Questionnaire about residents’ satisfaction with primary medical and health services in Gansu Province

Site: city district/county village/community

1.Demographic information

* 1. Gender: ①male②female birth: XXXX/XX

household type: ①town ②rural area ③migrant residents

* 1. Special groups( maybe multiple-choice): ①elder（≥65）②hypertension③DM ④the maternal ⑤children guardian

1.3 Education: ①Elementary school or below②junior high school③senior high school/Secondary specialized school ④university/college ⑤master degree or above

1.4 Occupation: ①civil servant/enterprise and public institution/technician②worker/migrant worker③labourer/farmer ④retired/student ⑤unemployed/self-employed

2. Public health programme

2.1 Do you know National primary public health services : ①Y ②N

2.2 Do you know Health records ought to be for everyone: ①Y ②N

2.3 Do you know Health examination for elderly aged 65+ : ①Y ②N

2.4 Do you know Management of severe mental illness: ①Y ②N

2.5 Do you know Health institutions should distribute health education materials : ①Y ②N

2.6 Do you know Health institutions provide chronic disease check-ups for people aged 35+ : ①Y ②N

2.7 Do you know Maternal visits by health institutions: ①Y ②N

3. health knowledge:

3.1 How many times should one get hepatitis B vaccinations:

3.2 HIV transmission routes:

3.3 TB transmission routes:

3.4 Cooking oil should be less than 25ml per day: T or F

3.5 Cooking salt should be less than 6g per day: T or F

3.6 Obesity leads to other diseases: T or F

3.7 Hot foods should not be taken for long period: T or F

3.8 Health knowledge sources: ①media②Health information column ③Community information column ④Home health workers ⑤pamphlets ⑥Doctors ⑦Residents ⑧Others

4. Service satisfaction:

4.1 service attitude ①good ②modest ③poor ④hard to evaluate

4.2 professional skills ①good ②modest ③poor ④hard to evaluate

4.3 medical facilities ①good ②modest ③poor ④hard to evaluate

4.4 therapeutic effects ①good ②modest ③poor ④hard to evaluate

4.5 institutional environment ①good ②modest ③poor ④hard to evaluate

4.6 convenience ①good ②modest ③poor ④hard to evaluate

4.7 disease description ①good ②modest ③poor ④hard to evaluate

4.8 waiting time ①good ②modest ③poor ④hard to evaluate

4.9 drug prices ①good ②modest ③poor ④hard to evaluate

4.10 privacy protection ①good ②modest ③poor ④hard to evaluate

5. About the policy

5.1 National primary public health services policy is of vital importance to residents’ health. ①Y ②N

5.2 It is necessary to continue the policy. ①Y ②N