

QH2. [Non-emergency treatment] How easy or difficult was it for you to access this care?

Base = Required this type of care in last six months	1333	543	753	125	115	261	381	373	251	61	55
	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
Very difficult	13%	32%		28%	5%	26%	4%	21%	5%	30%	9%
Difficult	28%	68%		38%	27%	43%	19%	43%	14%	38%	28%
Easy	41%		73%	26%	45%	28%	52%	30%	55%	27%	48%
Very easy	15%		27%	8%	20%	1%	25%	5%	27%	4%	15%
Impossible, wasn't able to get this	3%			1%	3%	2%		1%	1%	1%	
Net: Difficult	41%	100%		65%	32%	69%	23%	64%	18%	68%	37%
Net: Easy	56%		100%	34%	65%	29%	77%	35%	81%	31%	63%

QH2. [Emergency care] How easy or difficult was it for you to access this care?

Base = Required this type of care in last six months	365	120	117	189	170	107	124	128	84	34	33
	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
Very difficult	21%	34%	6%	41%		40%	4%	30%	3%	33%	6%
Difficult	30%	33%	30%	59%		39%	29%	40%	26%	44%	27%
Easy	34%	27%	49%		73%	18%	46%	28%	48%	18%	41%
Very easy	13%	3%	15%		27%	3%	21%	2%	22%	5%	26%
Impossible, wasn't able to get this	2%	2%				1%		1%			
Net: Difficult	52%	68%	36%	100%		78%	33%	69%	29%	77%	33%
Net: Easy	46%	31%	64%		100%	21%	67%	30%	71%	23%	67%

QH2. [A diagnostic test] How easy or difficult was it for you to access this care?

Base = Required this type of care in last six months	841	280	373	125	106	312	496	293	228	55	51
	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
Very difficult	12%	26%	4%	33%	5%	32%		24%	1%	40%	2%
Difficult	25%	39%	16%	33%	17%	68%		45%	8%	40%	23%
Easy	45%	29%	58%	30%	60%		76%	28%	64%	21%	57%
Very easy	14%	3%	20%	2%	18%		24%	1%	26%		17%
Impossible, wasn't able to get this	4%	3%	1%	1%	1%			1%	1%		1%
Net: Difficult	37%	65%	20%	67%	21%	100%		70%	9%	79%	26%
Net: Easy	59%	32%	78%	33%	78%		100%	30%	90%	21%	74%

QH2. [An appointment with a specialist] How easy or difficult was it for you to access this care?

Base = Required this type of care in last six months	843	294	344	115	100	228	297	446	354	68	65
	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
Very difficult	25%	45%	14%	52%	16%	52%	10%	47%		55%	10%
Difficult	28%	35%	24%	25%	21%	38%	19%	53%		32%	24%
Easy	32%	13%	45%	20%	41%	9%	53%		77%	11%	47%
Very easy	10%	2%	14%	1%	18%	*%	16%		23%	1%	19%
Impossible, wasn't able to get this	5%	4%	3%	2%	3%	1%	1%			1%	
Net: Difficult	53%	81%	38%	77%	38%	90%	29%	100%		87%	34%
Net: Easy	42%	15%	59%	21%	59%	9%	69%		100%	12%	66%

QH2. [Surgery] How easy or difficult was it for you to access this care?

Base = Required this type of care in last six months	173	64	54	37	31	59	50	84	52	78	86
	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
Very difficult	22%	42%	13%	37%	9%	46%	4%	37%	5%	50%	
Difficult	23%	23%	22%	34%	15%	28%	18%	34%	11%	50%	
Easy	38%	27%	51%	18%	51%	17%	56%	20%	59%		77%
Very easy	11%	4%	13%	11%	21%	6%	19%	6%	23%		23%
Impossible, wasn't able to get this	6%	4%	1%		4%	3%	2%	3%	2%		
Net: Difficult	45%	65%	35%	71%	25%	74%	22%	71%	15%	100%	
Net: Easy	49%	32%	64%	29%	72%	22%	75%	26%	82%		100%

QH3. And overall – given your experience – would you say that over this six-month period your health issue(s) has:

Base = Required medical treatment in last six months	1695	543	753	189	170	312	496	446	354	78	86
	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
Improved	25%	17%	29%	24%	35%	15%	29%	18%	29%	19%	55%
Stayed the same	55%	51%	58%	37%	52%	45%	57%	47%	60%	48%	28%
Worsened	20%	32%	13%	39%	14%	40%	14%	35%	11%	34%	17%

QH4. Thinking of your close relatives and friends – based on what you know from conversations or experience, what proportion of them would you say received inadequate medical care over the last six months?

Base = All	2279	543	753	189	170	312	496	446	354	78	86
	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
None	28%	10%	27%	5%	28%	8%	30%	10%	34%	10%	27%
One or two	27%	23%	31%	22%	27%	19%	29%	24%	26%	18%	27%
A few of them	24%	29%	26%	33%	24%	32%	25%	28%	27%	33%	30%
A lot of them	12%	21%	11%	18%	13%	20%	10%	20%	9%	23%	8%
Almost all of them	9%	18%	5%	21%	8%	21%	5%	18%	4%	15%	9%
Net: At least 1	72%	90%	73%	95%	72%	92%	70%	90%	66%	90%	73%

QH5. You mentioned that some people in your life were unable to get adequate health care. Which of the following, if any, did they experience?

Base = Exclude none at QH4	1635	489	549	178	122	288	347	399	234	70	63
	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
Long waits to get an appointment	79%	87%	77%	82%	83%	89%	79%	89%	73%	85%	78%
Long wait times for emergency care	51%	58%	48%	77%	56%	62%	52%	58%	47%	69%	63%
Unable to get diagnostic test	41%	52%	38%	52%	46%	64%	34%	56%	32%	58%	48%
Incompetent care – i.e. misdiagnosis	36%	43%	32%	47%	43%	47%	35%	46%	34%	47%	41%
Unable to get surgery	32%	36%	30%	33%	39%	42%	32%	39%	24%	57%	25%
Other, specify:	7%	7%	8%	10%	3%	9%	7%	7%	8%	11%	3%

QH5. (Rebase) You mentioned that some people in your life were unable to get adequate health care. Which of the following, if any, did they experience?

Base = All	2279	543	753	189	170	312	496	446	354	78	86
	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
Long waits to get an appointment	57%	79%	56%	77%	60%	82%	55%	80%	48%	77%	57%
Long wait times for emergency care	36%	53%	35%	73%	40%	57%	37%	52%	31%	62%	46%
Unable to get diagnostic test	30%	47%	28%	49%	33%	59%	24%	51%	21%	52%	35%
Incompetent care – i.e. misdiagnosis	26%	39%	23%	44%	31%	43%	24%	41%	22%	43%	30%
Unable to get surgery	23%	32%	22%	31%	28%	39%	22%	35%	16%	51%	18%
Other, specify:	5%	7%	6%	9%	2%	8%	5%	6%	5%	10%	2%
None	28%	10%	27%	5%	28%	8%	30%	10%	34%	10%	27%

QH6. Did any of your close friends/family suffer serious health consequences as a result of this lack of adequate care?

Base = Exclude none at QH4	1635	489	549	178	122	288	347	399	234	70	63
	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
Yes, serious consequences	26%	31%	21%	41%	23%	36%	21%	32%	22%	35%	24%
Yes, minor consequences	45%	51%	44%	45%	47%	47%	43%	51%	42%	42%	50%
No	29%	18%	35%	14%	30%	18%	36%	17%	37%	23%	26%
Net: Yes	71%	82%	65%	86%	70%	82%	64%	83%	63%	77%	74%

QH6. (Rebase) Did any of your close friends/family suffer serious health consequences as a result of this lack of adequate care?

Base = All	2279	543	753	189	170	312	496	446	354	78	86
	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
Yes, serious consequences	18%	28%	15%	39%	16%	33%	15%	29%	14%	31%	18%
Yes, minor consequences	33%	46%	32%	42%	34%	43%	30%	46%	28%	38%	37%
No	21%	16%	26%	13%	21%	16%	25%	15%	24%	21%	19%
Net: Yes	51%	74%	47%	81%	50%	76%	45%	75%	42%	69%	55%
None	28%	10%	27%	5%	28%	8%	30%	10%	34%	10%	27%

QH13. Suppose you had an emergency today – you or someone in your family needed emergency care - how confident are you that you would be able to get care in a timely fashion?

	Total	Non Emergency Care		Emergency Care		Diagnostic Test		Specialist Appointments		Surgery	
		Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy	Difficult	Easy
Very confident	7%	3%	9%	1%	17%	2%	11%	3%	14%	3%	17%
Confident	30%	18%	34%	17%	42%	18%	35%	19%	37%	18%	29%
Not that confident	37%	37%	36%	36%	32%	40%	34%	39%	34%	38%	32%
Not confident at all	24%	41%	18%	46%	6%	39%	17%	39%	11%	40%	20%
Not sure/Can't say	3%	1%	3%	1%	2%	1%	3%	1%	3%	1%	3%
Top2box	37%	20%	43%	17%	60%	20%	46%	21%	51%	21%	46%
Bottom2box	61%	79%	53%	82%	38%	80%	51%	77%	46%	78%	51%