

## Supplementary File: Item-level responses and results of regression analyses.

### Item-level responses (national and regional):

**Table 1. Distribution of responses to UCSQ item - national**

Description	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree
<i>Entry into the system</i>					
I did not know which service to go to about this problem.	39.3	43.6	2.6	10.2	4.3
I felt that the first service I tried was the right one to help me.	2	4.4	1.3	46.6	45.8
I felt sometimes I had ended up in the wrong place.	34.3	51	1.5	9.7	3.5
<i>Progress through the system</i>					
My concerns were taken seriously by everyone.	1.9	6.8	1.3	52.2	37.8
I was made to feel like I was wasting everyone's time.	39.2	51.3	1.3	6	2.3
I had to push to get the help I needed.	29.9	49.3	1.8	12.5	6.5
I moved through the system smoothly.	4.1	9.9	3.5	55.4	27.1
It took too long to get the care needed.	26.5	49.7	3.5	13	7.3
I felt that no one took responsibility and sorted out my problem.	30.4	56.6	2.3	7.7	3.1
I saw the right people.	1.3	4.8	1.5	62.5	30
I felt I was given the wrong advice.	32.2	56.8	2.5	6.5	1.9
Services did not seem to talk to each other.	20.1	48.2	4.7	19.5	7.5
At each stage I was confident in the advice services gave me.	2	8.2	3.9	58.4	27.4
<i>Patient convenience of the system</i>					
Travelling to the services I needed was easy.	3.9	7.6	1.6	52.2	34.7
I was told how long I'd have to wait.	14.3	24.8	3.9	39.4	17.6
Services had the information they needed about me.	3.7	11.9	2.7	49	32.7
I had to repeat myself too many times.	29.7	48.4	2.5	13.1	6.1
Services understood that I had responsibilities, like my need to look after my family.	3.9	10.5	7	53.2	25.4

**All figures are percentages**

**Table 2. Distribution of responses to overall rating of care item - national**

	Excellent	Very Good	Good	Fair	Poor	Very Poor
Overall rating of care	35.9	33.1	17.9	8.1	2.5	2.4

**All figures are percentages**

**Entry1 - I did not know which service to go to about this problem.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	62	6.2	44.0	44.0
		Disagree	59	5.9	41.8	85.8
		Neither	3	.3	2.1	87.9
		Agree	11	1.1	7.8	95.7
		Strongly Agree	6	.6	4.3	100.0
		Total	141	14.1	100.0	
	Missing	System	862	85.9		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	63	6.4	42.0	42.0
		Disagree	66	6.7	44.0	86.0
		Neither	5	.5	3.3	89.3
		Agree	11	1.1	7.3	96.7
		Strongly Agree	5	.5	3.3	100.0
		Total	150	15.1	100.0	
	Missing	System	842	84.9		
Total			992	100.0		
South East	Valid	Strongly Disagree	49	4.9	36.0	36.0
		Disagree	64	6.4	47.1	83.1
		Neither	2	.2	1.5	84.6
		Agree	15	1.5	11.0	95.6
		Strongly Agree	6	.6	4.4	100.0
		Total	136	13.7	100.0	
	Missing	System	860	86.3		
Total			996	100.0		
North East	Valid	Strongly Disagree	62	6.2	39.0	39.0
		Disagree	69	6.9	43.4	82.4
		Neither	2	.2	1.3	83.6
		Agree	18	1.8	11.3	95.0
		Strongly Agree	8	.8	5.0	100.0
		Total	159	16.0	100.0	
	Missing	System	834	84.0		
Total			993	100.0		
West	Valid	Strongly Disagree	42	4.2	33.9	33.9
		Disagree	55	5.5	44.4	78.2
		Neither	1	.1	.8	79.0
		Agree	20	2.0	16.1	95.2
		Strongly Agree	6	.6	4.8	100.0

		Total	124	12.3	100.0	
	Missing	System	883	87.7		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	51	5.1	35.2	35.2
		Disagree	58	5.8	40.0	75.2
		Neither	5	.5	3.4	78.6
		Agree	21	2.1	14.5	93.1
		Strongly Agree	10	1.0	6.9	100.0
		Total	145	14.5	100.0	
	Missing	System	856	85.5		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	63	6.3	42.0	42.0
		Disagree	63	6.3	42.0	84.0
		Neither	5	.5	3.3	87.3
		Agree	13	1.3	8.7	96.0
		Strongly Agree	6	.6	4.0	100.0
		Total	150	14.9	100.0	
	Missing	System	858	85.1		
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	65	6.5	40.9	40.9
		Disagree	74	7.4	46.5	87.4
		Neither	7	.7	4.4	91.8
		Agree	10	1.0	6.3	98.1
		Strongly Agree	3	.3	1.9	100.0
		Total	159	15.9	100.0	
	Missing	System	843	84.1		
		Total	1002	100.0		

**Entry2 - I felt that the first service I tried was the right one to help me.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	2	.2	1.4	1.4
		Disagree	11	1.1	7.4	8.8
		Neither	2	.2	1.4	10.1
		Agree	68	6.8	45.9	56.1
		Strongly Agree	65	6.5	43.9	100.0
		Total	148	14.8	100.0	
	Missing	System	855	85.2		
Total			1003	100.0		
Mid-West	Valid	Disagree	6	.6	3.9	3.9
		Neither	4	.4	2.6	6.5
		Agree	80	8.1	51.9	58.4
		Strongly Agree	64	6.5	41.6	100.0
		Total	154	15.5	100.0	
	Missing	System	838	84.5		
Total			992	100.0		
South East	Valid	Strongly Disagree	3	.3	2.2	2.2
		Disagree	8	.8	5.8	7.9
		Agree	69	6.9	49.6	57.6
		Strongly Agree	59	5.9	42.4	100.0
		Total	139	14.0	100.0	
	Missing	System	857	86.0		
Total			996	100.0		
North East	Valid	Strongly Disagree	5	.5	3.0	3.0
		Disagree	9	.9	5.4	8.4
		Neither	3	.3	1.8	10.2
		Agree	65	6.5	39.2	49.4
		Strongly Agree	84	8.5	50.6	100.0
	Total	166	16.7	100.0		
Missing	System	827	83.3			
Total			993	100.0		
West	Valid	Strongly Disagree	2	.2	1.6	1.6
		Disagree	4	.4	3.1	4.7
		Neither	1	.1	.8	5.5
		Agree	67	6.7	52.8	58.3
		Strongly Agree	53	5.3	41.7	100.0
	Total	127	12.6	100.0		
Missing	System	880	87.4			

	Total		1007	100.0		
Dublin North East	Valid	Strongly Disagree	5	.5	3.4	3.4
		Disagree	3	.3	2.0	5.4
		Neither	3	.3	2.0	7.4
		Agree	68	6.8	45.9	53.4
		Strongly Agree	69	6.9	46.6	100.0
	Total		148	14.8	100.0	
	Missing	System	853	85.2		
	Total		1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	3	.3	1.9	1.9
		Disagree	2	.2	1.3	3.2
		Neither	2	.2	1.3	4.5
		Agree	72	7.1	46.5	51.0
		Strongly Agree	76	7.5	49.0	100.0
	Total		155	15.4	100.0	
	Missing	System	853	84.6		
	Total		1008	100.0		
Dublin South	Valid	Strongly Disagree	4	.4	2.5	2.5
		Disagree	10	1.0	6.1	8.6
		Agree	70	7.0	42.9	51.5
		Strongly Agree	79	7.9	48.5	100.0
		Total		163	16.3	100.0
		Missing	System	839	83.7	
	Total		1002	100.0		

**Entry3 - I felt sometimes I had ended up in the wrong place.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	53	5.3	36.1	36.1
		Disagree	72	7.2	49.0	85.0
		Neither	4	.4	2.7	87.8
		Agree	14	1.4	9.5	97.3
		Strongly Agree	4	.4	2.7	100.0
		Total	147	14.7	100.0	
	Missing	System	856	85.3		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	44	4.4	28.4	28.4
		Disagree	85	8.6	54.8	83.2
		Neither	1	.1	.6	83.9
		Agree	19	1.9	12.3	96.1
		Strongly Agree	6	.6	3.9	100.0
		Total	155	15.6	100.0	
	Missing	System	837	84.4		
Total			992	100.0		
South East	Valid	Strongly Disagree	44	4.4	31.9	31.9
		Disagree	76	7.6	55.1	87.0
		Neither	1	.1	.7	87.7
		Agree	13	1.3	9.4	97.1
		Strongly Agree	4	.4	2.9	100.0
		Total	138	13.9	100.0	
	Missing	System	858	86.1		
Total			996	100.0		
North East	Valid	Strongly Disagree	58	5.8	36.0	36.0
		Disagree	80	8.1	49.7	85.7
		Neither	2	.2	1.2	87.0
		Agree	13	1.3	8.1	95.0
		Strongly Agree	8	.8	5.0	100.0
		Total	161	16.2	100.0	
	Missing	System	832	83.8		
Total			993	100.0		
West	Valid	Strongly Disagree	39	3.9	31.2	31.2
		Disagree	71	7.1	56.8	88.0
		Neither	1	.1	.8	88.8
		Agree	11	1.1	8.8	97.6
		Strongly Agree	3	.3	2.4	100.0

		Total	125	12.4	100.0	
	Missing	System	882	87.6		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	48	4.8	32.4	32.4
		Disagree	73	7.3	49.3	81.8
		Neither	5	.5	3.4	85.1
		Agree	14	1.4	9.5	94.6
		Strongly Agree	8	.8	5.4	100.0
		Total	148	14.8	100.0	
	Missing	System	853	85.2		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	58	5.8	37.4	37.4
		Disagree	74	7.3	47.7	85.2
		Agree	18	1.8	11.6	96.8
		Strongly Agree	5	.5	3.2	100.0
		Total	155	15.4	100.0	
		Missing	System	853	84.6	
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	63	6.3	39.6	39.6
		Disagree	75	7.5	47.2	86.8
		Neither	4	.4	2.5	89.3
		Agree	13	1.3	8.2	97.5
		Strongly Agree	4	.4	2.5	100.0
		Total	159	15.9	100.0	
	Missing	System	843	84.1		
	Total	1002	100.0			

**PatientConvenience1 - Travelling to the services I needed was easy.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	3	.3	2.1	2.1
		Disagree	10	1.0	6.8	8.9
		Neither	2	.2	1.4	10.3
		Agree	76	7.6	52.1	62.3
		Strongly Agree	55	5.5	37.7	100.0
		Total	146	14.6	100.0	
	Missing	System	857	85.4		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	4	.4	2.6	2.6
		Disagree	11	1.1	7.2	9.8
		Neither	5	.5	3.3	13.1
		Agree	82	8.3	53.6	66.7
		Strongly Agree	51	5.1	33.3	100.0
		Total	153	15.4	100.0	
	Missing	System	839	84.6		
Total			992	100.0		
South East	Valid	Strongly Disagree	3	.3	2.2	2.2
		Disagree	8	.8	5.8	8.0
		Agree	89	8.9	65.0	73.0
		Strongly Agree	37	3.7	27.0	100.0
		Total	137	13.8	100.0	
		Missing	System	859	86.2	
	Total			996	100.0	
North East	Valid	Strongly Disagree	11	1.1	6.9	6.9
		Disagree	11	1.1	6.9	13.8
		Neither	1	.1	.6	14.4
		Agree	81	8.2	50.6	65.0
		Strongly Agree	56	5.6	35.0	100.0
		Total	160	16.1	100.0	
	Missing	System	833	83.9		
Total			993	100.0		
West	Valid	Strongly Disagree	7	.7	5.6	5.6
		Disagree	16	1.6	12.7	18.3
		Neither	2	.2	1.6	19.8
		Agree	59	5.9	46.8	66.7
		Strongly Agree	42	4.2	33.3	100.0
		Total	126	12.5	100.0	



	Missing	System	881	87.5		
	Total		1007	100.0		
Dublin North East	Valid	Strongly Disagree	5	.5	3.4	3.4
		Disagree	17	1.7	11.6	15.1
		Neither	2	.2	1.4	16.4
		Agree	75	7.5	51.4	67.8
		Strongly Agree	47	4.7	32.2	100.0
	Total		146	14.6	100.0	
	Missing	System	855	85.4		
	Total		1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	5	.5	3.3	3.3
		Disagree	8	.8	5.2	8.5
		Neither	2	.2	1.3	9.8
		Agree	77	7.6	50.3	60.1
		Strongly Agree	61	6.1	39.9	100.0
	Total		153	15.2	100.0	
	Missing	System	855	84.8		
	Total		1008	100.0		
Dublin South	Valid	Strongly Disagree	8	.8	4.9	4.9
		Disagree	9	.9	5.6	10.5
		Neither	5	.5	3.1	13.6
		Agree	78	7.8	48.1	61.7
		Strongly Agree	62	6.2	38.3	100.0
	Total		162	16.2	100.0	
	Missing	System	840	83.8		
	Total		1002	100.0		

**PatientConvenience2 - I was told how long I'd have to wait.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	16	1.6	11.2	11.2
		Disagree	38	3.8	26.6	37.8
		Neither	7	.7	4.9	42.7
		Agree	47	4.7	32.9	75.5
		Strongly Agree	35	3.5	24.5	100.0
		Total	143	14.3	100.0	
	Missing	System	860	85.7		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	27	2.7	18.5	18.5
		Disagree	30	3.0	20.5	39.0
		Neither	3	.3	2.1	41.1
		Agree	64	6.5	43.8	84.9
		Strongly Agree	22	2.2	15.1	100.0
		Total	146	14.7	100.0	
	Missing	System	846	85.3		
Total			992	100.0		
South East	Valid	Strongly Disagree	18	1.8	13.6	13.6
		Disagree	47	4.7	35.6	49.2
		Neither	5	.5	3.8	53.0
		Agree	46	4.6	34.8	87.9
		Strongly Agree	16	1.6	12.1	100.0
		Total	132	13.3	100.0	
	Missing	System	864	86.7		
Total			996	100.0		
North East	Valid	Strongly Disagree	25	2.5	16.1	16.1
		Disagree	30	3.0	19.4	35.5
		Neither	5	.5	3.2	38.7
		Agree	65	6.5	41.9	80.6
		Strongly Agree	30	3.0	19.4	100.0
		Total	155	15.6	100.0	
	Missing	System	838	84.4		
Total			993	100.0		
West	Valid	Strongly Disagree	23	2.3	19.0	19.0
		Disagree	26	2.6	21.5	40.5
		Neither	7	.7	5.8	46.3
		Agree	48	4.8	39.7	86.0
		Strongly Agree	17	1.7	14.0	100.0

		Total	121	12.0	100.0	
	Missing	System	886	88.0		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	13	1.3	9.8	9.8
		Disagree	36	3.6	27.3	37.1
		Neither	4	.4	3.0	40.2
		Agree	55	5.5	41.7	81.8
		Strongly Agree	24	2.4	18.2	100.0
		Total	132	13.2	100.0	
	Missing	System	869	86.8		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	22	2.2	15.3	15.3
		Disagree	34	3.4	23.6	38.9
		Neither	5	.5	3.5	42.4
		Agree	60	6.0	41.7	84.0
		Strongly Agree	23	2.3	16.0	100.0
		Total	144	14.3	100.0	
	Missing	System	864	85.7		
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	17	1.7	11.1	11.1
		Disagree	38	3.8	24.8	35.9
		Neither	8	.8	5.2	41.2
		Agree	59	5.9	38.6	79.7
		Strongly Agree	31	3.1	20.3	100.0
		Total	153	15.3	100.0	
	Missing	System	849	84.7		
		Total	1002	100.0		

**PatientConvenience3 - Services had the information they needed about me.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	5	.5	3.4	3.4
		Disagree	17	1.7	11.6	15.1
		Neither	4	.4	2.7	17.8
		Agree	66	6.6	45.2	63.0
		Strongly Agree	54	5.4	37.0	100.0
		Total	146	14.6	100.0	
	Missing	System	857	85.4		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	9	.9	6.0	6.0
		Disagree	16	1.6	10.7	16.7
		Neither	4	.4	2.7	19.3
		Agree	74	7.5	49.3	68.7
		Strongly Agree	47	4.7	31.3	100.0
		Total	150	15.1	100.0	
	Missing	System	842	84.9		
Total			992	100.0		
South East	Valid	Strongly Disagree	3	.3	2.2	2.2
		Disagree	19	1.9	13.8	15.9
		Neither	2	.2	1.4	17.4
		Agree	71	7.1	51.4	68.8
		Strongly Agree	43	4.3	31.2	100.0
		Total	138	13.9	100.0	
	Missing	System	858	86.1		
Total			996	100.0		
North East	Valid	Strongly Disagree	6	.6	3.7	3.7
		Disagree	12	1.2	7.4	11.1
		Neither	4	.4	2.5	13.6
		Agree	89	9.0	54.9	68.5
		Strongly Agree	51	5.1	31.5	100.0
		Total	162	16.3	100.0	
	Missing	System	831	83.7		
Total			993	100.0		
West	Valid	Strongly Disagree	5	.5	4.0	4.0
		Disagree	12	1.2	9.7	13.7
		Neither	1	.1	.8	14.5
		Agree	66	6.6	53.2	67.7
		Strongly Agree	40	4.0	32.3	100.0

		Total	124	12.3	100.0	
	Missing	System	883	87.7		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	5	.5	3.4	3.4
		Disagree	25	2.5	17.2	20.7
		Neither	6	.6	4.1	24.8
		Agree	65	6.5	44.8	69.7
		Strongly Agree	44	4.4	30.3	100.0
		Total	145	14.5	100.0	
	Missing	System	856	85.5		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	6	.6	3.9	3.9
		Disagree	20	2.0	13.2	17.1
		Neither	3	.3	2.0	19.1
		Agree	69	6.8	45.4	64.5
		Strongly Agree	54	5.4	35.5	100.0
		Total	152	15.1	100.0	
	Missing	System	856	84.9		
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	5	.5	3.1	3.1
		Disagree	19	1.9	11.8	14.9
		Neither	8	.8	5.0	19.9
		Agree	77	7.7	47.8	67.7
		Strongly Agree	52	5.2	32.3	100.0
		Total	161	16.1	100.0	
	Missing	System	841	83.9		
		Total	1002	100.0		

**PatientConvenience4 - I had to repeat myself too many times.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	40	4.0	27.4	27.4
		Disagree	75	7.5	51.4	78.8
		Neither	5	.5	3.4	82.2
		Agree	19	1.9	13.0	95.2
		Strongly Agree	7	.7	4.8	100.0
		Total	146	14.6	100.0	
	Missing	System	857	85.4		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	44	4.4	28.9	28.9
		Disagree	65	6.6	42.8	71.7
		Neither	6	.6	3.9	75.7
		Agree	28	2.8	18.4	94.1
		Strongly Agree	9	.9	5.9	100.0
		Total	152	15.3	100.0	
	Missing	System	840	84.7		
Total			992	100.0		
South East	Valid	Strongly Disagree	33	3.3	23.9	23.9
		Disagree	80	8.0	58.0	81.9
		Neither	4	.4	2.9	84.8
		Agree	15	1.5	10.9	95.7
		Strongly Agree	6	.6	4.3	100.0
		Total	138	13.9	100.0	
	Missing	System	858	86.1		
Total			996	100.0		
North East	Valid	Strongly Disagree	54	5.4	32.9	32.9
		Disagree	74	7.5	45.1	78.0
		Neither	4	.4	2.4	80.5
		Agree	21	2.1	12.8	93.3
		Strongly Agree	11	1.1	6.7	100.0
		Total	164	16.5	100.0	
	Missing	System	829	83.5		
Total			993	100.0		
West	Valid	Strongly Disagree	34	3.4	27.0	27.0
		Disagree	65	6.5	51.6	78.6
		Neither	1	.1	.8	79.4
		Agree	16	1.6	12.7	92.1
		Strongly Agree	10	1.0	7.9	100.0

		Total	126	12.5	100.0	
	Missing	System	881	87.5		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	40	4.0	27.4	27.4
		Disagree	75	7.5	51.4	78.8
		Neither	3	.3	2.1	80.8
		Agree	20	2.0	13.7	94.5
		Strongly Agree	8	.8	5.5	100.0
		Total	146	14.6	100.0	
	Missing	System	855	85.4		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	52	5.2	34.0	34.0
		Disagree	68	6.7	44.4	78.4
		Neither	1	.1	.7	79.1
		Agree	18	1.8	11.8	90.8
		Strongly Agree	14	1.4	9.2	100.0
		Total	153	15.2	100.0	
	Missing	System	855	84.8		
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	56	5.6	34.6	34.6
		Disagree	73	7.3	45.1	79.6
		Neither	6	.6	3.7	83.3
		Agree	19	1.9	11.7	95.1
		Strongly Agree	8	.8	4.9	100.0
		Total	162	16.2	100.0	
	Missing	System	840	83.8		
		Total	1002	100.0		

**PatientConvenience5 - Services understood that I had responsibilities, like my need to look after my family.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	5	.5	4.0	4.0
		Disagree	6	.6	4.8	8.7
		Neither	13	1.3	10.3	19.0
		Agree	72	7.2	57.1	76.2
		Strongly Agree	30	3.0	23.8	100.0
		Total	126	12.6	100.0	
	Missing	System	877	87.4		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	3	.3	2.1	2.1
		Disagree	18	1.8	12.9	15.0
		Neither	10	1.0	7.1	22.1
		Agree	77	7.8	55.0	77.1
		Strongly Agree	32	3.2	22.9	100.0
		Total	140	14.1	100.0	
	Missing	System	852	85.9		
Total			992	100.0		
South East	Valid	Strongly Disagree	7	.7	5.8	5.8
		Disagree	16	1.6	13.3	19.2
		Neither	8	.8	6.7	25.8
		Agree	70	7.0	58.3	84.2
		Strongly Agree	19	1.9	15.8	100.0
		Total	120	12.0	100.0	
	Missing	System	876	88.0		
Total			996	100.0		
North East	Valid	Strongly Disagree	5	.5	3.5	3.5
		Disagree	12	1.2	8.5	12.0
		Neither	8	.8	5.6	17.6
		Agree	74	7.5	52.1	69.7
		Strongly Agree	43	4.3	30.3	100.0
		Total	142	14.3	100.0	
	Missing	System	851	85.7		
Total			993	100.0		
West	Valid	Strongly Disagree	5	.5	4.4	4.4
		Disagree	15	1.5	13.3	17.7
		Neither	3	.3	2.7	20.4
		Agree	62	6.2	54.9	75.2
		Strongly Agree	28	2.8	24.8	100.0



		Total	113	11.2	100.0	
	Missing	System	894	88.8		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	8	.8	6.2	6.2
		Disagree	16	1.6	12.3	18.5
		Neither	8	.8	6.2	24.6
		Agree	60	6.0	46.2	70.8
		Strongly Agree	38	3.8	29.2	100.0
		Total	130	13.0	100.0	
	Missing	System	871	87.0		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	5	.5	3.7	3.7
		Disagree	17	1.7	12.6	16.3
		Neither	9	.9	6.7	23.0
		Agree	65	6.4	48.1	71.1
		Strongly Agree	39	3.9	28.9	100.0
		Total	135	13.4	100.0	
	Missing	System	873	86.6		
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	3	.3	2.2	2.2
		Disagree	9	.9	6.7	9.0
		Neither	14	1.4	10.4	19.4
		Agree	73	7.3	54.5	73.9
		Strongly Agree	35	3.5	26.1	100.0
		Total	134	13.4	100.0	
	Missing	System	868	86.6		
		Total	1002	100.0		

**Progress1 - My concerns were taken seriously by everyone.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	1	.1	.7	.7
		Disagree	9	.9	6.1	6.8
		Neither	3	.3	2.0	8.8
		Agree	71	7.1	48.3	57.1
		Strongly Agree	63	6.3	42.9	100.0
		Total	147	14.7	100.0	
	Missing	System	856	85.3		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	3	.3	1.9	1.9
		Disagree	10	1.0	6.5	8.4
		Neither	2	.2	1.3	9.7
		Agree	79	8.0	51.0	60.6
		Strongly Agree	61	6.1	39.4	100.0
		Total	155	15.6	100.0	
	Missing	System	837	84.4		
Total			992	100.0		
South East	Valid	Strongly Disagree	4	.4	2.9	2.9
		Disagree	9	.9	6.5	9.4
		Neither	2	.2	1.4	10.8
		Agree	78	7.8	56.1	66.9
		Strongly Agree	46	4.6	33.1	100.0
		Total	139	14.0	100.0	
	Missing	System	857	86.0		
Total			996	100.0		
North East	Valid	Strongly Disagree	4	.4	2.4	2.4
		Disagree	16	1.6	9.7	12.1
		Neither	1	.1	.6	12.7
		Agree	81	8.2	49.1	61.8
		Strongly Agree	63	6.3	38.2	100.0
		Total	165	16.6	100.0	
	Missing	System	828	83.4		
Total			993	100.0		
West	Valid	Strongly Disagree	3	.3	2.4	2.4
		Disagree	8	.8	6.3	8.7
		Agree	73	7.2	57.5	66.1
		Strongly Agree	43	4.3	33.9	100.0
		Total	127	12.6	100.0	

	Missing	System	880	87.4		
	Total		1007	100.0		
Dublin North East	Valid	Strongly Disagree	3	.3	2.0	2.0
		Disagree	12	1.2	8.1	10.1
		Neither	5	.5	3.4	13.5
		Agree	76	7.6	51.4	64.9
		Strongly Agree	52	5.2	35.1	100.0
	Total		148	14.8	100.0	
	Missing	System	853	85.2		
	Total		1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	4	.4	2.6	2.6
		Disagree	8	.8	5.1	7.7
		Neither	1	.1	.6	8.3
		Agree	75	7.4	48.1	56.4
		Strongly Agree	68	6.7	43.6	100.0
	Total		156	15.5	100.0	
	Missing	System	852	84.5		
	Total		1008	100.0		
Dublin South	Valid	Strongly Disagree	1	.1	.6	.6
		Disagree	9	.9	5.5	6.1
		Neither	2	.2	1.2	7.4
		Agree	93	9.3	57.1	64.4
		Strongly Agree	58	5.8	35.6	100.0
	Total		163	16.3	100.0	
	Missing	System	839	83.7		
	Total		1002	100.0		

**Progress2 - I was made to feel like I was wasting everyone's time.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	63	6.3	42.6	42.6
		Disagree	72	7.2	48.6	91.2
		Agree	10	1.0	6.8	98.0
		Strongly Agree	3	.3	2.0	100.0
		Total	148	14.8	100.0	
	Missing	System	855	85.2		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	54	5.4	35.1	35.1
		Disagree	83	8.4	53.9	89.0
		Neither	4	.4	2.6	91.6
		Agree	10	1.0	6.5	98.1
		Strongly Agree	3	.3	1.9	100.0
	Total	154	15.5	100.0		
Missing	System	838	84.5			
Total			992	100.0		
South East	Valid	Strongly Disagree	47	4.7	33.8	33.8
		Disagree	82	8.2	59.0	92.8
		Neither	1	.1	.7	93.5
		Agree	6	.6	4.3	97.8
		Strongly Agree	3	.3	2.2	100.0
	Total	139	14.0	100.0		
Missing	System	857	86.0			
Total			996	100.0		
North East	Valid	Strongly Disagree	68	6.8	41.2	41.2
		Disagree	76	7.7	46.1	87.3
		Neither	4	.4	2.4	89.7
		Agree	13	1.3	7.9	97.6
		Strongly Agree	4	.4	2.4	100.0
	Total	165	16.6	100.0		
Missing	System	828	83.4			
Total			993	100.0		
West	Valid	Strongly Disagree	44	4.4	34.6	34.6
		Disagree	71	7.1	55.9	90.6
		Neither	1	.1	.8	91.3
		Agree	9	.9	7.1	98.4
		Strongly Agree	2	.2	1.6	100.0
	Total	127	12.6	100.0		

	Missing	System	880	87.4		
	Total		1007	100.0		
Dublin North East	Valid	Strongly Disagree	57	5.7	39.3	39.3
		Disagree	71	7.1	49.0	88.3
		Neither	3	.3	2.1	90.3
		Agree	11	1.1	7.6	97.9
		Strongly Agree	3	.3	2.1	100.0
	Total		145	14.5	100.0	
	Missing	System	856	85.5		
	Total		1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	66	6.5	42.6	42.6
		Disagree	74	7.3	47.7	90.3
		Neither	1	.1	.6	91.0
		Agree	9	.9	5.8	96.8
		Strongly Agree	5	.5	3.2	100.0
	Total		155	15.4	100.0	
	Missing	System	853	84.6		
	Total		1008	100.0		
Dublin South	Valid	Strongly Disagree	70	7.0	42.9	42.9
		Disagree	84	8.4	51.5	94.5
		Neither	1	.1	.6	95.1
		Agree	4	.4	2.5	97.5
		Strongly Agree	4	.4	2.5	100.0
	Total		163	16.3	100.0	
	Missing	System	839	83.7		
	Total		1002	100.0		

**Progress3 - I had to push to get the help I needed.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	52	5.2	35.1	35.1
		Disagree	68	6.8	45.9	81.1
		Neither	3	.3	2.0	83.1
		Agree	20	2.0	13.5	96.6
		Strongly Agree	5	.5	3.4	100.0
		Total	148	14.8	100.0	
	Missing	System	855	85.2		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	43	4.3	28.1	28.1
		Disagree	73	7.4	47.7	75.8
		Neither	4	.4	2.6	78.4
		Agree	23	2.3	15.0	93.5
		Strongly Agree	10	1.0	6.5	100.0
		Total	153	15.4	100.0	
	Missing	System	839	84.6		
Total			992	100.0		
South East	Valid	Strongly Disagree	36	3.6	25.9	25.9
		Disagree	74	7.4	53.2	79.1
		Neither	3	.3	2.2	81.3
		Agree	18	1.8	12.9	94.2
		Strongly Agree	8	.8	5.8	100.0
		Total	139	14.0	100.0	
	Missing	System	857	86.0		
Total			996	100.0		
North East	Valid	Strongly Disagree	55	5.5	33.1	33.1
		Disagree	84	8.5	50.6	83.7
		Agree	18	1.8	10.8	94.6
		Strongly Agree	9	.9	5.4	100.0
		Total	166	16.7	100.0	
		Missing	System	827	83.3	
	Total			993	100.0	
West	Valid	Strongly Disagree	27	2.7	21.3	21.3
		Disagree	71	7.1	55.9	77.2
		Neither	1	.1	.8	78.0
		Agree	16	1.6	12.6	90.6
		Strongly Agree	12	1.2	9.4	100.0
		Total	127	12.6	100.0	

	Missing	System	880	87.4		
	Total		1007	100.0		
Dublin North East	Valid	Strongly Disagree	46	4.6	31.1	31.1
		Disagree	68	6.8	45.9	77.0
		Neither	5	.5	3.4	80.4
		Agree	19	1.9	12.8	93.2
		Strongly Agree	10	1.0	6.8	100.0
		Total	148	14.8	100.0	
	Missing	System	853	85.2		
	Total		1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	53	5.3	34.4	34.4
		Disagree	71	7.0	46.1	80.5
		Neither	3	.3	1.9	82.5
		Agree	18	1.8	11.7	94.2
		Strongly Agree	9	.9	5.8	100.0
		Total	154	15.3	100.0	
	Missing	System	854	84.7		
	Total		1008	100.0		
Dublin South	Valid	Strongly Disagree	46	4.6	28.0	28.0
		Disagree	82	8.2	50.0	78.0
		Neither	3	.3	1.8	79.9
		Agree	18	1.8	11.0	90.9
		Strongly Agree	15	1.5	9.1	100.0
		Total	164	16.4	100.0	
	Missing	System	838	83.6		
	Total		1002	100.0		

**Progress4 - I moved through the system smoothly.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	5	.5	3.4	3.4
		Disagree	14	1.4	9.5	12.8
		Neither	7	.7	4.7	17.6
		Agree	77	7.7	52.0	69.6
		Strongly Agree	45	4.5	30.4	100.0
		Total	148	14.8	100.0	
	Missing	System	855	85.2		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	7	.7	4.6	4.6
		Disagree	23	2.3	15.1	19.7
		Neither	4	.4	2.6	22.4
		Agree	76	7.7	50.0	72.4
		Strongly Agree	42	4.2	27.6	100.0
		Total	152	15.3	100.0	
	Missing	System	840	84.7		
Total			992	100.0		
South East	Valid	Strongly Disagree	4	.4	2.9	2.9
		Disagree	9	.9	6.6	9.5
		Neither	5	.5	3.6	13.1
		Agree	83	8.3	60.6	73.7
		Strongly Agree	36	3.6	26.3	100.0
		Total	137	13.8	100.0	
	Missing	System	859	86.2		
Total			996	100.0		
North East	Valid	Strongly Disagree	7	.7	4.2	4.2
		Disagree	15	1.5	9.0	13.3
		Neither	7	.7	4.2	17.5
		Agree	92	9.3	55.4	72.9
		Strongly Agree	45	4.5	27.1	100.0
		Total	166	16.7	100.0	
	Missing	System	827	83.3		
Total			993	100.0		
West	Valid	Strongly Disagree	8	.8	6.3	6.3
		Disagree	10	1.0	7.9	14.2
		Neither	7	.7	5.5	19.7
		Agree	77	7.6	60.6	80.3
		Strongly Agree	25	2.5	19.7	100.0



		Total	127	12.6	100.0	
	Missing	System	880	87.4		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	6	.6	4.1	4.1
		Disagree	16	1.6	11.0	15.2
		Neither	4	.4	2.8	17.9
		Agree	81	8.1	55.9	73.8
		Strongly Agree	38	3.8	26.2	100.0
		Total	145	14.5	100.0	
	Missing	System	856	85.5		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	7	.7	4.6	4.6
		Disagree	18	1.8	11.8	16.3
		Neither	3	.3	2.0	18.3
		Agree	80	7.9	52.3	70.6
		Strongly Agree	45	4.5	29.4	100.0
		Total	153	15.2	100.0	
	Missing	System	855	84.8		
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	5	.5	3.1	3.1
		Disagree	13	1.3	8.0	11.1
		Neither	5	.5	3.1	14.2
		Agree	93	9.3	57.4	71.6
		Strongly Agree	46	4.6	28.4	100.0
		Total	162	16.2	100.0	
	Missing	System	840	83.8		
		Total	1002	100.0		

**Progress5 - It took too long to get the care needed.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	40	4.0	27.0	27.0
		Disagree	76	7.6	51.4	78.4
		Neither	5	.5	3.4	81.8
		Agree	20	2.0	13.5	95.3
		Strongly Agree	7	.7	4.7	100.0
		Total	148	14.8	100.0	
	Missing	System	855	85.2		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	37	3.7	24.2	24.2
		Disagree	78	7.9	51.0	75.2
		Neither	4	.4	2.6	77.8
		Agree	21	2.1	13.7	91.5
		Strongly Agree	13	1.3	8.5	100.0
		Total	153	15.4	100.0	
	Missing	System	839	84.6		
Total			992	100.0		
South East	Valid	Strongly Disagree	33	3.3	23.7	23.7
		Disagree	71	7.1	51.1	74.8
		Neither	5	.5	3.6	78.4
		Agree	20	2.0	14.4	92.8
		Strongly Agree	10	1.0	7.2	100.0
		Total	139	14.0	100.0	
	Missing	System	857	86.0		
Total			996	100.0		
North East	Valid	Strongly Disagree	52	5.2	31.5	31.5
		Disagree	79	8.0	47.9	79.4
		Neither	8	.8	4.8	84.2
		Agree	18	1.8	10.9	95.2
		Strongly Agree	8	.8	4.8	100.0
		Total	165	16.6	100.0	
	Missing	System	828	83.4		
Total			993	100.0		
West	Valid	Strongly Disagree	26	2.6	20.5	20.5
		Disagree	70	7.0	55.1	75.6
		Neither	3	.3	2.4	78.0
		Agree	15	1.5	11.8	89.8
		Strongly Agree	13	1.3	10.2	100.0

		Total	127	12.6	100.0	
	Missing	System	880	87.4		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	41	4.1	27.9	27.9
		Disagree	66	6.6	44.9	72.8
		Neither	6	.6	4.1	76.9
		Agree	20	2.0	13.6	90.5
		Strongly Agree	14	1.4	9.5	100.0
		Total	147	14.7	100.0	
	Missing	System	854	85.3		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	40	4.0	26.0	26.0
		Disagree	78	7.7	50.6	76.6
		Neither	4	.4	2.6	79.2
		Agree	21	2.1	13.6	92.9
		Strongly Agree	11	1.1	7.1	100.0
		Total	154	15.3	100.0	
	Missing	System	854	84.7		
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	48	4.8	29.4	29.4
		Disagree	77	7.7	47.2	76.7
		Neither	7	.7	4.3	81.0
		Agree	20	2.0	12.3	93.3
		Strongly Agree	11	1.1	6.7	100.0
		Total	163	16.3	100.0	
	Missing	System	839	83.7		
		Total	1002	100.0		

**Progress6 - I felt that no one took responsibility and sorted out my problem.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	54	5.4	36.5	36.5
		Disagree	77	7.7	52.0	88.5
		Neither	3	.3	2.0	90.5
		Agree	10	1.0	6.8	97.3
		Strongly Agree	4	.4	2.7	100.0
		Total	148	14.8	100.0	
	Missing	System	855	85.2		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	41	4.1	26.6	26.6
		Disagree	94	9.5	61.0	87.7
		Neither	3	.3	1.9	89.6
		Agree	13	1.3	8.4	98.1
		Strongly Agree	3	.3	1.9	100.0
		Total	154	15.5	100.0	
	Missing	System	838	84.5		
Total			992	100.0		
South East	Valid	Strongly Disagree	35	3.5	25.2	25.2
		Disagree	91	9.1	65.5	90.6
		Neither	1	.1	.7	91.4
		Agree	9	.9	6.5	97.8
		Strongly Agree	3	.3	2.2	100.0
		Total	139	14.0	100.0	
	Missing	System	857	86.0		
Total			996	100.0		
North East	Valid	Strongly Disagree	54	5.4	32.5	32.5
		Disagree	88	8.9	53.0	85.5
		Neither	6	.6	3.6	89.2
		Agree	16	1.6	9.6	98.8
		Strongly Agree	2	.2	1.2	100.0
		Total	166	16.7	100.0	
	Missing	System	827	83.3		
Total			993	100.0		
West	Valid	Strongly Disagree	33	3.3	26.0	26.0
		Disagree	77	7.6	60.6	86.6
		Neither	1	.1	.8	87.4
		Agree	10	1.0	7.9	95.3
		Strongly Agree	6	.6	4.7	100.0

		Total	127	12.6	100.0	
	Missing	System	880	87.4		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	39	3.9	26.5	26.5
		Disagree	84	8.4	57.1	83.7
		Neither	8	.8	5.4	89.1
		Agree	14	1.4	9.5	98.6
		Strongly Agree	2	.2	1.4	100.0
		Total	147	14.7	100.0	
	Missing	System	854	85.3		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	54	5.4	35.1	35.1
		Disagree	77	7.6	50.0	85.1
		Neither	1	.1	.6	85.7
		Agree	12	1.2	7.8	93.5
		Strongly Agree	10	1.0	6.5	100.0
		Total	154	15.3	100.0	
	Missing	System	854	84.7		
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	54	5.4	33.3	33.3
		Disagree	89	8.9	54.9	88.3
		Neither	4	.4	2.5	90.7
		Agree	8	.8	4.9	95.7
		Strongly Agree	7	.7	4.3	100.0
		Total	162	16.2	100.0	
	Missing	System	840	83.8		
		Total	1002	100.0		

**Progress7 - I saw the right people.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	3	.3	2.0	2.0
		Disagree	6	.6	4.1	6.1
		Neither	1	.1	.7	6.8
		Agree	85	8.5	57.8	64.6
		Strongly Agree	52	5.2	35.4	100.0
		Total	147	14.7	100.0	
	Missing	System	856	85.3		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	2	.2	1.3	1.3
		Disagree	4	.4	2.6	3.9
		Neither	2	.2	1.3	5.2
		Agree	103	10.4	66.5	71.6
		Strongly Agree	44	4.4	28.4	100.0
		Total	155	15.6	100.0	
	Missing	System	837	84.4		
Total			992	100.0		
South East	Valid	Strongly Disagree	1	.1	.7	.7
		Disagree	5	.5	3.6	4.3
		Neither	1	.1	.7	5.1
		Agree	88	8.8	63.8	68.8
		Strongly Agree	43	4.3	31.2	100.0
		Total	138	13.9	100.0	
	Missing	System	858	86.1		
Total			996	100.0		
North East	Valid	Strongly Disagree	1	.1	.6	.6
		Disagree	8	.8	4.8	5.5
		Neither	4	.4	2.4	7.9
		Agree	95	9.6	57.6	65.5
		Strongly Agree	57	5.7	34.5	100.0
		Total	165	16.6	100.0	
	Missing	System	828	83.4		
Total			993	100.0		
West	Valid	Strongly Disagree	2	.2	1.6	1.6
		Disagree	5	.5	4.0	5.6
		Neither	3	.3	2.4	7.9
		Agree	87	8.6	69.0	77.0
		Strongly Agree	29	2.9	23.0	100.0

		Total	126	12.5	100.0	
	Missing	System	881	87.5		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	2	.2	1.4	1.4
		Disagree	8	.8	5.4	6.8
		Neither	3	.3	2.0	8.8
		Agree	94	9.4	63.9	72.8
		Strongly Agree	40	4.0	27.2	100.0
		Total	147	14.7	100.0	
	Missing	System	854	85.3		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	3	.3	1.9	1.9
		Disagree	11	1.1	7.1	9.0
		Neither	1	.1	.6	9.6
		Agree	95	9.4	60.9	70.5
		Strongly Agree	46	4.6	29.5	100.0
		Total	156	15.5	100.0	
	Missing	System	852	84.5		
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	1	.1	.6	.6
		Disagree	10	1.0	6.2	6.8
		Neither	3	.3	1.9	8.7
		Agree	100	10.0	62.1	70.8
		Strongly Agree	47	4.7	29.2	100.0
		Total	161	16.1	100.0	
	Missing	System	841	83.9		
		Total	1002	100.0		

**Progress8 - I felt I was given the wrong advice.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	55	5.5	37.4	37.4
		Disagree	78	7.8	53.1	90.5
		Neither	5	.5	3.4	93.9
		Agree	9	.9	6.1	100.0
		Total	147	14.7	100.0	
	Missing	System	856	85.3		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	36	3.6	23.2	23.2
		Disagree	104	10.5	67.1	90.3
		Neither	3	.3	1.9	92.3
		Agree	9	.9	5.8	98.1
		Strongly Agree	3	.3	1.9	100.0
	Total	155	15.6	100.0		
Missing	System	837	84.4			
Total			992	100.0		
South East	Valid	Strongly Disagree	43	4.3	30.9	30.9
		Disagree	85	8.5	61.2	92.1
		Neither	3	.3	2.2	94.2
		Agree	5	.5	3.6	97.8
		Strongly Agree	3	.3	2.2	100.0
	Total	139	14.0	100.0		
Missing	System	857	86.0			
Total			996	100.0		
North East	Valid	Strongly Disagree	65	6.5	39.6	39.6
		Disagree	81	8.2	49.4	89.0
		Neither	4	.4	2.4	91.5
		Agree	12	1.2	7.3	98.8
		Strongly Agree	2	.2	1.2	100.0
	Total	164	16.5	100.0		
Missing	System	829	83.5			
Total			993	100.0		
West	Valid	Strongly Disagree	33	3.3	26.0	26.0
		Disagree	81	8.0	63.8	89.8
		Neither	5	.5	3.9	93.7
		Agree	5	.5	3.9	97.6
		Strongly Agree	3	.3	2.4	100.0
	Total	127	12.6	100.0		



	Missing	System	880	87.4		
	Total		1007	100.0		
Dublin North East	Valid	Strongly Disagree	40	4.0	27.4	27.4
		Disagree	86	8.6	58.9	86.3
		Neither	3	.3	2.1	88.4
		Agree	11	1.1	7.5	95.9
		Strongly Agree	6	.6	4.1	100.0
	Total		146	14.6	100.0	
	Missing	System	855	85.4		
	Total		1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	55	5.5	35.7	35.7
		Disagree	77	7.6	50.0	85.7
		Neither	4	.4	2.6	88.3
		Agree	14	1.4	9.1	97.4
		Strongly Agree	4	.4	2.6	100.0
	Total		154	15.3	100.0	
	Missing	System	854	84.7		
	Total		1008	100.0		
Dublin South	Valid	Strongly Disagree	58	5.8	35.8	35.8
		Disagree	86	8.6	53.1	88.9
		Neither	3	.3	1.9	90.7
		Agree	13	1.3	8.0	98.8
		Strongly Agree	2	.2	1.2	100.0
	Total		162	16.2	100.0	
	Missing	System	840	83.8		
	Total		1002	100.0		

**Progress9 - Services did not seem to talk to each other.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	30	3.0	22.6	22.6
		Disagree	65	6.5	48.9	71.4
		Neither	7	.7	5.3	76.7
		Agree	23	2.3	17.3	94.0
		Strongly Agree	8	.8	6.0	100.0
		Total	133	13.3	100.0	
	Missing	System	870	86.7		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	24	2.4	17.3	17.3
		Disagree	67	6.8	48.2	65.5
		Neither	4	.4	2.9	68.3
		Agree	31	3.1	22.3	90.6
		Strongly Agree	13	1.3	9.4	100.0
		Total	139	14.0	100.0	
	Missing	System	853	86.0		
Total			992	100.0		
South East	Valid	Strongly Disagree	26	2.6	20.3	20.3
		Disagree	72	7.2	56.3	76.6
		Neither	2	.2	1.6	78.1
		Agree	21	2.1	16.4	94.5
		Strongly Agree	7	.7	5.5	100.0
		Total	128	12.9	100.0	
	Missing	System	868	87.1		
Total			996	100.0		
North East	Valid	Strongly Disagree	30	3.0	21.4	21.4
		Disagree	64	6.4	45.7	67.1
		Neither	9	.9	6.4	73.6
		Agree	28	2.8	20.0	93.6
		Strongly Agree	9	.9	6.4	100.0
		Total	140	14.1	100.0	
	Missing	System	853	85.9		
Total			993	100.0		
West	Valid	Strongly Disagree	23	2.3	19.5	19.5
		Disagree	54	5.4	45.8	65.3
		Neither	7	.7	5.9	71.2
		Agree	24	2.4	20.3	91.5
		Strongly Agree	10	1.0	8.5	100.0

		Total	118	11.7	100.0	
	Missing	System	889	88.3		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	23	2.3	18.7	18.7
		Disagree	62	6.2	50.4	69.1
		Neither	9	.9	7.3	76.4
		Agree	21	2.1	17.1	93.5
		Strongly Agree	8	.8	6.5	100.0
		Total	123	12.3	100.0	
	Missing	System	878	87.7		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	30	3.0	22.6	22.6
		Disagree	62	6.2	46.6	69.2
		Neither	4	.4	3.0	72.2
		Agree	25	2.5	18.8	91.0
		Strongly Agree	12	1.2	9.0	100.0
		Total	133	13.2	100.0	
	Missing	System	875	86.8		
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	27	2.7	18.5	18.5
		Disagree	65	6.5	44.5	63.0
		Neither	8	.8	5.5	68.5
		Agree	34	3.4	23.3	91.8
		Strongly Agree	12	1.2	8.2	100.0
		Total	146	14.6	100.0	
	Missing	System	856	85.4		
		Total	1002	100.0		

**Progress10 - At each stage I was confident in the advice services gave me.**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Strongly Disagree	3	.3	2.0	2.0
		Disagree	10	1.0	6.8	8.8
		Neither	5	.5	3.4	12.2
		Agree	85	8.5	57.8	70.1
		Strongly Agree	44	4.4	29.9	100.0
		Total	147	14.7	100.0	
	Missing	System	856	85.3		
Total			1003	100.0		
Mid-West	Valid	Strongly Disagree	4	.4	2.6	2.6
		Disagree	15	1.5	9.8	12.4
		Neither	7	.7	4.6	17.0
		Agree	89	9.0	58.2	75.2
		Strongly Agree	38	3.8	24.8	100.0
		Total	153	15.4	100.0	
	Missing	System	839	84.6		
Total			992	100.0		
South East	Valid	Strongly Disagree	2	.2	1.4	1.4
		Disagree	12	1.2	8.6	10.1
		Neither	6	.6	4.3	14.4
		Agree	82	8.2	59.0	73.4
		Strongly Agree	37	3.7	26.6	100.0
		Total	139	14.0	100.0	
	Missing	System	857	86.0		
Total			996	100.0		
North East	Valid	Strongly Disagree	4	.4	2.5	2.5
		Disagree	11	1.1	6.8	9.3
		Neither	2	.2	1.2	10.5
		Agree	97	9.8	59.9	70.4
		Strongly Agree	48	4.8	29.6	100.0
		Total	162	16.3	100.0	
	Missing	System	831	83.7		
Total			993	100.0		
West	Valid	Strongly Disagree	4	.4	3.1	3.1
		Disagree	9	.9	7.1	10.2
		Neither	3	.3	2.4	12.6
		Agree	84	8.3	66.1	78.7
		Strongly Agree	27	2.7	21.3	100.0

		Total	127	12.6	100.0	
	Missing	System	880	87.4		
		Total	1007	100.0		
Dublin North East	Valid	Strongly Disagree	3	.3	2.0	2.0
		Disagree	13	1.3	8.8	10.9
		Neither	7	.7	4.8	15.6
		Agree	85	8.5	57.8	73.5
		Strongly Agree	39	3.9	26.5	100.0
		Total	147	14.7	100.0	
	Missing	System	854	85.3		
		Total	1001	100.0		
Dublin Midlands	Valid	Strongly Disagree	1	.1	.6	.6
		Disagree	14	1.4	9.0	9.6
		Neither	11	1.1	7.1	16.7
		Agree	83	8.2	53.2	69.9
		Strongly Agree	47	4.7	30.1	100.0
		Total	156	15.5	100.0	
	Missing	System	852	84.5		
		Total	1008	100.0		
Dublin South	Valid	Strongly Disagree	3	.3	1.9	1.9
		Disagree	14	1.4	8.6	10.5
		Neither	6	.6	3.7	14.2
		Agree	92	9.2	56.8	71.0
		Strongly Agree	47	4.7	29.0	100.0
		Total	162	16.2	100.0	
	Missing	System	840	83.8		
		Total	1002	100.0		

**q23a [Overall Rating of Care]**

Region			Frequency	Percent	Valid Percent	Cumulative Percent
South	Valid	Excellent	56	5.6	37.6	37.6
		Very Good	53	5.3	35.6	73.2
		Good	23	2.3	15.4	88.6
		Fair	10	1.0	6.7	95.3
		Poor	2	.2	1.3	96.6
		Very Poor	5	.5	3.4	100.0
		Total	149	14.9	100.0	
	Missing	System	854	85.1		
Total			1003	100.0		
Mid-West	Valid	Excellent	45	4.5	29.0	29.0
		Very Good	52	5.2	33.5	62.6
		Good	34	3.4	21.9	84.5
		Fair	16	1.6	10.3	94.8
		Poor	6	.6	3.9	98.7
		Very Poor	2	.2	1.3	100.0
		Total	155	15.6	100.0	
	Missing	System	837	84.4		
Total			992	100.0		
South East	Valid	Excellent	47	4.7	33.8	33.8
		Very Good	46	4.6	33.1	66.9
		Good	33	3.3	23.7	90.6
		Fair	9	.9	6.5	97.1
		Poor	2	.2	1.4	98.6
		Very Poor	2	.2	1.4	100.0
		Total	139	14.0	100.0	
	Missing	System	857	86.0		
Total			996	100.0		
North East	Valid	Excellent	61	6.1	36.7	36.7
		Very Good	54	5.4	32.5	69.3
		Good	24	2.4	14.5	83.7
		Fair	19	1.9	11.4	95.2
		Poor	4	.4	2.4	97.6
		Very Poor	4	.4	2.4	100.0
		Total	166	16.7	100.0	
	Missing	System	827	83.3		
Total			993	100.0		
West	Valid	Excellent	47	4.7	37.0	37.0

		Very Good	44	4.4	34.6	71.7
		Good	20	2.0	15.7	87.4
		Fair	10	1.0	7.9	95.3
		Poor	4	.4	3.1	98.4
		Very Poor	2	.2	1.6	100.0
		Total	127	12.6	100.0	
	Missing	System	880	87.4		
	Total		1007	100.0		
Dublin North East	Valid	Excellent	63	6.3	42.6	42.6
		Very Good	40	4.0	27.0	69.6
		Good	22	2.2	14.9	84.5
		Fair	12	1.2	8.1	92.6
		Poor	5	.5	3.4	95.9
		Very Poor	6	.6	4.1	100.0
		Total	148	14.8	100.0	
	Missing	System	853	85.2		
	Total		1001	100.0		
Dublin Midlands	Valid	Excellent	55	5.5	35.3	35.3
		Very Good	52	5.2	33.3	68.6
		Good	30	3.0	19.2	87.8
		Fair	13	1.3	8.3	96.2
		Poor	2	.2	1.3	97.4
		Very Poor	4	.4	2.6	100.0
		Total	156	15.5	100.0	
	Missing	System	852	84.5		
	Total		1008	100.0		
Dublin South	Valid	Excellent	58	5.8	35.4	35.4
		Very Good	58	5.8	35.4	70.7
		Good	30	3.0	18.3	89.0
		Fair	9	.9	5.5	94.5
		Poor	5	.5	3.0	97.6
		Very Poor	4	.4	2.4	100.0
		Total	164	16.4	100.0	
	Missing	System	838	83.6		
	Total		1002	100.0		

Regression results:

**Linear regression – Dependent variable: Entry into the System**

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.250 <sup>a</sup>	.062	.042	.73674	.062	3.116	24	1126	.000

a. Predictors: (Constant), OtherConditionDummy, DublinNorthEastDummy, AllergicReactionDummy, InfectionDummy, MentalHealthDummy, InjuryDummy, Gender, NewAgeRanges, IllnessDummy, Private ED, SouthEastDummy, Emergency Ambulance, GP Out of Hours, WestDummy, Private LIU, Public LIU, MidWestDummy, Pharmacist, OtherServices, DublinMidlandsDummy, GP In Hours, NorthEastDummy, Public ED, SouthDummy

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	40.586	24	1.691	3.116	.000 <sup>b</sup>
	Residual	611.171	1126	.543		
	Total	651.757	1150			

a. Dependent Variable: EntryIntoSystemMean

b. Predictors: (Constant), OtherConditionDummy, DublinNorthEastDummy, AllergicReactionDummy, InfectionDummy, MentalHealthDummy, InjuryDummy, Gender, NewAgeRanges, IllnessDummy, Private ED, SouthEastDummy, Emergency Ambulance, GP Out of Hours, WestDummy, Private LIU, Public LIU, MidWestDummy, Pharmacist, OtherServices, DublinMidlandsDummy, GP In Hours, NorthEastDummy, Public ED, SouthDummy



Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B		Correlations			Collinearity Statistics	
	B	Std. Error	Beta			Lower Bound	Upper Bound	Zero-order	Partial	Part	Tolerance	VIF
1 (Constant)	4.501	.094		47.953	.000	4.316	4.685					
Gender	-.052	.044	-.034	-1.183	.237	-.138	.034	-.025	-.035	-.034	.984	1.016
AgeRange	-.008	.020	-.012	-.410	.682	-.047	.031	-.004	-.012	-.012	.952	1.050
SouthDummy	-.064	.088	-.028	-.732	.464	-.236	.108	.009	-.022	-.021	.560	1.787
MidWestDummy	-.045	.088	-.020	-.512	.609	-.217	.127	-.003	-.015	-.015	.566	1.766
SouthEastDummy	-.078	.088	-.034	-.892	.373	-.251	.094	-.019	-.027	-.026	.561	1.782
NorthEastDummy	-.086	.088	-.037	-.974	.330	-.258	.087	-.003	-.029	-.028	.563	1.777
WestDummy	-.113	.088	-.050	-1.289	.198	-.285	.059	-.019	-.038	-.037	.559	1.788
DublinNorthEastDummy	-.181	.087	-.080	-2.078	.038	-.352	-.010	-.052	-.062	-.060	.567	1.763
DublinMidlandsDummy	.016	.087	.007	.188	.851	-.155	.188	.038	.006	.005	.561	1.782
Pharmacist	-.065	.047	-.043	-1.372	.170	-.157	.028	.016	-.041	-.040	.856	1.168
GP In Hours	-.133	.052	-.085	-2.544	.011	-.236	-.031	-.003	-.076	-.073	.745	1.342
GP Out of Hours	-.179	.060	-.096	-2.994	.003	-.296	-.062	-.064	-.089	-.086	.802	1.247
Emergency Ambulance	.015	.089	.005	.166	.868	-.160	.189	-.055	.005	.005	.852	1.173
Public ED	-.306	.055	-.189	-5.620	.000	-.413	-.199	-.160	-.165	-.162	.739	1.353
Private ED	-.380	.119	-.095	-3.202	.001	-.613	-.147	-.077	-.095	-.092	.952	1.051
Public LIU	-.030	.099	-.009	-.307	.759	-.225	.164	-.045	-.009	-.009	.897	1.114
Private LIU	-.058	.099	-.018	-.587	.557	-.253	.136	-.017	-.017	-.017	.912	1.096
OtherServices	-.627	.183	-.106	-3.434	.001	-.985	-.269	-.078	-.102	-.099	.880	1.137
IllnessDummy	.121	.079	.048	1.527	.127	-.035	.277	.040	.045	.044	.834	1.199
InjuryDummy	.005	.125	.001	.041	.967	-.240	.250	-.038	.001	.001	.823	1.215
AllergicReactionDummy	-.629	.651	-.028	-.966	.334	-1.907	.649	-.028	-.029	-.028	.991	1.010
InfectionDummy	.348	.419	.024	.831	.406	-.474	1.170	.032	.025	.024	.981	1.019
MentalHealthDummy	.111	.632	.005	.176	.860	-1.128	1.350	-.014	.005	.005	.948	1.055
OtherConditionDummy	-.058	.306	-.006	-.190	.850	-.658	.542	-.009	-.006	-.005	.990	1.010

a. Dependent Variable: EntryIntoSystemMean

**Linear regression – Dependent variable: Patient Convenience of the System**

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.363 <sup>a</sup>	.132	.110	.71303	.132	5.957	24	941	.000

a. Predictors: (Constant), DublinSouthDummy, Gender, MentalHealthDummy, OtherConditionDummy, AllergicReactionDummy, InjuryDummy, InfectionDummy, NewAgeRanges, IllnessDummy, Private ED, SouthEastDummy, Emergency Ambulance, GP Out of Hours, DublinMidlandsDummy, Private LIU, Public LIU, MidWestDummy, Pharmacist, OtherServices, NorthEastDummy, GP In Hours, WestDummy, Public ED, DublinNorthEastDummy

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	72.681	24	3.028	5.957	.000 <sup>b</sup>
	Residual	478.410	941	.508		
	Total	551.092	965			

a. Dependent Variable: PatientConvenienceMean

b. Predictors: (Constant), DublinSouthDummy, Gender, MentalHealthDummy, OtherConditionDummy, AllergicReactionDummy, InjuryDummy, InfectionDummy, NewAgeRanges, IllnessDummy, Private ED, SouthEastDummy, Emergency Ambulance, GP Out of Hours, DublinMidlandsDummy, Private LIU, Public LIU, MidWestDummy, Pharmacist, OtherServices, NorthEastDummy, GP In Hours, WestDummy, Public ED, DublinNorthEastDummy

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B		Correlations			Collinearity Statistics	
	B	Std. Error	Beta			Lower Bound	Upper Bound	Zero-order	Partial	Part	Tolerance	VIF
(Constant)	4.081	.099		41.342	.000	3.887	4.275					
Gender	-.021	.046	-.014	-.454	.650	-.112	.070	.009	-.015	-.014	.984	1.016
AgeRange	-.008	.021	-.013	-.402	.688	-.049	.033	-.004	-.013	-.012	.952	1.050
MidWestDummy	-.158	.092	-.069	-1.704	.089	-.339	.024	-.040	-.055	-.052	.567	1.762
SouthEastDummy	-.119	.092	-.052	-1.293	.196	-.300	.062	-.035	-.042	-.039	.569	1.758
NorthEastDummy	-.035	.092	-.015	-.376	.707	-.215	.146	.036	-.012	-.011	.571	1.751
WestDummy	-.154	.092	-.068	-1.669	.095	-.336	.027	-.032	-.054	-.051	.561	1.783
DublinNorthEastDummy	-.117	.093	-.051	-1.259	.208	-.300	.065	-.017	-.041	-.038	.556	1.800
DublinMidlandsDummy	-.050	.092	-.022	-.543	.587	-.231	.131	.005	-.018	-.017	.563	1.777
Pharmacist	.020	.050	.013	.399	.690	-.078	.118	.106	.013	.012	.856	1.168
GP In Hours	-.039	.055	-.025	-.705	.481	-.148	.070	.083	-.023	-.021	.745	1.342
GP Out of Hours	-.122	.063	-.066	-1.938	.053	-.246	.002	-.059	-.063	-.059	.802	1.246
Emergency Ambulance	.057	.094	.020	.604	.546	-.128	.241	-.108	.020	.018	.852	1.173
Public ED	-.554	.058	-.340	-9.623	.000	-.667	-.441	-.337	-.299	-.292	.739	1.353
Private ED	-.140	.125	-.035	-1.118	.264	-.386	.106	-.017	-.036	-.034	.952	1.050
Public LIU	.166	.105	.051	1.586	.113	-.040	.373	-.019	.052	.048	.897	1.115
Private LIU	.082	.105	.025	.785	.433	-.123	.288	.025	.026	.024	.913	1.095
OtherServices	-.202	.193	-.034	-1.048	.295	-.580	.176	-.023	-.034	-.032	.880	1.137
IllnessDummy	.107	.084	.043	1.279	.201	-.057	.272	.081	.042	.039	.834	1.199
InjuryDummy	-.073	.132	-.018	-.550	.582	-.332	.187	-.083	-.018	-.017	.823	1.215
AllergicReactionDummy	-.710	.688	-.031	-1.032	.302	-2.060	.640	-.028	-.034	-.031	.991	1.010
InfectionDummy	.422	.442	.029	.954	.340	-.446	1.291	.052	.031	.029	.981	1.019
MentalHealthDummy	-.884	.667	-.041	-1.325	.186	-2.193	.426	-.044	-.043	-.040	.948	1.055
OtherConditionDummy	.069	.323	.007	.214	.830	-.565	.703	.001	.007	.007	.990	1.010
1 DublinSouthDummy	-.082	.093	-.036	-.886	.376	-.264	.100	.025	-.029	-.027	.561	1.784

a. Dependent Variable: PatientConvenienceMean

**Linear regression – Dependent variable: Progress through the System**

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.302 <sup>a</sup>	.091	.069	.72723	.091	4.219	24	1011	.000

a. Predictors: (Constant), DublinSouthDummy, Gender, MentalHealthDummy, OtherConditionDummy, AllergicReactionDummy, InjuryDummy, InfectionDummy, NewAgeRanges, IllnessDummy, Private ED, SouthEastDummy, Emergency Ambulance, GP Out of Hours, DublinMidlandsDummy, Private LIU, Public LIU, MidWestDummy, Pharmacist, OtherServices, NorthEastDummy, GP In Hours, WestDummy, Public ED, DublinNorthEastDummy

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	53.554	24	2.231	4.219	.000 <sup>b</sup>
	Residual	534.677	1011	.529		
	Total	588.230	1035			

a. Dependent Variable: ProgressMean

b. Predictors: (Constant), DublinSouthDummy, Gender, MentalHealthDummy, OtherConditionDummy, AllergicReactionDummy, InjuryDummy, InfectionDummy, NewAgeRanges, IllnessDummy, Private ED, SouthEastDummy, Emergency Ambulance, GP Out of Hours, DublinMidlandsDummy, Private LIU, Public LIU, MidWestDummy, Pharmacist, OtherServices, NorthEastDummy, GP In Hours, WestDummy, Public ED, DublinNorthEastDummy

Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B		Correlations			Collinearity Statistics	
	B	Std. Error	Beta			Lower Bound	Upper Bound	Zero-order	Partial	Part	Tolerance	VIF
1 (Constant)	4.276	.097		43.982	.000	4.085	4.466					
Gender	-.009	.046	-.006	-1.189	.850	-.098	.081	.001	-.006	-.006	.984	1.016
AgeRange	.037	.021	.055	1.801	.072	-.003	.077	.065	.057	.054	.952	1.050
MidWestDummy	-.157	.091	-.069	-1.724	.085	-.336	.022	-.040	-.054	-.052	.567	1.762
SouthEastDummy	-.035	.091	-.015	-.388	.698	-.213	.143	.016	-.012	-.012	.569	1.758
NorthEastDummy	-.067	.091	-.029	-.736	.462	-.245	.111	.024	-.023	-.022	.571	1.751
WestDummy	-.184	.091	-.081	-2.027	.043	-.363	-.006	-.041	-.064	-.061	.561	1.783
DublinNorthEastDummy	-.165	.092	-.072	-1.798	.072	-.345	.015	-.022	-.056	-.054	.556	1.800
DublinMidlandsDummy	-.073	.091	-.032	-.801	.424	-.251	.105	.001	-.025	-.024	.563	1.777
Pharmacist	.011	.049	.007	.217	.828	-.086	.107	.057	.007	.007	.856	1.168
GP In Hours	-.233	.055	-.149	-4.277	.000	-.340	-.126	-.045	-.133	-.128	.745	1.342
GP Out of Hours	-.204	.062	-.110	-3.276	.001	-.326	-.082	-.057	-.102	-.098	.802	1.246
Emergency Ambulance	.206	.093	.072	2.219	.027	.024	.387	-.007	.070	.067	.852	1.173
Public ED	-.419	.057	-.257	-7.379	.000	-.530	-.307	-.213	-.226	-.221	.739	1.353
Private ED	-.212	.123	-.053	-1.714	.087	-.454	.031	-.032	-.054	-.051	.952	1.050
Public LIU	.012	.103	.004	.113	.910	-.191	.215	-.043	.004	.003	.897	1.115
Private LIU	.041	.103	.013	.399	.690	-.161	.244	.017	.013	.012	.913	1.095
OtherServices	-.430	.190	-.072	-2.267	.024	-.803	-.058	-.050	-.071	-.068	.880	1.137
IllnessDummy	.178	.083	.071	2.154	.032	.016	.340	.073	.068	.065	.834	1.199
InjuryDummy	-.062	.130	-.016	-.477	.634	-.317	.193	-.050	-.015	-.014	.823	1.215
AllergicReactionDummy	-.559	.678	-.025	-.826	.409	-1.889	.770	-.029	-.026	-.025	.991	1.010
InfectionDummy	-.027	.436	-.002	-.063	.950	-.882	.828	.003	-.002	-.002	.981	1.019
MentalHealthDummy	-.328	.657	-.015	-.499	.618	-1.617	.962	-.026	-.016	-.015	.948	1.055
OtherConditionDummy	-.318	.318	-.030	-.998	.319	-.942	.307	-.035	-.031	-.030	.990	1.010
DublinSouthDummy	-.130	.091	-.057	-1.421	.156	-.309	.049	.007	-.045	-.043	.561	1.784

a. Dependent Variable: ProgressMean

**Logistic Regression – Dependent variable: Overall rating of care**

**Variables in the Equation**

	B	S.E.	Wald	df	Sig.	Exp(B)	95% C.I. for EXP(B)	
							Lower	Upper
Step 1 <sup>a</sup> NewAgeRanges	.208	.055	14.058	1	.000	1.231	1.104	1.372
Gender	.107	.125	.725	1	.394	1.113	.870	1.423
SouthDummy	-.193	.245	.622	1	.430	.824	.510	1.333
MidWestDummy	-.570	.249	5.215	1	.022	.566	.347	.922
SouthEastDummy	-.332	.252	1.734	1	.188	.718	.438	1.176
NorthEastDummy	-.255	.239	1.133	1	.287	.775	.485	1.239
WestDummy	-.288	.256	1.266	1	.261	.750	.454	1.239
DublinMidlandsDummy	-.281	.243	1.340	1	.247	.755	.469	1.215
DublinSouthDummy	-.371	.238	2.427	1	.119	.690	.433	1.100
Pharmacist	-.050	.132	.142	1	.706	.951	.735	1.233
GPIInHours	-.222	.148	2.235	1	.135	.801	.599	1.071
GPOutOfHours	-.423	.174	5.872	1	.015	.655	.466	.922
EmergencyAmbulance	.243	.253	.928	1	.335	1.276	.777	2.093
PublicED	-.512	.158	10.445	1	.001	.599	.439	.818
PrivateED	-.142	.338	.177	1	.674	.867	.448	1.681
PublicLIU	-.028	.286	.010	1	.921	.972	.555	1.704
PrivateLIU	-.137	.280	.239	1	.625	.872	.504	1.508
OtherServices	.208	.198	1.103	1	.294	1.232	.835	1.817
IllnessDummy	.692	.530	1.703	1	.192	1.997	.707	5.645
InjuryDummy	.589	.541	1.185	1	.276	1.802	.624	5.204
AllergicReactionDummy	-.713	1.191	.359	1	.549	.490	.048	5.054
InfectionDummy	.805	.686	1.376	1	.241	2.237	.583	8.589
MentalHealthDummy	.279	.882	.100	1	.752	1.322	.235	7.449
OtherConditionDummy	.891	.617	2.088	1	.149	2.437	.728	8.159
Constant	-1.136	.590	3.709	1	.054	.321		

a. Variable(s) entered on step 1: NewAgeRanges, Gender, SouthDummy, MidWestDummy, SouthEastDummy, NorthEastDummy, WestDummy, DublinMidlandsDummy, DublinSouthDummy, Pharmacist, GPIInHours, GPOutOfHours, EmergencyAmbulance, PublicED, PrivateED, PublicLIU, PrivateLIU, OtherServices, IllnessDummy, InjuryDummy, AllergicReactionDummy, InfectionDummy, MentalHealthDummy, OtherConditionDummy.