

Regional Authority _____	<input type="text"/>	(10)(11)	No. OF STUDY	No. OF QUESTIONNAIRE
Province _____	<input type="text"/>	(12)(13)	<b>2, 7 2 9</b>	<input type="text"/>
Local Authority _____ (name of local authority)	<input type="text"/>	(14)(15)(16)	(1)(2)(3)(4)	(5)(6)(7)(8)(9)
Size of town/city _____	<input type="text"/>	(17)(18)	WAVE	<u>2<sup>ND</sup></u> (28)
District _____	<input type="text"/>	(19)(20)		
Section _____	<input type="text"/>	(21)(22)(23)		
Interviewer _____	<input type="text"/>	(24)(25)(26)(27)		

Good morning/afternoon. The Centre for Sociological Research is conducting a study on the administration's public services and the level of service provided to the citizen. That is why we are seeking your collaboration and thank you for it in advance. This household has been chosen at random. We guarantee your complete anonymity and the secrecy of your responses in strictest compliance with the Laws on statistical secrets and the protection of personal data. Once the information is recorded in an anonymous fashion, the individual questionnaires are immediately destroyed.

<p><b>Q.1</b> To start off with, could you tell me which of the following areas I will now read out loud you think are of the greatest interest to citizens? (<b>ONE RESPONSE</b>). (<b>SHOW CARD A</b>).</p> <ul style="list-style-type: none"> <li>- Defence ..... 01</li> <li>- Education ..... 02</li> <li>- Health ..... 03</li> <li>- Housing ..... 04</li> <li>- Pensions ..... 05 (29)(30)</li> <li>- Transport ..... 06</li> <li>- Law and Order ..... 07</li> <li>- Social Services ..... 08</li> <li>- Don't know ..... 98</li> <li>- Refused ..... 99</li> </ul>	<p><b>Q.4</b> After the entry into effect of the Tobacco Law, to what extent are you in agreement with each of the following statements: a lot, quite a lot, a little or not at all?</p> <table border="1"> <thead> <tr> <th></th> <th>Quite A lot</th> <th>A little</th> <th>Not at all</th> <th>DK</th> <th>Ref.</th> </tr> </thead> <tbody> <tr> <td>- Most smokers comply with the Tobacco Law. ....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>8 9 (34)</td> </tr> <tr> <td>- Non-smokers now suffer less nuisances that before the Law existed. ....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>8 9 (35)</td> </tr> <tr> <td>- With the Tobacco Law in effect, people smoke less in all kinds of places. ....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>8 9 (36)</td> </tr> <tr> <td>- The Law should be made harsher. ....</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>8 9 (37)</td> </tr> </tbody> </table>		Quite A lot	A little	Not at all	DK	Ref.	- Most smokers comply with the Tobacco Law. ....	1	2	3	4	8 9 (34)	- Non-smokers now suffer less nuisances that before the Law existed. ....	1	2	3	4	8 9 (35)	- With the Tobacco Law in effect, people smoke less in all kinds of places. ....	1	2	3	4	8 9 (36)	- The Law should be made harsher. ....	1	2	3	4	8 9 (37)																																																						
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<p><b>Q.2</b> We will now focus on the issue of health. Which of the following statements appearing on this card best expresses your opinion about the Health Service in our country? (<b>SHOW CARD B</b>).</p> <ul style="list-style-type: none"> <li>- Generally speaking, the Health Service works quite well. ....1</li> <li>- The Health Service works well, though some changes are necessary. .... 2</li> <li>- The Health Service needs some essential changes, though some things work well. .... 3 (31)</li> <li>- Our Health Service is in such bad shape that it needs to be completely reorganised. .... 4</li> <li>- Don't know ..... 8</li> <li>- Refused ..... 9</li> </ul>	<p><b>Q.5</b> Do you have any children or grandchildren under the age of 18?</p> <ul style="list-style-type: none"> <li>- Yes ..... 1</li> <li>- No ..... 2 (38)</li> <li>- Refused ..... 9</li> </ul> <p><b>Q.5a</b> Are any of them between 11 and 18 years of age?</p> <ul style="list-style-type: none"> <li>- Yes ..... 1</li> <li>- No ..... 2 (39)</li> <li>- Can't remember.... 8</li> <li>- Refused ..... 9</li> </ul>																																																																																				
<p><b>Q.3</b> And are you satisfied or dissatisfied with the way the public health service works in Spain? To answer my question, use the card in which 1 means you are very dissatisfied and 10 means you are very satisfied. (<b>SHOW CARD C</b>).</p> <table border="1"> <thead> <tr> <th>Very dissatisfied</th> <th colspan="10"></th> <th>Very satisfied</th> <th>DK</th> <th>Ref.</th> </tr> <tr> <th></th> <th>01</th> <th>02</th> <th>03</th> <th>04</th> <th>05</th> <th>06</th> <th>07</th> <th>08</th> <th>09</th> <th>10</th> <th></th> <th>98</th> <th>99</th> </tr> </thead> <tbody> <tr> <td></td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> <td>(32)(33)</td> <td></td> <td></td> </tr> </tbody> </table>	Very dissatisfied											Very satisfied	DK	Ref.		01	02	03	04	05	06	07	08	09	10		98	99												(32)(33)			<p><b>Q.6</b> To what extent would you be in agreement with a law that sets forth measures to prevent minors under the age of 18 from consuming alcohol? Situate yourself on a scale of 1 to 10, in which 1 means total disagreement and 10 means total agreement. (<b>SHOW CARD D</b>).</p> <table border="1"> <thead> <tr> <th>Total disagreement</th> <th colspan="10"></th> <th>Total agreement</th> <th>DK</th> <th>Ref.</th> </tr> <tr> <th></th> <th>01</th> <th>02</th> <th>03</th> <th>04</th> <th>05</th> <th>06</th> <th>07</th> <th>08</th> <th>09</th> <th>10</th> <th></th> <th>98</th> <th>99</th> </tr> </thead> <tbody> <tr> <td></td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> <td>(40)(41)</td> <td></td> <td></td> </tr> </tbody> </table>	Total disagreement											Total agreement	DK	Ref.		01	02	03	04	05	06	07	08	09	10		98	99												(40)(41)		
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**Q.7** I will now mention some measures such a law might include. Please tell me whether you are more in agreement with or more in disagreement with each one of these measures.

**(DO NOT READ)**  
 More in ag.    Neither in ag.    More in  
ag.    nor in disag.    disag.    DK    Ref.

- The law should limit alcohol advertising that could reach minors under the age of 18. .... 1            2            3            8    9 (42)

- The law should set forth measures so that minors do not consume alcohol in public places like squares, gardens, parks. 1            2            3            8    9 (43)

- The law should set forth penalties for any minors that consume alcohol, even though they are not economic penalties. .... 1            2            3            8    9 (44)

- The law should stiffen penalties for outlets that breach the prohibition on selling alcohol to minors under the age of 18. .. 1            2            3            8    9 (45)

**Q.8** Could you tell me whether you are more in agreement with or more in disagreement with the following statements?

**(DO NOT READ)**  
 More in ag.    Neither in ag.    More in  
ag.    nor in disag.    disag.    DK    Ref.

- We all consume too much alcohol ..... 1            2            3            8    9 (46)

- Minors consume alcohol because they see it in their homes. .... 1            2            3            8    9 (47)

- All things considered, it is not so serious for a minor to get drunk at some stage in his/her life. .... 1            2            3            8    9 (48)

- All things considered, a 17-year-old teenager can have a drink from time to time. .... 1            2            3            8    9 (49)

- Alcohol consumed in moderation is something beneficial for adults. .... 1            2            3            8    9 (50)

**Q.9** If you or another member of your family had a serious illness and you could choose, where would you go, a public health service or a private health service?

- Public Health Service ..... 1
- Private Health Service ..... 2
- **(DO NOT READ)** Both ..... 3 (51)
- Don't know ..... 8
- Refused ..... 9

**Q.10** If you or another member of your household had to use a health service and you could choose, would you go to a public or private centre for the following?

**(DO NOT READ)**  
 Public    Private    Both    Ref.

- Primary healthcare (general medicine and paediatric consultations) ... 1            2            3            9 (52)

- Specialised healthcare (consultations with specialists, except dentists) ..... 1            2            3            9 (53)

- Admission to hospital..... 1            2            3            9 (54)

- Emergency room..... 1            2            3            9 (55)

**Q.11** Have you had to go to a public health centre outside your region of residence during the past year?

- Yes ..... 1
- No ..... 2 (56)
- Refused ..... 9

**Q.11a** What did you use to identify yourself on that occasion?

- Social Security card ..... 1
- Health card ..... 2
- **(DO NOT READ)** Both ..... 3 (57)
- Don't know ..... 8
- Refused ..... 9

**Q.11b** Did you encounter any problems using your Region's health card outside your region ...?

- To identify yourself ..... 1
- To get prescriptions ..... 2 (58)
- Both ..... 3
- I didn't have any problems ..... 4
- Refused ..... 9

**Q.11c** Which services did you need? **(MULTIPLE RESPONSE)**

- A consultation with a primary healthcare doctor ..... 1 (59)
- A consultation with a specialist ..... 1 (60)
- Emergency healthcare service ..... 1 (61)
- A hospital stay lasting more than a day ..... 1 (62)
- Other ..... 1 (63)
- Refused ..... 1 (64)

**Q.11d** How did the doctor(s) that treated you obtain the main information about your previous illnesses or about your medication? **(ONE RESPONSE). (SHOW CARD E)**

- Only through my explanations ..... 1
- Because I had the prescriptions or medicines..... 2
- Because I had previous test results..... 3 (65)
- Because I had a written medical report ..... 4
- Other responses..... 5
- Refused ..... 9

**Q.11e** Should you need to have the same treatment on your next trip and the doctor could query your medical record by computer, would you consider it as...?

- Very beneficial..... 1
- Quite beneficial..... 2
- Not very beneficial ..... 3 (66)
- Not beneficial at all .... 4
- Don't know ..... 8
- Refused ..... 9

**Q.11f** And would you authorise the doctor to query your medical data by computer?

- Yes ..... 1
- No ..... 2 (67)
- Refused .... 9

**ALL**

**Q.12** Have you gone to a general practitioner's surgery in the last twelve months (without being accompanied by any members of your family, friends, neighbours, etc.)? We mean a real consultation and not to make an appointment or to do an X-ray or test.

- Yes ..... 1
- No ..... 2 (68)
- Can't remember ..... 3
- Refused ..... 9

**Q.13** Based on your personal experience or the ideas you may have, I would like you to assess the following aspects of public healthcare as regards the care provided at general practitioner or paediatric surgeries. To do so, use a scale of 1 to 10 in which 1 means that you assess it as "totally unsatisfactory" and 10 means you assess it as "totally satisfactory". (**SHOW CARD F**). (**READ EACH OF THE ITEMS ONE BY ONE, CHANGING THE ORDER AT EACH INTERVIEW**).

	Scale			Ref.
	01 – 10	DK		
01 The health centres' proximity .....	___	98	99	(69)(70)
02 Opening hours .....	___	98	99	(71)(72)
03 The care received from healthcare staff..	___	98	99	(73)(74)
04 The home care provided by medical and nursing staff .....	___	98	99	(75)(76)
05 The time the doctor dedicates to each patient .....	___	98	99	(77)(78)
06 The knowledge about each user's medical history and the monitoring of their problems .....	___	98	99	(79)(80)
07 The ease of making appointments .....	___	98	99	(81)(82)
08 The confidence and security transmitted by the doctor.....	___	98	99	(83)(84)
09 The waiting time before entering the surgery .....	___	98	99	(85)(86)
10 The general practitioner will refer you to a specialist whenever it is necessary .....	___	98	99	(87)(88)
11 The equipment and technological means available in the centres .....	___	98	99	(89)(90)
12 The information received about your health problem .....	___	98	99	(91)(92)
13 The doctor's advice on diet, exercise, tobacco, alcohol, etc. ....	___	98	99	(93)(94)
14 The time it takes to see the doctor from when the appointment is made .....	___	98	99	(95)(96)
15 The time it takes to do diagnostic tests .....	___	98	99	(97)(98)

**Started with item** \_\_\_ (99)(100)

**Q.14** Have you had to go to a public or private centre for an emergency in the last twelve months (not accompanied by any members of your family, friends, neighbours, etc.)?

- Yes ..... 1
  - No ..... 2
  - Refused ..... 9
- **Go to Q.15** (101)

**Q.14a** Can you remember how many times you went to a public centre for an emergency in the last twelve months? And how many you went to a private centre?

	Public (102)(103)	Private (104)(105)
No. of times.....	___	___
None .....	97	97
Can't remember....	98	98
Refused .....	99	99

**Q.14b** What kind of service did you use the last time you had an emergency? (**SHOW CARD G**).

- Only a public Primary Healthcare (non-hospital) emergency service. ....1 → **Go to Q.14e**
  - Only a public hospital emergency service ..... 2
  - A public Primary Healthcare (non-hospital) and a public hospital emergency service..... 3 (106)
  - A private Primary Healthcare (non-hospital) and a public hospital emergency service .....4
  - (**DO NOT READ**) Other response..... 5
  - Can't remember ..... 8
  - Refused ..... 9
- **Go to Q.15**

**Q.14c** When you went to a hospital emergency service the last time, was it because...

- You decided to go ..... 1 (107)
  - Your GP referred you ..... 2
  - The primary healthcare emergency service referred you ..... 3
  - A private doctor referred you ..... 4
  - Refused ..... 9
- **Go to Q.14e**

**Q.14d** And which of the following was the main reason why you went to a hospital emergency service? (**SHOW CARD H**).

- Because the GP's timetable did not coincide ..... 1
- Because the centre where my GP's or paediatrician's surgery is located does not have an emergency service.... 2
- Because I did not know about any primary healthcare emergency services..... 3 (108)
- Because hospital emergency services are better equipped and resolve problems better ..... 4
- Because they gave me a specialist appointment that was too late for the health problem I was suffering..... 5
- Because I was away from my usual place of residence .....6
- (**DO NOT READ**) Other, which? ..... 7
- Refused ..... 9

**INTERVIEWER: ASK ALL SUBJECTS Q.14e AND Q.14f WHO RESPONDED 1, 2, 3 and 4 in Q.14b.**

**Q.14e** As regards the healthcare you received in the last emergency, do you think they cared for you very quickly, quite quickly, not very quickly or not quickly at all?

- Very quickly ..... 1
- Quite quickly..... 2
- Not very quickly ..... 3
- Not quickly at all ..... 4 (109)
- (**DO NOT READ**) In another way ..... 5
- Can't remember ..... 8
- Refused ..... 9

**Q.14f** And do you think they cared for you very well, well, averagely, badly or very badly?

- Very well ..... 1
- Well ..... 2
- Averagely ..... 3
- Badly ..... 4
- Very badly ..... 5 (110)
- (**DO NOT READ**) In another way ..... 6
- Don't remember ..... 8
- Refused ..... 9

ALL

Q.15 Have you gone to a specialist's surgery in the last twelve months (without being accompanied by any members of your family, friends, neighbours, etc.)? We mean a real consultation and not to make an appointment or to do an X-ray or test. (INTERVIEWER: CONSULTATIONS WITH ODONTOLOGISTS OR DENTISTS ARE TO BE EXCLUDED, AS ARE DOING TESTS LIKE, FOR INSTANCE, MAMMOGRAPHIES AND CONSULTATIONS WITH SPECIALISTS IN EMERGENCY ROOMS).

- Yes ..... 1
- No ..... 2 → Go to Q.16 (111)
- Can't remember ..... 8
- Refused ..... 9

Q.15a And during these last 12 months, can you remember how many times you went to see a specialist doctor belonging to the public health service? And how many times you went to see a private specialist?

	Public (112)(113)	Private (114)(115)	
No. of times .....	_____	_____	→ If subject has only seen a <u>private specialist</u> , Go to Q.16
None .....	97	97	
Can't remember .....	98	98	
Refused .....	99	99	

INTERVIEWER: ONLY ASK SUBJECTS Q.15b TO Q.15f IF THEY RESPONDED THEY HAD SEEN A SPECIALIST BELONGING TO THE PUBLIC HEALTH SERVICE IN Q.15a.

Q.15b And the last time you had a consultation with a specialist, how long did it take to have the consultation from when you made the appointment?

Days \_\_\_\_\_ (116)(117) Months \_\_\_\_\_ (118)(119)

Can't remember ..... 98  
Refused ..... 99

Q.15c In general terms, the care you received at the public health specialist's consultations was ....

- Excellent ..... 1
- Good ..... 2
- Average ..... 3 (120)
- Bad ..... 4
- Very bad ..... 5
- (DO NOT READ) Depends, better in some and worse in others ..... 6
- Can't remember ..... 8
- Refused ..... 9

Q.15d And as regards what you expected, this care was....

- Much better ..... 1
- Better ..... 2
- More or less the same ..... 3
- Worse ..... 4 (121)
- Much worse ..... 5
- (DO NOT READ) Depends, better in some and worse in others ..... 6
- Can't remember ..... 8
- Refused ..... 9

Q.15e What was the speciality of the last specialist doctor you consulted? (SHOW CARD I).

\_\_\_\_\_ (122)(123)

- Other ..... 11
- Can't remember ..... 98
- Refused ..... 99

Q.15f When one of your health problems has required a visit to the general practitioner and a consultation with a specialist, do you think the communication between them has been adequate?

- Yes ..... 1
- No ..... 2 (124)
- Don't know. 8
- Refused .... 9

ALL

Q.16 Independently of whether you use a specialist from the public health service or not, I would now like you to assess the following aspects concerning specialised healthcare. Use a scale from 1 to 10 again; in which 1 means you assess it as "totally unsatisfactory" and 10 means you assess it as "totally satisfactory". (SHOW CARD F). (READ EACH OF THE ITEMS ONE BY ONE, CHANGING THE ORDER AT EACH INTERVIEW).

	Scale 01 – 10	DK	Ref.
01 The time dedicated by the doctor to each user .....	_____	98	99 (125)(126)
02 The number of specialities one has access to .....	_____	98	99 (127)(128)
03 The waiting time until one enters the surgery .....	_____	98	99 (129)(130)
04 The knowledge about each user's medical record and the monitoring of their health problems .....	_____	98	99 (131)(132)
05 The confidence and security transmitted by the doctor .....	_____	98	99 (133)(134)
06 The ease of making appointments .....	_____	98	99 (135)(136)
07 The equipment and technological means available in the centres .....	_____	98	99 (137)(138)
08 They way healthcare staff deal with one .	_____	98	99 (139)(140)
09 The information received about your health problem .....	_____	98	99 (141)(142)
10 The doctor's advice on diet, exercise, tobacco, alcohol, etc. ....	_____	98	99 (143)(144)
11 The time it takes to see the doctor from when the appointment is made.....	_____	98	99 (145)(146)
12 The time it takes to do diagnostic tests .....	_____	98	99 (147)(148)
	Started with item	_____	(149)(150)

Q.17 During the last twelve months, have you been admitted to either a public or private hospital?

- Yes ..... 1
- No ..... 2 → Go to Q.18 (151)
- Refused ..... 9

Q.17a Can you remember how many time you have been hospitalised in a public hospital? And how many times in a private hospital?

	Public (152)(153)	Private (154)(155)	
No. of times .....	_____	_____	→ If subject has only been in a <u>private hospital</u> , go to Q.18

None .....	97	97
Can't remember .....	98	98
Refused .....	99	99

**INTERVIEWER: ONLY ASK SUBJECTS Q.17b TO Q.17f WHO RESPONDED THEY HAD BEEN ADMITTED TO A PUBLIC HOSPITAL IN Q.17a.**

**Q.17b** The last admission to hospital was for....

- An operation .....1 → Ask Q.17c to Q.17f
- A specialised test to find out what I had ..... 2
- A treatment that could only be done by being admitted ..... 3 → Ask Q.17d to Q.17f (156)
- Other reason, which? ..... 4
- Refused ..... 9

**Q.17c** When you were informed you needed an operation, did they tell you more or less how long it would take to be admitted to hospital?

- Yes ..... 1
- No ..... 2 (157)
- Don't know ... 8
- Refused ..... 9

**Q.17d** Were you assigned a doctor during your stay in hospital who you could rely on to be in charge of anything having to do to your health problem?

- Yes ..... 1
- No ..... 2 (158)
- Can't remember .. 8
- Refused ..... 9

**Q.17e** In general terms, the care you received in the public hospital was...

- Excellent ..... 1
- Good ..... 2
- Average ..... 3 (159)
- Bad ..... 4
- Very bad ..... 5
- Refused ..... 9

**Q.17f** And as regards what you expected, this care was...

- Much better ..... 1
- Better ..... 2
- More or less the same . 3 (160)
- Worse ..... 4
- Much worse ..... 5
- Refused ..... 9

**ALL**

**Q.18** Based on your personal experience or the ideas you may have, I would like you to assess the following aspects as regards the healthcare provided in public hospitals, using the same scale from 1 to 10, in which 1 means you assess it as "totally unsatisfactory" and 10 means you assess it as "totally satisfactory". (**SHOW CARD F**). (**READ EACH OF THE ITEMS ONE BY ONE, CHANGING THE ORDER AT EACH INTERVIEW**).

	Scale 01 - 10	DK	Ref.
01 Catering aspects (meals, toilets and general amenities in rooms) .....	_____	98	99 (161)(162)
02 The paperwork for admission .....	_____	98	99 (163)(164)
03 The waiting time for non-urgent admission .....	_____	98	99 (165)(166)
04 The care and attention provided by medical staff .....	_____	98	99 (167)(168)



	Scale 01 - 10	DK	Ref.
05 The care and attention provided by nursing staff .....	_____	98	99 (169)(170)
06 The number of people sharing a room .....	_____	98	99 (171)(172)
07 The attention received from non-medical staff (orderlies, administrative staff, cleaners, etc.) .....	_____	98	99 (173)(174)
08 The equipment and technological means available in hospitals .....	_____	98	99 (175)(176)
09 The information provided about your health problem's evolution .....	_____	98	99 (177)(178)
10 The doctor's advice on diet, exercise, tobacco, alcohol, etc. ....	_____	98	99 (179)(180)
<b>Started with item</b> _____			(181)(182)

**Q.19** I am going to read out some types of information provided by the public health services. Could you assess each type of information using a scale of 1 to 10, in which 1 means "they do not provide any information" and 10 means "they provide a lot of information"? (**SHOW CARD J**).

	Scale 1 - 10	DK	Ref.
- Information provided by the health authorities about the services they provide.....	_____	98	99 (183)(184)
- Information about patient rights and ways of lodging complaints.....	_____	98	99 (185)(186)
- Information about measures and laws adopted by the health authorities .....	_____	98	99 (187)(188)
- Information about basic health problems conveyed through campaigns aimed at the population .....	_____	98	99 (189)(190)
- Available information about which steps to take in order to gain access to a specialist or a hospital admission .....	_____	98	99 (191)(192)

**Q.20** Do you think the health authorities are taking any action aimed at improving waiting lists?

- Yes .....1
- No ..... 2 (193)
- Don't know. ....8
- Refused ..... 9

**Q.21** Over the last twelve months, do you think the problem of waiting lists has generally....?

- Improved ..... 1
- Worsened ..... 2
- Remained the same ..... 3 (194)
- Don't know ..... 8
- Refused ..... 9

**Q.22** Which of these statements do you agree with most?

- Men and women have the same state of health ..... 1
- Women have better health than men ..... 2
- Men have better health than women ..... 3 (195)
- (**DO NOT READ**) None ..... 4
- Don't know ..... 8
- Refused ..... 9

**Q.22a**



**Q.22a** What do you think the reason for this is? (**MAXIMUM OF TWO RESPONSES**). (**SHOW CARD K**).

- Women's bodies are weaker ..... 1
- Women lead a more complicated life ..... 2
- Women have a greater workload ..... 3 (196)
- Women have less healthy lifestyles ..... 4
- Women don't have time to worry about their health ..... 5 (197)
- The healthcare women receive is of worse quality..... 6
- Don't know ..... 8
- Refused ..... 9

**Q.23** Changing the subject, do you think the public health service provides the same services to all citizens independently of ....?

	Yes	No	DK	Ref.	
- Their region of residence.....	1	2	8	9	(198)
- Whether they live in the country or in a city .....	1	2	8	9	(199)
- Whether they are young or old .....	1	2	8	9	(200)
- Whether they have a high or low social or economic status .....	1	2	8	9	(201)
- Whether they are men or women .....	1	2	8	9	(202)
- Whether they are Spaniards or foreigners.....	1	2	8	9	(203)
- Whether they are legal residents or not .....	1	2	8	9	(204)

**Q.24** In your opinion, has each of the following healthcare services improved, worsened or remained the same over the last five years?

	Has improved	Has worsened	Rem. same	DK	Ref.
- Primary healthcare .....	1	2	3	8	9 (205)
- Specialized healthcare.....	1	2	3	8	9 (206)
- Hospital healthcare .....	1	2	3	8	9 (207)

**Q.25** Compared to the public health services of other regions, do you think the healthcare services you receive in your region are.....

- Better ..... 1
- The same ..... 2
- Worse ..... 3 (208)
- Don't know .... 8
- Refused ..... 9

**Q.26** With the regional authorities now managing the health services instead of the State, do you think citizens receive a service that is....?

- Better ..... 1
- The same..... 2
- Worse ..... 3 (209)
- Don't know..... 8
- Refused ..... 9

**Q.27** Now that the regional authorities are in charge of their own health services, do you think they should reach agreements to provide new services to citizens?

- Yes ..... 1
- No ..... 2 (210)
- Don't know ... 8
- Refused ..... 9

**Q.28** Changing the subject, in general terms, how often do you read or hear news items about healthcare mistakes or errors?

- Very often ..... 1
- Quite often ..... 2
- Hardly ever ..... 3 (211)
- Never ..... 4
- Refused ..... 9

**Q.29** And, would you say that ...

- Many errors..... 1
- Quite a lot of errors..... 2
- Few errors..... 3 (212)
- Very few/hardly any errors..... 4
- Don't know ..... 8
- Refused ..... 9

are produced when healthcare is provided in Spain?

**Q.30** And, do you think that the number (amount) of mistakes and errors in the Spanish health service are....?

- A very important problem..... 1
- Quite an important problem..... 2
- A not very important problem..... 3 (213)
- Not a problem at all..... 4
- Don't know ..... 8
- Refused ..... 9

**Q.31** And talking about the different professionals that provide services in our health service, could you please tell me the level of trust you have (a lot, quite a lot, little, none) that they are doing their job properly?

	Quite					
	A lot	a lot	Little	None	DK	Ref.
- Doctors .....	1	2	3	4	8	9 (214)
- Nurses .....	1	2	3	4	8	9 (215)
- Other healthcare staff .....	1	2	3	4	8	9 (216)

**Q.32** Have you or any members of your family suffered any kind of error when receiving healthcare in ....?

**Q.32a** (*Only asks subjects who answered "YES" for any of the categories of Q.32*). And did this error affect your health or the health of your family very seriously, quite seriously, not very seriously, not seriously at all?

1. Very seriously
2. Quite seriously
3. Not very seriously
4. Not seriously at all

	Q.32			Q.32a				
	Yes	No	Ref.	1	2	3	4	Ref.
- Primary healthcare .....	1	2	9 (217)	1	2	3	4	9 (221)
- A specialist's surgery .....	1	2	9 (218)	1	2	3	4	9 (222)
- A hospital admission .....	1	2	9 (219)	1	2	3	4	9 (223)
- An emergency service .....	1	2	9 (220)	1	2	3	4	9 (224)

**Q.33** Sex:

- Male..... 1
- Female ..... 2 (225)

**Q.34** How old did you turn on your last birthday?

\_\_\_\_\_ (226)(227)  
 Refused ..... 99

**Q.35** Have you gone to school or done any kind of studies? (**INTERVIEWER: If the response is no, ask if subject knows how to read and write**).

- No, is illiterate ..... 1
- No, but knows how to read and write ..... 2 → **GO TO Q.36** (228)
- Yes, has gone to school..... 3
- Refused ..... 9 → **GO TO Q.36**

**Q.35.a**

**Q.35.a** What was the highest level of official studies that you have done (independently of whether you finished them or not)? Please indicate as much as possible by telling me the year you were in when you finished (or interrupted) them, as well as the name such studies had at the time: (for instance, 3 years of Primary School, Elementary School, 5<sup>th</sup> Form, A-Levels, Vocational Training, BA or BSc, PhD., etc.).

(**INTERVIEWER: If subject is still studying, note down the last year completed. If subject has not completed Primary School, note down the number of years he/she went to school**).

YEAR \_\_\_\_\_

NAME (of studies) \_\_\_\_\_

LEVEL (Code according to STUDIES T. ) \_\_\_\_\_ (229)(230)

**Q.36** Which of the following situations are you currently in? **(SHOW CARD L).**

- Working ..... 1
- Retired or pensioner (worked previously) ..... 2
- Pensioner (did not work previously, was a housewife, etc.) ..... 3
- Unemployed and worked previously..... 4 (231)
- Unemployed and seeking first job ..... 5
- Student ..... 6
- Doing unpaid domestic work ..... 7
- Other situation, which? ..... 8
- Refused ..... 9

**Q.37** Lastly, would you mind telling me your nationality?

\_\_\_\_\_ (232)(233)

Refused ..... 99

**Q.38** Would you mind giving me your telephone number?

**(INTERVIEWER: EXPLAIN THAT IT IS SO THAT THE CIS CAN DO A POSSIBLE TELEPHONE CHECK THAT THE INTERVIEW HAS BEEN CONDUCTED).**

- Has telephone number and gives it..... Telephone no. \_\_\_\_\_
- Does not have telephone ..... 2
- Has telephone but does not give number..... 3 (234)
- Refused ..... 9

**Q.39** To finish off and for solely statistical purposes, could you tell me if you have a landline in your home?

- Yes ..... 1
- No ..... 2 (235)
- Refused ..... 9

## TO BE FILLED IN BY INTERVIEWER

### INTERVIEW INCIDENTS:

- I.1 Interview's sort number (by sample) ..... (236)(237)(238)
- I.2 Difficulty of accessing the building, house, housing development, etc. .... (239)(240)(241)
- I.3 Homes where there was nobody ..... (242)(243)(244)
- I.4 Homes that refused to receive any kind of explanation ..... (245)(246)(247)
- I.5 Males that refused to do the interview ..... (248)(249)(250)
- I.6 Females that refused to do the interview ..... (251)(252)(253)
- I.7 Failed contacts due to not fulfilling quotas ..... (254)(255)(256)
- I.8 Failed contacts as they were not homes (offices, medical surgeries, etc.) ..... (257)(258)(259)
- I.9 Homes belonging to immigrants ..... (260)(261)(262)

### INTERVIEW CONDUCTED:

Interview achieved: \_\_\_\_\_ (street or square) \_\_\_\_\_ (no.) \_\_\_\_\_ (floor) \_\_\_\_\_ (door)

E.1 Date conducted: \_\_\_\_\_ (Day) \_\_\_\_\_ (Month) \_\_\_\_\_ (Year)  
 (263)(264) (265)(266) (267)(268)

E.2 Day of the week interview was conducted: Monday ..... 1  
 Tuesday ..... 2  
 Wednesday ..... 3  
 Thursday ..... 4 (269)  
 Friday ..... 5  
 Saturday ..... 6  
 Sunday ..... 7

E.3 Length of interview: \_\_\_\_\_ (in minutes) (270)(271)(272)

E.4 Time conducted: Morning (9-12) ..... 1  
 Midday (12-4) ..... 2 (273)  
 Afternoon (4-8) ..... 3  
 Night (8-10) ..... 4

### ASSESSMENT OF THE INTERVIEW:

V.1 How the interview went:

- Very well ..... 1
- Well ..... 2
- Average ..... 3 (274)
- Badly ..... 4
- Very badly ..... 5

V.2 Interviewee's sincerity:

- Very sincere ..... 1
- Quite sincere ..... 2 (275)
- Not very sincere ..... 3
- Not sincere at all ..... 4

## TO BE FILLED IN BY CODING

### C.1 QUESTIONNAIRE COMPLETED:

- Correctly ..... 1 (276)
- Incorrectly ..... 2

C.1a REASON: \_\_\_\_\_ (277)(278)

### C.3 FINAL RESULT:

- Interview valid ..... 1 (283)
- Interview annulled ..... 2

C.4 CODE No. \_\_\_\_\_ (284)(285)

### C.2 INSPECTION'S ASSESSMENT:

- Interview not inspected ..... 1
- Telephone inspection ..... 2 (279)
- Personal inspection ..... 3
- Telephone and personal inspection ..... 4

### C.2a Inspection result:

- Correct interview ..... 1
- Incorrect interview ..... 2 (280)
- Contact not established ..... 3

C.2b REASON: \_\_\_\_\_ (281)(282)