

**Introduction and Screening**

Hi, I am [name of interviewer] calling from Ipsos MRBI, the opinion polling company. We are calling on behalf of University College Cork who are conducting research about the Irish healthcare system. They are looking for views on getting help and advice on the day you need it for health problems. The information you give will help to plan health services in your area. It will take between 5 and 10 minutes. Can you help? Thank you.

This is a genuine market research survey, which is conducted in accordance with the Market Research Society Code of Conduct. No one will try to sell you anything during the interview or as a result of taking part and you will not at any stage be asked to provide any confidential information.

Health issues can be a sensitive area. In the unlikely event that any of our questions cause you distress you can stop the interview. **[INTERVIEWER – IN THE EVENT OF SOMEONE GETTING UPSET, PLEASE SUGGEST THAT THEY CAN STOP THE INTERVIEW AND MAY WISH TO CONTACT THEIR GP].**

**Q.S1a** First of all, can I ask are you over 16?

- Yes ..... 1 **GO TO S.1c**
- No..... 2 **GO TO S.1b**

**IF NO, ASK:**

**Q.S1b** Can I speak to someone who is?

- Yes ..... 1 **GO TO S.1c**
- No..... 2 **THANK AND CLOSE**

**Q.Sci INTERVIEWER RECORD GENDER.**

- Male..... 1
- Female ..... 2

**Q.S1cii** Which of the following age ranges do you fit into?

**READ OUT - SINGLE CODE**

- 16-24..... 1
- 25-34..... 2
- 35-44..... 3
- 45-54..... 4
- 55-64..... 5
- 65-74..... 6
- 75+ ..... 7

**Q.S1d** Please can you tell me which county you currently live in?

Dublin.....	1
Carlow.....	2
Kildare.....	3
Kilkenny.....	4
Laois.....	5
Longford.....	6
Louth.....	7
Meath.....	8
Offaly.....	9
Westmeath.....	10
Wexford.....	11
Wicklow.....	12
Clare.....	13
Cork.....	14
Kerry.....	15
Limerick.....	16
Tipperary.....	17
Waterford.....	18
Galway.....	19
Leitrim.....	20
Mayo.....	21
Roscommon.....	22
Sligo.....	23
Cavan.....	24
Donegal.....	25
Monaghan.....	26

**FOR ALL LIVING IN DUBLIN ASK:**

**Q.S1e** Please can you tell me the postcode for the area in Dublin in which you live? **SINGLE CODE. IF THERE IS NO POSTCODE FOR THE AREA PROBE FOR WHETHER IT IS NORTH COUNTY DUBLIN OR SOUTH COUNTY DUBLIN.**

Dublin 1.....	1
Dublin 2.....	2
Dublin 3.....	3
Dublin 4.....	4
Dublin 5.....	5
Dublin 6.....	6
Dublin 6W.....	7
Dublin 7.....	8
Dublin 8.....	9
Dublin 9.....	10
Dublin 10.....	11
Dublin 11.....	12
Dublin 12.....	13
Dublin 13.....	14
Dublin 14.....	15
Dublin 15.....	16
Dublin 16.....	17
Dublin 17.....	18
Dublin 18.....	19
Dublin 20.....	20
Dublin 22.....	21
Dublin 24.....	22
No postcode - South County Dublin.....	23
No postcode - North County Dublin.....	24
Don't know.....	25



**FOR ALL LIVING IN TIPPERARY ASK:**

**Q.S1f** You mentioned that you live in Tipperary, do you live in North Tipperary or South Tipperary?

- North Tipperary ..... 1
- South Tipperary..... 2
- Don't know ..... 3

**ASK ALL**

**Q.S1g** How many adults (over 16 years of age) are there in total (including yourself) in your household?

Adults 

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**Q.S1h** How many children under 16 years of age are there in your household?

Children under 16 

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**FOR EACH CHILD MENTIONED AT QS1h, ASK:**

**Q.S1i** What age is your child? (If only one child mentioned)

**Q.S1ii** What ages are your children? (If more than one child mentioned)

1 <sup>st</sup> child		
2 <sup>nd</sup> child		
3 <sup>rd</sup> child		
4 <sup>th</sup> child		
5 <sup>th</sup> child		
6 <sup>th</sup> child		

**CHECK QUOTA OF INTERVIEWS WITH ADULTS VS CHILDREN**

- CODE INTERVIEW WITH ADULT RESPONDENT ..... 1
- INTERVIEW ON BEHALF OF CHILD ..... 2

**IF CHILD INTERVIEW, AND RESPONDENT HAS MORE THAN ONE CHILD @ QS1H, SELECT ONE CHILD AT RANDOM.**

**Q.S1j** I would like to concentrate in this interview just on the experiences relating to one of your children. Can you please just think about your 1<sup>st</sup>/2<sup>nd</sup>/3<sup>rd</sup> etc. child. I would just like you to focus on them for the rest of this interview.

**RECORD WHICH CHILD CHOSEN**

- 1<sup>st</sup> child ..... 1
- 2<sup>nd</sup> child ..... 2
- 3<sup>rd</sup> child..... 3
- 4<sup>th</sup> child..... 4
- 5<sup>th</sup> child ..... 5
- 6<sup>th</sup> child ..... 6



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**Q.S1F** Can you tell me your child's name please?

**INTERVIEWER READ OUT: THIS NAME WILL NOT BE USED AT ANY STAGE IN THE ANALYSIS OR PRESENTATION OF THE RESEARCH FINDINGS.**

**RECORD NAME OF CHILD CHOSEN : \_\_\_\_\_**

**ASK ALL:**

**Q.S2a** In the last 3 months have you sought help for an urgent health problem for \_\_\_\_\_ yourself (IF ADULT QUOTA) /your child (IF CHILD QUOTA) \_\_\_\_\_ (NAME FROM QS1F)

**INTERVIEWER READ OUT: BY URGENT WE MEAN A PROBLEM WHERE YOU FELT HELP OR ADVICE WAS NEEDED ON THE SAME DAY. BY HELP WE MEAN FROM ANY OF THE FOLLOWING: CHEMIST/PHARMACY, GENERAL PRACTICE IN HOURS, GP OUT OF HOURS, ACCIDENT AND EMERGENCY IN A PUBLIC OR PRIVATE HOSPITAL, 999 AMBULANCE, PUBLIC LOCAL INJURIES UNIT OR A PRIVATE LOCAL INJURIES/ILLNESS UNIT SUCH AS SWIFTCARE, MENTAL HEALTH SERVICES, PUBLIC HEALTH NURSE. THIS DOES NOT INCLUDE SEEKING HELP FROM MATERNITY SERVICES.**

**INTERVIEWER NOTE: OUT OF HOURS GP CARE REFERS TO ANY CARE RECEIVED OUTSIDE OF NORMAL WORKING HOURS, I.E. GP SERVICES PROVIDED ON SATURDAY, SUNDAY, PUBLIC HOLIDAYS AND MONDAY TO FRIDAY FROM 6PM TO 8AM.**

- Yes ..... 1 **GO TO Q.1**
- No..... 2 **GO TO Q.S2b**

**ASK ALL WHO HAVE NOT SOUGHT HELP IN THE LAST 3 MONTHS:**

**Q.S2b.** Have you ever sought help for an urgent health problem for yourself or your child/children? **SINGLE CODE.**

- Yes, for myself only ..... 1 **GO TO Q.24**
- Yes, for my child/children only ..... 2 **GO TO Q.24**
- Yes, for myself and child/children 3 **GO TO Q.24**
- No, never 4 **GO TO Q.24**

**Event Section**

**ASK ALL WHO HAVE SOUGHT HELP IN THE LAST 3 MONTHS:**

**Q.1** In the last 3 months about how many times have you sought help for yourself (IF ADULT QUOTA) /for (IF CHILD QUOTA, NAME OF CHILD FROM QS1F) for an urgent health problem? **RECORD NUMBER OF TIMES**

**Q.2** I would like you to think about the most recent occasion when you have sought help for an urgent health problem for yourself (IF ADULT QUOTA) /for (IF CHILD QUOTA, NAME OF CHILD FROM QS1F).

How many weeks ago was that? **RECORD NUMBER OF WEEKS**



Q.3 After the health problem became urgent, how long was it before you decided to seek help?

**READ OUT. SINGLE CODE. IF THE INTERVIEWEE WAS NOT RESPONSIVE AT THE TIME, ASK HOW LONG IT WAS BEFORE HELP WAS SOUGHT ON THEIR BEHALF.**

- Immediately ..... 1
  - Less than 2 hours ..... 2
  - Between 2 and 12 hours..... 3
  - Between 12 and 24 hours..... 4
  - More than 24 hours..... 5
- GO TO Q.4**

**ALL WHO SOUGHT URGENT HELP AFTER 24 HOURS:**

Q.4 **IF MORE THAN 24 HOURS WRITE IN VERBATIM**

**ASK ALL**

Q.5 Was the health problem ...? **READ OUT. SINGLE CODE.**

- An illness ..... 1
- An injury ..... 2
- Other (please specify \_\_\_\_\_) ..... 3
- Refused (DO NOT READ OUT)..... 4

Q.6 Still thinking about the most recent health problem, please tell me which of the following services were involved in giving help or advice. Please include all those who you tried to contact, even if this was not successful? **READ OUT. MULTICODE POSSIBLE.**

**INTERVIEWER NOTE: OUT OF HOURS GP CARE REFERS TO ANY CARE RECEIVED OUTSIDE OF NORMAL WORKING HOURS, I.E. GP SERVICES PROVIDED ON SATURDAY, SUNDAY, PUBLIC HOLIDAYS AND MONDAY TO FRIDAY FROM 6PM TO 8AM. NURSE IN GENERAL PRACTICE SHOULD BE CODED AS GENERAL PRACTICE IN HOURS.**

- A pharmacist or chemist..... 1
- General Practice in hours ..... 2
- GP out of hours ..... 3
- 999 emergency ambulance..... 4
- Accident and emergency in a public hospital ..... 5
- Accident and emergency in a private hospital ..... 6
- A public local injuries unit ..... 7
- A private local injuries unit such as VHI ..... 8
- Swiftcare clinic ..... 9
- Mental Health Services ..... 9
- Public health nurse ..... 10
- Other ..... 11



Q.7 How many services were involved altogether?

For example, if you saw the GP, a chemist for a prescription, went back to see the GP again and then went to a hospital clinic for the same health problem, the number of services would be 4. RECORD THE NUMBER OF SERVICES.

**IF JUST ONE SERVICE USED AT Q.7 ASK Q8A, USING JUST THE WORD SERVICE. IF MORE THAN ONE SERVICE USED THEN ASK Q8A USING PHRASE FIRST SERVICE, AND ASK Q8B, Q8C ETC UP TO THE FIRST THREE SERVICES.**

Q.8a What was the service/first service you (or someone on your behalf) contacted or tried to contact?

**READ OUT. SINGLE CODE.**

Q.8b What was the second service?

Q.8c What was the third service?

	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
A pharmacist or chemist .....	1	1	1
General Practice in hours .....	2	2	2
GP out of hours .....	3	3	3
999 emergency ambulance.....	4	4	4
Accident and emergency in a public hospital	5	5	5
Accident and emergency in a private hospital	6	6	6
A public local injuries unit .....	7	7	7
A private local injuries unit such as VHI Swiftcare clinic	8	8	8
Mental Health Services .....	9	9	9
Public health nurse .....	10	10	10
Other .....	11	11	11

**FIRST SERVICE**

**ASK ALL:**

I would like you to think about the first service you used which was .... (NAME OF 1<sup>ST</sup> SERVICE FROM Q.8A)

**INTERVIEWER NOTE: 'HELP SOUGHT' RELATES TO WHEN CONTACT IS MADE WITH A HEALTH SERVICE PROVIDER TO SEEK HELP OR ADVICE.**

Q.9 When was help sought from ... (NAME OF 1<sup>ST</sup> SERVICE FROM Q.8A)?

**READ OUT. SINGLE CODE**

Monday to Friday between 8.30am and 6pm .....	1
Monday to Friday outside these hours .....	2
Saturday or Sunday, anytime .....	3
Bank holiday .....	4
Can't remember .....	5

Q.10 How did you (or someone on your behalf) contact them, or try to contact them? **READ OUT.**

**MULTICODE POSSIBLE.**

By telephone.....	1
In person.....	2
By Internet .....	3
Other.....	4

**IF ONLY ONE SERVICE USED AT Q.7, GO TO Q.17. ALL OTHERS GO TO Q.11**

**SECOND SERVICE**

**FOR ALL WHO USED A SECOND SERVICE AT Q8B:**

I would now like you to think about the contact you had with the second service, which was ... (NAME OF 2<sup>ND</sup> SERVICE FROM Q.8B)

**Q.11** Why did you (or someone on your behalf) contact the second service ... (NAME OF 2<sup>ND</sup> SERVICE FROM Q8B)?

I will read out some options, please tell me which of these you think apply. You may think that more than one applies. **READ OUT. MULTICODE POSSIBLE.**

I could not get access to the first service (NAME OF 1ST SERVICE FROM Q8A) .....	1
I was not satisfied with the response from the first service (NAME OF 1ST SERVICE FROM Q8A) .....	2
I was told to do so by the first service (NAME OF 1ST SERVICE FROM Q8A) .....	3
I wanted another opinion .....	4
The treatment did not work.....	5
The health problem got worse.....	6
The health problem got better .....	7
Other.....	8

**INTERVIEWER NOTE: 'HELP SOUGHT' RELATES TO WHEN CONTACT IS MADE WITH A HEALTH SERVICE PROVIDER TO SEEK HELP OR ADVICE.**

**Q.12** When was help sought from .... (NAME OF 2<sup>ND</sup> SERVICE FROM Q8B)? **READ OUT. SINGLE CODE.**

- Monday to Friday between 8.30am and 6pm ..... 1
- Monday to Friday outside these hours ..... 2
- Saturday or Sunday, anytime ..... 3
- Bank holiday ..... 4
- Can't remember ..... 5

**Q.13** How did you (or someone on your behalf) contact them, or try to contact them? **READ OUT. MULTI CODE POSSIBLE:**

- By telephone ..... 1
- In person ..... 2
- By Internet..... 3
- Other ..... 4

**IF ONLY TWO SERVICES USED AT Q.7, GO TO Q.17. ALL OTHERS GO TO Q14.**

**THIRD SERVICE**

**ASK ALL WHO USED A THIRD SERVICE AT Q8C:**

I would now like you to think about the contact you had with that third service, which was ..... (NAME OF 3RD SERVICE FROM Q.8C).

**Q.14** Why did you (or someone on your behalf) contact the third service ..... (NAME OF 3RD SERVICE FROM Q.8C)? I will read out  
Some options – please tell me which of these you think apply. You may think that more than one applies? **READ OUT - MULTI CODE POSSIBLE**

I could not get access to the first service (NAME OF 1ST SERVICE FROM Q8A).....	1
I was not satisfied with the response from the first service (NAME OF 1ST SERVICE FROM Q8a).....	2
I was told to do so by the first service (NAME OF 1ST SERVICE FROM Q8A).....	3
I could not get access to the second service (NAME OF 2ND SERVICE FROM Q8B).....	4
I was not satisfied with the response from the second service (NAME OF 2ND SERVICE FROM Q8B).....	5
I was told to do so by the second service (NAME OF 2ND SERVICE FROM Q8B).....	6
I wanted another opinion .....	7
The treatment did not work.....	8
The health problem got worse.....	9
The health problem got better.....	10
Other.....	11

**INTERVIEWER NOTE: ‘HELP SOUGHT’ RELATES TO WHEN CONTACT IS MADE WITH A HEALTH SERVICE PROVIDER TO SEEK HELP OR ADVICE.**

**Q.15** When was help sought from \_\_\_\_\_ (NAME OF 3RD SERVICE FROM Q8C)?  
**READ OUT. SINGLE CODE**

- Monday to Friday between 8.30am and 6pm..... 1
- Monday to Friday outside these hours..... 2
- Saturday or Sunday, anytime..... 3
- Bank holiday..... 4
- Can't remember ..... 5

**Q.16** How did you (or someone on your behalf) contact them, or try to contact them?  
**READ OUT. MULTI CODE POSSIBLE**

- By telephone ..... 1
- In person ..... 2
- By Internet..... 3
- Other ..... 4





**OVERALL**

**ASK ALL:**

I would now like you to think about how your case was managed overall by the services you used.

**Q.17** Do you think your case was managed with sufficient urgency?  
**READ OUT. SINGLE CODE.**

- Definitely not ..... 1
- No I don't think so ..... 2
- Yes I think so..... 3
- Yes definitely ..... 4

**Q.18** How long did it take from the time the first service was contacted until the help you wanted was received? **(ANSWER MAY BE IN DAYS/HOURS/MINUTES OR A COMBINATION).**

<b>RECORD ANSWER</b>	
Days	
Hours	
Minutes	

Still have not received the help I required (DNRO)..... 1

**Q.19** How do you feel about the number of services you (or someone on your behalf) had to contact?  
Would you say:

**READ OUT. SINGLE CODE**

- Too many services ..... 1
- Too few services ..... 2
- The right number of services ..... 3

**Q.20** Again, I would now like you to think about how your case was managed overall. I am going to read out some statements. Please say if you strongly agree, agree, neither agree or disagree, disagree or strongly disagree with each one. If the statement is not applicable to you, please say.

**READ OUT. SINGLE CODE FOR EACH STATEMENT.**

**INTERVIEWER NOTE: REPEAT ALL 6 RESPONSE OPTIONS IF NECESSARY**

The following statements relate to ENTRY into the healthcare system

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>N/A</b>
I did not know which service to go to about this problem .....	1	2	3	4	5	9
I felt that the first service I tried was the right one to help me .....	1	2	3	4	5	9
I felt sometimes I had ended up in the wrong place .....	1	2	3	4	5	9

**Q.21** I am now going to read out some statements relating to PATIENT CONVENIENCE. Still thinking about how your case was managed overall, please say if you strongly agree, agree, neither agree or disagree, disagree or strongly disagree with each one. If the statement is not applicable to you, please say. **READ OUT. SINGLE CODE FOR EACH STATEMENT.**

**INTERVIEWER NOTE: ITEM 5 ALSO COVERS OTHER RESPONSIBILITIES THAT A PERSON MAY HAVE E.G. WORK. REPEAT ALL 6 RESPONSE OPTIONS IF NECESSARY.**

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	N/A
Travelling to the services I needed was easy .....	1	2	3	4	5	9
I was told how long I'd have to wait.....	1	2	3	4	5	9
Services had the information they needed about me.....	1	2	3	4	5	9
I had to repeat myself too many times .....	1	2	3	4	5	9
Services understood that I had responsibilities, like my need to look after my family .....	1	2	3	4	5	9

**Q.22** I am now going to read out some statements relating to PROGRESS through the system. Still thinking about how your case was managed overall, please say if you strongly agree, agree, neither agree or disagree, disagree or strongly disagree with each one. If the statement is not applicable to you, please say. **READ OUT. SINGLE CODE FOR EACH STATEMENT.**

**INTERVIEWER NOTE: REPEAT ALL 6 RESPONSE OPTIONS IF NECESSARY**

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	N/A
My concerns were taken seriously by everyone.....	1	2	3	4	5	9
I was made to feel like I was wasting everyone's time .....	1	2	3	4	5	9
I had to push to get the help I needed ...	1	2	3	4	5	9
I moved through the system smoothly ...	1	2	3	4	5	9
It took too long to get the care needed ..	1	2	3	4	5	9
I felt that no one took responsibility and sorted out my problem .....	1	2	3	4	5	9
I saw the right people.....	1	2	3	4	5	9
I felt I was given the wrong advice.....	1	2	3	4	5	9
Services did not seem to talk to each other	1	2	3	4	5	9
At each stage I was confident in the advice services gave me.....	1	2	3	4	5	9

**Q.23** Overall, how would you rate the care you received?

**READ OUT. SINGLE CODE**

- Excellent..... 1
- Very Good ..... 2
- Good..... 3
- Fair ..... 4
- Poor..... 5
- Very Poor ..... 6

**ASK ALL:**

We are now going to ask you some final questions about your perceptions of the Irish healthcare system overall. These may be based upon your own experience or from what you have heard from others.

**Q.24** I am now going to read out three types of emergency care service. Please say how you would rate each of these services, using the following scale Very Satisfied, Quite Satisfied, Neither satisfied nor Dissatisfied, Quite Dissatisfied, Very Dissatisfied.

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	Very Satisfied	Quite Satisfied	Neither	Quite Dissatisfied	Very Dissatisfied	DK (DNRO)
Out of hours GP care .....	1	2	3	4	5	9
Accident and Emergency Departments.....	1	2	3	4	5	9
Ambulance services .....	1	2	3	4	5	9

**Q.25** If you could name one thing that would improve the quality of urgent and emergency care services in your region what would it be? **WRITE IN VERBATIM.**

**Q.26** Have you ever had any input into the way hospital services are organised in your area? By input we mean things like writing a letter to the HSE about their plans for your local hospital, participating in a public meeting or engaging in a public consultation exercise? **SINGLE CODE.**

- Yes ..... 1
- No..... 2
- Cannot recall ..... 3



**Ipsos MRBI**

**Q.27** Would you, as a member of the general public like to be consulted on the provision of hospital services in your area? **SINGLE CODE.**

- Yes ..... 1
- No..... 2
- Don't know ..... 3

**IF YES AT Q.27 ASK Q.28, ALL OTHERS GO TO Q.29:**

**Q.28** How would you like to be consulted regarding the future organisation of hospital services in your area? **READ OUT. MULTICODE.**

- Public meeting ..... 1
- Invitation to provide a written submission..... 2
- Door-to-door interviews..... 3
- Telephone survey..... 4
- Internet survey ..... 5
- Postal survey..... 6

Thank you for your time. If you have any queries about this research I can provide you with the contact details for the Executive in charge of this project. Would you like this information?

**IF YES:**

The Executive in charge of this research is Hazel Smith and you can contact her on 01 4389000.