

## Appendix A - Questions and Likert Scale Responses by Survey.

Responses treated as positive are in italics.

### Emergency Department Survey (2008)

Were you involved as much as you wanted to be in decisions about your care and treatment?

*Yes, definitely*, yes, to some extent; no

Did you have confidence and trust in the doctors and nurses examining and treating you?

*Yes, definitely*, yes, to some extent; no

Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?

*Yes, all of the time*, yes, sometimes; no

Overall, how would you rate the care you received in the Emergency Department?

*Excellent, very good, good*, fair, poor, very poor

### Inpatient Survey (2009)

Were you involved as much as you wanted to be in decisions about your care and treatment?

*Yes, definitely*, yes, to some extent; no

Did you have confidence and trust in the doctors treating you?

*Yes, always*, yes, sometimes; no

Overall, did you feel you were treated with respect and dignity while you were in the hospital?

*Yes, always*; yes, sometimes; no

Overall, how would you rate the care you received?

*Excellent, very good, good*, fair, poor

### **Young Patient Survey (2004)**

Were you the patient involved as much as wanted to be?

*Yes, definitely*, yes, to some extent; no

Did you have confidence and trust in the doctors treating you?

*Yes, always*; yes, sometimes; no

Did you feel that you were treated with respect and dignity while you were in the hospital?

*Yes, always*; yes, sometimes; no

Overall, how would you rate the care you received?

*Excellent, very good, good*, fair, poor

### **Adult Inpatient Survey (2004)**

Were you involved as much as you wanted to be in decisions about your care and treatment?

*Yes, definitely*, yes, to some extent; no

Did you have confidence and trust in the doctors treating you?

*Yes, always*; yes, sometimes; no

Overall, did you feel you were treated with respect and dignity while you were in the hospital?

*Yes, always; yes, sometimes; no*

Overall, how would you rate the care you received?

*Excellent, very good, good, fair, poor*

### **GP Survey (2009/10)**

How good were the doctors at involving you in decisions about your care?

*Very good, good, neither good/nor poor, poor, very poor*

Did you have confidence and trust in your doctor?

*Yes, definitely; yes, to some extent; no, not at all; don't know*

Satisfaction with care received

*Very satisfied, fairly satisfied, neither satisfied/nor dissatisfied, fairly dissatisfied, very dissatisfied*