

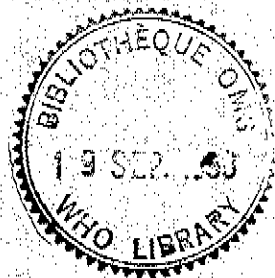


32760

EUR/ICP/HST 125 (2)  
7484r  
ENGLISH ONLY

## MEASURING CONSUMER SATISFACTION WITH HEALTH CARE

### WHO questionnaire for health interview surveys



1990

EUR/HFA target 35

All rights in this document are reserved by the WHO Regional Office for Europe. The document may nevertheless be freely reviewed, abstracted, reproduced or translated, but not for sale or for use in conjunction with commercial purposes. Any views expressed by named authors are solely the responsibility of those authors.

Alle Rechte an diesem Dokument liegen beim WHO-Regionalbüro für Europa. Das Dokument darf jedoch außer zu Verkaufszwecken oder in anderem kommerziellen Zusammenhang ohne vorherige Genehmigung rezipiert, in Auszügen gedruckt, veröffentlicht oder übersetzt werden. Die in dem Dokument zum Ausdruck gebrachten Ansichten geben ausschließlich die Meinung der namentlich angeführten Autoren wieder.

Tous les droits relatifs à ce document sont réservés par le Bureau régional de l'OMS pour l'Europe. Il peut cependant être commenté, résumé, reproduit ou traduit sans autorisation, pour autant qu'il ne s'agisse pas d'un usage lié directement ou indirectement à des fins commerciales. Les vues exprimées par des auteurs nommément désignés n'engagent que la responsabilité de ces derniers.

Европейское региональное бюро ВОЗ оставляет за собой все права, связанные с настоящим документом. Тем не менее его можно свободно рецензировать, реферировать, воспроизводить или переводить. Не разрешается лишь продавать документ, либо иное его использование в коммерческих целях. Все ответственность за любые взгляды, выраженные в подписанных авторами статьях, несет сами авторы.

TARGET 35

Health information systems

Before 1990, Member States should have health information systems capable of supporting their national strategies for health for all.

Index:

EVALUATION  
QUESTIONNAIRES  
QUALITY OF HEALTH CARE  
CONSUMER SATISFACTION  
HEALTH SURVEYS  
DELIVERY OF HEALTH CARE

## Background

The Health for All strategy endorsed by the Member States of the European Region of the World Health Organization stresses the need to ensure the quality of health care services and states that this can be achieved by establishing methods and procedures for systematically monitoring the quality of care given to patients. These assessment procedures should take account of the views of both providers and consumers of health care, as well as clinical, economic, ethical and social factors. Consumer satisfaction is not only a crucial aspect of the quality of health care, but also an important factor in its own right since the level of satisfaction can influence social acceptability, and social acceptability in turn can influence the level of use. Consumer satisfaction is also important because of its potential influence on health status and medical outcomes.

In order to facilitate and encourage the measurement of consumer satisfaction, a WHO working group has developed a standardized questionnaire. Attached is a list of "core" questions which the working group recommended as the minimum necessary for the measurement of consumer satisfaction. These questions have been extensively tested in four different countries on a total sample of more than 2000 persons. Optional questions are available from the WHO Regional Office for Europe for use at the discretion of individual countries' investigators and according to their particular interests.

One of the purposes of the standardized questionnaire is to make available comparisons between different population groups or countries; emphasis has therefore been placed on ensuring that the sets of questions included in the questionnaire are both general and simple.

The recommended questionnaire may be used in surveys which have been specially organized for this purpose, or can be included as a separate module in health interview surveys if these are already being organized for more general purposes.

### Structure of the questionnaire and recommendations for its use

The questionnaire covers three major areas of health care:

- (a) general practitioner (GP) care;
- (b) hospitalization;
- (c) dental care.

In each of the above areas the following aspects are assessed by at least one question:

- (a) accessibility/availability of care services;
- (b) doctor/patient relationship;
- (c) professional skills/quality of care;
- (d) organizational aspects;
- (e) experience and frequency of use of each particular service.

It is obvious that the questionnaire should be supplemented by age and sex data. Additional questions to identify other socio-demographic characteristics such as level of education, socio-economic status and marital status are also recommended.

The recommended method of data collection is through face-to-face interviews, although other methods such as postal surveys might be appropriate if there are resource constraints.

The collected data may be expressed as the percentage of the population satisfied (or dissatisfied) with different aspects of health care. These data should primarily be used:

- to assess and monitor the quality, availability and consumption of health care in general;
- to identify problem areas of health care which could be targets for further action.

#### RECOMMENDED CORE QUESTIONS

##### General practitioner (GP) services

GP1        When did you last consult a GP for yourself?

- Within the past 2 months
- Within the past 2-12 months
- More than 12 months ago - please go to H1

GP2        How many times have you consulted a GP for yourself within the past 12 months?

- Once
- 2 or 3 times
- 4 or more times

GP3        Do you think your GP has good medical skills?

- Yes, very good
- Yes
- No, not really
- No
- No, not at all

GP4        Do you think your GP gives you enough information about what's wrong with your health?

- Yes, definitely
- Yes
- No, not really
- No
- No, not at all

GP5 Do you think your GP gives you enough advice about a healthy lifestyle?

- Yes, definitely
- Yes
- No, not really
- No
- No, not at all

GP6 Is your GP, or a similar service, fairly easy to reach during weekends or holidays?

- Yes, always
- Yes
- No, not always
- No
- No, not at all

GP7 Do you think the waiting time in the GP's office/surgery is too long?

- Yes, definitely
- Yes
- No, not really
- No
- No, not at all

GP8 Have you ever had the feeling that your GP did not take your problems seriously enough?

- Yes
- No

GP9 Can you talk to your GP about personal problems as well as about medical problems?

- No, only medical problems
- Yes, personal problems too

GP10 Taking all things together, are you satisfied or dissatisfied with your GP?

- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied

Hospitalization

H1 Have you ever been admitted to hospital for at least one night? If so, when was the last time?

Within the past 12 months  
Within the past 1-5 years  
Longer ago or never - go to D1

H2 How many times have you been admitted to hospital during the past 5 years?

Once  
More than once

H3 Do you think the hospital is too far away?

Yes, definitely  
Yes  
No, not really  
No  
No, not at all

H4 Now, thinking about when you were last in hospital, were you bothered by any of the following problems?

4.1 Lack of privacy

Yes, definitely  
Yes  
No, not really  
No  
No, not at all

4.2 Doctors did not give sufficient information about your condition

Yes, definitely  
Yes  
No, not really  
No  
No, not at all

4.3 Nursing staff too busy, so you had to wait for help

Yes, definitely  
Yes  
No, not really  
No  
No, not at all

4.4 Rigid timetables for waking up, meals, visiting hours, etc.

Yes, definitely

Yes

No, not really

No

No, not at all

4.5 Insufficient quality of meals

Yes, definitely

Yes

No, not really

No

No, not at all

B5 Do you think your hospital doctor has good medical skills?

Yes, definitely

Yes

No, not really

No

No, not at all

B6 Taking all things together, were you satisfied or dissatisfied with the care given to you?

Very satisfied

Fairly satisfied

Fairly dissatisfied

Very dissatisfied

#### Dental health

D1 When did you last consult a dentist?

Within the past 2 months

Within the past 2-12 months

More than 12 months ago - Finish here

D2 How many times have you consulted a dentist within the past 12 months?

Once

2 or 3 times

4 or more times

D3 Do you think the dentist's practice is too far away?

Yes, definitely

Yes

No, not really

No

No, not at all

D4 Do you think he/she is a competent dentist?

Yes, very competent

Yes

No, not really

No

No, not at all

D5 Do you think your dentist gives enough information about what's wrong?

Yes, definitely

Yes

No, not really

No

No, not at all

D6 Is your dentist, or a similar service, fairly easy to reach during weekends or holidays?

Yes, always

Yes

No, not always

No

No, never

D7 Do you think the waiting time in the dental surgery is too long?

Yes, definitely

Yes

No, not really

No

No, not at all

D8 Taking all things together, are you satisfied or dissatisfied with your dentist?

Very satisfied

Fairly satisfied

Fairly dissatisfied

Very dissatisfied