

NatCen

Social Research that works for society

Emergency Care module specification

Notes

- The specification is in two parts: CAPI and self-completion questionnaire.
- Within each mode, the questions are listed in a proposed running order – but we'll need to review this once we've agreed the question wording and mode. At the moment, there are some slightly odd juxtapositions, where the introductory wording either feels repetitive or jumps around from question to question.
- For easy reference to the pilot 2 report/questionnaire/showcards, they still have the original numbering from pilot 2 (in other words it is not sequential).
- The item count is calculated in a separate spreadsheet. The total item count is now between 59 and 60 items.
- All questions on the CAPI interview will have "Don't know" and "Refusal" available, but not visible to respondents on the showcard. Respondents are told at the start of the interview that they can use these codes at any question.
- All self-completion questions will have "Can't choose" as an explicit answer option. Any respondents who wish to refuse the question can leave it blank – that is coded as "Not answered" at a later stage.
- The questionnaire order for all modules has not been agreed yet; the other module that is related to this one is on attitudes to the NHS and healthcare, funded by King's Fund and Nuffield Trust. We have agreed that the two modules should be on separate versions (note that one question (about NHS satisfaction in general) will overlap with two of the DEUCE versions).

CAPI (face to face) questionnaire

HPIntro

Now for some questions on health and health services.

ASK ALL CARD E1

E1

Imagine you have an unexpected health problem that is not life threatening. It hasn't stopped you from doing your normal daily activities or from sleeping.

Looking at this card, which one of these options would you be most likely to do?

INTERVIEWER INSTRUCTION: CODE "GO TO PHARMACY" AS CODE 3

Contact a doctor or nurse straight away	1
Wait for a few days to see if it improved, and then contact a doctor or nurse	2
Deal with the problem myself	3
(Spontaneous: Depends on the problem)	4

CARD E1 AGAIN

E2

And what if this unexpected health problem that is not life threatening was stopping you from sleeping.

Which one of these options would you be most likely to do?

INTERVIEWER INSTRUCTION: CODE "GO TO PHARMACY" AS CODE 3

Contact a doctor or nurse straight away	1
Wait for a few days to see if it improved, and then contact a doctor or nurse	2
Deal with the problem myself	3
(SPONTANEOUS: Depends on the problem)	4

CARD E1 AGAIN

E3

And what if this health problem was stopping you from looking after your family or going to work?

Which one of these options would you be most likely to do?

INTERVIEWER INSTRUCTION: CODE "GO TO PHARMACY" AS CODE 3

Contact a doctor or nurse straight away	1
Wait for a few days to see if it improved, and then contact a doctor or nurse	2
Deal with the problem myself	3
(SPONTANEOUS: Depends on the problem)	4
(SPONTANEOUS: Not applicable)	5

CARD E2

E4

Now imagine that you have an unexpected **pain** that is not life threatening.

How likely, if at all, is it that you would...READ OUT...

Very Fairly Not very Not at all (SPONTANEOUS:
likely likely Likely likely It depends)

a) ...try to see a doctor
UPainDr urgently?

b) (How likely, if at all, is
UPainMed it that you would...
READ OUT...)

...take medication to
stop the pain?

c) (How likely, if at all, is
UPainSgn it that you would...
READ OUT...)

...worry that it is a sign
of something serious?

1 2 3 4 6

CARD E3

E8

Now imagine you have an unexpected **health problem** that is not life threatening. How likely, if at all, is it that you would...READ OUT...

Very Fairly Not very Not at (SPONTANE
likely likely Likely all likely OUS: Never
had an
unexpected
health
problem)

a) ...check what
FaFrChk family or friends
think you should
do?

b) (How likely, if at all,
IChkPro is it that you
would... READ
OUT...)

...look on the
internet to decide
what the problem
might be?

c) (How likely, if at all,
IChkDo is it that you

would... READ
OUT...)

...look on the
internet to decide
what to do?

CARD E4

E5 Again, imagine that you have an unexpected health problem that is not life threatening. You have decided that you need to get help quickly from a health service. How confident, if at all, are you that...READ OUT...

INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES

	Very confident	Fairly confident	Not very confident	Not at all confident
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- a) SvcRang** ...you know the range of NHS services you can use, for example, walk in centres, chemist or pharmacy, or calling 111?
- b) SvcOpen** (How confident, if at all, are you that... READ OUT...) ...you know, or can easily find out, when NHS services are open?
- c) SvcTest** (How confident, if at all, are you that... READ OUT...)...you know, or can easily find out, what tests are available at different NHS services, for example x-rays and blood tests?
- d) GPCont** (How confident, if at all, are you that... READ OUT...)...you know, or can easily find out, how to contact a GP when GP surgeries are closed?

1 2 3 4 8 9

ASK ALL CARD E5

E16 Still imagining that you have an unexpected health problem that is not life threatening. You have decided that you need to get help quickly from a health service. For each of the following statements please say how much you agree or disagree.

		Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
a) DocSA	Once I've made a decision to get help I want to see a doctor straight away					
c) WilWait	(How much do you agree or disagree?) I'm willing to wait a few hours in a waiting room if it means I can be seen that day					

ASK A RANDOM HALF OF THE SAMPLE (HALF 1)
CARD E6

E10
HPCough1
HPCough2
HPCough3
HPCough4
HPCough5
HPCough6
HPCough7

Now I am going to describe three health problems and ask you what you think you would do in that situation.

First, imagine you have had a cough and sore throat for three days. Which, if any, of the options on this card would you do? You may select as many as apply.

INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES
INTERVIEWER: IF RESPONDENT WOULD ONLY DO SOMETHING THAT IS NOT ON THE CARD, CODE 'NONE OF THESE'. THERE IS NO 'OTHER SPECIFY'. CODE ALL THAT APPLY

IF MORE THAN ONE AT HPCough
CARD E6 AGAIN

E11
HPCoughF

And which one of those would you do first?
INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES

CODEFRAME FOR ALL SCENARIO QUESTIONS (E11-E15)

- 1 Call 999 for an ambulance
- 2 Go to the Accident and Emergency department (A&E)
- 3 Contact a GP (for telephone advice or an appointment – including GP 'out of hours' service)
- 4 Go to another NHS service e.g. walk-in centre, minor injury unit, pharmacy/chemist
- 5 Call 111
- 6 Deal with the problem myself
- 7 None of these

CHECKS FOR ALL SCENARIO QUESTIONS

Hard check option selected at follow-up question (e.g. HPCougF) was selected at multicode (e.g. HPCough1-7)
Hard check that 'none of these' exclusive code.

ASK OTHER HALF OF THE SAMPLE (HALF 2)
CARD E6

E10 Now I am going to describe three health problems and ask you what you think you would do in that situation.
HPDaV1
HPDaV2 First, imagine you have had diarrhoea and vomiting for two days.
HPDaV3
HPDaV4
HPDaV5
HPDaV6
HPDaV7 Which, if any, of the options on this card would you do?
You may select as many as apply.
INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES
INTERVIEWER: IF RESPONDENT WOULD ONLY DO SOMETHING THAT IS NOT ON THE CARD, CODE 'NONE OF THESE'. THERE IS NO 'OTHER SPECIFY'.
CODE ALL THAT APPLY

IF MORE THAN ONE AT HPDaV
CARD E6 AGAIN

E11 And which one of those would you do first?
HPDaVF INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES

ASK HALF 1
CARD E6 AGAIN

E12 Second, you have fallen and have a very painful rib. It is 8.30 in the evening.
HPRib1
HPRib2 Which, if any, of the options on this card would you do?
HPRib3
HPRib4
HPRib5
HPRib6
HPRib7 You may select as many as apply.
INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES
INTERVIEWER: IF RESPONDENT WOULD ONLY DO SOMETHING THAT IS NOT ON THE CARD, CODE 'NONE OF THESE'. THERE IS NO 'OTHER SPECIFY'.
CODE ALL THAT APPLY

IF MORE THAN ONE AT HPRib
CARD E6 AGAIN

E13 And which one of those would you do first ?
HPRibF INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES

ASK HALF 2

CARD E6 AGAIN

E12 Second, you have had back pain for two weeks and have not been able to sleep.
HPBack1 Which, if any, of the options on this card would you do?
HPBack2
HPBack3 You may select as many as apply.
HPBack4
HPBack5
HPBack6
HPBack7 INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES
INTERVIEWER: IF RESPONDENT WOULD ONLY DO SOMETHING THAT IS NOT ON THE CARD, CODE 'NONE OF THESE'. THERE IS NO 'OTHER SPECIFY'.
CODE ALL THAT APPLY

IF MORE THAN ONE AT HPBack
CARD E6 AGAIN
E13 And which one of those would you do first ?
HPBackF INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES

ASK HALF 1

CARD E6 AGAIN

E14 Third, your young child or a young child in your care has a high temperature and cried throughout yesterday and last night. Today, which is a Saturday, you do not think the child has improved.
HPChIS1 Which, if any, of the options on this card would you do? You may select as many as apply.
HPChIS2
HPChIS3
HPChIS4
HPChIS5 INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES
HPChIS6
HPChIS7 INTERVIEWER: IF RESPONDENT WOULD ONLY DO SOMETHING THAT IS NOT ON THE CARD, CODE 'NONE OF THESE'. THERE IS NO 'OTHER SPECIFY'.
CODE ALL THAT APPLY

IF MORE THAN ONE AT HPCHIS
CARD E6 AGAIN
E15 And which one of those would you do first?
HPChISF INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES

ASK HALF 2

CARD E6 AGAIN

E14 Third, your young child or a young child in your care has a high temperature and cried throughout yesterday and last night. Today, which is a Wednesday, you do not think the child has improved.
HPChIW1 Which, if any, of the options on this card would you do?
HPChIW2
HPChIW3
HPChIW4
HPChIW5 You may select as many as apply.
HPChIW6
HPChIW7 INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES

INTERVIEWER: IF RESPONDENT WOULD ONLY DO SOMETHING THAT IS NOT ON THE CARD, CODE 'NONE OF THESE'. THERE IS NO 'OTHER SPECIFY'. CODE ALL THAT APPLY

IF MORE THAN ONE AT HPChIW

CARD E6 AGAIN

E15
HPChIW

And which one of those would you do first ?

INTERVIEWER NOTE: 111 IS AVAILABLE IN ENGLAND, SCOTLAND AND PARTS OF WALES

ASK ALL**CARD E7****E18**

Now some statements about people's use of health services.

Please say how much you agree or disagree.

	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
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b) **TooM999** I think that too many people call 999 for an ambulance when they do not need to

(How much do you agree or disagree?)

c) **TooMAE** I think that too many people use A&E when they do not need to

(How much do you agree or disagree?)

d) **TooMGP** I think that too many people go to their GP when they do not need to

(How much do you agree or disagree?)

e) **AEnoGP** Many people use A&E because they can't get a GP appointment easily

(How much do you agree or disagree?)

a) **RelucAE** Many people are reluctant to use A&E when they have an urgent health problem

(How much do you agree or disagree?)

CARD E8

E19

Choosing your answer from this card, when did you last see or speak to the following service? This could be for yourself or someone else. First...READ OUT...

	In the past 3 months	Between 3 and 6 months ago	Between 6 and 12 months ago	More than 12 months ago	Never
a) ContAE	...an Accident and Emergency department (A&E)?				
b) Cont999	(When did you last see or speak to) ...the 999 ambulance service?				
c) ContGP	(When did you last see or speak to) ...a GP from your GP surgery?				

ASK IF SAID CODES 1-3 AT ContAE

FreqAE

CARD E9

In the last 12 months, approximately how many times have you used an Accident and Emergency department (A&E)? This could be for yourself or someone else.

- 1 None
- 2 One or two
- 3 Three to five
- 4 Six to ten
- 5 More than ten

ASK IF SAID CODES 1-3 at Cont999

Freq999

CARD E9 AGAIN

In the last 12 months, approximately how many times have you used the 999 ambulance service? This could be for yourself or someone else.

- 1 None
- 2 One or two
- 3 Three to five
- 4 Six to ten
- 5 More than ten

ASK ALL

CARD E10

E20

How easy or difficult would you find it to travel to an Accident and Emergency department (A&E)?

AEEas

- Very difficult
- Fairly difficult
- Neither easy nor difficult

Fairly easy
Very easy

E21 Have you ever had a health problem in the past where you didn't go to see a **PHPSer** doctor at first and it turned out to be serious?

Yes
No

CLASSIFICATION SECTION (OF CAPI INTERVIEW)

E22 Generally, do you find your life ... READ OUT ...

LStress

... not stressful at all,
a bit stressful,
quite stressful,
or, very stressful?

E23 Are you registered with a GP?

GPReg

Yes
No

**ASK ALL WHO ARE CURRENTLY WORKING
AND REGISTERED WITH A GP
((HHold.REconAc2 IN [PdWork]) OR
(NPWork10=Yes)) and GPReg=yes)**
CARD X

F14 If you need to see a GP at your GP surgery during your typical working hours, **WorkGP** can you take time away from your work to do this?

Yes
Yes, but it's not easy
No

Self-completion questionnaire

E6

FamHHP Do you have family, friends or a partner who could look after you if you have an unexpected health problem that is not life threatening?

PLEASE TICK ONE BOX ONLY

Definitely	1
Probably	2
Probably not	3
Definitely not	4
Can't choose	

E7

ConfDoc

When you have an unexpected health problem that is not life threatening, how confident, if at all, would you say you are in deciding when you need to go to a doctor, and when you can look after a health problem yourself?

PLEASE TICK ONE BOX ONLY

Very confident	1
Fairly confident	2
Not very confident	3
Not at all confident	4
Never had an unexpected health problem	5
Can't choose	

E9

To what extent do you agree or disagree with this statement.

OverwHP When I have an unexpected health problem that is not life threatening, I tend to feel overwhelmed

PLEASE TICK ONE BOX ONLY

Agree strongly
Agree
Neither agree nor disagree
Disagree
Disagree strongly

Never had an unexpected health problem

Can't choose

E17

Now for some questions about accessing NHS services.

Please say how much you agree or disagree with the following statements.

PLEASE TICK ONE BOX ON EACH LINE

		Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly	Can't choose
a) OpnHrs	The opening hours for some NHS services are a problem for me						
c) NoAppt	I prefer NHS services where I don't need to make an appointment						
d) GPAppt	It is hard to get an appointment with a GP at my GP surgery						
e) AvailTim	I want NHS services to be available at times that are convenient for me						
f) TestRi	If a service does tests on me (e.g. blood test, x-ray), it shows I was right to go to that service						
g) DrsAE	I think doctors at A&E know more than GPs						
h) PrefAE	I prefer A&E to a GP because I can get tests done quickly e.g. blood tests, x- rays						
i) GPConf	I do not have much confidence in GPs at my GP surgery						

E17b

And how much do you agree or disagree with the following statement?

PLEASE TICK ONE BOX ONLY

	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly	Not applicable	Can't choose

WrkFGP My work or looking after my family makes it difficult to see a GP

F19 We want to learn about how you find, understand and use health information, and how you manage your health and interact with doctors and other healthcare providers. In this part of the questionnaire, the term healthcare providers means doctors, nurses, physiotherapists, dieticians and any other health worker you seek advice or treatment from.

Please indicate how **difficult** or **easy** the following tasks are for you **now**.
PLEASE TICK ONE BOX ON EACH LINE.

Full questions not shown due to contractual agreement for use of instrument

		Cannot do or always difficult	Usually difficult	Sometimes difficult	Usually easy	Always easy
a) HLiter1	Make sure that ...					
b) HLiter2	Feel able					
c) HLiter3	Confidently ...					
d) HLiter4	Have good ...					
e) HLiter5	Accurately ...					
f) HLiter6	Read ...					
g) HLiter7	Discuss things ...					
h) HLiter8	Read ..					
i) HLiter9	Ask healthcare ...					
j) HLiter10	Understand ...					

1 2 3 4 5

IDEALLY SITUATED NEAR END OF SELF-COMPLETION

Q26

LTSGNHth

Now, we would like to ask you some questions about other aspects of your life.

In general, would you say your health is ...

PLEASE TICK ONE BOX ONLY

(✓)

Excellent 1

Very good 2

Good 3

Fair 4

Poor 5

Can't choose 8

