

Enquête québécoise sur l'expérience de soins des usagers des groupes de médecine de famille (GMF) – 2017

QUESTIONNAIRE

Version anglaise

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POUR CONSULTATION SEULEMENT

Section 1 - Admissibility

Q1A Are you a patient of (doctor) <Doctor's name>?

- 1 Yes → Q2A
- 2 No
- 8 Don't know
- 9 Refuse to answer

Q1B Do you have a doctor you can see at/at one of the following locations <List of FMG points of service>?

- 1 Yes → Q2A
- 2 No → End of questionnaire
- 8 Don't know → End of questionnaire
- 9 Refuse to answer → End of questionnaire

Your doctor works in a family medicine group, also called FMG. In this questionnaire, we will say "your FMG" to talk about this place, as well as the other points of service that can be affiliated with it.

Q2A Over the last 12 months, have you consulted a doctor, nurse or other health or social service professional at your FMG about an issue affecting you?

- 1 Yes → Q3
- 2 No →
- 8 Don't know →
- 9 Refuse to answer

Q2B Since August 2016, have you seen a doctor, nurse or other health or social service professional at <Name of place of last consultation> located at <Address of place of last consultation>?

- 1 Yes
- 2 No → End of questionnaire
- 8 Don't know → End of questionnaire
- 9 Refuse to answer → End of questionnaire

Section 2 – Background information

Q3 Who did you see at your FMG over the last 12 months (about an issue affecting you)?

INSTRUCTIONS : Check all that apply.

READ IF NECESSARY : A specialist could be, for example, a dermatologist, a gynecologist, a cardiologist, an ENT doctor, etc.

- 1 Your doctor
- 2 Another family doctor
- 3 Specialist
- 4 Nurse
- 5 Social worker
- 6 Another professional
- 8 Don't know
- 9 Refuse to answer

Filter 1.

If Q3=1 OR Q3=2 OR Q3=3 → Q4

Otherwise → Filter 2

Q4 Over the last 12 months, how many times did you see a doctor at your FMG?

- 1 Enter the number of times
- 8 Don't know
- 9 Refuse to answer

Filter 2.

If Q3=4 OR Q3=5 OR Q3=6 → Q5

Otherwise → Q6

Q5 Over the last 12 months, how many times did you see a health or social service professional other than a doctor at your FMG? This professional could have been a nurse, social worker or nutritionist, for example.

- 1 Enter the number of times
- 8 Don't know
- 9 Refuse to answer

Q6 At your FMG, who handles most of your healthcare?

- 1 Your doctor
- 2 Another doctor
- 3 Nurse
- 4 Another professional
- 8 Don't know
- 9 Refuse to answer

- Q7 For how many years have you been a patient of <your doctor (Q6=1,4,8,9) OR the doctor who handles most of your healthcare (Q6=2) OR the nurse who handles most of your healthcare (Q6=3)>?
- 1 Less than 2 years
 - 2 2 to 5 years
 - 3 6 to 9 years
 - 4 10 years or more
 - 8 Don't know
 - 9 Refuse to answer

Section 3 - Accessibility

- Q8 How would you rate the convenience of your FMG's location in terms of distance from your home and ease of getting there (public transport, parking nearby, etc.)?
- 1 Very poor
 - 2 Poor
 - 3 Fair
 - 4 Good
 - 5 Very good
 - 8 Don't know
 - 9 Refuse to answer

The following questions are about your experience over the last 12 months.

- Q9 How would you rate the appointment times that your FMG gives you?
- 1 Very poor
 - 2 Poor
 - 3 Fair
 - 4 Good
 - 5 Very good
 - 7 I didn't make appointments over the last 12 months
 - 8 Don't know
 - 9 Refuse to answer

Q10 How would you rate the ability to get through to your FMG by phone when you need to make an appointment?

- 1 Very poor
- 2 Poor
- 3 Fair
- 4 Good
- 5 Very good
- 7 I haven't done so over the last 12 months
- 8 Don't know
- 9 Refuse to answer

Source : Source: Primary Care Assessment Survey (PCAS), © 1998. Safran DG, Kosinski M, Taira DA, Tarlov AR, Rogers WH, Lieberman N, Ware JE. Tufts Medical Center, Inc. All Rights Reserved (Question adapted by the ISQ)

Q11 How would you rate the ability to speak by phone to a health professional from your FMG, including your doctor, when you have a question or need medical advice?

- 1 Very poor
- 2 Poor
- 3 Fair
- 4 Good
- 5 Very good
- 7 I haven't done so over the last 12 months
- 8 Don't know
- 9 Refuse to answer

Source: Primary Care Assessment Survey (PCAS), © 1998. Safran DG, Kosinski M, Taira DA, Tarlov AR, Rogers WH, Lieberman N, Ware JE. Tufts Medical Center, Inc. All Rights Reserved (Question adapted by the ISQ)

Filter 3.

Si Q9=7 → Q15

Sinon → Q12

Still thinking about your experience over the last 12 months at your FMG

Q12 How long does it generally take to get an appointment with your doctor?

- 1 Less than 48 hours
- 2 48 hours to less than 2 weeks
- 3 2 weeks to less than one month
- 4 One month to less than 4 months
- 5 4 months or more
- 6 My appointments were scheduled in advance → Q14
- 7 I didn't make appointments over the last 12 months → Q15
- 8 Don't know
- 9 Refuse to answer

Source : Enquête populationnelle sur l'expérience de soins à Montréal et en Montérégie 2011, Direction de santé publique - Agence de la santé et des services sociaux de Montréal (Question adapted by the ISQ)

- Q13 How would you rate the length of time you usually wait before getting an appointment with your doctor?
- 1 Very poor
 - 2 Poor
 - 3 Fair
 - 4 Good
 - 5 Very good
 - 8 Don't know
 - 9 Refuse to answer

- Q14 How would you rate the length of time you usually spend waiting at your FMG before you see your doctor for your appointment?
- 1 Very poor
 - 2 Poor
 - 3 Fair
 - 4 Good
 - 5 Very good
 - 8 Don't know
 - 9 Refuse to answer

Source : Primary Care Assessment Survey (PCAS), © 1998. Safran DG, Kosinski M, Taira DA, Tarlov AR, Rogers WH, Lieberman N, Ware JE. Tufts Medical Center, Inc. All Rights Reserved (Question adapted by the ISQ)

The next questions are about what you know about certain services offered at your FMG

- Q15 If you need to make an appointment with a health or social service professional other than a doctor, can you do so without having to see a doctor first? This professional could be a nurse, social worker or nutritionist, for example.
- 1 Yes
 - 2 No
 - 7 I didn't know I could
 - 8 Don't know
 - 9 Refuse to answer

- Q16 If your doctor is not available, can you make an appointment to see another doctor (at your FMG)?
- 1 Yes
 - 2 No
 - 7 I didn't know I could
 - 8 Don't know
 - 9 Refuse to answer

Source: Enquête populationnelle sur l'expérience de soins à Montréal et en Montérégie 2011, Direction de santé publique - Agence de la santé et des services sociaux de Montréal (Question adapted by the ISQ)

If you need to see a doctor or nurse at your FMG, can you usually do so...

	Yes	No	I didn't know I could	Don't know	Refuse to answer
Q17 on a Saturday or Sunday?	1	2	7	8	9
Q18 on a weekday evening?	1	2	7	8	9
Q19 the same day or the next day?	1	2	7	8	9

Source: Q17 et Q18: International health policy survey 2013, Commonwealth Fund (Questions adapted by the ISQ)
 Q19 : Enquête populationnelle sur l'expérience de soins à Montréal et en Montérégie 2011, Direction de santé publique - Agence de la santé et des services sociaux de Montréal (Question adapted by the ISQ)

Section 4 - Relationship with the doctor or nurse who handles most of your healthcare

The following questions are about your relationship with <your doctor (Q6=1,4,8,9) OR the doctor who handles most of your healthcare (Q6=2) OR the nurse who handles most of your healthcare (Q6=3)> at your FMG. How would you rate...

	Very poor	Poor	Fair	Good	Very good	Don't know	Refuse to answer
Q20 his/her knowledge of your entire medical history?	1	2	3	4	5	8	9
Q21 his/her knowledge of your responsibilities (or your daily activities) at work, home or school?	1	2	3	4	5	8	9
Q22 his/her knowledge of what worries you most about your health?	1	2	3	4	5	8	9
Q23 his/her knowledge of you as a person (your values and beliefs)?	1	2	3	4	5	8	9

Source: Primary Care Assessment Survey (PCAS), © 1998. Safran DG, Kosinski M, Taira DA, Tarlov AR, Rogers WH, Lieberman N, Ware JE. Tufts Medical Center, Inc. All Rights Reserved (Questions adapted by the ISQ)

Still thinking about your <your doctor (Q6=1,4,8,9) OR the doctor who handles most of your healthcare (Q6=2) OR the nurse who handles most of your healthcare (Q6=3)>, how would you rate...

		Very poor	Poor	Fair	Good	Very good	Don't know	Refuse to answer
Q24	the thoroughness of his/her questions about your symptoms and about how you are feeling?	1	2	3	4	5	8	9
Q25	the attention he/she gives to what you have to say?	1	2	3	4	5	8	9
Q26	his/her explanations of your health problems or the treatment you need?	1	2	3	4	5	8	9

Source: Primary Care Assessment Survey (PCAS), © 1998. Safran DG, Kosinski M, Taira DA, Tarlov AR, Rogers WH, Lieberman N, Ware JE. Tufts Medical Center, Inc. All Rights Reserved (Questions adapted by the ISQ)

Always in relation to <your doctor (Q6=1,4,8,9) OR the doctor who handles most of your healthcare (Q6=2) OR the nurse who handles most of your healthcare (Q6=3)>, how would you rate...

		Very poor	Poor	Fair	Good	Very good	Don't know	Refuse to answer
Q27	his/her instructions about symptoms to report and when to seek further care?	1	2	3	4	5	8	9
Q28	his/her advice and help in making decisions about your healthcare?	1	2	3	4	5	8	9
Q29	the amount of time he/she spends with you?	1	2	3	4	5	8	9

Source: Primary Care Assessment Survey (PCAS), © 1998. Safran DG, Kosinski M, Taira DA, Tarlov AR, Rogers WH, Lieberman N, Ware JE. Tufts Medical Center, Inc. All Rights Reserved (Questions adapted by the ISQ)

Q30 How often do you leave your doctor's office (Q6=1,4,8,9) OR the office of the doctor who handles most of your healthcare (Q6=2) OR the office of the nurse who handles most of your healthcare (Q6=3) with unanswered questions?

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always
- 8 Don't know
- 9 Refuse to answer

Source: Primary Care Assessment Survey (PCAS), © 1998. Safran DG, Kosinski M, Taira DA, Tarlov AR, Rogers WH, Lieberman N, Ware JE. Tufts Medical Center, Inc. All Rights Reserved (Question adapted by the ISQ)

Section 5 - Services received at the FMG

The following questions are about the services you received from all health or social service professionals you met at your FMG over the last 12 months, including your doctor.

Q31 Did one of these professionals help or support you in your efforts to change your lifestyle habits, such as quitting smoking, improving your diet, etc.?

INSTRUCTIONS: If you have not changed your lifestyle habits, check "I didn't need help".

- 1 Yes
- 2 No
- 7 I didn't need help
- 8 Don't know
- 9 Refuse to answer

Source : *Enquête québécoise sur la qualité des services de lutte contre le cancer 2012*, ISQ

Q32 Over the last 12 months, did the professionals you met at your FMG take your opinion and wishes into consideration when proposing care?

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always
- 7 I didn't have to give my opinion
- 8 Don't know
- 9 Refuse to answer

Source: *Enquête populationnelle sur l'expérience de soins à Montréal et en Montérégie 2011*, Direction de santé publique - Agence de la santé et des services sociaux de Montréal (Question adapted by the ISQ)

Q33 Over the last 12 months, did the professionals you met at your FMG take care of all your health problems, either physical or psychological?

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always
- 8 Don't know
- 9 Refuse to answer

Source: Enquête populationnelle sur l'expérience de soins à Montréal et en Montérégie 2011, Direction de santé publique - Agence de la santé et des services sociaux de Montréal (Question adapted by the ISQ)

Q34 When you think about all the health and social service professionals you met at your FMG over the last 12 months, how would you rate the coordination between them and <your doctor (Q6=1,4,8,9) OR the doctor who handles most of your healthcare (Q6=2) OR the nurse who handles most of your healthcare (Q6=3)>?

[READ IF NECESSARY](#) : By coordination, we mean how well the services offered are organized, such as getting help making appointments, transferring your medical file or following-up with you to ensure you receive the recommended services, for example.

- 1 Very poor
- 2 Poor
- 3 Fair
- 4 Good
- 5 Very good
- 7 I only met with <my doctor (Q6=1,4,8,9) OR the doctor who handles most of my healthcare (Q6=2) OR the nurse who handles most of my healthcare (Q6=3)> over the last 12 months
- 8 Don't know
- 9 Refuse to answer

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Q35 How would you rate your overall experience with the front desk personnel at your FMG over the last 12 months?

- 1 Very poor
- 2 Poor
- 3 Fair
- 4 Good
- 5 Very good
- 8 Don't know
- 9 Refuse to answer

Section 6 - Services received at the FMG for long-term health problems

The following questions are about long-term health problems.

Q36 Do you have one or more long-term health problems that were diagnosed by a doctor and have lasted for at least six months or that could last for six months or more?

READ IF NECESSARY : These physical or mental health problems require you to have follow-ups and take medication, get treatment or practise good lifestyle habits.

- 1 Yes
- 2 No → Q42
- 8 Don't know → Q42
- 9 Refuse to answer → Q42

Source : Enquête québécoise sur l'expérience de soins (EQES) 2010-2011, ISQ

Q37 How many long-term health problems do you have?

- 1 1
- 2 2 → Q38b
- 3 3 or more → Q38b
- 8 Don't know → Q38b
- 9 Refuse to answer → Q38b

Q38A Is your long-term health problem physical or psychological?

- 1 Physical problem → Q39
- 2 Psychological problem → Q39
- 8 Don't know → Q39
- 9 Refuse to answer → Q39

Q38B Are your long-term health problems physical, psychological or both?

- 1 Physical problems
- 2 Psychological problems
- 3 Physical and psychological problems
- 8 Don't know
- 9 Refuse to answer

Q39 Over the last 12 months, did the professionals you met at your FMG help you to plan ahead or get organized so that you could take care of your health condition, even in hard times?

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always
- 7 I didn't need any help
- 8 Don't know
- 9 Refuse to answer

Source: Patient Assessment of Chronic Illness Care (PACIC), © 2004 The MacColl Center for Health Care Innovation, Group Health Cooperative (Question adapted by the ISQ)

Q40 Over the last 12 months, did the professionals you met at your FMG direct you to a health or social service professional, other than a doctor, working outside your FMG?

READ IF NECESSARY : This professional could be a nurse, social worker, nutritionist, psychologist, etc.

- 1 Yes
- 2 No
- 7 There was no need to
- 8 Don't know
- 9 Refuse to answer

Source: Patient Assessment of Chronic Illness Care (PACIC), © 2004 The MacColl Center for Health Care Innovation, Group Health Cooperative (Question adapted by the ISQ)

Q41 Over the last 12 months, did the professionals you met at your FMG direct you to a community organization or support group that could help you?

- 1 Yes
- 2 No
- 7 There was no need to
- 8 Don't know
- 9 Refuse to answer

Source: Patient Assessment of Chronic Illness Care (PACIC), © 2004 The MacColl Center for Health Care Innovation, Group Health Cooperative (Question adapted by the ISQ)

Section 7 - Continuity of the services received in all caregiving environments

Q42 Over the last 12 months, did you see doctors, specialists or health or social service professionals, other than <your doctor (Q6=1,4,8,9) OR the doctor who handles most of your healthcare (Q6=2) OR the nurse who handles most of your healthcare (Q6=3)> , either at your FMG or elsewhere (hospital, another clinic, CLSC, etc.), who played an important role in your healthcare?

- 1 Yes
- 2 No → Q50
- 8 Don't know → Q50
- 9 Refuse to answer → Q50

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Q43 Were these other professionals you met at your FMG or elsewhere familiar with your most recent medical history?

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always
- 8 Don't know
- 9 Refuse to answer

Source : Veterans Affairs National outpatient customer satisfaction survey (VANOCSS), 2002, Borowsky, S.J. et coll. (Question adapted by the ISQ)

Q44 Over the last 12 months, were these professionals aware of the tests or medical exams you had and their results?

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always
- 7 I haven't had any medical tests or exams done over the last few months
- 8 Don't know
- 9 Refuse to answer

Source : Veterans Affairs National outpatient customer satisfaction survey (VANOCSS), 2002, Borowsky, S.J. et coll. (Question adapted by the ISQ)

Q45 Over the last 12 months, did you know what the next step in your treatment would be?

[READ IF NECESSARY : Treatment may consist of medication, re-education, psychotherapy, bandaging, surgery, radiotherapy or lifestyle or dietary advice in order to prevent a health problem, etc.](#)

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always
- 7 I didn't receive any treatment → Q47
- 8 Don't know
- 9 Refuse to answer

Source : Veterans Affairs National outpatient customer satisfaction survey (VANOCSS), 2002, Borowsky, S.J. et coll. (Question adapted by the ISQ)

Q46 Over the last 12 months, did the professionals you met at your FMG or elsewhere know about changes in your treatment that another health professional recommended?

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always
- 7 My treatment didn't change
- 8 Don't know
- 9 Refuse to answer

Source : Veterans Affairs National outpatient customer satisfaction survey (VANOCSS), 2002, Borowsky, S.J. et coll. (Question adapted by the ISQ)

Q47 Over the last 12 months, were there times when different professionals, at your FMG or elsewhere, give you contradictory information about your health, treatment or care?

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always
- 8 Don't know
- 9 Refuse to answer

Q48 Over the last 12 months, did you know who to ask when you had questions about your health, treatment or care?

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always
- 8 Don't know
- 9 Refuse to answer

Source : Veterans Affairs National outpatient customer satisfaction survey (VANOCSS), 2002, Borowsky, S.J. et coll.

Q49 Over the last 12 months, did the staff member at your FMG help you to make arrangements for the services you needed outside your FMG?

READ IF NECESSARY : This includes help to make appointments, the transfer of your medical file or a follow-up to ensure you receive the recommended care.

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always
- 7 I didn't need any help
- 8 Don't know
- 9 Refuse to answer

Source: International health policy survey, 2013, Commonwealth Fund (Question adapted by the ISQ)

Section 8 - Respondent profile

The following questions are related to your socio-demographic characteristics.

Q50 Compared to other people of your own age, is your health status ... ?

- 1 Very poor
- 2 Poor
- 3 Fair
- 4 Good
- 5 Very good
- 8 Don't know
- 9 Refuse to answer

Q51 What language do you speak most often at home?

- 1 French
- 2 English
- 3 Other
- 8 Don't know
- 9 Refuse to answer

Q52 Were you born in Canada?

- 1 Yes → Q54
- 2 No
- 8 Don't know
- 9 Refuse to answer

Q53 How many years have you been living in Canada?

- 1 Less than 5 years
- 2 5 to 10 years
- 3 More than 10 years
- 8 Don't know
- 9 Refuse to answer

Q54 What is the highest level of education you have attained?

INSTRUCTIONS : If you hold a degree or diploma from another country, choose its equivalent in the Québec school system.

- 1 Elementary education or less
- 2 Partial high school education
- 3 High school diploma
- 4 Trade school or vocational school diploma
- 5 Business college diploma
- 6 CEGEP diploma
- 7 University degree
- 8 Other
- 98 Don't know
- 99 Refuse to answer

Q55 How do you consider your financial situation compared to other people your age?

- 1 I consider myself well-off
- 2 I consider my income sufficient
- 3 I consider myself poor
- 4 I consider myself very poor
- 8 Don't know
- 9 Refuse to answer