First some details about you:

<table>
<thead>
<tr>
<th>Gender?</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age group?</td>
<td>Under 25 years</td>
<td>46 - 55 years</td>
</tr>
<tr>
<td></td>
<td>26 - 35 years</td>
<td>56 - 65 years</td>
</tr>
<tr>
<td></td>
<td>36 - 45 years</td>
<td>Over 65 years</td>
</tr>
<tr>
<td>Do you ....?</td>
<td>Live alone</td>
<td>Live with others</td>
</tr>
</tbody>
</table>

Now some questions about your stay in Accident and Emergency (Casualty):

**SECTION 1**

a) After arriving in Accident and Emergency, how long did you *expect* to wait before you were seen by someone?
   - I expected to be seen within five minutes
   - I expected to be seen within fifteen minutes
   - I expected to wait up to half an hour
   - I expected to wait more than half an hour
   - I had no idea what to expect

b) How long did you actually wait?
   - I was seen within five minutes
   - I was seen within fifteen minutes
   - I waited up to half an hour
   - I waited more than half an hour
   - I don’t know

c) How long did you *expect* to wait before you were seen by a doctor?
   - I expected to be seen within five minutes
   - I expected to be seen within fifteen minutes
   - I expected to wait up to half an hour
   - I expected to wait up to an hour
   - I expected to wait up to two hours
   - I expected to wait more than two hours
   - I had no idea what to expect

d) How long did you actually wait?
   - I was seen within five minutes
   - I was seen within fifteen minutes
   - I waited up to half an hour
   - I waited up to an hour
   - I waited up to two hours
   - I waited more than two hours
   - I don’t know

e) Did you feel this wait was …?
   - Much too long
   - Too long
   - OK
   - Good
SECTION 2

a) Did someone explain why you would need to have some tests while you were in Accident and Emergency?
   - Yes, it was explained clearly to me
   - Some explanation was offered but I didn’t really understand it
   - No explanation was offered to me at all
   - I can’t remember whether it was explained or not

b) Did someone explain what tests you would have?
   - Yes, they were explained clearly to me
   - Some explanation was offered but I didn’t really understand it
   - No explanation was offered to me at all
   - I can’t remember whether it was explained or not

c) After the tests were completed did anyone explain the results to you?
   - Yes, they were explained clearly to me
   - Some explanation was offered but I didn’t really understand it
   - No explanation was offered to me at all
   - I can’t remember whether it was explained or not

d) Were you able to ask any questions you felt important?
   - Yes, someone always checked to see whether I had any questions
   - I was occasionally asked if I had any questions
   - I was never asked whether I had any questions

e) Did you feel that the doctor listened to what you had to say?
   - Yes, the doctor seemed very interested to hear what I had to say
   - I would have liked the doctor to pay a bit more attention
   - I don’t think the doctor listened to me at all
   - I am sure that the doctor did not listen to me at all

f) How did you feel about the length of time the doctor spent with you?
   - I felt the doctor spent too much time with me
   - I felt the doctor spent about the right length of time with me
   - I felt that the doctor should have spent a bit more time with me
   - I felt that the doctor should have spent a lot more time with me

g) Did you feel that your time with the doctor was private?
   - Yes, all the time
   - Most of the time
   - Some of the time
   - Hardly ever
   - Never
SECTION 3

a) Did you suffer any pain while you were being treated in Accident and Emergency?

   Yes
   No (Go to section 4)

b) If yes, how would you describe this pain?

   Mild
   Moderate
   Severe

c) How long was the pain present for?

   All of the time
   Most of the time
   Some of the time
   Only occasionally

d) Were the staff aware of this pain?

   Yes
   No

e) Were you treated for this pain?

   Yes
   No

f) If yes, how satisfied were you with this treatment?

   Very satisfied
   Satisfied
   Dissatisfied
   Very dissatisfied
   Not sure
SECTION 4

a) How did you get the information you needed while you were in Accident and Emergency?

- From the doctor(s)
- From the nurses
- From other members of staff
- By asking questions myself
- A mixture of the above

b) Did you ever receive conflicting information from different people?

- Yes, on several occasions
- Yes, on one or two occasions
- No, never

c) Overall, do you feel you got all the information you needed?

- Yes
- No, I would have liked a bit more information
- No, I would have liked a lot more information
- Don’t know
SECTION 5

a) Were you able to discuss your personal needs while you were in Accident and Emergency?

   Yes, and this covered everything
   Yes, and this covered most things
   Yes, although it didn’t cover very much
   No

b) Please indicate how satisfied you are that your needs were met in the following areas. Please tell us what you think by making a circle around the relevant dot.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Made to feel as comfortable as possible</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Staff did enough to try and reassure me</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Given all the privacy I needed</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

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c) Please indicate how satisfied you are that your family’s needs were met in the following areas. Please tell us what you think by making a circle around the relevant dot.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Able to find out where you were in the Hospital without any problems?</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Able to visit you without any problems?</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Given enough information about your condition?</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Able to find food and drink facilities without Any problems?</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>
Just a few more details about you

**What is your level of education?**

- Less than high school
- High school
- Further education
- University

**Which of the following most closely describes your occupation?**

- Retired
- Manual Worker
- Housewife/husband
- Unemployed
- Skilled Worker
- Voluntary Worker
- Self employed
- Professional
- In full time education
- Other (please specify)

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**How would you describe your ethnic origin?**

- White British
- Black British
- Irish
- Black Caribbean+
- Black African
- Black/Other
- Chinese
- Indian
- Pakistani
- Bangladeshi
- European
- Other (please state) __________________________

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**Have you ever attended Accident and Emergency before?**

- Yes
- No

**If yes, have you ever attended this Accident and Emergency department before?**

- Yes
- No

**When was the last time you were in hospital?**

- During the past year
- Between one and two years ago
- Between two and five years ago
- Between five and ten years ago
- More than ten years ago
SECTION 6

FINALLY, IF POSSIBLE PLEASE COULD YOU FILL THIS SECTION IN JUST BEFORE LEAVING THE DEPARTMENT

a) Before leaving the Accident and Emergency department did someone check that you were well enough to leave?

   Yes
   No
   I don’t know

b) Were you given any information or advice about what you should do to improve your health (for example, advice about your diet, smoking and exercise)?

   Yes, I was given plenty of advice
   I was briefly given some advice
   I wasn’t given any advice

c) Are you happy with the decision to be discharged at this stage?

   Yes
   No
   Don’t know

MANY THANKS FOR YOUR COOPERATION