

Appendix 1:**QUESTIONNAIRE**

Accident & Emergency Department
Royal Hospital for Sick Children
Edinburgh.

The Accident and Emergency department at the Sick Kids is hoping to find out more about the parents and children who come along to see us.

We are interested in looking at how people make use of General Practice and Accident & Emergency services when a child is unwell.

We would like to ask you a little about

- yourselves
- your GP
- your visit to Accident & Emergency today

This questionnaire should only take a short time to complete while you are waiting, and this will not cause any delay in your child being seen or treated.

We hope that this study will help us improve the service we are able to offer to sick children in the future.

Information collected will be treated in a confidential manner.

Thank you for your help.

NUMBER: _____

DATE: _____

TIME: _____

SECTION A**ABOUT YOU AND YOUR HOUSEHOLD**

1. How old is the child who needs to be seen? _____

2. Is the child **Male/Female ?**

3. Who is with the child?

mother

father

other

4. Which of these describes your current circumstances?

married/living with partner

single parent

legal guardian

5. Do you have any other children living at home? **YES/NO**

6. What age are they? _____

7. Can you tell us your Post Code

8. Is the home you live in

owned/mortgaged private tenancy

council tenancy other (specify) _____

9. Which of the following applies to you?

working full time unemployed

working part time other (specify) _____

caring for home/
family

SECTION A continued

10. Do you or your partner own a car? **YES/NO**
11. Do you have your own telephone? **YES/NO**
12. At what age did you leave full time education? _____ **years**

SECTION B**ABOUT YOUR VISIT TO ACCIDENT & EMERGENCY**

13. Have you attended A & E here at the Sick Kids before? **YES/NO**
14. If you have, can you remember how often you have been here in the past 12 months, either with this child or another? _____ **times**

15. Are you attending A & E because the child has a problem with:

- an illness
- an injury
- not sure

16. For how long has the child had this problem? _____

17. How serious do you think the illness/injury is?

- | | | | |
|--------------------|--------------------------|----------------|--------------------------|
| not serious at all | <input type="checkbox"/> | fairly serious | <input type="checkbox"/> |
| not very serious | <input type="checkbox"/> | very serious | <input type="checkbox"/> |
| not sure | <input type="checkbox"/> | | |

18. How worried are you about the illness/injury?

- | | | | |
|--------------------|--------------------------|----------------|--------------------------|
| not worried at all | <input type="checkbox"/> | fairly worried | <input type="checkbox"/> |
| not very worried | <input type="checkbox"/> | very worried | <input type="checkbox"/> |
| not sure | <input type="checkbox"/> | | |

SECTION B continued

19. Did you think that the illness/injury needed to be assessed:

straight away?

same day?

within a few days?

20. Have you taken any action yourselves to try to treat the illness/injury? **YES/NO**

If so, what have you done?

21. Would you describe yourself as a worrier?

all of the time

a little of the time

most of the time

none of the time

some of the time

22. Did you get advice from any of the following before coming along to A & E?

relative

Pharmacist

friend/neighbour

your GP surgery

school/nursery

A & E staff

over phone

23. How did you get up to A & E?

walked

public transport

own car

taxi

lift in other car

ambulance

SECTION C**ABOUT YOUR GP**

24. Is the child registered with a GP? **YES/NO**

25. How do you find trying to arrange:

a) a non-urgent appointment with a GP?

very easy	<input type="checkbox"/>	quite difficult	<input type="checkbox"/>
quite easy	<input type="checkbox"/>	very difficult	<input type="checkbox"/>
neither easy or difficult	<input type="checkbox"/>		

b) an urgent appointment with a GP?

very easy	<input type="checkbox"/>	quite difficult	<input type="checkbox"/>
quite easy	<input type="checkbox"/>	very difficult	<input type="checkbox"/>
neither easy or difficult	<input type="checkbox"/>		

c) to see a GP outside of normal surgery hours?

very easy	<input type="checkbox"/>	quite difficult	<input type="checkbox"/>
quite easy	<input type="checkbox"/>	very difficult	<input type="checkbox"/>
neither easy or difficult	<input type="checkbox"/>	never had to	<input type="checkbox"/>

26. Did you try to contact a GP before coming along to A & E? **YES/NO**

27. Do you know how to contact a GP outside of normal surgery hours? **YES/NO**

28. If you did try to contact a GP, who did you speak to and where?

Please tick all the boxes that apply to you

	Just over phone	At own GP surgery	At GP emergency centre	During home visit
Receptionist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Nurse/health visitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No-one/answer machine	<input type="checkbox"/>			

SECTION C continued

29. What happened when you contacted the GP?

- told how you might treat the problem yourself and to wait and see if things got better
- received treatment and able to stay at home
- told to take the child up to A & E

30. How satisfied were you with the advice/treatment given?

- | | | | |
|------------------|--------------------------|----------------------|--------------------------|
| very satisfied | <input type="checkbox"/> | not very satisfied | <input type="checkbox"/> |
| fairly satisfied | <input type="checkbox"/> | not satisfied at all | <input type="checkbox"/> |
| not sure | <input type="checkbox"/> | | |

31. Do you have any comments you would like to make about GP services?

SECTION D**USING GP/ACCIDENT & EMERGENCY SERVICES**

There are a number of reasons why parents may decide to come straight up to A & E with their child without contacting a GP first. Some are listed below.

Please tick those that you feel apply to you today:

Unable to contact GP

No confidence in GP

Child's problem more appropriate for A&E

GP would have referred child to A&E anyway

Advised to take child straight to A&E by somebody else

Child will be seen more quickly in A&E

Child already been seen at Sick Kids with same problem

Easier to get to A&E than GP surgery

Easier to get to A&E than GP emergency centre

A&E more convenient because of my working hours

A&E more convenient because of child care arrangements

Doctors at Sick Kids more experienced

Get better treatment at Sick Kids

Anything else? _____

SECTION D

USING GP/ACCIDENT & EMERGENCY SERVICES

Having been in contact with a GP, as well as being told to attend or referred, there are other reasons why parents may decide to come up to A & E.
Some are listed below.

Please tick those that you feel apply to you today:

Only offered advice over phone

GP unable to see child quickly enough

Child seen by GP but not getting any better

Not happy with GP advice/treatment

Wanted second opinion on child's problem

No confidence in GP

Child seen by GP and referred to out patient clinic at Sick Kids but not prepared to wait for appointment

Anything else? _____

SECTION E**YOU AND YOUR SICK CHILD**

1. How do you generally feel when you have to look after a child who is unwell?

- | | | | |
|-----------------|--------------------------|----------------------|--------------------------|
| very confident | <input type="checkbox"/> | not very confident | <input type="checkbox"/> |
| quite confident | <input type="checkbox"/> | not confident at all | <input type="checkbox"/> |
| not sure | <input type="checkbox"/> | | |

2. It can often be difficult to decide if you need a doctor when a child is unwell.
How do you feel about knowing when you should call a doctor?

- | | | | |
|-----------------|--------------------------|----------------------|--------------------------|
| very confident | <input type="checkbox"/> | not very confident | <input type="checkbox"/> |
| quite confident | <input type="checkbox"/> | not confident at all | <input type="checkbox"/> |
| not sure | <input type="checkbox"/> | | |

3. It is important to look for ways to offer better support for parents when a child is unwell, and to help them get the care that their child needs. A number of suggestions are listed below.

Please tick **the one that you would find most useful**.

- | | |
|---|--------------------------|
| Leaflets on childhood illness/injury to keep at home | <input type="checkbox"/> |
| More adverts/information on child health in newspapers/magazines | <input type="checkbox"/> |
| More adverts/information on child health on television/radio | <input type="checkbox"/> |
| More information on child health via the Internet | <input type="checkbox"/> |
| 24 hour National telephone helpline for advice when your child is ill | <input type="checkbox"/> |
| Easier access to GP | <input type="checkbox"/> |
| Easier access to children's A&E | <input type="checkbox"/> |

4. Anything else you would like to see?

THANK YOU VERY MUCH FOR COMPLETING THIS QUESTIONNAIRE