1	I think they are the right services for the health problem I have.	0	1	2	3	4
D2	The care I get at my general practice is poor.	0	1	2	3	4
D3	It is sometimes difficult to get to see a GP when I need to.	0	1	2	3	4
D4	It is sometimes difficult to get a hospital appointment when I need to	0. 0	1	2	3	4
D5	I have to push to get the help I need.	0	1	2	3	4
D6	It is easier for me to contact one of these services then go to my GP.	0	1	2	3	4
D7	No one takes responsibility and sorts out my problems.	0	1	2	3	4
D8	I sometimes need a second opinion after I've seen a GP.	0	1	2	3	4
D9	Relapses in my condition are unpredictable.	0	1	2	3	4
D10	I get help quickly when I need it.	0	1	2	3	4

Please indicate the degree to which you agree with these statements about the reasons you may have for using services like 999 ambulance or casualty or an emergency GP. Place tick one box on each line.

		Strongly agree	Agree	Not sure	Disagree	Strongly disagree
D11	Services do not seem to talk to each other.	0	1	2	3	4
D12	My concerns are taken seriously by health staff at my GPs or hospital clinic.	0	1	2	3	4
D13	I am made to feel I am wasting everyone's time at my GPs or hospital clinic.	0	1	2	3	4
D14	The system does not work well.	0	1	2	3	4
D15	I prefer to have as little routine contact with doctors/health staff as possible.	0	1	2	3	4
D16	I feel let down by health services.	0	1	2	3	4
D17	Overall, how would you rate the hea	lth care you r	eceive from	your GP pra	ctice?	
	1 2	3		4	5	6
	Excellent Very good	Good	Fair	F	Poor	Very poor
D18	Overall, how would you rate the hea					ease leave
	1 2	3		4	5	6
	Excellent Very good	Good	Fair	.	Poor	Very poor

Please answer the next questions if you have sought help for an emergency health problem in the last 3 months (by this we mean had to call a 999 ambulance, use casualty or a walk-in centre or call an emergency GP out to see you). Please think about the most recent time that help was needed.

Thinking about the most recent time emergencyly, how many weeks ac					
Again thinking about the most receiproblem was emergency was helps	nt time, how long after thinking this health sought?				
Immediately	1				
Less than 2 hours	2				
Between 2 and 12 hours	3				
Between 12 and 24 hours	4				
More than 24 hours	5				
E3 What type of health problem was	it?				
Exacerbation of one or more of the following illnesses (either diabetes, heart disease, asthma or lung disease)					
Exacerbation of a different illness to	the above 2				
Injury or other reason	3				
	health problem, please tick the services that were aclude all those you tried to contact, even if this was not				
GP from my usual practice	999 emergency ambulance				
Someone at my GPs but not a GP	Mental health crisis team				
GP out of hours/emergency GP	Admission to hospital overnight				
Minor Injuries Unit	Admission to hospital for more than 24 hours				
Walk-in centre					
Hospital A&E department	If you accessed some other service that is not listed above, please write them below:				
Hospital clinic or day ward					
Admission to A&E overnight					

These questions ask you for your views about your health, how you feel, and how well you are able to do your usual activities. Please answer every question by ticking one box. If you are unsure about how to answer, please give the best answer you can. In general would you say your health is: F1 2 Excellent Very good Poor Good Fair The following questions are about activities you might do during a typical day. Does your health now limit you in these activities? If so, how much? Yes, limited a No. not Yes, limited a lot little limited at all Moderate activities such as moving a table, F2 3 pushing a vacuum cleaner, bowling or playing golf F3 Climbing several flights of stairs During the past 4 weeks, have you had any of the following problems with your work or other daily activities as a result of your physical health? Accomplished less than you would like 0 Yes No Were limited in the kind of work or other activity F5 0 Yes During the past 4 weeks, have you had any of the following problems with your work or other daily activities as a result of any emotional problems (such as feeling depressed or anxious)? Accomplished less than you would like F6 0 Yes No

Yes

No

0

Didn't do work or other activities as carefully as

F7

usual

	past 4 weeks, home and hou		<u>ain</u> interfere with	n your normal wo	rk (including both		
1		2	3	4	5		
Not at all	A little b	it Mod	lerately	Quite a bit	Extremely		
during the p	These questions are about how you feel and how things have been with you during the past 4 weeks. For each question, please indicate the one answer that comes closest to the way you have been feeling.						
	How muci	h of the time	during the μ	oast 4 weeks:			
F9 Have you	felt calm and p	eaceful?					
1	2	3	4	5	6		
All of the time	Most of the time	A good bit of the time	Some of the time	A little of the time	None of the time		
F10 Did you ha	ve a lot of ener	gy?					
1	2	3	4	5	6		
All of the time	Most of the time	A good bit of the time	Some of the time	A little of the time	None of the time		
F11 Have you	felt downhearte	ed and low?					
1	2	3	4	5	6		
All of the time	Most of the time	A good bit of the time	Some of the time	A little of the time	None of the time		
		now much of you like visiting frien			oblems interfered		
1	2	3	4	5	6		
All of the time	Most of the time	A good bit of the time	Some of the time	A little of the time	None of the time		

You have just answered questions regarding the last 4 weeks, we would now like to ask you some questions about <u>today.</u>

Please place a tick in at least one box in each group below, please indicate which statements best describe your own health state today.

G1	Mobility	I have no problem in walking about] 1
		I have some problem in walking about	2
		I am confined to bed	3
G2	Self-care	I have no problem with self-care	- 1
		·	1
		I have some problem with washing or dressing myself	2
		I am unable to wash or dress myself	3
G3	Usual activities (e.g. work, study,		
G 5	housework, family, or leisure activities)	I have no problem with performing my usual activities	1
		I have some problem with performing my usual activities	2
		I am unable to perform my usual activities	3
C4	Pain/Discomfort		- l
G4	Faiii/Discomort	I have no pain or discomfort	1
		I have moderate pain or discomfort	2
		I am in extreme pain or discomfort	3
05	Associate /Decrease in a		•
G5	Anxiety/Depression	I am not anxious or depressed	1
		I am moderately anxious or depressed	2
		I am extremely anxious or depressed	3
	Compared with my general level of		
G6	health over the past 12 months, my health state today is:	Better	1
	•	Much the same	2
		Worse	3



To help people say how good or bad their health is, we have drawn a scale (rather like a thermometer) on which the best state you can imagine is marked by 100 and the worst state is marked by 0.

We would like you to indicate on this scale how good or bad your own health is **today**, in your opinion.

Please do this by drawing a line from the box below to whichever point on the scale indicates how good or bad your health state is.

Your own health state today

hea	lth
	100
	90
	80
_	00
_	70
_	
	60
_	50
	50
	40
_	30
<u> </u>	
	20
	10
	10
	0

Best possible

Worst possible health

This section is concerned with feelings and emotions.

Read each item and place a tick in the box opposite the reply which comes closest to how you have been feeling in the <u>past week</u>:

H1	I feel tense or 'wound up':	Most of the time	3
		A lot of the time	2
		Time to time, occasionally	1
		Not at all	0
H2	I still enjoy the things I used to enjoy:		
• • •		Definitely as much	0
		Not quite so much	1
		Only a little	2
		Hardly at all	3
Н3	I get a sort of frightened feeling as if		
пэ	something awful is about to happen:	Very definitely and quite badly	3
		Yes, but not too badly	2
		A little, but it doesn't worry me	1
		Not at all	0
H4	I can laugh and see the funny side of things:	As much as I always	0
	or trilligo.	could Not quite so much now	1
		Definitely not so much	
		now	2
		Not at all	3
Н5	Worrying thoughts go through my		
110	mind:	A great deal of the time	3
		A lot of the time	2
		From time to time but not too often	1
		Only occasionally	0

Н6	I feel cheerful:	Not at all	3
		Not often	2
		Sometimes	1
		Most of the time	0
H7	I can sit at ease and feel relaxed:	Definitely	0
		Usually	1
		Not often	2
		Not at all	3
Н8	I feel as if I am slowed down:	Nearly all the time	3
		Very often	2
		Sometimes	1
		Not at all	0
Н9	I get a sort of frightened feeling like 'butterflies' in the stomach:	Not at all	0
		Occasionally	1
		Quite often	2
		Very often	3
H10	I have lost interest in my appearance:	Definitely	3
		I don't take so much care as I should	2
		I may not take quite as much care	1
		I take just as much care as ever	0
H11	I feel restless as if I have to be on the move:	Very much indeed	3
		Quite a lot	2
		Not very much	1
		Not at all	0

H12	I look forward with enjoyment to things:	As much as I ever did	0
		Rather less than I used to	1
		Definitely less than I used to	2
		Hardly at all	3
H13	I get sudden feelings of panic:	Very often indeed	3
		Quite often	2
		Not very often	1
		Not at all	0
H14	I can enjoy a good book or radio or TV programme:	Often	0
		Sometimes	1
		Not often	2
		Very seldom	3

Below is a list of questions about your health. For each one, please tick the box indicating how much this is true for you:

		Not at all	A little bit	Moderately	Quite a bit	A great deal
I1	Do you worry a lot about your health?	1	2	3	4	5
12	Do you worry about your health more than most people?	1	2	3	4	5
13	Is it hard for you to forget about yourself and think about all sorts of other things?	1	2	3	4	5

The following questions ask about recent events in your life:

We would like to ask you some questions about personal situations that you may have encountered during the last six months. Although some of these things are personal and of a sensitive nature, it would help a great deal if you could answer all of them.

Please answer all questions by ticking the box you think most closely applies:

All answers will be kept strictly confidential During the last 6 months, have you experienced any of the following:

Ji	Serious illness or injury to yourself?	Yes 1 No 0
J2	Serious illness or injury to a close relative?	Yes 1 No 0
J3	The death of a first-degree relative, including child or spouse?	Yes 1 No 1
J4	The death of a close family friend or second degree relative?	Yes A No
J5	Separation due to marital difficulties?	Yes No
J6	Broken off a steady relationship?	Yes 1 No
J7	A serious problem with a close friend, neighbour or relative?	Yes 1 No
J8	Been unemployed/seeking work for more than one month?	Yes 1 No
J9	Been sacked from your job?	Yes 1 No
J10	A major financial crisis?	Yes No
J11	Problems with the Police or a Court appearance?	Yes 1 No
J12	Had something valuable lost or stolen?	Yes 1 No

L		se rate the followi				nt to which yo	ou think each
Styl	e A:	It is easy for me them and having not accept me.					
	1	2	3	4	5	6	7
Not at al	l like me		Sc	omewhat like	me		Very much like me
Style	e B:	I am uncomforta find it difficult to if I allow myself	trust others c	ompletely, or	to depend on the		
	1	2	3	4	5	6	7
Not at al	l like me		So	omewhat like	me		Very much like me
Style	e C:	I want to be cor get as close as sometimes wor	I would like. I	am uncomfor		out close rela	
	1	2	3	4	5	6	7
Not at al	l like me		So	mewhat like	me		Very much like me
Style	e D:	I am comfortab independent an depend on me.					ant to me to feel have others
	1	2	3	4	5	6	7
Not at al	l like me		So	omewhat like	me		Very much like me
L2		reading each of corresponding to				hrough D), pl	ease circle the
	Sty	/le A	. E	3 1	C 2	D 3	
	(Pleas	se circle one lette	er)				

Please circle a number on the scale that most closely applies to you:

We would like to interview a small number of people about their experiences of using emergency care services. If you agree to be contacted, one of the researchers from the study may contact you and explain to you in more detail what this would involve. You are still free to withdraw from the study at any time. Please tell us, by ticking the appropriate box.					
Yes, I am happy to be contacted					
	Home:				
My telephone number is:	Morte				
	Work:				
No. I do not wish to be contacted					
No, I do not wish to be contacted					
As part of the study we would like to record your contacts with health services over the last year and for the next 12 months. This will help us understand how people use services. Please tell us, by ticking the appropriate box, if you would be happy for us to have access to your records.					
Yes, I give permission for my medical records to be ex-	amined				
No, I do not wish for my medical records to be examine	ed				
I understand that my participation in this Health Survey is voluntary and that I am free to withdraw at any time, without giving any reason and without my medical care or legal rights being affected (please tick):					
Signature: Date:					

Please now fill in the second copy of this consent form, on page 31, for your own records.

Rawnsley Building, Manchester Royal Infirmary, Oxford Road, Manchester M13 9WL

Tel: Fax:

Please check carefully that you have completed <u>ALL</u> the relevant sections of the questionnaire.

Thank you very much for helping us with this Health Survey.

Please return the questionnaire in the pre-paid envelope provided.

Rawnsley Building, Manchester Royal Infirmary, Oxford Road, Manchester M13 9WL

Phase I L v.1/02.02.06