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## Measures of quality, costs and equity in primary health care: instruments developed to analyse and compare primary health care in 35 countries

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### ABSTRACT

**Background** The Quality and Costs of Primary Care in Europe (QUALICOPC) study aims to analyse and compare how primary health care systems in 35 countries perform in terms of quality, costs and equity. This article answers the question ‘How can the organisation and delivery of primary health care and its outcomes be measured through surveys of general practitioners (GPs) and patients?’ It will also deal with the process of pooling questions and the

subsequent development and application of exclusion criteria to arrive at a set of appropriate questions for a broad international comparative study.

**Methods** The development of the questionnaires consisted of four phases: a search for existing validated questionnaires, the classification and selection of relevant questions, shortening of the questionnaires in three consensus rounds and the pilot survey. Consensus was reached on the basis of exclusion criteria (e.g. the applicability for international comparison). Based on the pilot survey, comprehensibility increased and the number of questions was further restricted, as the questionnaires were too long.

**Results** Four questionnaires were developed: one for GPs, one for patients about their experiences with their GP, another for patients about what they consider important, and a practice questionnaire.

The GP questionnaire mainly focused on the structural aspects (e.g. economic conditions) and care processes (e.g. comprehensiveness of services of primary care). The patient experiences questionnaire focused on the care processes and outcomes (e.g. how do patients experience access to care?).

The questionnaire about what patients consider important was complementary to the experiences questionnaire, as it enabled weighing the answers from the latter. Finally, the practice questionnaire included questions on practice characteristics.

**Discussion** The QUALICOPC researchers have developed four questionnaires to characterise the organisation and delivery of primary health care and to compare and analyse the outcomes. Data collected with these instruments will allow us not only to show in detail the variation in process and outcomes of primary health care, but also to explain the differences from features of the (primary) health care system.

## **BACKGROUND**

Many European countries share the goal of initiating or sustaining strong primary health care systems. As a result, there is a demand for benchmarking information and a growing tendency to learn from foreign experiences. Evidence on the outcomes of primary health care in European countries is, however, still incomplete.<sup>1</sup> Variation in the organisation of primary health care in Europe enables analyses of the relationship between primary care organisation and outcomes.

Decision makers may benefit from information about arrangements of primary health care which are more likely to produce better outcomes.<sup>2</sup> In 2010, the three-year Quality and Costs of Primary Care in Europe (QUALICOPC) study started.

This study aims to compare and analyse how the primary health care systems of 35 countries perform in terms of quality, costs and equity. The results of this study will contribute to evidence on the benefits of strong primary health care and on the performance of health care systems in general. The European countries include 27 EU countries, Iceland, Norway, Turkey, Switzerland and Macedonia. Outside Europe, Australia, Canada and New Zealand have joined the study. For this study, data will be gathered by means of surveys among general practitioners (GPs) and

their patients.<sup>1</sup> National characteristics of the organisation of primary health care will be derived from other sources, such as the Primary Health Care Activity Monitor (PHAMEU) database.<sup>3</sup> GPs were chosen as survey subjects, because they can be seen as the main providers of primary health care. However, the project aims to provide insight into not only GP care, but also primary health care as a whole. Fieldworkers, who will visit GP practices to recruit patients and assist them, if necessary, with filling in the questionnaire, will also fill in a practice questionnaire. The data from GPs, patients and fieldworkers will be linked to each other. For more information on the QUALICOPC study, see Box 1.<sup>1</sup> Primary health care can be characterised as the first level of access to care and is provided near patients' homes. Primary health care includes curative and rehabilitative care, preventive care and health education.

<sup>4,5</sup> A recent literature review on primary health care<sup>6</sup> distinguishes three levels of care, namely the structure, process and outcome of care. Within these levels, 10 core dimensions to measure primary health care were identified (see Table 1).

The QUALICOPC study aims to comprehensively evaluate the breadth of primary health care by gathering data on all these dimensions.

The analyses will focus on the following overarching themes: quality of the process of care (including the dimensions of access, continuity, coordination and comprehensiveness of primary health care services), experiences of patients (as an indicator of the dimension quality of primary health care), costs of primary health care (as a part of the dimension efficiency of care), equity (related to the dimension access and the quality of primary health care), avoidable hospitalisation (as an indicator of the dimension quality of primary health care). A sixth synthesising theme will be the identification of 'good practices' of primary health care provision (related to all dimensions to measure primary health care).<sup>1</sup>

#### [BOX 1] [TABLE 1]

To collect data related to these six themes, new questionnaires had to be developed. Many previous studies have used questionnaires for primary health care physicians and patients. In the past, comprehensive primary care studies have been performed, for example by Barbara Starfield<sup>7</sup> and the Commonwealth Fund,<sup>8</sup> but only a limited number of European countries were included. Furthermore, many studies that have used questionnaires from GPs and patients had a focus on specific subjects or themes rather than a multidimensional approach. This study aims to unravel the processes and contributions of primary health care to its outcomes in terms of quality, costs and equity. The questions in the questionnaire should not only cover all themes but also be suitable for use in international surveys, which means that differences in the health care context between countries need to be taken into account.

This article describes the background to and development of the questionnaires for the QUALICOPC study. It addresses the question 'How can the quality, costs and equity of a primary health care system be measured?' Furthermore, criteria used for inclusion or exclusion of questions are presented, as well as an overview of the resulting questions that can be used for international comparative research on primary health care.

## **METHODS**

Four questionnaires were developed: one for GPs, one for patients about their experiences with their GP, another for patients about their values regarding primary care (i.e. what they consider important), and finally one about the practice. Because the project aims to provide insight into GP care as a whole, the GP questionnaire should also include questions beyond the scope of the tasks of the GP. The questionnaire about what patients find important is added to weigh against their experiences. Development of the questionnaires consisted of four phases: a search for existing questionnaires, the classification and selection of relevant questions (including formulation of inclusion and exclusion criteria), shortening of the questionnaires and the pilot survey. An overview of the development process is presented in Figure 1.

### **Phase 1: bibliometric search**

In the first phase, existing questionnaires, published between 1990 and 2010 and with an abstract written in English, were searched for in the bibliographic databases PubMed and Embase. The search aimed to identify validated questionnaires for primary health care physicians and patients, suitable for international comparisons. Search terms were derived from the 10 dimensions for measuring primary health care (Table 1).

In addition, attention was paid to identifying questionnaires on avoidable hospitalisation, which is not explicitly covered in the dimensions, and on equity, which has received relatively little attention in international comparative primary health care research.<sup>2,6</sup>

### **Phase 2: classification, selection, rephrasing and new questions**

In the second phase, questions from the included questionnaires were classified according to the 10 dimensions. Next, the researchers selected questions that contribute to answering the main research questions of the QUALICOPC study. Questions were rephrased to fit the study approach and aim. Furthermore, new questions were formulated for gaps that were identified. The identified questions were divided between the provisional list of questions for the GP questionnaire and the Patient Experiences and Patient Values questionnaires.

### **Phase 3: consensus rounds**

Next, in three consensus rounds, the researchers evaluated the questionnaires and selected the questions for inclusion. Each of the questions was discussed for its relevance to the purpose of this study and the exclusion criteria in order to further increase the suitability of the questions for the surveys. The researchers developed the following set of criteria for inclusion/exclusion: . the question is not suitable for international comparison (e.g. not applicable in several countries) . the question refers to a characteristic of the health care system (that can be found elsewhere, e.g. the PHAMEU database) rather than to a characteristic of an individual practice or experience of a patient . very little variation in the answers is expected, both within and between countries . the question is very detailed and will provide only fractional information . answers to the questions are expected to be unreliable (e.g. due to social desirability bias) . the question is likely to be too difficult for the respondent (e.g. it demands a high level of literacy).

### [FIGURE 1]

In three rounds, the researchers submitted the questions to these criteria, until consensus was found.

At this stage, questions were reformulated where necessary to increase comprehensibility.

### PILOT SURVEY

As a final step, a pilot survey was held with GPs and patients in Belgium, the Netherlands and Slovenia, aiming to test the practicality and applicability of the survey and the comprehensibility and appropriateness of the questions. In each country, a convenience sample of GPs (around 10) was invited to participate. GPs were asked to fill in the questionnaire, which contained an extra column to add comments and questions to the questionnaire. Furthermore, project researchers visited the general practices to recruit a random sample of patients. In each practice, four consecutive patients who agreed to fill in the questionnaire were included. This resulted in a total of 112 completed questionnaires from patients (40 in Belgium and Slovenia and 32 in the Netherlands). During the visits, researchers filled in a checklist, took notes of the proceedings and asked the patients to directly mention problems or questions which they did not understand.

Based on the findings of the pilot a final consensus round was held in which the questionnaires were further shortened and questions which were found too difficult were rephrased.

During the pilot and the subsequent final consensus round, special attention was paid to the intelligibility of questions, because the changed wording of several questions could have affected their validity. Explicit cognitive testing, however, has not been part of the pilot study. For two reasons it was decided not to assess the psychometric properties of the draft questionnaires.

First, questions dealing with factual circumstances or facilities are less suitable for such testing.

Besides, questions copied from validated questionnaires have been tested already. For instance, the questions on services that GPs offer to their patients that are derived from the European GP Task Profile study have been tested for internal consistency and scale reliability.<sup>9</sup>

### RESULTS

In this section, the results of each of the phases of the development are discussed. Next, the final outcomes, namely the questionnaires, are presented.

#### Phase 1: bibliometric search

Through the bibliometric search, 2783 potentially relevant studies for the GP questionnaire were identified.

After careful screening, 13 relevant primary health care physician questionnaires were identified, an overview of which is presented in Box 2. For the patient questionnaire, 2213 potentially relevant sources were found, which eventually resulted in 64 relevant questionnaires (see Box 3).

## **Phase 2: classification, selection, rephrasing and new questions**

All questions from the retrieved questionnaires were classified according to the dimensions to measure primary care. The result of this classification is presented in Table 2. As some questions were classified in more than one dimension, the total number in the figure is higher than the number of questions that emerged from the search.

For each of the dimensions, the researchers selected questions potentially relevant to this study. An example of a question which was not included in the first selection phase is about the health plans of the patients. This question is country specific and not suitable for comparison between countries. After this first phase, 138 questions for GPs and 117 for patients remained.

## **Phase 3: consensus rounds**

During the consensus phase, the questions on the provisional were further narrowed (based on the exclusion criteria) and rephrased, where necessary.

For instance, as more and more GPs work part-time, the question about the number of GP colleagues working in the same practice was further specified to include the number of full-time equivalents (FTEs) in addition to the absolute number. The number of remaining questions after each round is indicated in Figure 1.

## **Pilot**

The pilots showed that the questionnaires were reasonably well understood and easily administered, suggesting acceptable clarity and applicability. However, both the GP and Patient Experiences questionnaires were too long, as the average time needed for completion exceeded the set limits of 30 minutes for GPs and 20 minutes for patients. Furthermore, in the GP questionnaire mistakes were identified (e.g. names of equipment were incorrect). Some questions in the patients' questionnaire appeared too difficult.

The pilot resulted in a further reduction of the questionnaire, reformulation of several questions and the development of a short practice questionnaire about general characteristics of the practice (e.g. cleanliness of the waiting room).

## **GP questionnaire**

The final GP questionnaire (see Appendix A – available online) contains 60 questions (25 of which have two or more subquestions). The majority of the questions have prestructured multiple choice answers.

In 13 questions, GPs are also asked to fill in numerical answers (e.g. a percentage or a number of hours).

## **[BOX 2] [BOX 3] [TABLE 2]**

Appendix A (available online) also provides an overview of the thematic content of each of the questions and the sources used for the questions.

Three questions focus on the background of the GP and four on the characteristics of the practice (e.g. the composition of the practice population). 'Efficiency is measured by seven questions for instance on time allocation of the GP. Within the theme "workforce development" there are four questions, from additional professional activities of GP and disciplines working in the practice to job satisfaction. Five questions focus on 'economic conditions' (payment of the GP and co-payment for

patients). 'Equity in access' is reflected in questions about restrictions in access and availability of care for uninsured patients.

To gain insight into the relationship between GPs and the broader contacts of primary care, there are 12 questions about 'coordination and cooperation' between GPs and other disciplines. Eleven questions about the 'continuity of care' provided by the GPs concentrate on disease management and on referrals and information exchange. Special attention is paid to medical record keeping.

'Quality of care' is measured with three questions regarding the use of guidelines and feedback from colleagues or authorities. 'Comprehensiveness of care services' is reflected in 12 questions, dealing with the available equipment and the GPs' task profiles (e.g. the range of problems for which the GP is the first point of contact). Finally, nine questions covering 'accessibility of care' can be divided into those about physical access (distance to the practice and opening hours) and those about financial access to care services.

The European study on GP Task Profiles, carried out in 30 European countries in 1992–93, is a major source for the GP questionnaire.<sup>10</sup> Several questions were copied from this questionnaire. Other important sources are, for example, international surveys by the Commonwealth Fund<sup>8,11,12</sup> (questions about financial incentives, guideline use and medical record keeping) and Starfield's Primary Care Assessment Tool (question about care for uninsured persons).<sup>13</sup> For several topics, no examples of existing questions were found and new questions had to be formulated.

These topics were involvement of GPs in disease management programmes, equity in access and patient involvement in the decision-making process.

### **Patient Experiences questionnaire**

The Patient Experiences questionnaire, dealing with the experiences of patients with their GP (see Appendix B – available online), contains 41 multiple choice questions (10 of which have two or more subquestions).

Many questions ask to what extent the patient agrees with a statement. The questionnaire is meant to be completed in the GP's waiting room by patients after consultation with their GP.

The 18 questions which concentrate on the patient's background concern the patient's socio-economic status, perceived health, reason for visiting the GP, and visits to medical specialists and hospitals. Six questions deal with measuring experiences with 'continuity of care', e.g. the use of medical records. 'Quality of care' as experienced by patients is measured in 13 questions (e.g. about the satisfaction of care needs in connection to the patient's relationship with the GP, aspects of communication, safety, complaint handling and preventive activities).

As in the GP questionnaire, the 14 questions about the 'accessibility of care' can be divided into physical and financial access. These questions also include the time the GP has available for the patient, the availability of home visits and waiting times.

Three questions pay attention to 'equity in access' and one question to 'equity in treatment'. 'Coordination' is measured with five questions on experiences of coordination in the case of referral and on treatment by a practice nurse.

To mirror the questions in the GP questionnaire about autonomy, patients are asked about their involvement in decision making and referrals. 'Comprehensiveness of services' is mirrored in a question about patients' views on the breadth of the clinical

task profile of services offered by the GP. Finally, two questions specifically related to avoidable hospitalisation were included.

Major sources for this questionnaire were the Consumer Quality Index for GPs,<sup>14</sup> the EUROPEP,<sup>15</sup> several international Commonwealth Fund questionnaires<sup>16–20</sup> and Starfield's Adult Primary Care Assessment Tool.<sup>21</sup> Compared with the GP questionnaires, more questions for patients were identified in the domain of equity in access and treatment. As few questions were found on patient autonomy, new questions had to be developed on this theme.

### **Patient Values questionnaire**

Next, a Patient Values questionnaire was developed.

Measuring what patients consider important enables the weighting of their experiences.<sup>22</sup> The Patient Values questionnaire contains 19 questions (seven of which have three or more subquestions). Again, most questions are statements with multiple choice answers. A few questions ask the patient to choose from a list what they consider most important and fill in a number.

The 12 questions asking about the patient's background are similar to those in the Patient Experiences questionnaire. Three questions contain statements asking patients about the importance of certain aspects of care (e.g. 'How important is it that the practice has extensive opening hours?').

Finally, four questions focus on communication between GPs and patients. The statements in these questions were developed by the GULiVer partnership based on their research on 'tips' from lay people on how medical consultations could become more successful from their perspective.<sup>23</sup>

### **Practice questionnaire**

A 12-question practice questionnaire was developed to record the response rate among patients during the implementation of the survey and to measure practice-related indicators with regard to the communication of opening hours, and equity in access (e.g. for handicapped persons). Most questions were based on the European Practice Assessment indicators.<sup>24</sup>

## **DISCUSSION**

The four questionnaires have been developed to characterise the organisation and delivery of primary health care and to compare and analyse its outcomes.

The development of questionnaires for a multicountry study on broad themes such as quality, costs and equity in primary care requires a balance between methodological requirements and practical feasibility. Indeed, all dimensions deserved to be thoroughly investigated, although they may be difficult to measure reliably, but it must be accepted that only a limited set of questions can be asked.

Nonetheless, the QUALICOPC consortium has been able to produce the four questionnaires—as far as possible—based on existing, validated questionnaires and tested through a pilot survey in three countries. A limitation of the pilot survey is that it was carried out in only three countries. However, much attention has been paid to having valid translations in each language. In each country, an official back-and-forth translation procedure is used for the questionnaires, in which translators are asked to take comprehensibility into account. Another limitation of the questionnaire

development is that questions, derived from various validated sources, often had to be ‘processed’ to make them suitable for the QUALICOPC study. This may have resulted in a loss of validity and needs to be taken into account in the analysis phase. The questionnaires for GPs and patients contain questions that go beyond general practice. Furthermore, data about primary health care (e.g. about its costs) will be gathered at the national level in available databases. Nevertheless, results regarding quality of primary health care as a whole need to be interpreted with care.

The dimension ‘Governance’ has not been covered in any of the questionnaires, because aspects of governance are relatively distant from daily reality in primary health care. However, information on governance will be used and derived from the PHAMEU database. Relatively new topics that will be explored in the QUALICOPC study are equity in access and treatment, patient autonomy, disease management, avoidable hospitalisation and patient experiences with primary health care in general. There are also aspects of care which might be interesting, but are not included in these questionnaires. This included new developments around telemedicine, but also the experiences of patients around disease management programmes.

Equity in health can also not be measured through this survey, as we only include patients who visit GP practices and, moreover, we do not measure health outcomes. Several questions had to be omitted to keep the length of the questionnaire reasonable.

Because the sources were identified from Western countries, the questionnaires that we developed are more likely to be suitable for use in Western countries than in others. However, the 35 countries in which the questionnaires will be used in the context of the QUALICOPC study match this profile well. The results of the study will add to the available evidence on the relationship between the strength of primary care systems and their outcomes. The data from the 35 countries will be linked to the practices and their patients. Analyses of the data will provide insight into variations between countries at the level of the patient, GP practice and country. The patient questionnaires may also be suitable for use at the practice level by GPs to analyse developments in the GP practice by inviting a sample of patients every year to complete a questionnaire.

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**TABLES, BOXES, FIGURES AND APPENDIX**

**Box 1 The QUALICOPC study**

The QUALICOPC study is co-funded by the European Commission under the so-called 'Seventh Framework Programme', and is carried out by a consortium of six research institutes from Belgium, Germany, Italy, the Netherlands and Slovenia. The study is coordinated by NIVEL, the Netherlands Institute for Health Services Research. Data are being collected in 32 European countries (27 EU countries, Iceland, Norway, Turkey, Switzerland and Macedonia). Furthermore, research units from Australia, Canada and New Zealand have joined the study. Data collection focuses on three levels: the health care system, the GP practice and patients. Data on the health care system are derived from existing sources (e.g. the Primary Health Care Activity Monitor database). New information is being collected through surveys among GPs (seen as the main providers of primary care) their patients and fieldworkers visiting GP practices. Answers to the questionnaires provide insight into the professional behaviour of GPs and the experiences of patients. Furthermore, for comparison, data from a 1993 European study on the task profiles of GPs are available. In each country, the response target is 220 GPs and 2200 patients. The questionnaires will be translated in the national languages of the included countries via an official forward- and back-translation procedure and in some languages of large ethnic minority groups.<sup>1</sup> More details of the study design and the background of the QUALICOPC project have been published by Schäfer *et al.*<sup>1</sup>

**Table 1 Ten dimensions to measure primary health care<sup>6</sup>**

Structure	Process	Outcome
1. Governance of the PC system	4. Access to PC services	8. Quality of PC
2. Economic conditions of the PC system	5. Continuity of PC	9. Efficiency of PC
3. PC workforce development	6. Coordination of PC	10. Equity in health
	7. Comprehensiveness of PC services	

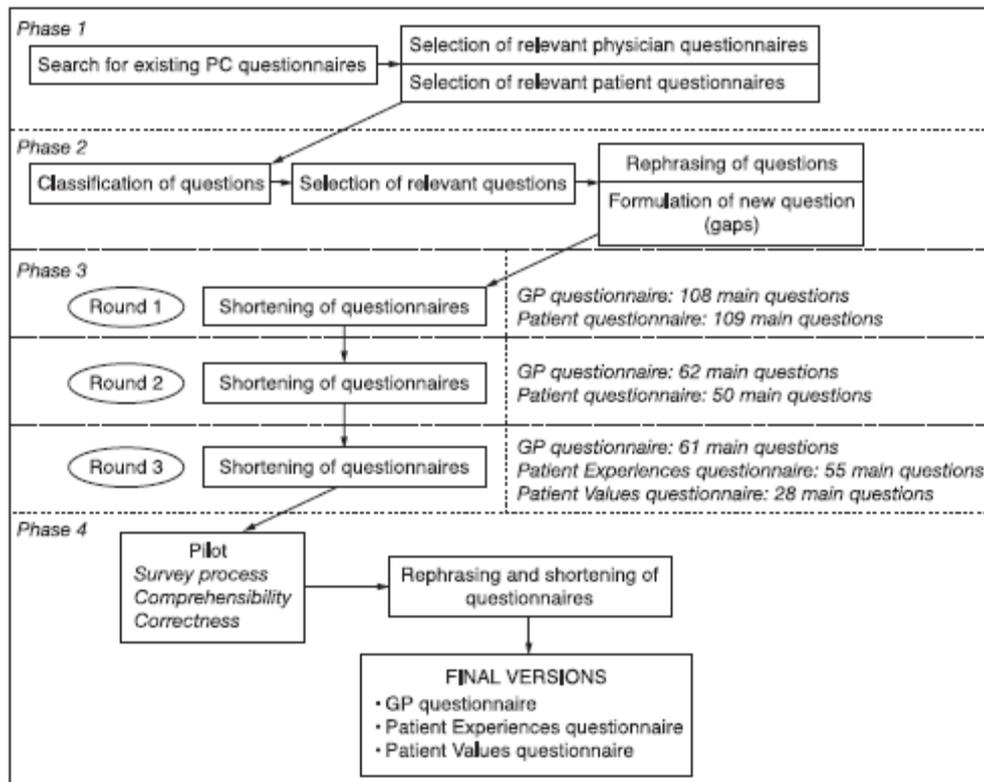


Figure 1 Phases in the development of the questionnaires.

**Box 2 Retrieved GP questionnaires from phase 1**

- The WHO Global Health Professional Survey<sup>43</sup>
- Primary Care Evaluation Tool<sup>25,27</sup>
- Primary Care Assessment Tool (provider and facility versions, expanded and short version)<sup>13</sup>
- National survey of GPs' views on continuity of care<sup>26</sup>
- Task profiles of GPs in Europe<sup>10</sup>
- Survey about patient care in departments of general practice<sup>44</sup>
- Eurocommunication GP questionnaire<sup>45</sup>
- International Health Policy survey of primary care physicians<sup>8</sup>
- Attitudes to family practice registration programmes questionnaire<sup>46</sup>
- GP snapshot survey<sup>28</sup>
- National survey of physicians on practice experience<sup>12</sup>
- National Ambulatory Medical Care Survey<sup>29</sup>
- The European Practice Assessment (EPA) instrument<sup>24</sup>

### Box 3 Retrieved patient questionnaires from phase 1

- Patient Assessment of Communication during Telemedicine (PACT) questionnaire<sup>33</sup>
- European Health Interview Survey<sup>30</sup>
- Patient Expectations Questionnaire (PEQ)<sup>36</sup>
- Propensity to Seek Health Care Questionnaire<sup>40</sup>
- Expectancies list from Nijmegen<sup>41</sup>
- Consumer Quality Index GP care<sup>14</sup>
- CAHPS Adult Primary Care Questionnaire 1.0: Clinician and Group Survey<sup>34</sup>
- Nurse Practitioner Satisfaction Survey (NPSS)<sup>47</sup>
- Physician–Patient Questionnaire (PPQ)<sup>48</sup>
- Patient Participation Program Survey<sup>49</sup>
- A modified version of the General Practitioner Assessment Survey (GPAS)<sup>50</sup>
- Survey of primary care patients' preferences and their experiences with interpersonal continuity of care<sup>51</sup>
- Patient Satisfaction Survey with Primary Care Office-Based Buprenorphine/Naloxone Treatment Survey<sup>52</sup>
- Consumer Quality Index Continuum of Care<sup>53</sup>
- CAHPS American Indian Survey<sup>54</sup>
- Duke Health Profile (the DUKE)<sup>55</sup>
- Victorian Population Health Survey<sup>56</sup>
- Patient Satisfaction with Primary Care Survey<sup>57</sup>
- EuroQol EQ-5D Health Questionnaire<sup>58</sup>
- HTPN Patient Satisfaction Survey<sup>59</sup>
- Patient Satisfaction Consultation Questionnaire (PSCQ-7)<sup>60</sup>
- Health Care Satisfaction Questionnaire (HCSQ)<sup>61</sup>
- Patient Experiences Questionnaire for Out-of-Hours Care (PEQ-OHC)<sup>62</sup>
- The '5As' model (assess, advise, agree, assist, arrange)<sup>63</sup>
- Breast cancer patient satisfaction with follow-up in primary care versus specialist care survey<sup>64</sup>
- Patient Continuity of Care Questionnaire (PCCQ)<sup>65</sup>
- Assessment of Quality of Life (AQoL) instrument<sup>66</sup>
- The patient enablement instrument<sup>37</sup>
- Consumer Satisfaction with Public Health Care Survey<sup>67</sup>
- Patient satisfaction survey amongst family practice patients with diverse ethnic backgrounds<sup>68</sup>
- Medical Interview Satisfaction Scale (MISS)<sup>69</sup>
- Consultation Satisfaction Questionnaire (CSQ)<sup>69</sup>
- Primary Care Evaluation Tool (PCET)<sup>27</sup>
- Patient satisfaction with visits to family physician<sup>32</sup>
- Consumer satisfaction with primary care provider choice and associated trust<sup>70</sup>
- Patient satisfaction survey of primary health care (PHC) services among elderly people ( $\geq 60$  years)<sup>71</sup>
- Quality of Visit to Family Physician Questionnaire<sup>72</sup>
- Client Perceptions of Coordination Questionnaire (CPCQ)<sup>38</sup>
- Out-of-Hours Patient Questionnaire<sup>73</sup>
- General Practice Assessment Questionnaire (GPAQ)<sup>35</sup>
- National Survey of NHS Patients: General Practice<sup>39</sup>
- GP Patient Survey<sup>74</sup>
- Survey of patients' views of access to electronic health records in primary care<sup>75</sup>
- Primary Care Assessment Survey<sup>76</sup>
- Short Questionnaire for Out-of-Hours Care<sup>77</sup>
- Adult Primary Care Assessment Tool (short and expanded versions)<sup>21</sup>
- Canadian Community Health Survey (CCHS)<sup>78</sup>
- Patient Experience Questionnaire (PEQ);<sup>79</sup>
- Patient Satisfaction with Medical Encounters Questionnaire<sup>80</sup>
- International Health Policy Survey (Commonwealth Fund, different versions)<sup>16,18,20,81</sup>
- Health Care Quality Survey (Commonwealth Fund, different versions)<sup>17,19</sup>

**Box 3 Continued**

- Patient-Reported Physician Cultural Competence (PRPCC) score<sup>82</sup>
- Ambulatory Care Experiences Survey (ACES)<sup>31</sup>
- QUOTE for migrants<sup>83</sup>
- Patient-Doctor Relationship Questionnaire (PDRQ-9)<sup>84</sup>
- Patient Satisfaction with Out-of-Hours Primary Care Survey<sup>85</sup>
- SF-36 (and SF-12)<sup>86</sup>
- Patients Assessment Chronic Illness Care (PACIC) Questionnaire<sup>87</sup>
- Health-Care, Self-Determination Theory Packet<sup>88</sup>
- Patients Satisfaction in Resident and Attending Ambulatory Care Clinics Questionnaire<sup>89</sup>
- EUROPEP<sup>15</sup>
- Improving Practice Questionnaire (IPQ)<sup>90</sup>
- Eurocommunication Patient Questionnaire<sup>91</sup>
- QUOTE<sup>92</sup>

**Table 2** Classification of questions according to the dimensions to measure primary care

Dimension	Number of questions in GP questionnaires	Number of questions in patient questionnaires
Governance	60	—
Economic conditions	92	—
Workforce development	67	—
Accessibility	85	548
Continuity	227	121
Coordination	178	137
Comprehensiveness and quality	273	856
Equity	59	45
Efficiency	115	—
Patient autonomy	—	56
Background	172	570
Other	48	234

## Appendix A: QUALICOPC questionnaire for general practitioners

Question	Response categories	Source(s)	Theme(s)
1. Are you male or female?	<input type="checkbox"/> Male <input type="checkbox"/> Female	New	BACK
2. What is your year of birth? Please fill in:	Year of birth: 19__	New	BACK
3. Were you born in this country?	<input type="checkbox"/> Yes <input type="checkbox"/> No	New	BACK
4. How would you characterise the place where you are currently practising?	<input type="checkbox"/> Big (inner)city <input type="checkbox"/> Suburbs <input type="checkbox"/> (Small) town <input type="checkbox"/> Mixed urban-rural <input type="checkbox"/> Rural	Ref. 10, Q1.7 to make comparison possible	PRACC
5. What is the (estimated) size of your practice population? (In a joint practice: estimate your share of the population). If you do not have a formal list, please estimate the number of people that normally rely on you for primary medical care.	Number of patients: ____	Question and response based on Ref. 10, Q1.12	PRACC
6. To what extent do you think your practice population compares to the average national level with respect to the following categories: 1. Elderly people (over 70 years) 2. Socially disadvantaged people 3. Ethnic minority people	Below average <input type="checkbox"/> Average <input type="checkbox"/> Above average <input type="checkbox"/> Don't know <input type="checkbox"/>	Question and response based on Ref. 10, Q1.18 but updated (other groups of people)	PRACC
7. To what extent do you think that the patient turnover in your practice compares to other practices in this country?	Below average <input type="checkbox"/> Average <input type="checkbox"/> Above average <input type="checkbox"/> Don't know <input type="checkbox"/>	New	PRACC
8. How many hours per week do you work as a GP (excluding additional jobs and on-call or out-of-hours services)?	____ hours per week	Response categories based on Ref. 10, Q1.4	EFF
9. How many of these hours do you spend on direct patient care (consultations, home visits, telephone consultations)?	____ hours per week	Based on Ref. 25: combination of a set of Q11-13	EFF
10. How many patient contacts do you have on a normal working day? 1. Face-to-face in your office (number) 2. By telephone 3. By email	____ per day ____ per day ____ per day	Ref. 10, combination of a set Q1.13-1.14+ update (email)	EFF
11. How long does a regular patient consultation in your office usually take?	____ minutes	Based on Ref. 10, Q1.16 but changed (not only apt syst)	EFF

12. In a normal working week, how many patients do you see:		New	EFF
1. At home visits	___ per week		
2. In hospital	___ per week		
3. In homes for the elderly	___ per week		
4. In other institutions or settings	___ per week		
13. In the past 3 working months (excluding holidays etc.), how often and for how long did you have on-call duties during evenings, nights and weekends:		Ref. 26	EFF
1. During evening(s)	___ times; in total ___ hours		
2. During night(s)	___ times; in total ___ hours		
3. During weekend days	___ times; in total ___ hours		
14. Beside your work as a GP in this practice, do you have any other paid professional activities? (multiple answers possible)	<input type="checkbox"/> No <input type="checkbox"/> Yes, as a physician for privately paying patients <input type="checkbox"/> Yes, in a residential setting (e.g. nursing home, prison) <input type="checkbox"/> Yes, as a company doctor <input type="checkbox"/> Yes, in teaching/medical education <input type="checkbox"/> Yes, other	New	WORK
15. As a GP, are you self-employed or in salaried employment?	<input type="checkbox"/> Salaried employment with centre or authority <input type="checkbox"/> Salaried employment with other GP <input type="checkbox"/> Self-employed with contract(s) with health service, insurance or authority <input type="checkbox"/> Self-employed without contract	Ref. 10, Q1.3 updated	ECON
16. For each of the following components please estimate whether they contribute to your income as a GP, and if so, up to what percentage?	<input type="checkbox"/> Salary ___% <input type="checkbox"/> Capitation payments (a fixed sum per patient for a certain period of time) ___% <input type="checkbox"/> Fee for services from third party payer ___% <input type="checkbox"/> Out-of-pocket payments from patients ___% <input type="checkbox"/> Performance payments (for instance related to targets) ___% <input type="checkbox"/> Other sources ___%	Ref. 25, Q36 (percentages are new)	ECON
17. Can you receive an extra financial incentive or bonus for:	Yes    No    Don't know	Ref. 8, Q26; Ref. 11, exhibit 6; rephrased and diff topics	ECON; EQ
1. Management of patients with diabetes	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
2. Management of patients with hypertension	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
3. Achievement of targets for screening or prevention	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
4. Referral rates below a certain level	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
5. Having disadvantaged patients in your practice	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
6. Working in a remote area	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		

16		WLA Schäfer, WGW Boerma, DS Kringos et al				
18. Do you work alone or in shared accommodation with one or more GPs and/or medical specialists? Please also fill in their number of Full Time Equivalents (FTEs). (For instance: one doctor working 5 days a week and 1 other doctor working 2.5 days a week makes 1.5 FTEs).	<input type="checkbox"/> Alone <input type="checkbox"/> With ___ other GPs in shared accommodation <input type="checkbox"/> With ___ medical specialist(s) in shared accommodation	FTE (including yourself) counting for ___FTE counting for ___FTE	Ref. 10, Q1.11, FTE added (nowadays a lot of GPs work part-time)	WORK		
19. Which of the following disciplines are working in your practice/centre?	Yes		Ref. 10, Q1.19 & Ref. 25, Q18 (+ some extra disciplines based on expert opinion)	WORK; COOR		
1. Receptionist/medical secretary	<input type="checkbox"/>					
2. Practice nurse	<input type="checkbox"/>					
3. Community/home care nurse	<input type="checkbox"/>					
4. Psychiatric nurse	<input type="checkbox"/>					
5. Nurse practitioner (function between physician and nurse)	<input type="checkbox"/>					
6. Assistant for laboratory work	<input type="checkbox"/>					
7. Manager of the centre or practice (not a physician)	<input type="checkbox"/>					
8. Midwife	<input type="checkbox"/>					
9. Physiotherapist	<input type="checkbox"/>					
10. Dentist	<input type="checkbox"/>					
11. Pharmacist	<input type="checkbox"/>					
12. Social worker	<input type="checkbox"/>					
20. Do you use clinical guidelines for the treatment of the following?	Guideline		Ref. 8, Q7 with slight adjustments	CONT; QUAL		
	Yes	No	not available			
1. Chronic heart failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
2. Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3. COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4. Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
21. In the past 12 months, have you been involved in a disease management programme for patient with the following chronic conditions? (Such programmes are multidisciplinary approaches across practices, often based on protocols).	Yes	No		New	CONT & COOR; QUAL	
1. Chronic heart failure	<input type="checkbox"/>	<input type="checkbox"/>				
2. Asthma	<input type="checkbox"/>	<input type="checkbox"/>				
3. COPD	<input type="checkbox"/>	<input type="checkbox"/>				
4. Diabetes	<input type="checkbox"/>	<input type="checkbox"/>				
22. In the past 12 months, has the following occurred in your practice/centre?	Yes	No		Ref. 25, Q1	CONT; QUAL	
1. Feedback on your prescriptions or referrals by health authority or insurer?	<input type="checkbox"/>	<input type="checkbox"/>				
2. Feedback from colleague GPs (peer review or practice visitation)?	<input type="checkbox"/>	<input type="checkbox"/>				
3. Investigation into the satisfaction of your patients?	<input type="checkbox"/>	<input type="checkbox"/>				
23. In case of referral, who usually decides about where the patient is referred to?	<input type="checkbox"/> I do <input type="checkbox"/> The patient does <input type="checkbox"/> It is a shared decision			New	CONT; COOR	



<p>24. In case of referral, to what extent do you take into account the following considerations:</p> <p>1. The patient's preference where to go</p> <p>2. The travel distance for the patient</p> <p>3. Your previous experiences with the medical specialist</p> <p>4. Comparative performance information on medical specialists</p> <p>5. Waiting time for the patient</p> <p>6. Costs for the patient</p>	<p>Always</p> <p>Sometimes</p> <p>Never</p>	<p>New</p>	<p>CONT; COOR</p>
<p>25. Please tick the equipment used in your practice by yourself or your staff:</p> <p><u>Laboratory</u></p> <p><input type="checkbox"/> Hemoglobinometer</p> <p><input type="checkbox"/> Any blood glucose test set</p> <p><input type="checkbox"/> Any cholesterol meter</p> <p><input type="checkbox"/> Blood cell counter</p> <p><u>Imaging</u></p> <p><input type="checkbox"/> Ophthalmoscope</p> <p><input type="checkbox"/> Proctoscope</p> <p><input type="checkbox"/> Otoscope</p> <p><input type="checkbox"/> Gastroscope</p> <p><input type="checkbox"/> Sigmoidoscope</p> <p><input type="checkbox"/> X-ray</p> <p><input type="checkbox"/> Ultrasound for abdomen/fetus</p> <p><input type="checkbox"/> Microscope</p>	<p><u>Functions</u></p> <p><input type="checkbox"/> Audiometer</p> <p><input type="checkbox"/> Bicycle ergometer</p> <p><input type="checkbox"/> Eye tonometer</p> <p><input type="checkbox"/> Peak flow/ PEF meter</p> <p><input type="checkbox"/> Spirometer</p> <p><input type="checkbox"/> Electrocardiograph</p> <p><input type="checkbox"/> Blood pressure meter</p> <p><input type="checkbox"/> Infusion set</p> <p><input type="checkbox"/> Doctor's bag for emergencies and home visits</p> <p><u>Other</u></p> <p><input type="checkbox"/> Urine catheter</p> <p><input type="checkbox"/> Coagulometer</p> <p><input type="checkbox"/> Set for minor surgery</p> <p><input type="checkbox"/> Suture set</p> <p><input type="checkbox"/> Defibrillator</p> <p><input type="checkbox"/> Disposable syringes</p> <p><input type="checkbox"/> Disposable gloves</p> <p><input type="checkbox"/> Refrigerator for medicines</p> <p><input type="checkbox"/> Resuscitation equipment</p>	<p>Ref. 10, Q1.22 (some small adjustments)</p>	<p>COMPR</p>
<p>26. How do you have access to laboratory facilities?</p>	<p><input type="checkbox"/> Within my practice/centre</p> <p><input type="checkbox"/> Easy access outside my practice/centre</p> <p><input type="checkbox"/> Insufficient access</p>	<p>Ref. 10, Q1.23, changed answering categories</p>	<p>COMPR</p>
<p>27. How do you have access to X-ray facilities?</p>	<p><input type="checkbox"/> Within my practice/centre</p> <p><input type="checkbox"/> Easy access outside my practice/centre</p> <p><input type="checkbox"/> Insufficient access</p>	<p>Ref. 10, Q1.23, changed answering categories</p>	<p>COMPR</p>
<p>28. What is the distance by road from your (main) practice building to:</p> <p>1. The nearest GP practice (not in your group or centre)</p> <p>2. The nearest consultant/outpatient clinic (independent or part of hospital)</p> <p>3. The nearest general or university hospital</p>	<p>In the same building</p> <p>Less than 10 km</p> <p>11-20 km</p> <p>More than 20 km</p>	<p>Ref. 10, Q1.0, changed answering categories</p>	<p>ACCS</p>
<p>29. How many hours on an average working day is your practice/centre open for patient care (lunch breaks excluded)?</p>	<p>_____ hours per working day</p>	<p>New</p>	<p>ACCS</p>

30. Is it possible for your patients to visit your practice/centre: 1. After 18.00h (at least once per week) 2. On a weekend day (at least once per month)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	Ref. 27, Q20, slightly different wording	ACCS
31. During evenings and nights at <u>weekdays</u> , how do your patients have access to (non-emergency) medical services?	<input type="checkbox"/> Not applicable (I am always available for my patients) <input type="checkbox"/> I am available on rota basis with a group of GPs <input type="checkbox"/> I am not available, but other GPs are available (on a rota basis) <input type="checkbox"/> Other physicians (not GPs) provide out-of hours care <input type="checkbox"/> Other arrangements	New, but answering categories derived from Ref. 10, Q1.21	ACCS
32. On Saturdays and Sundays, how do your patients have access to (non-emergency) medical services?	<input type="checkbox"/> Not applicable (I am always available for my patients) <input type="checkbox"/> I am available on rota basis with a group of GPs <input type="checkbox"/> I am not available, but other GPs are available (on a rota basis) <input type="checkbox"/> Other physicians (not GPs) provide out-of hours care <input type="checkbox"/> Other arrangements	New, but answering categories derived from Ref. 10, Q1.21	ACCS
33. What percentage of your patient consultations is by appointment?	About _____%	Ref. 27, Q21	ACCS
34. Do you offer a walk-in hour?	<input type="checkbox"/> Yes <input type="checkbox"/> No	New	ACCS
35. In the past 12 months, have you ever done the following to reduce financial obstacles to disadvantaged patients: 1. Provide free samples of medication 2. Prescribe the cheapest equivalent medicine 3. Not charge the patient (e.g. for co-payments)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	New	EQ; ACCS; ECON
36. In the past 12 months, how often have you noticed that patients delayed their visits for financial reasons?	<input type="checkbox"/> Frequently <input type="checkbox"/> Occasionally <input type="checkbox"/> Never	New	EQ; ACCS; ECON
37. If new patients enter your practice, do you receive their medical records from their previous doctor?	<input type="checkbox"/> Yes, always or usually <input type="checkbox"/> Only occasionally <input type="checkbox"/> Rarely or never	New	COOR; CONT
38. Which restrictions do you apply to accepting new patients? (More than one answer possible)	<input type="checkbox"/> No restrictions (everyone is accepted) <input type="checkbox"/> No new patients are taken above a maximum number <input type="checkbox"/> No new patients are taken above a certain age <input type="checkbox"/> No new patients are taken outside my geographical working area <input type="checkbox"/> I use a wait period for new patients <input type="checkbox"/> Acceptance depends on patients' medical history <input type="checkbox"/> Acceptance depends on patients' insurance status	Question based on Ref. 28, Q1 Different wording and answering categories	EQ (AC)

39. Do you provide health care to people, when you are not remunerated for this (for instance uninsured, illegal immigrants)?	<input type="checkbox"/> Yes, (almost) always <input type="checkbox"/> Yes, but only in urgent cases <input type="checkbox"/> Yes, sometimes <input type="checkbox"/> No <input type="checkbox"/> No such people show up in my practice <input type="checkbox"/> Not applicable (in this country such care is remunerated)	New but topic based on Ref. 13, Q other1	EQ (AC)
40. Do your medical files normally include the following information: (Tick all that apply)	<input type="checkbox"/> Living situation <input type="checkbox"/> Ethnicity <input type="checkbox"/> Patients' family history (e.g. depression, cancer) <input type="checkbox"/> Patients' weight and height <input type="checkbox"/> Smoking <input type="checkbox"/> Blood pressure <input type="checkbox"/> Reason for encounter <input type="checkbox"/> Diagnosis <input type="checkbox"/> Prescribed medications <input type="checkbox"/> Test results	New	CONT
41. How do you keep patient medical records? (Tick all that apply)	<input type="checkbox"/> I keep records except for minor or trivial complaints <input type="checkbox"/> I only keep records of regularly attending patients <input type="checkbox"/> I keep records, unless it is too busy <input type="checkbox"/> I keep records routinely of all patient contacts <input type="checkbox"/> Don't know	Ref. 27, Q28, wording slightly adjusted	CONT
42. In the past 2 years, have you used your medical record system to list a selection of patients on the basis of age, diagnosis or risk? (Tick all that apply)	<input type="checkbox"/> No <input type="checkbox"/> Yes, by age (e.g. those above age 50) <input type="checkbox"/> Yes, by diagnosis or health risk (e.g. diabetes or hypertension) <input type="checkbox"/> Yes, by medications they take (e.g., patients on multiple medications) <input type="checkbox"/> Yes, to send reminders for prevention or follow-up	Based on Ref. 12, Q18, but with different answering categories and different wording	CONT
43. For which of the following purposes do you use a computer in your practice? (Tick all that apply)	<input type="checkbox"/> Not applicable (I don't use a computer) <input type="checkbox"/> Making appointments <input type="checkbox"/> Issuing invoices <input type="checkbox"/> Issuing drug prescriptions <input type="checkbox"/> Keeping records of consultations <input type="checkbox"/> Sending referral letters to medical specialists <input type="checkbox"/> Storing diagnostic test results <input type="checkbox"/> Searching medical information on the internet <input type="checkbox"/> Sending prescriptions to the pharmacy	Ref. 27, Q29, wording slightly adjusted	CONT; COOR

44. How often do you meet face-to-face with the following professionals (either professionally or socially):	Seldom or never	Every 1-3 months	More than once a month	Combination of Ref. 10, Q1.20 and Ref. 27, Q41, extra disciplines added	COOR
1. Other GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. Practice nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. Ambulatory medical specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. Hospital medical specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5. Pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6. Home care nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7. Midwife	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8. Physiotherapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9. Social worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10. Dietician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
45. How often do you ask advice (e.g. by telephone) from the following medical specialists?	Seldom or never	Every 1-3 months	More than once a month	Ref. 27, Q42, extra disciplines added	COOR
1. Paediatrician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. Internist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. Gynaecologist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. Surgeon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5. Neurologist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6. Dermatologist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7. Geriatrician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8. Psychiatrist/ mental health professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9. Radiologist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
46. Does your practice nurse or assistant independently provide:	<input type="checkbox"/> Not applicable (No nurse in my practice)			New	COOR
1. Immunisation	<input type="checkbox"/> Yes <input type="checkbox"/> No				
2. Health promotion (e.g. giving lifestyle or smoking cessation advice)	<input type="checkbox"/> Yes <input type="checkbox"/> No				
3. Routine checks of chronically ill patients (e.g. diabetes)	<input type="checkbox"/> Yes <input type="checkbox"/> No				
4. Minor procedures (e.g. ear syringing, wound treatment)	<input type="checkbox"/> Yes <input type="checkbox"/> No				
47. To what extent do you use referral letters (including details on provisional diagnosis and possible test results) when you refer patients to a medical specialist? I use letters:	<input type="checkbox"/> for all patients that I refer			Ref. 27, Q31, slightly different wording	COOR
	<input type="checkbox"/> for most patients that I refer				
	<input type="checkbox"/> for a minority of patients that I refer				
	<input type="checkbox"/> seldom or never				
48. To what extent do medical specialists inform you after they have finished the treatment or diagnostics of your patients?	<input type="checkbox"/> (Almost) always			Ref. 27, Q32, wording changed	COOR
	<input type="checkbox"/> Usually				
	<input type="checkbox"/> Occasionally				
	<input type="checkbox"/> Seldom or Never				
49. After a patient has been discharged, how long does it usually take to receive a (summary) discharge report from the hospital most frequented by your patients?	<input type="checkbox"/> 1-4 days			Ref. 27, Q33, wording slightly changed	CONT; COOR
	<input type="checkbox"/> 5-14 days				
	<input type="checkbox"/> 15-30 days				
	<input type="checkbox"/> More than 30 days				
	<input type="checkbox"/> I rarely or never receive a discharge report				

<p>50. In case of the following health problems, to what extent will patients in your practice population (people who normally apply to you for primary medical care) contact you as the first health care provider? (This is only about the first contact, not about further diagnosis or treatment).</p>		<p>Ref. 10, Q3 First contact, several items removed</p>	<p>COMPR</p>
	<p>(Almost) Usually Occa- Seldom/ always      sionally      Never</p>		
1. Child with severe cough	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Child aged 8 with hearing problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Woman aged 18 asking for oral contraception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Man aged 24 with stomach pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Man aged 45 with chest pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Woman aged 50 with a lump in her breast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Woman aged 60 with deteriorating vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Woman aged 60 with polyuria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Woman aged 60 with acute symptoms of paralysis/paresis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Man aged 70 with joint pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Woman aged 75 with moderate memory problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Man aged 35 with sprained ankle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Man aged 28 with a first convulsion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Anxious man aged 45	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Physically abused child aged 13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Couple with relationship problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Woman aged 50 with psychosocial problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Man aged 32 with sexual problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Man aged 52 with alcohol addiction problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>51. To what extent are you involved in the treatment and follow-up of patients in your practice population with the following diagnoses ('practice population' means: people who normally apply to you for primary medical care)?</p>		<p>Ref. 10, Q5 Disease management, several items removed</p>	<p>COMPR</p>
	<p>(Almost) Usually Occa- Seldom/ always      sionally      Never</p>		
1. Chronic bronchitis/ COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Hordeolum (Stye)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Peptic ulcer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Herniated disc lesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Congestive heart failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Pneumonia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Peritonsillar abscess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Uncomplicated diabetes (type II)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Rheumatoid arthritis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Myocardial infarction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22	WLA Schäfer, WGW Boerma, DS Kringos et al																																																							
<p>52. To what extent are the following activities carried out in your practice population by you (or your staff) and not by a medical specialist? (Practice population means: people normally applying to you for primary medical care). For example, if funduscopy is (almost) always done by you, tick that box.</p>	<table border="1"> <thead> <tr> <th></th> <th>(Almost) always</th> <th>Usually</th> <th>Occasionally</th> <th>Seldom/ Never</th> </tr> </thead> <tbody> <tr> <td>1. Wedge resection of ingrown toenail</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>2. Removal of sebaceous cyst from the hairy scalp</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>3. Wound suturing</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>4. Excision of warts</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>5. Insertion of IUD</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>6. Fundoscopy</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>7. Joint injection</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>8. Strapping an ankle</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>9. Cryotherapy (warts)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>10. Setting up an intravenous infusion</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>		(Almost) always	Usually	Occasionally	Seldom/ Never	1. Wedge resection of ingrown toenail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2. Removal of sebaceous cyst from the hairy scalp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3. Wound suturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4. Excision of warts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5. Insertion of IUD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6. Fundoscopy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7. Joint injection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8. Strapping an ankle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9. Cryotherapy (warts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10. Setting up an intravenous infusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<p>53. When do you, or your staff, measure <u>blood pressure</u>? (more than one answer possible)</p>	<p><input type="checkbox"/> In connection with relevant <u>clinical conditions</u></p> <p><input type="checkbox"/> On <u>request</u></p> <p><input type="checkbox"/> Routinely in office contacts with adults (<u>regardless</u> of the reason for visit)</p> <p><input type="checkbox"/> In adults <u>invited</u> for this purpose</p>	<p>Ref. 10, Q2    COMPR</p> <p>application of medical techniques, several items removed</p> <p>Ref. 10, Q4.1,    COMPR</p> <p>slightly changed</p>																																																						
<p>54. When do you, or your staff, measure <u>blood cholesterol level</u>? (more than one answer possible)</p>	<p><input type="checkbox"/> In connection with relevant <u>clinical conditions</u></p> <p><input type="checkbox"/> On <u>request</u></p> <p><input type="checkbox"/> Routinely in office contacts with adults (<u>regardless</u> of the reason for visit)</p> <p><input type="checkbox"/> In adults <u>invited</u> for this purpose</p> <p><input type="checkbox"/> No such measures</p>	<p>Ref. 10, Q4.2,    COMPR</p> <p>slightly changed</p>																																																						
<p>55. To what extent are you involved in health education as regards the following topics: (More than one answer possible)</p> <p>1. Smoking</p> <p>2. Diet</p> <p>3. Problematic use of alcohol</p> <p>4. Physical exercise</p>	<table border="1"> <thead> <tr> <th></th> <th>Not involved</th> <th>In connection with normal patient contacts</th> <th>In group sessions or special programmes</th> </tr> </thead> <tbody> <tr> <td>1. Smoking</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>2. Diet</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>3. Problematic use of alcohol</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>4. Physical exercise</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>		Not involved	In connection with normal patient contacts	In group sessions or special programmes	1. Smoking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2. Diet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3. Problematic use of alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4. Physical exercise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Ref. 10, Q4.5,    COMPR</p> <p>item 4 added and wording slightly changed</p>																																		
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<p>56. Are you or your practice staff involved in the following activities?</p> <p>1. Routine antenatal care</p> <p>2. Immunisation of children (as part of a programme)</p> <p>3. Paediatric surveillance of children under 4 years</p> <p>4. Influenza vaccination (as part of a programme)</p> <p>5. Palliative care</p>	<table border="1"> <thead> <tr> <th></th> <th>Involved</th> <th>Not involved</th> </tr> </thead> <tbody> <tr> <td>1. Routine antenatal care</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>2. Immunisation of children (as part of a programme)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>3. Paediatric surveillance of children under 4 years</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>4. Influenza vaccination (as part of a programme)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>5. Palliative care</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>		Involved	Not involved	1. Routine antenatal care	<input type="checkbox"/>	<input type="checkbox"/>	2. Immunisation of children (as part of a programme)	<input type="checkbox"/>	<input type="checkbox"/>	3. Paediatric surveillance of children under 4 years	<input type="checkbox"/>	<input type="checkbox"/>	4. Influenza vaccination (as part of a programme)	<input type="checkbox"/>	<input type="checkbox"/>	5. Palliative care	<input type="checkbox"/>	<input type="checkbox"/>	<p>Ref. 10, Q4.6,    COMPR</p> <p>activities removed and 2 added</p>																																				
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57. During the past 12 months, have you offered (a) special session(s) or clinics for the following groups?	Yes	No				Ref. 27, Q23, COMPR
1. Diabetic patients	<input type="checkbox"/>	<input type="checkbox"/>				wording and answer categories changed
2. Hypertensive patients	<input type="checkbox"/>	<input type="checkbox"/>				
3. Pregnant women	<input type="checkbox"/>	<input type="checkbox"/>				
4. Elderly	<input type="checkbox"/>	<input type="checkbox"/>				
58. If you were confronted through your patient contacts with the following occurrences, would you report this (for instance to an authority)?	Yes	Probably Yes	Probably not	No	Don't know	New, community responsibility COMPR
1. Repeated accidents in an industrial setting	<input type="checkbox"/>					
2. Frequent respiratory problems in patients living near a certain industry	<input type="checkbox"/>					
3. Repeated cases of food poisoning among people living in a certain district	<input type="checkbox"/>					
59. In the past 12 months, about how many weeks altogether have you been away from the practice due to:	___ weeks	___ weeks	___ weeks	___ weeks		Ref. 29, Q13b, EFF
1. Attending conferences or other educational activities						different wording, categories
2. Research activities						
3. Vacations						
4. Illness						
60. To what extent do you agree with the following statements?	Strongly Agree	Agree	Disagree	Strongly disagree		Ref. 10, Q6 WORK
1. I feel that some parts of my work do not really make sense	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		job satisfaction, slightly changed
2. My work still interests me as much as it ever did	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. My work is overloaded with unnecessary administrative detail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. I have too much stress in my current job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5. Being a GP is a well respected job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6. In my work there is a good balance between effort and reward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

BACK, background; PRACC, practice characteristics; ECON, economic conditions; WORK, workforce; ACCS, accessibility; CONT, continuity; COOR, coordination; COMP, comprehensiveness; EFF, efficiency; EQ (AC) & (TR), equity in access and treatment.

## Appendix B : QUALICOPC questionnaires for patients (Experiences)

Question	Response categories	Source(s)	Theme(s)
1. How would you describe your own health in general?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor	Ref. 30, wording changed	BACK
2. Do you have a longstanding disease or condition such as high blood pressure, diabetes, depression, asthma or another longstanding condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No	New	BACK
3. Do you have your own doctor (for instance a GP) whom you normally consult first with a health problem?	<input type="checkbox"/> Yes, the doctor I just visited <input type="checkbox"/> Yes, but another doctor in this practice or centre <input type="checkbox"/> Yes, but another doctor from somewhere else <input type="checkbox"/> No, I do not have my own doctor	New, but topic derived from Ref. 16, Q507	BACK
4. In the last 6 months, how often have you visited or consulted a GP (this GP or another one)?	<input type="checkbox"/> This was the first time in the past 6 months <input type="checkbox"/> Once before this visit <input type="checkbox"/> 2 to 4 times before this <input type="checkbox"/> 5 times or more before this <input type="checkbox"/> Don't know	Ref. 31, Q3; Ref. 14, Q2; Ref. 16, Q500	BACK
5. What was the main reason for your visit to this GP today? (More than one answer possible)	<input type="checkbox"/> Because you were ill or didn't feel well <input type="checkbox"/> For a medical check up <input type="checkbox"/> To get a repeat prescription <input type="checkbox"/> To get a referral <input type="checkbox"/> To get a medical certificate <input type="checkbox"/> For a second opinion <input type="checkbox"/> Other reason	Topic derived from Ref. 32, Q4 (very different wording)	BACK
6. Think about the consultation that you just finished. Do you agree with the following:	Yes      No <input type="checkbox"/> <input type="checkbox"/>	Ref. 27, Q22	CONT
6.1. The doctor had my medical records at hand	<input type="checkbox"/> <input type="checkbox"/>		
6.2. The doctor was polite	<input type="checkbox"/> <input type="checkbox"/>	New	QUAL
6.3. The doctor listened carefully to me	<input type="checkbox"/> <input type="checkbox"/>	Ref. 31, Q10; Ref. 15, Q5(topic)	QUAL
6.4. The doctor hardly looked at me when we talked	<input type="checkbox"/> <input type="checkbox"/>	Ref. 33, Q3 (topic)	QUAL
6.5. The doctor asked questions about my health problem	<input type="checkbox"/> <input type="checkbox"/>	New	QUAL
6.6. I couldn't really understand what the doctor was trying to explain	<input type="checkbox"/> <input type="checkbox"/>	Ref. 34, Q14; Ref. 17, Q14; Ref. 31, Q9 (topic); Ref. 14, Q30; Ref. 27, Q22; Ref. 21, QD3 (topic)	QUAL

6.7. The doctor took sufficient time	<input type="checkbox"/>	<input type="checkbox"/>		Ref. 14, Q42; Ref. 15, Q1; Ref. 14, Q32	ACCS
6.8. The doctor involved me in making decisions about treatment	<input type="checkbox"/>	<input type="checkbox"/>		Ref. 15, Q4; Ref. 35, Q10d; Ref. 14, Q66	AUTN
6.9. I would recommend this doctor to a friend or relative	<input type="checkbox"/>	<input type="checkbox"/>		Ref. 21, QK2	QUAL
6.10. The doctor asked about possible other problems besides the one I just came for	<input type="checkbox"/>	<input type="checkbox"/>		New	QUAL
7. If you were to need an interpreter to help you speak with a doctor in this practice, is such a service available?	<input type="checkbox"/> I never need an interpreter <input type="checkbox"/> Yes, it is always available <input type="checkbox"/> Yes, it is usually available <input type="checkbox"/> No, it is insufficiently or not available <input type="checkbox"/> Don't know			Ref. 17, Q57	EQ (AC)
8. Think about the doctor you visited today. Do you agree with the following:	Yes	No	Don't know	Ref. 31, Q12; Ref. 34, Q18	CONT
8.1. He/she knows important information about my medical background	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8.2. He/ she knows about my living situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 27, Q22	CONT
8.3. This doctor doesn't just deal with medical problems but can also help with personal problems and worries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 15, Q2 ; Ref. 36, ; Ref. 14, Q25	QUAL
8.4. After this visit, I feel I can cope better with my health problem/ illness than before	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 37, (topic)	QUAL
9. In the past 12 months, has a GP from this practice talked to you about how to stay healthy? (For instance about diet, alcohol or smoking)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know			Ref. 14;21, QH1 Ref. 14, Q40	COMPR
10. In past 2 years, has a GP from this practice ever asked you about all the medications you take (also those prescribed by other doctors)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know			Ref. 18, Q625	CONT
11. Think about the practice that you visited today. Do you agree with the following:	Yes	No	Don't know		
11.1. The opening hours are too restricted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 27, Q20	ACCS
11.2. If I need a home visit I can get one	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 27, Q22	ACCS
11.3. The practice is too far away from where I am living or working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 33, Q33	ACCS
11.4. When I called this practice, I had to wait too long to speak to someone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 14, Q5	ACCS
11.5. I know how to get evening, night and weekend services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 27, Q20	ACCS
11.6. People were polite and helpful at the reception desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 34, Q24	QUAL
12. How long does it usually take you to travel from your home to this practice?	<input type="checkbox"/> Less than 20 minutes <input type="checkbox"/> 20-40 minutes <input type="checkbox"/> 40-60 minutes <input type="checkbox"/> More than 1 hour <input type="checkbox"/> Don't know			Ref. 27, Q19	ACCS

26		WLA Schäfer, WGW Boerma, DS Kringos et al	
13. Did you make an appointment for this visit to your doctor?	<input type="checkbox"/> Yes <input type="checkbox"/> No → Go to question 16	Ref. 27 (topic)	ACCS
14. Was it is easy to get the appointment?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ref. 21, QC8 (topic)	ACCS
15. How many days did you wait for this visit?	<input type="checkbox"/> I made the appointment earlier today <input type="checkbox"/> I made the appointment yesterday <input type="checkbox"/> I waited 2-7 days <input type="checkbox"/> I waited more than a week <input type="checkbox"/> Don't know	Ref. 27, Q23	ACCS
16. How long did you wait today between arriving in the practice and the consultation?	<input type="checkbox"/> Less than 15 minutes <input type="checkbox"/> 15-30 minutes <input type="checkbox"/> 30-45 minutes <input type="checkbox"/> 45-60 minutes <input type="checkbox"/> More than an hour <input type="checkbox"/> Don't know	Ref. 27, Q26; Ref. 21, QC9 (topic)	ACCS
17. Do you think it is too difficult to see a GP during evenings, nights and weekends?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	Ref. 18, Q510	ACCS
18. In the past 12 months, has one of the following happened to you in this practice?	Yes      No      Don't know		
18.1. The doctor or staff acted negatively to you	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Ref. 19, Q41.2	EQ (TR)
18.2. Other patients were treated better than you	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Ref. 19, Q41.4	EQ (TR)
18.3. The doctor was too much concerned about money	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Ref. 19, Q41.11	EQ (TR)
18.4. The doctor or staff showed disrespect because of your ethnic background	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Ref. 19, Q40; Ref. 17, Q33c	EQ (TR)
18.5. The doctor or staff showed disrespect because of your gender	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Ref. 19, Q40	EQ (TR)
19. In the past 12 months, have you ever had the following experiences in this practice:	Yes      No      Don't know		
19.1. I thought tests or examinations were repeated unnecessarily	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Ref. 38, Q5	COOR
19.2. I thought I got the wrong medication or wrong dose	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Ref. 16-18,	QUAL
19.3. I thought I got incorrect results of a test or X-ray	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Ref. 17, Q38a rephrased	QUAL
20. If you are unhappy with the treatment you received, do you think this doctor would be prepared to discuss it with you?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	Ref. 14, Q45 rephrased	QUAL
21. In the past 12 months, did you postpone or abstain from a visit to this doctor or another GP when you needed one?	<input type="checkbox"/> Yes <input type="checkbox"/> No → Go to question 23	Ref. 19, Q10 rephrased	EQ (AC)
22. What was the most important reason why you did not visit a GP? (More than one answer possible)	<input type="checkbox"/> I did not have insurance <input type="checkbox"/> Other financial reasons <input type="checkbox"/> I could not get there (physically) <input type="checkbox"/> I was too busy <input type="checkbox"/> Other reason	Ref. 19, Q11 rephrased and items added	EQ (AC)



23. How many times in the past 12 months, have you consulted a medical specialist for yourself?	<input type="checkbox"/> None <input type="checkbox"/> Once or twice <input type="checkbox"/> 3 to 5 times <input type="checkbox"/> 6 to 10 times <input type="checkbox"/> More than 10 times				New	BACK	
24. Do you agree with the following statements:	Yes	No	Don't know	Not applicable			
24.1. If I visit another GP besides my own GP, he/she has the necessary information about me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 27, Q25 rephrased	COOR/ CONT	
24.2. When I am referred, my GP informs the medical specialist about my illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 27, Q25 rephrased	COOR	
24.3. When I am referred, my GP decides to whom I should go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	New	AUTN	
24.4. After treatment by a medical specialist, my GP knows the results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ref. 27, Q25 rephrased	COOR/ CONT	
24.5. It is difficult to get a referral to a medical specialist from my GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	New	COOR/ ACCS	
25. In the last 12 months, how often did you visit a hospital emergency department for yourself?	<input type="checkbox"/> Never → Go to question 27 <input type="checkbox"/> 1 time <input type="checkbox"/> 2 or 3 times <input type="checkbox"/> 4 or more times				Ref. 18, Q750 Topic	BACK	
26. Why did you go to the emergency department instead of going to a GP? (More than one answer possible)	<input type="checkbox"/> I had something GPs do not treat <input type="checkbox"/> There was no GP available <input type="checkbox"/> For financial reasons <input type="checkbox"/> At the emergency department, I expected a shorter waiting time <input type="checkbox"/> The emergency department provides better care <input type="checkbox"/> The emergency department is more convenient to reach <input type="checkbox"/> Other reason(s)				Ref. 18, Q750 Topic	ACCS	
27. In the past 12 months, have you been examined or treated by a nurse at your GP's practice?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know				Ref. 39, QD1 rephrased	COOR	
28. Would most people visit a GP for the following?	Yes	Probably Yes	Probably not	No	Don't know	Ref. 21, Reprashed, Different items	COMPR
1. Cut finger that needs to be stitched	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. Removal of a wart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. Routine health checks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. Deteriorated vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5. Help to quit smoking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6. A child with a severe cough	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7. Stomach pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8. Blood in the stool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9. Sprained ankle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10. Anxiety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
11. Domestic violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
12. Sexual problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
13. Relationship problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
14. Advice for choosing the best hospital or specialist for a certain treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

29. How important would it be for you to see a doctor if you had:	Extremely Important	Rather important	Somewhat important	Not important	Ref. 40,	AHOSP
1. Weight loss of more than 2 kilograms in a month when not dieting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. Shortness of breath with light exercise or light work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. Chest pain when exercising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. Loss of consciousness, fainting or passing out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5. Headache for more than one day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6. Abdominal pain for more than one day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7. Severe worries for more than a month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
30. Do you expect to benefit from a GP visit for:	Yes	No	Don't know		Ref. 41	AHOSP
1. Stomach problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
2. Shoulder and neck pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3. Feeling nervous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4. Diarrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
5. Sore throat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6. Headache	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
7. Feeling tired	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
8. Flu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
9. Feeling nauseous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
31. Do you agree with the following statements:	Strongly agree	Agree	Disagree	Strongly disagree	New	BACK
1. In general, doctors can be trusted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. In general, people can be trusted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<i>Finally we would like to ask you some questions about your personal background</i>						
32. Are you male or female?	<input type="checkbox"/> Male	<input type="checkbox"/> Female			New	BACK
33. What is your year of birth? Please fill in:	Year of birth: 19__				New	BACK
34. Where were you born?	<input type="checkbox"/> In this country <input type="checkbox"/> In another EU country <input type="checkbox"/> In a European country outside the EU <input type="checkbox"/> North America, Australia or New Zealand <input type="checkbox"/> In another country				New	BACK
35. Where was your mother born?	<input type="checkbox"/> In this country <input type="checkbox"/> In another EU country <input type="checkbox"/> In a European country outside the EU <input type="checkbox"/> North America, Australia or New Zealand <input type="checkbox"/> In another country				New	BACK
36. Are there other adults in your household (including children older than 18)?	<input type="checkbox"/> Yes <input type="checkbox"/> No				New	BACK

37. Are there any children (under 18) in your household?	<input type="checkbox"/> Yes <input type="checkbox"/> No	New	BACK
38. How would you describe your current occupation or employment status? (More than one answer possible)	<input type="checkbox"/> Employed (including civil service) <input type="checkbox"/> Self employed or family business <input type="checkbox"/> Student <input type="checkbox"/> Looking for a job (unemployed) <input type="checkbox"/> Unable to work due to illness or disability <input type="checkbox"/> Retired <input type="checkbox"/> Mainly homemaker (including looking after children etc)	New	BACK
39. What is the highest level of education that you achieved?	<input type="checkbox"/> No qualifications / Pre-primary education (incl. ...) or primary education (incl. ...) or lower secondary education (incl. ...) <input type="checkbox"/> Upper secondary education (incl. ...) <input type="checkbox"/> Post-secondary, non-tertiary education (incl. ...) or higher	Ref. 42	BACK
40. How well do you speak an official language of this country [fill in language(s)]?	<input type="checkbox"/> Fluently/native speaker level <input type="checkbox"/> Sufficiently <input type="checkbox"/> Moderately <input type="checkbox"/> Poorly <input type="checkbox"/> Not at all	New	BACK
41. Compared to the average in this country, would you say your household's income is:	<input type="checkbox"/> Below average <input type="checkbox"/> Around average <input type="checkbox"/> Above average	Ref. 20, Q140	BACK rephrased and less categories

BACK, background; ACCSA, accessibility; CONT, continuity; COOR, coordination; COMP, comprehensiveness; QUAL, quality; EQ (AC) & (TR), equity in access & treatment; AUTN, patient autonomy; AHOSP, avoidable hospitalisation.

## Appendix C : Patient Values Questionnaire

Question	Response categories				Source(s)	Theme(s)
1. How would you describe your own health in <b>general</b> ?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor				Ref. 30, wording changed	BACK
2. Do you have a longstanding disease or condition such as high blood pressure, diabetes, depression, asthma or another longstanding condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No				New	BACK
3. How important are the following to you:	Not important	Somewhat important	Important	Very important	<i>Weiging Patient Experiences</i>	
1. That this doctor has my medical records at hand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6.1	CONT
2. That this doctor is polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6.2	QUAL
3. That this doctor asks questions about my health problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6.5	QUAL
4. That I understand clearly what this doctor explains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6.6	QUAL
5. That this doctor involves me in making decisions about treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6.8	AUTN
6. That this doctor asks about possible other problems besides the one I come for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6.10	QUAL
7. That people at the reception desk are polite and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11.6	QUAL
4. How important are the following to you:	Not important	Somewhat important	Important	Very important	<i>Weiging Patient Experiences</i>	
1. That this doctor knows important information about my medical background	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8.1	CONT
2. That this doctor knows about my living situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8.2	CONT
3. That I feel able to cope better with my health problem/illness after this visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8.4	QUAL
5. How important are the following to you:	Not important	Somewhat important	Important	Very important	<i>Weiging Patient Experiences</i>	
1. That this practice has extensive opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11.1	ACCS
2. That I can get an appointment easily at this practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13	ACCS
3. That I know how to get evening, night and weekend services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11.5	ACCS
4. That this practice is close to where I live or work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12	ACCS
5. That I have a short waiting time on the phone when I call this practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11.4	ACCS



	Not important	Somewhat important	Important	Very important	Ref. 23	QUAL
6. How important are the following to you:						
<u>Before</u> the consultation with your GP						
1. That I don't need to tell a receptionist or nurse about details of my health problem before seeing my doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. That the doctor has prepared for the consultation by reading my medical notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. That I have prepared for the consultation by keeping a symptom diary or preparing questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. That I can bring a family member/friend to the consultation if I think this is useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5. That I know which doctor I will see	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6. That I keep to my appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7. From the abovementioned 6 items, which one do you find the most important one?	Most important is item number: ___ (fill in)					
7. How important are the following to you:						
<u>During</u> the consultation with your GP						
1. That the doctor makes me feel welcome by making eye contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. That the doctor listens attentively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. That the doctor does not give me the feeling to be under time pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. That the doctor is aware of my personal, social and cultural background	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5. That the doctor is not prejudiced because of my age, gender, religion or cultural background	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6. That the doctor treats me as a person and not just as a medical problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7. That the doctor is respectful during physical examination and by not interrupting me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8. That the doctor takes me seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9. That the doctor understands me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10. That the doctor asks me if I have any questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
11. That the doctor asks if I have understood everything	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
12. That the doctor knows when to refer me to a medical specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
13. That the doctor asks how I prefer to be treated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
14. From the abovementioned 13 items, which one do you find the most important one?	Most important is item number: ___ (fill in)					

8. How important are the following to you:	Not important	Somewhat important	Important	Very important	Ref. 23	QUAL
<u>During</u> the consultation with your GP						
1. That the doctor avoids disturbances of the consultation by telephone calls etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. That the doctor gives me additional information about my health problem, e.g. leaflets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. That the doctor informs me about reliable sources of information, e.g. websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. That I tell the doctor what I want to discuss in this consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5. That I am prepared to ask questions and take notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6. That I am honest and not feel embarrassed to talk about my health problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7. That I am open about my use of other treatments, such as self-medication or alternative medicine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8. That psychosocial issues (for example personal worries) can be discussed if needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9. From the abovementioned 8 items, which one do you find the most important one?	Most important is item number: ___ (fill in)					
9. How important are the following to you:	Not important	Somewhat important	Important	Very important	Ref. 23	QUAL
<u>After</u> the consultation with your GP						
1. That the doctor gives me all test results, even if they show no abnormalities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. That the doctor offers me to have telephone or email contact if I have further questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. That the doctor gives me clear instructions on what to do when things go wrong	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4. That I adhere to the agreed treatment plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5. That I inform the doctor how the treatment works out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5. That I can see another doctor if I think it is necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7. From the abovementioned 6 items, which one do you find the most important one?	Most important is item number: ___ (fill in)					

Finally we would like to ask you some questions about your personal background

10. Are you male or female?	<input type="checkbox"/> Male <input type="checkbox"/> Female	New	BACK
11. What is your year of birth? Please fill in:	Year of birth: 19__	New	BACK
12. Where were you born?	<input type="checkbox"/> In this country <input type="checkbox"/> In another EU country <input type="checkbox"/> In a European country outside the EU <input type="checkbox"/> North America, Australia or New Zealand <input type="checkbox"/> In another country	New	BACK
13. Where was your mother born?	<input type="checkbox"/> In this country <input type="checkbox"/> In another EU country <input type="checkbox"/> In a European country outside the EU <input type="checkbox"/> North America, Australia or New Zealand <input type="checkbox"/> In another country	New	BACK
14. Are there other adults in your household (including children older than 18)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	New	BACK
15. Are there any children (under 18) in your household?	<input type="checkbox"/> Yes <input type="checkbox"/> No	New	BACK
16. How would you describe your current occupation or employment status? (More than one answer possible)	<input type="checkbox"/> Employed (including civil service) <input type="checkbox"/> Self-employed or family business <input type="checkbox"/> Student <input type="checkbox"/> Looking for a job (unemployed)		
<input type="checkbox"/> Unable to work due to illness or disability			
<input type="checkbox"/> Retired			
<input type="checkbox"/> Mainly homemaker (including looking after children etc)			
		New	BACK
17. What is the highest level of education that you achieved?	<input type="checkbox"/> No qualifications obtained/ Pre-primary education (incl. ...) or primary education (incl. ...) or lower secondary education (incl. ...) <input type="checkbox"/> Upper secondary level of education (incl. ...) <input type="checkbox"/> Post-secondary, non-tertiary education (incl. ...) or higher	Ref. 42	BACK
18. How well do you speak an official language of this country [fill in language(s)]?	<input type="checkbox"/> Fluently/native speaker level <input type="checkbox"/> Sufficiently <input type="checkbox"/> Moderately <input type="checkbox"/> Poorly <input type="checkbox"/> Not at all	New	BACK
19. Compared to the average income in this country, would you say your household's income is:	<input type="checkbox"/> Below average <input type="checkbox"/> Around average <input type="checkbox"/> Above average	Ref. 20, Q140 rephrased and less categories	BACK

BACK, background; ACCS, accessibility; CONT, continuity; COOR, coordination; COMP, comprehensiveness; QUAL, quality; EQ (AC) & (TR), equity in access and treatment; AUTN, patient autonomy;

## Appendix D: Practice questionnaire

Question	Response categories	Source(s)	Theme(s)
1. Total number of patients <u>asked</u> to participate	___ Patients	New	Response rate
2. Number of patients that has participated	___ Patients	New	Response rate
3. Opening hours are clearly indicated outside	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ref. 24	ACCS
4. Outside it is clearly indicated how to get out-of-hours care	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ref. 24	ACCS
5. The practice has parking space for handicapped people	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ref. 24	EQ (AC)
6. Is the practice at the ground floor?	<input type="checkbox"/> Yes → continue to Q 8 <input type="checkbox"/> No	Ref. 24	BACK
7. Is an elevator available for patients?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ref. 24	EQ (AC)
8. How accessible is the practice for patients using a wheelchair or stroller?	<input type="checkbox"/> Very easy <input type="checkbox"/> Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Impossible to access	Ref. 24	EQ (AC)
9. Is a toilet available for patients with a handicap?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ref. 24	EQ (AC)
10. How clean does the waiting room look?	<input type="checkbox"/> Very clean <input type="checkbox"/> Rather clean <input type="checkbox"/> Not clean	Ref. 24	QUAL
11. Can people in the waiting room hear what is being said at the reception desk?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable (no reception desk)	New	QUAL
12. Can people in the waiting room hear or see what happens in the doctor's office?	<input type="checkbox"/> Yes <input type="checkbox"/> No	New	QUAL

BACK, background; ACCS, accessibility; QUAL, quality; EQ (AC) & (TR), equity in access and treatment.