# Academic Survey

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## (untitled)

**We think you will find this survey interesting to take but we would like to stress that we need you to read the questions properly and carefully.**

**You may be instantly screened out of the survey, or not rewarded afterward if you do any of the following:**

- **Speeding through the survey too quickly**
- **Responding to questions randomly**
- **"Straightlining" responses down columns.**
- **There may be some questions designed to check you are reading properly**

**Thank you for agreeing to take our survey, it doesn't take too long.**

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## (untitled)

**This survey is for academic research. Responses to questions are anonymised to protect your personal information before being processed into statistics that cannot be used to identify any individual. Continuing with the survey means you consent to participate. Thank you.**

# Demographics

**1) Where do you currently live?***

( ) England

( ) Scotland

( ) Wales

( ) Northern Ireland

( ) Outside the UK

# Demographics

**2) Which English county do you currently live in?***

( ) Greater London

( ) Avon & Bristol

( ) Bedfordshire

( ) Berkshire

( ) Buckinghamshire

( ) Cambridgeshire

( ) Cheshire

( ) Cleveland

( ) Cornwall

( ) Cumbria

( ) Derbyshire

( ) Devon

( ) Dorset

( ) Durham

( ) East Sussex

( ) East Yorkshire

( ) Essex

( ) Gloucestershire

( ) Greater Manchester

( ) Hampshire

( ) Herefordshire

( ) Hertfordshire

( ) Isle of Wight

( ) Kent

( ) Lancashire

( ) Leicestershire

( ) Lincolnshire

( ) Lincolnshire (North or North-East)

( ) Merseyside

( ) Norfolk

( ) North Yorkshire

( ) Northamptonshire

( ) Northumberland

( ) Nottinghamshire

( ) Oxfordshire

( ) Rutland

( ) Shropshire

( ) Somerset

( ) South Yorkshire

( ) Staffordshire

( ) Suffolk

( ) Surrey

( ) Tyne and Wear

( ) Warwickshire

( ) West Midlands

( ) West Sussex

( ) West Yorkshire

( ) Wiltshire

( ) Worcestershire

( ) Not Listed

**Logic: Hidden unless: #2 Question "Which English county do you currently live in?" is one of the following answers ("Not Listed")**

ID: 2769

**3) Which English county do you currently live in?***

_____

# Demographics

Validation: Max character count = 7 Min character count = 3

ID: 2227

**4)** **For demographic purposes, what is the first half of your postcode and the first number of the second half? (For example SW14 5)** *

_____

# Demographics

ID: 103

**5) What is your sex?***

( ) Male

( ) Female

ID: 102

**6) What age are you?***

( ) Under 18

( ) 18

( ) 19

( ) 20

( ) 21

( ) 22

( ) 23

( ) 24

( ) 25

( ) 26

( ) 27

( ) 28

( ) 29

( ) 30

( ) 31

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( ) 72

( ) 73

( ) 74

( ) 75

( ) 76

( ) 77

( ) 78

( ) 79

( ) 80

( ) 81

( ) 82

( ) 83

( ) 84

( ) 85+

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# (untitled)

# Demographics

**7) How many people aged 14+ live in your household, including yourself?***

( ) 1 (only me)

( ) 2

( ) 3

( ) 4

( ) 5

( ) 6 or more

**8) How many children aged 13 or under live in your household?***

( ) 0 (no children)

( ) 1

( ) 2

( ) 3

( ) 4

( ) 5

( ) 6 or more

# Demographics

# Demographics

**9)**

**What is your current employment status?**

**\***

( ) Full-time employment

( ) Part-time employment

( ) Self-employed

( ) Unemployed

( ) Student

( ) Retired

( ) Homemaker / Carer

( ) Unable to work due to long-term disability

( ) Other: _____

# Demographics

**10) What best describes your household income, including all benefits, but before tax is deducted?**

**Note: if you live in shared accommodation with people but make all purchases separately do not count them in your household.***

( ) Less than £10,000

( ) £10,000 - £14,999

( ) £15,000 - £19,999

( ) £20,000 - £29,999

( ) £30,000 - £39,999

( ) £40,000 - £49,999

( ) £50,000 - £59,999

( ) £60,000 - £69,999

( ) £70,000 - £79,999

( ) £80,000 - £89,999

( ) £90,000 - £99,999

( ) £100,000 - £149,999

( ) £150,000 - £199,999

( ) £200,000 or more

( ) Don't know / prefer not to say

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# Demographics

**Logic: Show/hide trigger exists.**

**11) Do you have any educational qualifications? (Qualifications could be a formal apprenticeship, NVQs, GNVQs, Diploma, GCSEs, O-Levels, professional qualifitcations, A-Levels or a Degree)***

( ) Yes

( ) No

**12) Which of these qualifications do you have? (If your UK qualification is not listed, please tick the box that contains its nearest equivalent. If you have qualifications gained outside the UK please tick appropriate UK equivalent, if none please tick 'Other')***

[ ] No Qualifications

[ ] A formal apprenticeship

[ ] NVQs/GNVQs/RSA Diploma

[ ] GCSEs/O-Levels

[ ] Diploma (General)

[ ] AS-Levels

[ ] A-Levels

[ ] Professional Qualifications (i.e. Teaching, Nursing, Accountancy)

[ ] Degree/Postgraduate Degree (i.e. BA, BSc, MA, MSc, MRes, MBA, PGCE)

[ ] Other (incl. Vocational training i.e. forklift licence, construction skills certification scheme (CSCS), food hygiene certificate & Foreign Qualifications)

# Demographics

**ID: 115**

**You selected NVQs/GNVQs/RSA Diploma. At which level is your highest qualification? Please select from the drop-down list below.***

( ) NVQ Level 1 or a Foundation GNVQ

( ) NVQ Level 2 or an Intermediate GNVQ or an RSA Diploma

( ) NVQ Level 3 or an Advanced GNVQ or an RSA Advanced Diploma

( ) NVQ Level(s)4-5 or an RSA Higher Diploma

**ID: 116**

**You selected GCSEs/O-Levels. What is your highest level of attainment for your particular qualification? Please select from the drop-down list below.***

( ) 1 or more GCSEs (any grade) / 1-4 O-Levels (pass)

( ) 5+ GCSEs (grades A*-C) / 5+ O-Level (pass)

**You selected AS-Levels. How many do you have? Please select from the drop-down list below.***

( ) 1

( ) 2

( ) 3

( ) 4+

**You selected A-Levels. How many do you have? Please select from the drop-down list below.***

( ) 1

( ) 2

( ) 3

( ) 4+

# Demographics

**13) Which ethnic group do you consider yourself to belong to?***

( ) White

( ) Mixed/Multiple Ethnic Groups

( ) Asian/Asian British

( ) Black/African/Caribbean/Black British

( ) Other ethnic group

( ) Prefer not to say

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# (untitled)

**14) On a scale of 0-10, how likely are you to switch the following service providers in the next year?**

**Your main current bank account provider***

0 _____[__]_____ 10

**Your mobile phone provider***

0 _____[__]_____ 10

**Your electricity provider***

0 _____[__]_____ 10

**Your broadband provider\***

0 _____[__]_____ 10

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# (untitled)

**15)** **How many years, approximately, have you been at your current General Practitioner (GP) doctors practice (your local/regular doctor)?**
**Please enter the number of years (to the closest approximate estimate)\***

_____

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# (untitled)

**16)** **When did you last see or speak to a doctor or nurse from your General Practitioner (GP) doctors practice? \***

( ) In the past 3 months

( ) Between 3 and 6 months ago

( ) Between 6 and 12 months ago

( ) More than 12 months ago

( ) I have never seen or spoken to a doctor or nurse from my GP

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# (untitled)

**17) On a scale of 0-10, how satisfied are you with your current General Practitioner (GP) doctors practice?**
**\***

0 _____[__]_____ 10

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# (untitled)

**Please read the following scenario carefully because the questions that follow are about it.  The scenario is a created example but is based on real information about local health services in this country.**

**Please consider a scenario in which you have moved home and you are now a new patient registered at a General Practitioner (GP) doctors practice (a local doctor).  You find that you have a very good service from this GP practice. The doctors, nurses and practice administrators are helpful.  The independent health inspectorate rates the practice as outstanding overall (the top level of performance). It is outstanding for providing effective, responsive and well led services and outstanding for providing safe and caring services.**

**18) On a scale of 0-10, how well would you say this GP doctors practice is performing?
\***

0 _____[__]_____ 10

**19) On a scale of 0-10, how satisfied would you be with the doctors practice if you were a patient there?\***

0 _____[__]_____ 10

**Hidden Value: Time spent on scenario 1**
**Value:** Populates with the **length of time** since the survey taker started the current page

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# (untitled)

**Please consider that a year has now passed and you are still a patient at this General Practitioner (GP) doctors practice. However, you have noticed a big decline in the quality of service. The doctors, nurses and the practice administrators are much less helpful. The independent health inspectorate has inspected again and no longer rates the practice as outstanding overall. It is no longer outstanding for providing effective, responsive and well led services and is no longer outstanding for providing safe and caring services.**

**20) On a scale of 0-10, how well would you say this GP doctors practice is performing? \***

0 _____[__]_____ 10

**21) On a scale of 0-10, how satisfied would you be with the doctors practice if you were a patient there?\***

0 _____[__]_____ 10

**Hidden Value: Time spent on scenario 1 (after a year)**

**Value:** Populates with the **length of time** since the survey taker started the current page

**Hidden Value: Randomiser 1**

**Value:** populates with a randomly generated number between 1 and 3

**Page entry logic:** This page will show when: Randomiser 1 is exactly equal to "1"

Validation: Min = 0 Max = 10

ID: 2809

**On a scale of 0-10, how much choice of GP practice would you say have?\***

0 _____[__]_____ 10

**Hidden Value: Time spent on treatment 1**

**Value:** Populates with the **length of time** since the survey taker started the current page

ID: 2811

The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.

Validation: Min = 0 Max = 10

ID: 2812

**On a scale of 0-10, how much choice of GP practice would you say have?\***

0 _____[__]_____ 10

**Hidden Value: Time spent on treatment 2**

**Value:** Populates with the **length of time** since the survey taker started the current page

ID: 2814

The linked image cannot be displayed.  The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.

**On a scale of 0-10, how much choice of GP practice would you say have?***
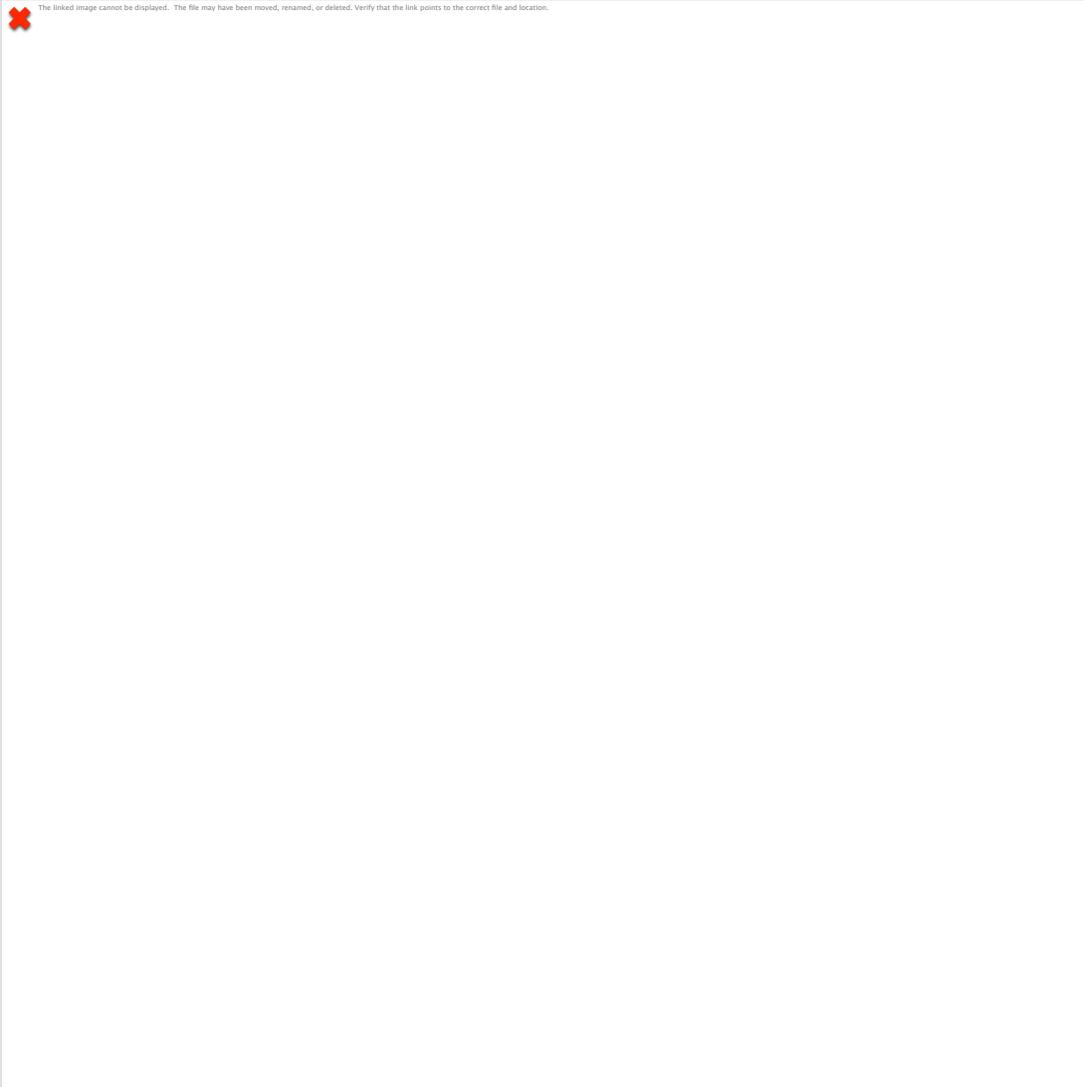
0 _____[__]_____ 10

**Hidden Value: Timer spent on treatment 3**

**Value:** Populates with the **length of time** since the survey taker started the current page

**22)  On a scale of 0-10, how likely is it in this scenario that you would write to or email the GP doctors practice to tell them about your concern about the decline in service?  ***

0 _____[__]_____ 10

**23) On a scale of 0-10, how likely is it in this scenario that you would go to one of the regular patients group meetings to raise concern with other patients as a group about the decline in service?***

0 _____[__]_____ 10

**24) On a scale of 0-10, how likely do you think it is that the GP doctors practice would take action to try and improve services as a result of you writing to them about your concern about the decline in service?***

0 _____[__]_____ 10

Validation: Min = 0 Max = 10

**25) On a scale of 0-10, how likely do you think it is that the GP doctors practice would take action to try and improve services as a result of you going to one of the regular patients group meetings to raise concern with other patients as a group about the decline in service?***

0 _____[__]_____ 10

**Hidden Value: Randomiser 2**

**Value:** populates with a randomly generated number between 1 and 2

**Hidden Value: Randomiser 3**

**Value:** populates with a randomly generated number between 1 and 2

**Page entry logic:** This page will show when: Randomiser 2 is exactly equal to "1"

Validation: Min = 0 Max = 10

**The GP practice did not respond to any patient comments about the decline in service.**

**On a scale of 0-10, how satisfied would you be with the doctors practice if you were a patient there?***

0 _____[__]_____ 10

**The GP practice responded to patient comments saying they acknowledged the decline in service and that they were now trying hard to improve the service.**

**On a scale of 0-10, how satisfied would you be with the doctors practice if you were a patient there?***

0 _____[__]_____ 10

# (untitled)

**26) On a scale of 0-10, how likely is it that you would seek to leave this GP doctors practice and move to a new GP doctors practice in the next 12 months?***

0 _____[__]_____ 10

**Please read this short note carefully because the next questions refer to it:**

**Consider a new scenario in which you are moving home and need to find a new GP doctors practice. The one nearest your new home is called Three Chequers Medical Practice. The Care Quality Commission (the independent regulator of doctors), reports that Three Chequers Medical Practice is in a top category (outstanding) in terms of its effectiveness, defined as achieving good outcomes and maintaining quality of life.**

Validation: Min = 0 Max = 10

ID: 2873

**27) On a scale of 0-10, how true do you think the category reported for Three Chequers Medical Practice is?**

 *

0 _____[__]_____ 10

Validation: Min = 0 Max = 10

ID: 2874

**28) On a scale of 0-10, what do you think the true standing of Three Chequers Medical Practice is as compared to the Care Quality Commission's report?**
 *

0 _____[__]_____ 10

**Hidden Value: Time spent on scenario 2a**

**Value:** Populates with the **length of time** since the survey taker started the current page

**Page entry logic:** This page will show when: Randomiser 3 is exactly equal to "2"

ID: 2876

**Please read this short note carefully because the next questions refer to it:**

**Consider a new scenario in which you are moving home and need to find a new GP doctors practice. The one nearest your new home is called Three Chequers Medical Practice. Three Chequers Medical Practice reports that it is in a top category (outstanding) in terms of its effectiveness, defined as achieving good outcomes and maintaining quality of life.**

Validation: Min = 0 Max = 10

ID: 2879

**29) On a scale of 0-10, how true do you think the category reported for Three Chequers Medical Practice is?**

 *

0 _____[__]_____ 10

Validation: Min = 0 Max = 10

ID: 2880

**30) On a scale of 0-10, what do you think the true standing of Three Chequers Medical Practice is as compared to their report?***

0 _____[__]_____ 10

**Hidden Value: Time spent on scenario 2b**

**Value:** Populates with the **length of time** since the survey taker started the current page

# (untitled)

**31) On a scale of 0-10, to what extent do you agree or disagree with the following statements about the source of the report about performance?**

**The source of this report is knowledgeable**
 **\***

0 _____[\_\_]_____ 10

**32) The source of this report is honest\***

0 _____[\_\_]_____ 10

**33) The source of this report is helpful\***

0 _____[\_\_]_____ 10

# (untitled)

**34) Please confirm the source of the report on the performance of Three Chequers Medical Practice\***

( ) Three Chequers Medical Practice

( ) The Care Quality Commission (the independent regulator of doctors)

# Comments

ID: 133

**35) Thanks for taking the time to complete our survey today. If you have any further comments relating to this survey or the topics covered within it, please leave them here.**

_____

_____

_____

_____

# Thank You!

ID: 1

**Thank you for taking our survey. Your response is very important to us.**