J15547

3/21/02
J:\15xx\155xx\Questionnaire\15547_final.doc

2002 Commonwealth Fund International Health Policy Survey

Field Period:  
United States – March 25, 2002 to May 13, 2002;  
New Zealand – March 25, 2002 to May 5, 2002;  
Australia – April 2, 2002 to May 1, 2002;  
Canada – March 27, 2002 to April 24, 2002;  
United Kingdom – April 2, 2002 to April 24, 2002.

QUESTIONNAIRE TOPICS:
Section 000: Preloaded Sample Variables  
Section 200: Introduction and Screening  
Section 300: Overview of Health System  
Section 400: Access to Care  
Section 500: Coordination of Care  
Section 600: Relationship with Doctor  
Section 700: Compliance with Prescription Medications  
Section 800: Health Care Coverage  
Section 900: Financial Burdens and Worries  
Section 100: Demographics

Proprietary Questions Not To Be Released: None

Number of Response Equivalents (REs): NA

Estimated Survey Duration: 15 minutes

Template: HI

TTT Code (Q23): 079914

[PROGRAMMER NOTE: PLEASE ENSURE THAT ALL MISSING DATA IS REPRESENTED IN SPSS DATA SET AS OUT OF RANGE NEGATIVE NUMBERS]
### SECTION 000: PRELOAD SAMPLE VARIABLES

#### BASE: ALL RESPONDENTS

Q60  COUNTRY CODE (CC):

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Australia</td>
</tr>
<tr>
<td>2</td>
<td>Canada</td>
</tr>
<tr>
<td>3</td>
<td>New Zealand</td>
</tr>
<tr>
<td>4</td>
<td>United Kingdom</td>
</tr>
<tr>
<td>5</td>
<td>United States</td>
</tr>
</tbody>
</table>

#### BASE: AUSTRALIA (Q60/1)

Q61  COMMUNITY SIZE:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>1,000,000 plus</td>
</tr>
<tr>
<td>2</td>
<td>100,000&lt;1,000,000</td>
</tr>
<tr>
<td>3</td>
<td>Under 100,000</td>
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</table>

#### BASE: CANADA (Q60/2)

Q62  COMMUNITY SIZE:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Under 5,000</td>
</tr>
<tr>
<td>2</td>
<td>5,000-99,999</td>
</tr>
<tr>
<td>3</td>
<td>100,000-999, 999</td>
</tr>
<tr>
<td>4</td>
<td>1,000,000 and over</td>
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</table>

#### BASE: NEW ZEALAND (Q60/3)

Q63  AREA TYPE:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>01</td>
<td>Metropolitan</td>
</tr>
<tr>
<td>02</td>
<td>Provincial</td>
</tr>
<tr>
<td>03</td>
<td>Small Town/Rural</td>
</tr>
</tbody>
</table>

#### BASE: U.S. (Q60/5)

Q65  AREA TYPE

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Urban</td>
</tr>
<tr>
<td>02</td>
<td>Suburban</td>
</tr>
<tr>
<td>03</td>
<td>Rural</td>
</tr>
</tbody>
</table>
### BASE: AUSTRALIA (Q60/1)

**Q1301 REGION:**

(1346-1347)

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<tr>
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<td>12</td>
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### BASE: CANADA (Q60/2)

**Q67 REGION:**

(121)

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<tr>
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<tr>
<td>2</td>
<td>ON</td>
</tr>
<tr>
<td>3</td>
<td>MB/SK/NT</td>
</tr>
<tr>
<td>4</td>
<td>AB</td>
</tr>
<tr>
<td>5</td>
<td>BC/YT</td>
</tr>
</tbody>
</table>
BASE: NEW ZEALAND (Q60/3)
Q1302 REGION:

(348-349)
01 WHANGAREI
02 AUCKLAND ZONE 1
03 AUCKLAND ZONE 2
04 AUCKLAND ZONE 3
05 AUCKLAND ZONE 4
06 HAMILTON
07 TAURANGA
08 ROTORUA
09 GISBORNE
10 NAPIER/HASTINGS
11 NEW PLYMOUTH
12 WANGANUI
13 PALMERSTON NORTH
14 WELLINGTON ZONE 1
15 WELLINGTON ZONE 2
16 WELLINGTON ZONE 3
17 WELLINGTON ZONE 4
18 NELSON
19 CHRISTCHURCH ZONE 1
20 CHRISTCHURCH ZONE 2
21 CHRISTCHURCH ZONE 3
22 DUNEDIN
23 INVERCARGILL
24 NORTHLAND RURAL/TOWNS
25 AUCKLAND RURAL/TOWNS
26 WAIKATO RURAL/TOWNS
27 BOP RURAL/TOWNS
28 EAST COAST RURAL/TOWNS
29 TARANAKI RURAL/TOWNS
30 WANGANUI RURAL/TOWNS
31 MANAWATU RURAL/TOWNS
32 HAWKES BAY RURAL/TOWNS
33 WAIRARAPA RURAL/TOWNS
34 WGTN/KAPITI RURAL/TOWNS
35 NLSN/MARLBORGH RURAL/TOWNS
36 WEST COAST S.I.RURAL/TOWNS
37 CANTY RURAL/TOWNS
38 SOUTH CANTERBURY RURAL/TOWNS
39 OTAGO RURAL/TOWNS
40 SOUTHLAND RURAL/TOWNS
BASE: U.K. (Q60/4)
Q69 REGION:

(123-124)
1 North
2 Yorks & Humber
3 East Midlands
4 East Anglia
5 London
6 South East
7 South West
8 West Midlands
9 North West
10 Wales
11 Scotland

BASE: U.S. (Q60/5)
Q80 REGION:

(125)
1 East
2 South
3 Midwest
4 West
Section 200: Introduction and Screening

[PROGRAMMER NOTE: IF AUSTRALIA (Q60/1) ASK Q200; IF CANADA (Q60/2) JUMP TO Q202; IF NEW ZEALAND (Q60/3) JUMP TO Q204; IF U.K. (Q60/4) JUMP TO Q206; IF U.S. (Q60/5) JUMP TO Q208]

BASE: AUSTRALIA (Q60/1)

Q200 (INTRO) Good morning/afternoon/evening, my name is ______________ from AMRInteractive, the market research company. Today we are conducting a short and interesting survey about health issues and we would like to speak to the person in the household who is 18 or older and has the next birthday.

(INTELLIGER: REPEAT INTRO IF NECESSARY.)

1 Continue JUMP TO Q210
2 Not available – call back SCHEDULE CALL BACK
8 Not sure (V) TERMINATE
9 Decline to answer (V) TERMINATE

BASE: CANADA (Q60/2)

Q202 (INTRO) Hello, my name is ________________________ of Research House. We are conducting a brief survey with people in your area today about health issues. We are not selling anything. We would like to ask you some simple questions. The answers you give will be kept strictly confidential.

I would like to speak with the person who is aged 18 or older and who had the last birthday in your household. Would you be that person?

(INTELLIGER: REPEAT INTRO IF NECESSARY.)

1 Continue JUMP TO Q210
2 Not available – call back SCHEDULE CALL BACK
8 Not sure (V) TERMINATE
9 Decline to answer (V) TERMINATE

BASE: NEW ZEALAND (Q60/3)

Q204 (INTRO) Good morning/afternoon/evening, my name is ______________ from ACNielsen, the International Market Research Company, calling from Auckland. Today we are conducting a short survey about health issues and we would like to speak to the person in your household aged 18 years or over who has the next birthday.

(IF NECESSARY: It will take 10-15 minutes)

(IF NECESSARY: We are an independent market research company and all our work is completely confidential. Your answers will be combined with those of other people and there will be nothing in the results that could identify you.)

(INTELLIGER: REPEAT INTRO IF NECESSARY.)

1 Continue JUMP TO Q210
2 Not available – call back SCHEDULE CALL BACK
8 Not sure (V) TERMINATE
9 Decline to answer (V) TERMINATE
BASE: UK (Q60/4)
Q206 Good morning/afternoon/evening. My name is ________________ and I'm phoning on behalf of MORI, the social research company. We're conducting a survey among 1000 people in the UK about health issues and wondered if I might ask you some simple questions.

(INTELLRVIEWER: IF NECESSARY: The interview lasts no longer than 15 minutes.)

(INTELLRVIEWER: REPEAT INTRO IF NECESSARY.)

(After agreement): Are you over 18? (If not): Please could I speak to someone in your house over 18?

(PROGRAMMER): Repeat intro (Then): I would like to assure you that your answers will be treated in the strictest confidence and your anonymity is assured.

1 Continue JUMP TO Q210
2 Not available – call back SCHEDULE CALL BACK
8 Not sure (V) TERMINATE
9 Decline to answer (V) TERMINATE

BASE: U.S. (Q60/5)
Q208 (INTRO) Hello, I’m ________________ from Harris Interactive, the national survey research firm in New York. We’re conducting a survey about health issues for Harvard University and I would like to speak with the youngest adult male, 18 years or older, living in this household who is at home right now. (IF MALE: Is that you or someone else?) [30]

(IF YOUNGEST MALE NOT AVAILABLE: ASK TO SPEAK TO THE NEXT YOUNGEST MALE)

(IF NO MALE AVAILABLE: ASK TO SPEAK TO THE YOUNGEST FEMALE)

(IF NECESSARY: Let me assure you that everything you tell me will be kept in the strictest confidence.)

(INTELLRVIEWER: REPEAT INTRO IF NECESSARY.)

1 (166) Continue ASK Q210
2 Not available – call back SCHEDULE CALL BACK
8 Not sure (V) TERMINATE
9 Decline to answer (V) TERMINATE

BASE: ALL RESPONDENTS
Q210 In general, how would you describe your own health? (READ LIST) [IHP2001, 600] [20]

0
1 Excellent
2 Very good
3 Good
4 Fair
5 Poor
8 Not sure (V)
9 Decline to answer (V)
**BASE: ALL RESPONDENTS**

**Q212** Have you had a serious or chronic illness, injury, or disability that has required **A LOT** (INTERVIEWER NOTE: EMPHASIS ON “A LOT”) of medical care in the last two years? [IHP2001, 602] [15]

|   | 0 | 1 Yes, had illness, injury, or disability that required a lot of medical care | 2 No, did not have illness, injury, or disability that required a lot of medical care | 8 Not sure (V) | 9 Decline to answer (V) |

**BASE: ALL RESPONDENTS**

**Q214** Were you or a family member hospitalized in the past 2 years – other than for a normal, uncomplicated delivery of a baby? (IF YES: Is that you or a family member or both?) [IHP2001, 831] [15]

**[SINGLE RESPONSE]**

|   | 0 | 1 Yes, respondent hospitalized | 2 Yes, family member hospitalized | 3 Yes, both respondent and family member hospitalized | 4 No, neither | 8 Not sure (V) | 9 Decline to answer (V) |

**BASE: ALL RESPONDENTS**

**Q216** Have you or a family member had major surgery in the past 2 years? (IF YES: Is that you or a family member or both?) [NEW] [15]

|   | 0 | 1 Yes, respondent had major surgery | 2 Yes, family member had major surgery | 3 Yes, both respondent and family member had major surgery | 4 No, neither | 8 Not sure (V) | 9 Decline to answer (V) |

**BASE: AUSTRALIA (Q60/1)**

**Q218** If the government were to spend additional money on improving the health care system in this country, how much of a priority should each of the following be (READ LIST)? Which one should be the top priority, the second priority, and the third priority, OR should they be of equal priority? [25]

**[PROGRAMMER NOTE: IF AUSTRALIA (Q60/1) ASK Q218; IF NEW ZEALAND (Q60/3) JUMP TO Q220; ALL OTHERS (Q60/2, Q60/4, Q60/5) JUMP TO PROGRAMMER NOTE BEFORE Q222]**

**BASE: AUSTRALIA (Q60/1)**

**Q218** If the government were to spend additional money on improving the health care system in this country, how much of a priority should each of the following be (READ LIST)? Which one should be the top priority, the second priority, and the third priority, OR should they be of equal priority? [25]

**[PROGRAMMER NOTE: CREATE LOGIC SO THAT ONLY ONE PRIORITY RATING (1-3) IS ASSIGNED TO EACH RESPONSE ITEM. IF RESPONDENT Chooses ALL THREE ITEMS EQUAL (4), APPLY TO ALL (3) RESPONSE ITEMS.]**

**[ROTATE ITEMS]**

|   | 1 Reducing the amount consumers pay out-of-pocket for health care | 2 Improving health by promoting better preventative care and better treatments |

[1] Harris Interactive Inc. Last Revised: 3/06/02
() 3 Improving customer service such as promptness of attention, communication with patients and treating patients with respect.

[PROGRAMMER NOTE: JUMP TO PROGRAMMER NOTE BEFORE Q222]

BASE: NEW ZEALAND (Q60/3)
Q220 How would you feel about enrolling with a GP clinic if they offered to actively follow-up on your health needs, for example call you about screening tests, give you advice, remind you about appointments, and coordinate your health care needs? Do you feel...?(READ LIST) [20]
() 1 You would welcome this arrangement
2 This would not be important to you, but the idea is fine
3 Your doctor already does this
4 You disagree with this idea
8 Not sure (V)
9 Decline to answer (V)

BASE: ALL RESPONDENTS
Q222 ELIGIBLE RESPONDENT/NOT ELIGIBLE RESPONDENT (SEE ELIGIBILITY DEFINITION BELOW) (DOES NOT APPEAR ON SCREEN)

1 ELIGIBLE RESPONDENT
2 NOT ELIGIBLE RESPONDENT

[PROGRAMMER NOTE: ELIGIBLE RESPONDENTS ARE THOSE WHO MEET AT LEAST ONE OF THE CRITERIA BELOW; ALL OTHERS ARE CONSIDERED NOT ELIGIBLE]

1 Q210 =4,5 (FAIR/POOR HEALTH)
2 Q212=1 (SERIOUS ILLNESS)
3 Q214=1,3 (RESPONDENT HOSPITALIZED)
4 Q216=1,3 (MAJOR SURGERY)

[PROGRAMMER NOTE: ALL ELIGIBLE RESPONDENTS ASK Q300. ALL OTHERS (INELIGIBLE RESPONDENTS) JUMP TO Q102]

[VENDOR NOTE: ENSURE THAT ALL QUESTIONS NECESSARY FOR WEIGHTING ARE ASKED OF ALL RESPONDENTS, INCLUDING SCREENOUTS (INELIGIBLES).]
SECTION 300: OVERVIEW OF HEALTH SYSTEM

BASE: ALL ELIGIBLE RESPONDETS
Q300 Please tell me whether you are very satisfied, fairly satisfied, not very satisfied, or not satisfied at all with our country’s health care system in general. [15]

| 1 | Very satisfied |
| 2 | Fairly satisfied |
| 3 | Not very satisfied |
| 4 | Not satisfied at all |
| 8 | Not sure (V) |
| 9 | Decline to answer (V) |

BASE: ALL ELIGIBLE RESPONDETS
Q302 What do you think are the two biggest problems with the healthcare system in this country? (DO NOT READ ANSWER CHOICES) [30]

[RECORD TWO RESPONSES]

Cost / Finances
01 Not being able to afford (private) medical care
02 The costs of prescription medicines
03 High cost of new treatments
04 Shortage of resources / money
05 Takes too much in taxes
06 Not enough government funding
07 Patient user fee
08 Other Cost/finances

Quality
09 Quality of medical care / services
10 Not having the most up to date medical services/treatments
11 Quality of hospital facilities / buildings
12 Quality varies too much
13 Other quality

Coverage
14 Doesn’t cover everyone
15 Doesn’t cover enough services
16 Not enough choice of doctors
17 Seniors/Growing elderly population/Services for seniors/
18 Long term care
19 Child/Baby Care
20 Covers too many people
21 Other coverage

Access
22 Difficulty seeing specialists / consultants
23 Waiting times to get appointments with family / general practitioner
24 Waiting time in doctor’s office / surgery / clinic
25 Waiting times for hospital care/admissions
26 Long waiting time (unspec.)
27 Lack of accessibility (spec. and unspec.)
**Delivery System**

28  Not enough nurses  
29  Not enough doctors  
30  Doctors are too busy  
31  Closure or merger of hospitals  
32  Shortage of hospital beds  
33  For-profit / privatized medical care  
34  Too much bureaucracy  
35  Lack of staff (unspec.)  
36  Abuse of the system by doctors  
37  Abuse of the system by patients  
38  Health care fraud  
39  Governments keep changing health care system  
40  Attitudes of doctors (e.g. wages, strikes, overworked)  
41  Inefficient use of funds/Poor organization  
42  Breakdown of system/Losing our healthcare  
43  HMOs  
44  Medicare/Medicaid  
45  Insurance companies  
46  Other delivery system  

47  AIDS/Meningitis/Serious illnesses  

96  Other (RECORD AT Q304)  
97  None/No problems  
98  Not sure (v)  
99  Decline to answer (v)  

**BASE: OTHER SPECIFY (Q302/96)**

**Q304** (RECORD OTHER SPECIFY)

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q308** What is the single most important thing government can do to improve health care in this country?  
(DO NOT READ ANSWER CHOICES) [20]

[RECORD ONE RESPONSE ONLY]

01  Spend more money  
02  Reduce bureaucracy  
03  Reduce waste/fraud/inefficiency  
04  Increase number of doctors  
05  Increase number of nurses  
06  Reduce waiting times  
07  Help people who are uninsured  
08  Improve quality of care  
09  Reduce drug costs  
10  Reduce doctor/hospital costs  
11  Reduce emergency room waiting times  
12  Reduce problems with health plans  
13  Improve health care for the elderly  
14  Do more research on diseases.  
96  Other (RECORD AT Q310)
97    None/No problems  E
98    Not sure (v)    E
99    Decline to answer (v)  E

**BASE: OTHER SPECIFY (Q308/96)**

**Q310**  (RECORD OTHER SPECIFY)

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q314**  In the past two years, how much of a problem has (READ EACH ITEM) been for you – a big problem, a small problem or not a problem? (READ EACH ITEM) [70]

<table>
<thead>
<tr>
<th>[RANDOMIZE]</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>8</th>
<th>9</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Big Problem</td>
<td>Small Problem</td>
<td>Not a Problem</td>
<td>Didn’t Need care (v)</td>
<td>Not Sure</td>
<td>Decline to Answer</td>
</tr>
</tbody>
</table>

() 1      Poor quality of medical care or medical error
() 2      Long waits to be admitted to the hospital
() 3      Doctors not spending enough time with you during office visits
() 4      Waiting to get an appointment with your regular doctor
() 5      Having a scheduled surgery or other medical procedure delayed because of cancellation
SECTION 400: ACCESS TO CARE

BASE: ALL ELIGIBLE RESPONDENTS
Q400 I would now like to ask you about medical care you have received. By medical care we mean any care provided by doctors, nurses, specialists, consultants, other health professionals, hospitals, or clinics.

In general, has the quality of medical care you and your family receive gotten better, worse or is it about the same as it was two years ago? [IHP 2001, Q800] [20]

() 1 Better 2 Worse 3 About the same 8 Not sure (v) 9 Decline to answer (v)

BASE: ALL ELIGIBLE RESPONDENTS
Q404 In the past 2 years, have you ever been given the wrong medication or wrong dose by a doctor, hospital or pharmacist when filling a prescription at a pharmacy or while hospitalized? [15]

1 Yes 2 No 8 Not sure (v) 9 Decline to answer (v)

BASE: ALL ELIGIBLE RESPONDENTS
Q406 In the past 2 years, have you ever been involved in a situation where you believed a medical mistake was made in your treatment or care? (INTERVIEWER NOTE: This means a mistake by doctors, hospitals or other medical care providers) [15]

1 Yes 2 No 8 Not sure (v) 9 Decline to answer (v)

[PROGRAMMER NOTE: IF RESPONDENT GIVEN WRONG MEDICATION OR DOSE (Q404/1) OR EXPERIENCED A MEDICAL MISTAKE (Q406/1) ASK Q407; OTHERS JUMP TO Q408.]

BASE: WRONG MEDICATION/DOSE (Q404/1) OR MEDICAL MISTAKE (Q406/1)
Q407 Did this mistake or medication error cause a very serious health problem, somewhat serious health problem, not serious or no health problem at all? [15]

1 Very serious problem 2 Somewhat serious problem 3 Not serious or no problem at all 8 Not sure (v) 9 Decline to answer (v)
**BASE: ALL ELIGIBLE RESPONDENTS**

**Q408** In the past two years, was there a time when you (READ EACH ITEM) because of the cost? [IHP 2001, Q508 modified from 12 months to 2 years] [50]

**Q409**

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<th>3</th>
<th>8</th>
<th>9</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td>Applicable (V)</td>
<td>Not Sure (V)</td>
<td>Decline to Answer (V)</td>
</tr>
</tbody>
</table>

[RANDOMIZE ITEMS]

1. Did not [AU,US,CA (Q60/1,2,3,5) “fill”; NZ,UK (Q60/2,4) “collect”] a prescription for medicine
2. Had a specific medical problem but did not visit a doctor
3. Did not receive a medical test, treatment, or follow-up that was recommended by a doctor
4. Needed dental care but did not see a dentist

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q410** How difficult is it for you to see a specialist [IF AU,NZ,UK (Q60/1,3,4) ADD “(consultant)”] when you need to? (READ LIST) [IHP 2001, Q510] [20]

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<th>8</th>
<th>9</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Very difficult</td>
<td>Somewhat difficult</td>
<td>Not too difficult</td>
<td>Not at all difficult</td>
<td>Not sure (V)</td>
<td>Decline to answer (V)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[PROGRAMMER NOTE: IF AT LEAST SOMEWHAT DIFFICULT TO SEE SPECIALIST (Q410/1,2), ASK Q412; OTHERWISE JUMP TO PROGRAMMER NOTE ABOVE Q422 ]

**BASE: IS DIFFICULT TO SEE A SPECIALIST (Q410/1,2)**

**Q412** Why is it difficult to see specialists [IF AU,NZ,UK (Q60/1,3,4) ADD “(consultants)”]? (IF RESPONDENT HESITANT READ LIST) [IHP 2001, Q512] [30]

[MULTIPLE RECORD]

1. Unable to afford/ lack of (private) insurance
2. Having to wait for an appointment/consultation
3. Long waiting times for the type of care needed
4. Personal limitations (e.g., not able to get time off work, too busy, lack of transportation)
5. Being denied a referral
6. Service/procedure not covered by National Health Services, Medicare, or insurance
7. Facilities or services not available locally
8. Lack of doctors/No doctors available/Doctors’ strike
9. Budget cuts/Cutbacks in healthcare
10. Incompetent doctors
11. Problems with doctors (e.g., doctors don’t care, bad attitude, neglect)
12. Have to see regular doctor to get referral/have to wait for referral
13. No reason/took care of itself (V) E
96. Some other reason [SPECIFY AT Q414] E
98. Not sure (V) E
99. Decline to answer (V) E
[PROGRAMMER NOTE: IF SOME OTHER REASON AT Q412 (Q412=96), ASK Q414; OTHERWISE JUMP TO PROGRAMMER NOTE ABOVE Q422]

**BASE: ANSWERED OTHER (Q412/96)**

**Q414** (INTERVIEWER ENTER OTHER REASON)

[TEXT BOX]

[PROGRAMMER NOTE: ASK Q422 IF SELF OR FAMILY HOSPITALIZED IN PAST TWO YEARS (Q214/1,2,3); OTHERWISE JUMP TO Q434]

**BASE: RESPONDENT OR FAMILY MEMBER HOSPITALIZED (Q214/1,2,3)**

**Q422** When [PROGRAMMER: IF Q214/1,3, INSERT “you were”; IF Q214/2, INSERT “your family member was”] discharged from the hospital, did you experience any delays or problems while discharge arrangements were being made? (INTERVIEWER NOTE: IF RESPONDENT OR FAMILY MEMBER HAS BEEN HOSPITALIZED MORE THAN ONCE, ASK ABOUT MOST RECENT HOSPITALIZATION) ] [NEW] [15]

()  
1 Yes  
2 No  
8 Not sure (V)  
9 Decline to answer (V)

[PROGRAMMER NOTE: ASK Q424 IF UK (Q60/4) AND HAD DELAYS/PROBLEMS WITH DISCHARGE ARRANGEMENTS (Q422/1); OTHERWISE JUMP TO Q434]

**BASE: UK (Q60/4) AND HAD DISCHARGE PROBLEMS (Q422/1)**

**Q424** What was the reason for these delays or problems? (READ LIST) [20]

()  
01 Delays in planning for hospital discharge  
02 Waiting for a place in a nursing home  
03 Arranging for a nurse or a home care assistant to provide care at home  
04 Other (v)  
08 Not sure (v)  
99 Decline to answer (v)

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q434** In the past two years, have you used or tried to use a hospital [IF AU,CA,NZ,US (Q60/1,2,3,5) “emergency room”; IF UK (Q60/4) “Accident and Emergency room”] for yourself? [NEW] [15]

()  
1 Yes [ASK Q438]  
2 No [JUMP TO Q500]  
8 Not sure (V) [JUMP TO Q500]  
9 Decline to answer (V) [JUMP TO Q500]
BASE: USED EMERGENCY CARE SERVICES (Q434/1)
Q438 Was the length of time you had to wait for emergency care a big problem, small problem or not a problem? (READ EACH TIME) [NEW] [15]

()  
1   Big problem  
2   Small problem  
3   Not a problem  
8   Not sure (V)  
9   Decline to answer (V)  

BASE: USED EMERGENCY CARE SERVICES (Q434/1)
Q442 Would you say the quality of the emergency care services you received was (READ EACH ITEM)? [NEW] [20]

()  
1   Excellent  
2   Very Good  
3   Good  
4   Fair  
5   Poor  
6   Wasn’t able to get care (V)  
8   Not sure (V)  
9   Decline to answer (V)
SECTION 500: COORDINATION OF CARE

BASE: ALL ELIGIBLE RESPONDENTS
Q500 Do you have any ongoing medical condition or health problem that requires you to get medical care on a regular basis? Medical care may include checkups, lab tests, medications, or other therapy. [15] [INTERVIEWER PROMPT: This includes conditions expected to last 12 months, like diabetes, asthma, heart conditions.]

()  
1  Yes [ASK Q502]  
2  No [JUMP TO Q503]  
8  Not sure (V) [JUMP TO Q503]  
9  Decline to answer (V) [JUMP TO Q503]

BASE: HAVE CHRONIC ILLNESS (Q500/1)
Q502 Do you use more than one doctor or health professional to care for this medical condition or health problem? [15]

()  
1  Yes  
2  No  
8  Not sure (V)  
9  Decline to answer (V)

BASE: ALL ELIGIBLE RESPONDENTS
Q503 How many different doctors and other health professionals (such as physical therapists or nurses) have you seen in the past two years? [20]

1  One  
2  Two  
3  Three  
4  Four  
5  Five or more  
6  None (vol.)  
8  Not sure (v)  
9  Decline to answer (v)

BASE: ALL ELIGIBLE RESPONDENTS
Q508 In the last two years have you received conflicting information from different doctors or health care professionals? [15]

()  
1  Yes, have received conflicting information  
2  No, have not  
8  Not sure (v)  
9  Decline to answer (v)
**BASE: ALL ELIGIBLE RESPONDENTS**

**Q510**  In the past two years, when getting care for a medical problem, was there ever a time when (READ EACH ITEM)? [60]

<table>
<thead>
<tr>
<th>Q511</th>
<th>Yes</th>
<th>No</th>
<th>Not Sure (v)</th>
<th>Decline to answer (v)</th>
</tr>
</thead>
<tbody>
<tr>
<td>()</td>
<td>1</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>You had to tell the same story about your medical condition multiple times to different doctors, nurses and other health care workers</td>
<td></td>
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<tr>
<td>()</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Your medical records or test results did not reach your doctor’s office in time for your appointment</td>
<td></td>
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<td></td>
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<tr>
<td>()</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>You were sent for duplicate tests or diagnostic procedures by different doctors, nurses or healthcare workers</td>
<td></td>
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<tr>
<td>()</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>You left a doctor’s office without getting important questions about your care or treatment answered</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q526** In the last 2 years, have you needed to use any special medical equipment or device (like a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment) for a health problem? (J12096/ Q1012) [15]

| ()   | 1   |    |              |                      |
|      | Yes |    | [ASK Q528]  |                      |
| 2    | No  |    | [JUMP TO Q602] |                     |
| 8    | Not sure (v) |    | [JUMP TO Q602] |                     |
| 9    | Decline to answer (v) |    | [JUMP TO Q602] |                     |

**BASE: NEEDED SPECIAL MEDICAL EQUIPMENT IN PAST 2 YEARS (Q526/1)**

**Q528**  How difficult was it to get the special medical equipment you needed – very difficult, somewhat difficult, not very difficult, or not at all difficult? (J12096/ Q1014) [20]

| ()   | 1   |    |              |                      |
|      | Very difficult |    |              |                      |
| 2    | Somewhat difficult |    |              |                      |
| 3    | Not very difficult |    |              |                      |
| 4    | Not at all difficult |    |              |                      |
| 8    | Not sure (v) |    |              |                      |
| 9    | Decline to answer (v) |    |              |                      |
SECTION 600: RELATIONSHIP WITH DOCTOR

BASE: ALL ELIGIBLE RESPONDENTS
Q602 The next several questions are about the doctor that you rely on most for your medical care. In the last two years, has this doctor (READ EACH ITEM) (with/to you)? (Johns Hopkins/Gallup/Q16 modified) [45]

Q603
[RANDOMIZE]

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>8</th>
<th>9</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Reg. Doc.(V)</td>
<td>Not sure</td>
<td>Decline</td>
<td>to answer</td>
</tr>
</tbody>
</table>

() 1 Provided advice or counseling on your weight, nutrition, appropriate exercise, smoking and drinking habits
() 2 Discussed the emotional burden of coping with your condition
() 3 Reviewed and discussed the medications you take, including those prescribed by other doctors

BASE: ALL ELIGIBLE RESPONDENTS
Q604 Does the doctor that you rely on most for your care (READ EACH ITEM)? [J12096/ Q1010 – modified] [50]

[RANDOMIZE]

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>8</th>
<th>9</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Reg. Doc.(V)</td>
<td>Not sure</td>
<td>Decline</td>
<td>to answer</td>
</tr>
</tbody>
</table>

() 1 Make clear the specific goals for your treatment
() 2 Help you understand what you need to do for your health
() 3 Ask for your ideas and opinions about treatment and care
() 4 Keep you motivated to do the things you need to do

BASE: ALL ELIGIBLE RESPONDENTS
Q610 (IF NEEDED: Still thinking about the doctor you rely on most for your medical care) How would you rate this doctor on (READ EACH ITEM)? Would you say he or she is doing an excellent, very good, good, fair or poor job on this? [IHP2001 changed “doctor you usually go to” to “doctor you rely on most”] [70]

Q605

[ROTATE]

(247) 1 Treating you with dignity and respect
(248) 2 Listening carefully to your health concerns
(249) 3 Being accessible either by phone or in person when you need care
(250) 4 Spending enough time with you
(251) 5 How well he or she diagnosed your problem
BASE: ALL ELIGIBLE RESPONDENTS

Q611 Has there been a time in the last 2 years when you have not followed your doctor’s advice or treatment plan? [15]

<p>| | | | |</p>
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<td>0</td>
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<tr>
<td>1</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Not sure (v)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Decline to answer (v)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

BASE: RESPONDENT HAS NOT FOLLOWED DR ADVICE OR TREATMENT (Q611/1)

Q612 Did you not follow your doctor’s advice or treatment plan [READ ITEMS]? [60]

<p>| | | | |</p>
<table>
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<tr>
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<tbody>
<tr>
<td>1</td>
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<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Not</td>
<td>sure</td>
<td>to answer</td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[ROTATE]

() 1 Because you didn’t understand what you were supposed to do
() 2 Because you disagreed with what the doctor recommended
() 3 Because it cost too much
() 4 Because it was too difficult to do
() 5 For some other reason
SECTION 700: COMPLIANCE WITH PRESCRIPTION MEDICATIONS

BASE: ALL ELIGIBLE RESPONDENTS
Q700 Do you have a medical condition or health problem that requires you to take any prescription medications on a regular or on-going basis, or not? (INTERVIEWER NOTE: For aspirin, vitamins, etc, SAY: This applies if you need a prescription to buy that medication.) [J928520/Q402] [15]

()  
1 Yes       ASK Q702  
2 No        JUMP TO Q704  
8 Not sure (V)  JUMP TO Q704  
9 Decline to answer (V)  JUMP TO Q704

BASE: TAKE MEDICATION ON A REGULAR BASIS (Q700/1)
Q702 How many different prescription medications are you taking on a regular or ongoing basis? [NEW] [10]

()  
1 Taking 1 prescription  
2 Taking 2-3 different prescriptions  
3 Taking 4-5 different prescriptions  
4 Taking more than 5 different prescriptions  
8 Not sure (V)  
9 Decline to answer (V)

BASE: ALL ELIGIBLE RESPONDENTS
Q704 Are there any prescription medicines that you (READ EACH ITEM)? [80]

[RANDOMIZE]
Q705 1 2 8 9  
() Yes  No  Not  Decline  Sure  to Answer  
() 1 Stopped taking without doctor’s advice because of side effects  
() 2 Have been taking, that cause serious side effects that the doctor didn’t tell you about  
() 3 Skip doses to make the medication last longer  
() 4 Are taking but have difficulty understanding the medication instructions
SECTION 800: HEALTH CARE COVERAGE

[PROGRAMMER NOTE: IF AUSTRALIA OR CANADA (Q60/1,2) ASK Q800; IF NZ (Q60/3) JUMP TO Q802; IF U.K. (Q60/4) JUMP TO Q804; IF U.S. (Q60/5) JUMP TO Q806]

BASE: AUSTRALIA AND CANADA (Q60/1,2)
Q800 In addition to Medicare, are you currently covered by private health insurance beyond what the government provides? [10]

(231)
1 Yes, privately insured (JUMP TO Q808)
2 No, not privately insured (JUMP TO Q900)
8 Not sure (V) (JUMP TO Q900)
9 Decline to answer (V) (JUMP TO Q900)

BASE: NEW ZEALAND (Q60/3)
Q802 In addition to the Health Service, are you currently covered by private health insurance that you or your family pays for or that your or your family member’s employer provides? [IHP1998, 404] [10]

(232)
1 Yes, privately insured (JUMP TO Q808)
2 No, not privately insured (JUMP TO Q900)
8 Not sure (V) (JUMP TO Q900)
9 Decline to answer (V) (JUMP TO Q900)

BASE: UNITED KINGDOM (Q60/4)
Q804 In addition to the National Health Service, are you currently covered by private health insurance that you or your family pays for or that your or your family member’s employer provides? [IHP1998, 405] [10]

(233)
1 Yes, privately insured (JUMP TO Q900)
2 No, not privately insured (JUMP TO Q900)
8 Not sure (V) (JUMP TO Q900)
9 Decline to answer (V) (JUMP TO Q900)

BASE: UNITED STATES (Q60/5)
Q806 Are you, yourself, now covered by any form of health insurance or health plan—that would include any private insurance through your employer or that you purchase yourself, as well as government programs like Medicare or Medicaid—or don’t you have any health insurance at this time? [10]

(233)
1 Yes, insured (JUMP TO Q810)
2 No, not insured (JUMP TO Q900)
8 Not sure (V) (JUMP TO Q900)
9 Decline to answer (V) (JUMP TO Q900)
### BASE: AU, CA, NZ (Q60/1-3) AND PRIVATELY INSURED (Q800/1 OR Q802/1)

**Q808** Does your private insurance cover any of the costs of prescription medications? [10]

<table>
<thead>
<tr>
<th>Code</th>
<th>Response</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes, covers most</td>
<td>(JUMP TO Q900)</td>
</tr>
<tr>
<td>2</td>
<td>No, not covers</td>
<td>(JUMP TO Q900)</td>
</tr>
<tr>
<td>8</td>
<td>Not sure (V)</td>
<td>(JUMP TO Q900)</td>
</tr>
<tr>
<td>9</td>
<td>Decline to answer (V)</td>
<td>(JUMP TO Q900)</td>
</tr>
</tbody>
</table>

### BASE: UNITED STATES (Q60/5) AND INSURED (Q806/1)

**Q810** Does the insurance you have cover any of the costs of prescription medications? [10]

<table>
<thead>
<tr>
<th>Code</th>
<th>Response</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes, covers</td>
<td>(JUMP TO Q900)</td>
</tr>
<tr>
<td>2</td>
<td>No, not covers</td>
<td>(JUMP TO Q900)</td>
</tr>
<tr>
<td>8</td>
<td>Not sure (V)</td>
<td>(JUMP TO Q900)</td>
</tr>
<tr>
<td>9</td>
<td>Decline to answer (V)</td>
<td>(JUMP TO Q900)</td>
</tr>
</tbody>
</table>
SECTION 900: FINANCIAL BURDENS AND WORRIES

BASE: ALL ELIGIBLE RESPONDENTS

Q900 How much of a burden are the costs of your overall medical care including any services you may need to help cope with your chronic illness – a major burden, a minor burden or not a burden at all? [15]

()  
1  Major burden  
2  Minor burden  
3  Not a burden at all  
8  Not sure (V)  
9  Decline to answer (V)
SECTION 100: Demographics

BASE: ALL RESPONDENTS – NECESSARY FOR WEIGHTING IN ALL COUNTRIES
Q102 (INTERVIEWER OBSERVATION) Respondent sex: [10]

1 Male
2 Female

BASE: ALL RESPONDENTS – NECESSARY FOR WEIGHTING IN ALL COUNTRIES
Q106 Now I want to ask you a few demographic questions before we finish.

What is your year of birth? (INTERVIEWER: RECORD 9998 FOR NOT SURE (V) AND 9999 FOR DECLINE TO ANSWER (V.).) [10]

(INTERVIEWER: ENTER AS A FOUR-DIGIT NUMBER, e.g., 1963)

[RANGE: 1901-1984, 9998, 9999]

(127-130)

BASE: US (Q60/5) AND NZ (Q60/3) - NECESSARY FOR WEIGHTING
Q108 Including you, how many adults, 18 or older, live in your household? (INTERVIEWER: RECORD 98 FOR NOT SURE (V) AND 99 FOR DECLINE TO ANSWER (V.).) [10]

[PROGRAMMER NOTE: IN NEW ZEALAND (Q60/3) ADD: “(INTERVIEWER NOTE: INCLUDE BOARDERS)”]

[RANGE: 01-20, 98, 99]

(131-132)

BASE: NZ (Q60/3) - NECESSARY FOR WEIGHTING
Q110 How many children under the age of 18 live in this household? (INTERVIEWER: RECORD 98 FOR NOT SURE (V) AND 99 FOR DECLINE TO ANSWER (V.).) [10]

[RANGE: 00-20, 98, 99]

(133-134)

BASE: ALL ELIGIBLE RESPONDENTS
Q114 Do you live alone or with your spouse or other family members? [10]

(135-136)

01 Live alone
02 Live with a spouse or partner
04 Live with other family members
05 Other arrangement (live with others than family)
98 Not sure (V)
99 Decline to answer (V)
[PROGRAMMER NOTE: IF AUSTRALIA (Q60/1) ASK Q120; IF CANADA (Q60/2) ASK Q122; IF NZ (Q60/3) ASK Q124; IF U.K. (Q60/4) ASK Q126; IF U.S. (Q60/5) ASK Q128]

BASE: AUSTRALIA (Q60/1) - NECESSARY FOR WEIGHTING

Q120 What is the highest level of education you have completed or the highest degree you have received? (READ OUT UNTIL ONE IS ENDORSED) [30]

(137-138)
01 A bachelor’s degree or higher, requiring the equivalent of at least 3 years full time study
02 A post-school qualification requiring at least 4 years of part time study
03 A post-school qualification requiring at least 1 to 3 years of part time study
04 The upper level of high school required for University entrance (equivalent to Year 12 now)
05 The lower level of high school (equivalent to Year 10 now)
06 Did not complete high school
98 Not sure (V)
99 Decline to answer (V)

[JUMP TO Q130]

BASE: CANADA (Q60/2)

Q122 What is the highest level of education you have completed or the highest degree you have received? (PROBE: IF RESPONDENT JUST SAYS “HIGH SCHOOL”: Did you graduate? IF 12TH GRADE, RECORD “HIGH SCHOOL GRADUATE”. IF BETWEEN 7TH & 11TH GRADE, RECORD “COMPLETED SOME HIGH SCHOOL.” IF 6TH GRADE OR LESS, RECORD “LESS THAN HIGH SCHOOL.”) [30]

(READ LIST)
01 Did not complete high school
02 High school graduate or equivalent
03 Attended community college, CEGEP [QUEBEC ONLY], or technical college
04 Completed some university, but no degree
05 University graduate or higher degree
98 Not Sure (V)
99 Decline to answer (V)

[JUMP TO Q130]
BASE: NEW ZEALAND (Q60/3)
Q124 What is the highest level of education you have completed or the highest degree you have received? [30]
(READ LIST)

(139-140)
01 Less than high school
02 Completed some high school but not School Cert
03 High school to School Certificate level
04 High School to UE/6th Form Cert/Bursary level
05 Technical/Trade qualifications
06 Other Tertiary qualification
07 Attended University or technical college, but did not graduate
08 University Graduate (e.g., B.A., B.Sc.)
09 Completed Post graduate degree (e.g., M.Sc., M.D., Ph.D.)
98 Not Sure (V)
99 Decline to answer (V)

[JUMP TO Q130]

BASE: UNITED KINGDOM (Q60/4) – NECESSARY FOR WEIGHTING
Q126 What is the highest level of formal education you have completed?
(READ LIST)

(141-142)
01 GCSE/O Level/CSE
02 CSYS (Certificate of 6th year studies) or equivalent
03 Vocational qualifications (GNVQ/GSVQ/NVQ/SVQ, City and Guilds, YT Certificate, RSA)
04 A Level or equivalent
05 Bachelor degree (or equivalent (BA, BSc etc.)
06 Post Graduate Qualification (Ph.D., MA etc.)
07 Other
08 No formal education
09 Still studying
98 Not Sure (V)
99 Decline to answer (V)

[JUMP TO Q130]
**BASE: UNITED STATES (CC/5) - NECESSARY FOR WEIGHTING**

**Q128** What is the highest level of education you have completed or the highest degree you have received?

(PROBE: IF RESPONDENT JUST SAYS "HIGH SCHOOL": What was the highest grade you completed? IF 12TH GRADE, RECORD "HIGH SCHOOL GRADUATE". IF BETWEEN 9TH & 11TH GRADE, RECORD "COMPLETED SOME HIGH SCHOOL." IF 8TH GRADE OR LESS, RECORD "LESS THAN HIGH SCHOOL.")

(READ LIST)

(143-144)

01 Less than high school
02 Completed some high school
03 High school graduate or equivalent (e.g., GED)
04 Completed some college or technical college, but no degree
05 College graduate (e.g., B.A., A.B., B.S.)
06 Completed some graduate school, but no degree
07 Completed graduate school (e.g., M.S., M.D., Ph.D.)
98 Not Sure (V)
99 Decline to answer (V)

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q140** The average household income of families in this country is [ENTER AMOUNT FROM PROGRAMMING NOTE BELOW] a year. By comparison, is your household income (READ LIST)?

(PROGRAMMING NOTE: IF AUSTRALIA (Q60/1) ENTER "$38,000 AUD"; IF CANADA (Q60/2) ENTER "$40,200"; IF NEW ZEALAND (Q60/3) ENTER "$33,000" NZD; IF UK (Q60/4) ENTER "23,000"; IF US (Q60/5) ENTER "$42,000")

(147-148)

01 Much above average
02 Somewhat above average
03 Average
04 Somewhat below average
05 Much below average
98 Not Sure (V)
99 Decline to answer (V)

(PROGRAMMER NOTE: IF U.S. (Q60/5) ASK Q178; IF AUSTRALIA (Q60/1) JUMP TO Q190; IF CANADA (Q60/2) JUMP TO Q188; IF NEW ZEALAND (Q60/3) THANK AND TERMINATE; IF U.K. (Q60/4) JUMP TO Q192)
BASE: UNITED STATES (Q60/5) – NECESSARY FOR WEIGHTING
Q178 Are you of Hispanic origin, such as Mexican American, Latin American, Puerto Rican, or Cuban? [10]

(158)
1 Yes, of Hispanic origin
2 No, not of Hispanic origin
8 Not Sure (V)
9 Decline to answer (V)

BASE: UNITED STATES (Q60/5) – NECESSARY FOR WEIGHTING
Q180 Do you consider yourself white, black or African American, Asian, Native American, or some other race? [10 seconds]

(159-160)
01 White
02 Black
03 African American
04 Asian or Pacific Islander
05 Native American or Alaskan native
06 Mixed racial background
96 Other race (V)
98 Not Sure (V)
99 Decline to answer (V)

[PROGRAMMER NOTE: IF MIXED RACE (Q180/06) ASK Q182; OTHERWISE JUMP TO Q184]

BASE: MIXED RACIAL BACKGROUND RESPONDENTS (Q180/06)
Q182 You indicated that you consider yourself of a mixed racial background. With which of the following racial groups do you most closely identify? (READ LIST) [10]

(161-162)
[MULTIPLE RESPONSE]
01 White
02 Black
03 African American
04 Asian or Pacific Islander
05 Native American or Alaskan native
96 Other race
98 Not Sure (V) E
99 Decline to answer (V) E

BASE: UNITED STATES (Q60/5) – NECESSARY FOR WEIGHTING
Q184 How many separate telephone lines with different telephone numbers do you have in the home you are in now which can receive phone calls? Do not count those that are only used for faxes or modems. [10]

[PROGRAMMER NOTE: THIS QUESTION IS USED FOR WEIGHTING Purposes]

(163)
1 Only one
2 Two
3 Three or more
8 Not sure (V)
9 Decline to answer (V)
BASE: UNITED STATES (Q60/5)
Q186  INTERVIEWER: CODE LANGUAGE OF INTERVIEW

(164)
1    English
2    Spanish

[PROGRAMMER NOTE: THANK AND TERMINATE]

BASE: CANADA (Q60/2)
Q188  INTERVIEWER: CODE LANGUAGE OF INTERVIEW

(165)
1    English
2    French

[PROGRAMMER NOTE: THANK AND TERMINATE]

BASE: AUSTRALIA (Q60/1)
Q190  What is your post code?

(ENTER “9998” FOR “NOT SURE” AND “9999” FOR “DECLINE TO ANSWER”.)

[ ] [ ] [ ] (Range: 0-9997, 9998, 9999)

(342-345)

[PROGRAMMER NOTE: THANK AND TERMINATE]

BASE: UK (Q60/4) – NECESSARY FOR WEIGHTING
Q192  SOCIAL CLASS CODE (TO BE DERIVED)

(441)
1    AB
2    C1
3    C2
4    DE
8    Not sure (V)
9    Decline to answer (V)

BASE: UK (Q60/4)
Q194  Do you live in, or in the suburbs of, a city/large town/conurbation OR in a small town OR in a village/rural location? (READ LIST)

(208)
1    City/large town
2    Suburbs of a city/large town
3    Small town
4    Village or rural location
8    Not sure (V)
9    Decline to answer (V)

[PROGRAMMER NOTE: THANK AND TERMINATE]