

Online survey questions – Patient version

[Page 1 questions] **How important are these topics to you?**

Below are the 10 topics that have been identified by patients as primary health care priorities, which could be developed into more specific research questions.

It is important that everyone understands what each topic means in a similar way. For this reason, we include some statements or experiences from patients that help illustrate each topic. These examples are listed as bullet points under each topic.

When we use the term *primary health care provider*, we mean health care professionals, such as family doctors (GPs), nurses, and nurse practitioners.

- **After you have read all of the bullet points under each general topic, please rate EACH of the following 10 topics in terms of how important they are to you as a patient.**
- This may include how important they are to you personally, as well as how they affect people who are important to you (your friends and family members).
- Please rate each topic on its own. It is fine to use the same rating for more than one topic.

How important are each of these topics to you on a scale from *Not at all important* to *Very important*?

1) Unable to find a regular family doctor or other primary health care provider

Example statements or experiences:

- Not all patients are able to find a primary health care provider accepting patients
- Patients find it hard to get the care they need without a consistent primary health care provider (e.g., family doctor)

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all important	Slightly important	Moderately important	Important	Very important	Don't know/Not applicable

2) Improve and strengthen communication between patients and primary health care providers

Example statements or experiences:

- Identify strategies to help health care providers understand the concerns, priorities and/or symptoms that patients are trying to communicate

- Find ways to improve decision-making that is shared between patients and primary health care providers
- Find solutions to problems caused by language and communication barriers

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all important	Slightly important	Moderately important	Important	Very important	Don't know/Not applicable

3) Mental health resources

Example statements or experiences:

- Limited or no availability of resources for mental health, addictions and substance use needs through primary care
- Gap between primary care and specialist services
- It is common for people to experience mental health issues at the same time as they are also experiencing physical health conditions, and this situation is poorly managed

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all important	Slightly important	Moderately important	Important	Very important	Don't know/Not applicable

4) Support for living with chronic conditions

Example statements or experiences:

- Limited time in appointments to manage chronic conditions
- It can be difficult to find a family doctor if patients are perceived to have 'complex' conditions
- Without a family doctor, there is no support for management of a chronic disease (e.g., getting repeat prescriptions)
- Continuity of care is essential when living with a chronic disease
- Clear communication about what patients can expect and what should happen next is needed, especially because there can be long periods of time between appointments

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all important	Slightly important	Moderately important	Important	Very important	Don't know/Not applicable

5) Accessing care when and where patients need it

Example statements or experiences:

- Few options exist for after-hours care (outside of normal working hours, weekends)
- Patients weigh convenience of walk-in clinics and easier access to emergency departments over the desire to see a regular doctor
- There is a need for care in patients' homes and long-term care

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all important	Slightly important	Moderately important	Important	Very important	Don't know/Not applicable

6) Improving continuity and coordination

Example statements or experiences:

- Need for primary health care providers to coordinate care (i.e., communicate with specialists, organize care between hospital and community)
- Problems accessing primary health care providers make it difficult to maintain continuity with the same health care professional
- Lack of consistency when seeing multiple health care professionals with different levels of expertise

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all important	Slightly important	Moderately important	Important	Very important	Don't know/Not applicable

7) New models of primary care that include other health care professionals

Example statements or experiences:

- Need for a community of health care professionals (e.g., nurse practitioners, pharmacists, etc.) that takes advantage of their full expertise
- Need for better collaboration and cooperation among health care professionals and health disciplines
- Need for other options to access primary care services that do not require an in-person visit with a family doctor (e.g., prescription renewals)

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all important	Slightly important	Moderately important	Important	Very important	Don't know/Not applicable

8) Information sharing, including electronic medical records

Example statements or experiences:

- The lack of coordinated information sharing between health care professionals means re-telling health 'story' repeatedly
- Treatments/information given may not always be communicated between health professionals and across settings, including walk-in clinics, home-care, hospital
- Patients are unable to access their own medical records
- Patient should not need to manage communication among their health care providers

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all important	Slightly important	Moderately important	Important	Very important	Don't know/Not applicable

9) Care guided by patient needs, values, preferences, and priorities

Example statements or experiences:

- A variety of treatment options should be explained and offered, including non-drug alternatives
- More holistic approach needed, where the whole person is treated, not just whatever particular body part/system is 'ill'
- Find ways to meet individual patients' expectations for information, especially in the context of widespread access to online information

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all important	Slightly important	Moderately important	Important	Very important	Don't know/Not applicable

10) Challenges in small towns/cities and remote areas

Example statements or experiences:

- Less choice and availability of primary care providers, and less access to specialists and diagnostic testing
- Transportation needs before/after care must be considered
- Privacy/stigma issues may significantly impact those in rural areas (e.g., prescription pick-up)

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all important	Slightly important	Moderately important	Important	Very important	Don't know/Not applicable

Please use this space if you have any comments you'd like to share:

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General information about you

In order for us to better understand possible differences between groups of people in ratings of primary health care topics, please complete the following anonymous information about yourself. It is important for us to have an accurate understanding of who is completing these surveys, but we will not be able to identify you from your answers.

1. How old are you?

- Under 20 years
- 20-29 years
- 30-39 years
- 40-49 years
- 50-59 years
- 60-69 years
- 70-79 years
- 80-89 years
- Over 90 years
- Prefer not to say

2. How do you describe yourself?

- Male
- Female
- Transgender
- Do not identify as female, male, or transgender
- Prefer not to say

3. You may belong to one or more racial or cultural groups on the following list. Are you... ? (Check ALL that apply.)

- White
- Chinese
- Aboriginal (First Nations, Métis, or Inuit)
- South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
- Black
- Filipino
- Latin American
- Southeast Asian (e.g., Cambodian, Indonesian, Laotian, Vietnamese, etc.)
- Arab
- West Asian (e.g., Afghan, Iranian)
- Japanese
- Korean
- Other, please specify: _____
- Prefer not to say

4. What is the name of the town or city you currently live in? _____

NB: If you live in more than one place, please put the place you live the majority of the time.

5. What are the first 3 digits of your postal code? _____

NB: We cannot identify where you live from this information, but it allows us to know roughly where people completing the survey live.

NB: If you live in more than one place, please put the place you live the majority of the time.

6. How many years have you been living in BC?

If you moved away and came back to BC, we are interested in the number of years you have been living in BC since returning to BC most recently.

- I live outside of BC
- 0-2 years
- 3-5 years
- 6-10 years
- 11-15 years

More than 15 years

7. What is your marital status?

Single/never legally married

Married

Living common-law

Separated, but still legally married

Divorced

Widowed

Prefer not to say

8. What is your highest level of education?

Some elementary/junior school, but not all grades completed

Completed elementary/junior school

High school (secondary school) diploma or certificate

Trade certificate or diploma from a vocational school or apprenticeship training

Non-university certificate or diploma from a community college, CEGEP, school of nursing, etc.

University certificate below bachelor's level

Bachelor's degree or teacher's college (e.g., B.A., B.A. (Hons.), B.Sc., B.Ed.)

University degree or certificate above bachelor's degree (e.g., M.A., M.Sc., M.B.A., M.D., Ph.D.)

Other, please specify: _____

Prefer not to say

9. Last week, was your main activity working at a paid job or business, looking for paid work, going to school, caring for children, household work, retired or something else?

Working at a paid job or business

Vacation (from paid work)

Looking for paid work

Going to school (including vacation from school)

Caring for children

Household work

Retired

- Maternity/paternity leave
- Long-term illness
- Volunteering
- Care-giving other than for children
- Other (please specify): _____
- Prefer not to say

10. What kind of housing do you currently live in?

- Owned house, duplex or townhouse (not including motorhome)
- Owned apartment or condominium
- Owned motorhome
- Rented house, duplex or townhouse
- Rented apartment or condominium
- Assisted-living (community group housing)
- Other, please specify: _____
- Prefer not to say

11. Do you currently have any of the following long-term health conditions?

We are interested in "long-term conditions" which are expected to last or have already lasted 6 months or more and that have been diagnosed by a health professional. (Check ALL that apply.)

- Asthma
- Chronic bronchitis, emphysema or chronic obstructive pulmonary disease or COPD
- Arthritis (for example, osteoarthritis, rheumatoid arthritis, gout or any other type, excluding fibromyalgia)
- Back problems, excluding scoliosis, fibromyalgia and arthritis
- Mood disorder (such as depression, bipolar disorder, mania or dysthymia)
- Anxiety disorder (such as a phobia, obsessive-compulsive disorder or a panic disorder)
- Diabetes
- Osteoporosis
- High blood pressure
- High blood cholesterol or lipids
- Heart disease

- Stroke
- Cancer
- Alzheimer's Disease or any other dementia
- Other, please specify: _____
- None of these
- Prefer not to say

12. Do you have a regular health care provider in BC? By this, we mean one health professional that you regularly see or talk to when you need care or advice for your health.

- Yes No

a. What is the reason why you do not have a regular health care provider?

- Do not need one in particular, but you have a usual place of care
- No one available in the area
- No one in the area is taking new patients
- I have not tried to find one
- Had one who left or retired
- Other (please specify): _____