Appendix 1:

QUESTIONNAIRE

Accident & Emergency Department
Royal Hospital for Sick Children
Edinburgh.

The Accident and Emergency department at the Sick Kids is hoping to find out more about the parents and children who come along to see us.

We are interested in looking at how people make use of General Practice and Accident & Emergency services when a child is unwell.

We would like to ask you a little about

- yourselves
- your GP
- your visit to Accident & Emergency today

This questionnaire should only take a short time to complete while you are waiting, and this will not cause any delay in your child being seen or treated.

We hope that this study will help us improve the service we are able to offer to sick children in the future.

Information collected will be treated in a confidential manner.

Thank you for your help.

NUMBER: _________________________________
DATE: _________________________________
TIME: _________________________________
SECTION A

ABOUT YOU AND YOUR HOUSEHOLD

1. How old is the child who needs to be seen?  ________

2. Is the child  Male/Female?

3. Who is with the child?
   - mother  □
   - father  □
   - other   □

4. Which of these describes your current circumstances?
   - married/living with partner  □
   - single parent  □
   - legal guardian  □

5. Do you have any other children living at home?  YES/NO

6. What age are they?
   ______
   ______
   ______

7. Can you tell us your Post Code  □□□□□□□□

8. Is the home you live in
   - owned/mortgaged  □
   - private tenancy  □
   - council tenancy  □
   - other (specify)  □  __________

9. Which of the following applies to you?
   - working full time  □
   - unemployed  □
   - working part time  □
   - other (specify)  □  __________
   - caring for home/family  □
SECTION A continued

10. Do you or your partner own a car? YES/NO
11. Do you have your own telephone? YES/NO
12. At what age did you leave full time education? ______ years

SECTION B

ABOUT YOUR VISIT TO ACCIDENT & EMERGENCY

13. Have you attended A & E here at the Sick Kids before? YES/NO
14. If you have, can you remember how often you have been here in the past 12 months, either with this child or another? ______ times
15. Are you attending A & E because the child has a problem with:
   an illness □
   an injury □
   not sure □
16. For how long has the child had this problem? _________________
17. How serious do you think the illness/injury is?
   not serious at all □ fairly serious □
   not very serious □ very serious □
   not sure □
18. How worried are you about the illness/injury?
   not worried at all □ fairly worried □
   not very worried □ very worried □
   not sure □
SECTION B continued

19. Did you think that the illness/injury needed to be assessed:

- straight away?  
- same day?  
- within a few days?

20. Have you taken any action yourselves to try to treat the illness/injury? YES/NO
   If so, what have you done?

________________________________________________________________

21. Would you describe yourself as a worrier?

- all of the time
- most of the time
- some of the time
- a little of the time
- none of the time

22. Did you get advice from any of the following before coming along to A & E?

- relative
- friend/neighbour
- school/nursery
- over phone
- Pharmacist
- your GP surgery
- A & E staff

23. How did you get up to A & E?

- walked
- own car
- lift in other car
- public transport
- taxi
- ambulance
SECTION C

ABOUT YOUR GP

24. Is the child registered with a GP? YES/NO

25. How do you find trying to arrange:

a) a non-urgent appointment with a GP?

<table>
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<tr>
<th></th>
<th>Very easy</th>
<th>Quite difficult</th>
<th>Quite easy</th>
<th>Very difficult</th>
<th>Neither easy or difficult</th>
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b) an urgent appointment with a GP?

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<th>Very easy</th>
<th>Quite difficult</th>
<th>Quite easy</th>
<th>Very difficult</th>
<th>Neither easy or difficult</th>
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c) to see a GP outside of normal surgery hours?

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<th>Very easy</th>
<th>Quite difficult</th>
<th>Quite easy</th>
<th>Very difficult</th>
<th>Neither easy or difficult</th>
<th>Never had to</th>
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26. Did you try to contact a GP before coming along to A & E? YES/NO

27. Do you know how to contact a GP outside of normal surgery hours? YES/NO

28. If you did try to contact a GP, who did you speak to and where?

Please tick all the boxes that apply to you

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<thead>
<tr>
<th></th>
<th>Just over phone</th>
<th>At own GP surgery</th>
<th>At GP emergency centre</th>
<th>During home visit</th>
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<tr>
<td>Receptionist</td>
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<td>Nurse/health visitor</td>
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<td>GP</td>
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<td>No-one/answer machine</td>
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SECTION C continued

29. What happened when you contacted the GP?

- told how you might treat the problem yourself and to wait and see if things got better
- received treatment and able to stay at home
- told to take the child up to A & E

30. How satisfied were you with the advice/treatment given?

very satisfied  □  not very satisfied  □
fairly satisfied □  not satisfied at all □
not sure        □

31. Do you have any comments you would like to make about GP services?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
SECTION D

USING GP/ACCIDENT & EMERGENCY SERVICES

There are a number of reasons why parents may decide to come straight up to A & E with their child without contacting a GP first. Some are listed below.

Please tick those that you feel apply to you today:

Unable to contact GP

No confidence in GP

Child’s problem more appropriate for A&E

GP would have referred child to A&E anyway

Advised to take child straight to A&E by somebody else

Child will be seen more quickly in A&E

Child already been seen at Sick Kids with same problem

Easier to get to A&E than GP surgery

Easier to get to A&E than GP emergency centre

A&E more convenient because of my working hours

A&E more convenient because of child care arrangements

Doctors at Sick Kids more experienced

Get better treatment at Sick Kids

Anything else? ______________________________________________
SECTION D

USING GP/ACCIDENT & EMERGENCY SERVICES

Having been in contact with a GP, as well as being told to attend or referred, there are other reasons why parents may decide to come up to A & E. Some are listed below.

Please tick those that you feel apply to you today:

- Only offered advice over phone
- GP unable to see child quickly enough
- Child seen by GP but not getting any better
- Not happy with GP advice/treatment
- Wanted second opinion on child’s problem
- No confidence in GP
- Child seen by GP and referred to out patient clinic at Sick Kids but not prepared to wait for appointment

Anything else? ________________________________________________
SECTION E

YOU AND YOUR SICK CHILD

1. How do you generally feel when you have to look after a child who is unwell?
   
   very confident  □  not very confident  □
   quite confident □  not confident at all □
   not sure □

2. It can often be difficult to decide if you need a doctor when a child is unwell. How do you feel about knowing when you should call a doctor?
   
   very confident  □  not very confident  □
   quite confident □  not confident at all □
   not sure □

3. It is important to look for ways to offer better support for parents when a child is unwell, and to help them get the care that their child needs. A number of suggestions are listed below.
   
   Please tick the one that you would find most useful.
   
   Leaflets on childhood illness/injury to keep at home □
   More adverts/information on child health in newspapers/magazines □
   More adverts/information on child health on television/radio □
   More information on child health via the Internet □
   24 hour National telephone helpline for advice when your child is ill □
   Easier access to GP □
   Easier access to children’s A&E □

4. Anything else you would like to see?

THANK YOU VERY MUCH FOR COMPLETING THIS QUESTIONNAIRE