


Appendix 1: Questionnaire demographic and scenarios.



NUFFIELD DEPARTMENT OF
PRIMARY CARE
HEALTH SCIENCES

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The NHS
111 online
study

Views of using online advice and information and the NHS 111 online service

We are conducting a study about the new NHS 111 online service and are trying to find out about people's experiences of using online services for advice and information.

What is the purpose of the survey? This survey asks about your views and experiences of online advice and information, and about the NHS 111 online service. The survey has three parts:

- Part one asks some questions about you
- Part two asks if you would be likely to use NHS 111 online for different health problems
- Part three asks about your views and experiences of using online services

Who can complete the survey? If you are over 18 you can complete survey. You don't have to have used NHS111 online or any online service. You don't have to be a patient.

Do I have to take part? No. Taking part in this survey is voluntary. If you do not want to take part in the survey, or to answer some of the questions, you do not need to give us a reason.

What would I have to do? Please complete the survey, this should take about 15 minutes. You can complete a paper version here and hand it back to reception or place

in the box provided. Alternatively, you can complete the survey online at [www \[iSurvey link\]](#).

Who is organising the survey? This survey is being conducted by researchers at the Universities of Oxford and Southampton.

Will my response be kept confidential? Yes, your responses will be anonymous. We do not record your name or contact details. Your responses will be used to help us understand how people do or do not use online advice or information/data systems.

Contact for further information:

Professor Catherine Pope. Email: catherine.pope@phc.ox.ac.uk

Website: www.phc.ox.ac.uk/nhs111

Thank you for reading this

Top of Form

Please tick (check) this box to indicate that you consent to taking part in this survey

[Click here to start this survey](#)

[Click here to start this survey](#)

Site code

Respondent ID

Bottom of Form

Some questions about you

Gender:

Female

Male

Other

Prefer not to say

What is your age?

18-24
years

25-34
years

35-44
years

45-54
years

55-64
years

65-74
years

75-84
years

85+ years

Do you have long term condition or chronic disease? This might include, for example, diabetes, chronic obstructive pulmonary disease, arthritis, hypertension?

Yes

No

What is your highest level of qualification? (*Please tick one box*)

- | | |
|--|--|
| <input type="checkbox"/> No formal qualifications | <input type="checkbox"/> NVQ Levels 4-5, HNC, HND |
| <input type="checkbox"/> 1+ O levels /CSEs /GCSEs (any grades) | <input type="checkbox"/> Other (e.g. City & Guilds, RSA/OCR, BTEC) |
| <input type="checkbox"/> 5+ O levels, 5+ CSEs (grade 1), 5+ GCSEs (grades A-C), School Certificate | <input type="checkbox"/> 1+ A levels / AS levels |
| <input type="checkbox"/> NVQ Level 1, Foundation GVNQ | <input type="checkbox"/> 2+ A levels, 4+ AS levels, Higher School Certificate |
| <input type="checkbox"/> NVQ Level 2, Intermediate GVNQ | <input type="checkbox"/> First Degree (e.g. BA, BSc) |
| <input type="checkbox"/> NVQ Level 3, Advanced GVNQ | <input type="checkbox"/> Higher Degree/qualification (e.g. Masters, PhD, PCGE) |

What is your employment status?

- | | | |
|--|--|------------------------------------|
| <input type="checkbox"/> Employed | <input type="checkbox"/> Self-employed | <input type="checkbox"/> Homemaker |
| <input type="checkbox"/> Unemployed and looking for work | <input type="checkbox"/> Student | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Unable to work | <input type="checkbox"/> Volunteer | <input type="checkbox"/> Other |

Have you previously used (*tick all that apply*):

- | | | |
|--|--|---|
| <input type="checkbox"/> NHS 111 online | <input type="checkbox"/> NHS 111 telephone service | <input type="checkbox"/> Urgent care treatment centre or walk-in centre |
| <input type="checkbox"/> GP out-of-hours service | <input type="checkbox"/> 999 ambulance service | <input type="checkbox"/> Emergency department |

These questions ask how likely you would be to use NHS111 online for particular symptoms

NHS 111 online allows patients to get urgent healthcare online (using the internet) at 111.nhs.uk in England. People using the website enter their age, sex, postcode and main symptom and are asked a series of questions about their health problem. People can find out how to get the right healthcare in their area, including whether they need to see a GP or seek urgent care; get advice on self-care; and in most areas, get a call back from a nurse, doctor or other health professional if needed.

In the following scenarios, how likely are you to use NHS 111 online? *Please tick one box for each scenario*

	Very Likely	Likely	Neutral	Not very Likely	Unlikely
Imagine you went for a walk in the countryside. Afterwards you develop a red, swollen lump on your arm. The skin around the insect bite or sting is itchy and painful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Imagine your child aged 6 years (or child in your care) has had a high temperature for two days and has been crying in the last 24 hours. The child does not seem to be getting worse but has not improved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Imagine you have had a cold, cough and sore throat for three days. You have a mild headache and your muscles ache. You have been taking over the counter medicines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Imagine you are on holiday in England and you have had diarrhoea and vomiting for two days.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Imagine you have scalded your hand with boiling water from the kettle. The scald is about the size of a 10 pence piece and your skin has blistered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Imagine it is about 8 o'clock in the evening. It is painful when you pee. You have pain low down in your stomach.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Imagine you have had toothache for 24 hours. You have tried painkillers, but you are still experiencing some pain.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You have had a headache for several hours. It is quite severe, and painkillers have not helped	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Imagine you have felt unhappy for several weeks. You have lost interest in things you used to enjoy and often feel very tearful. You are also not sleeping very well.

Imagine you are 55 years old. You are generally in good health, but you experience a sudden pain in the chest. The pain is severe, and you are also short of breath and sweating. After a few minutes you start to feel a bit better.

The following statements are about your use of health information and your use of technology (such as the internet). *Please tick one box for each statement to indicate how strongly you disagree or agree.*

The remainder of the questionnaire included the eHLQ questions. These cannot be disclosed due to copyright and license restrictions.

Details about the construction and development of the eHLQ can be found here: Kayser L, Karnøe A, Furstrand D, Batterham R, Christensen KB, Elsworth G, Osborne RH. A Multidimensional Tool Based on the eHealth Literacy Framework: Development and Initial Validity Testing of the eHealth Literacy Questionnaire (EHLQ). *Journal of Medical Internet Research* 2018;20(2):e36. 10.2196/jmir.8371

Paper version: [Please return paper copies of your completed survey either by handing in at reception or placing it in the box provided].

Online version: Click 'Save and Finish'

Thank you very much for completing this survey. We greatly value both your responses and the time you have taken to give them.