

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