**Primary Care Quality Survey – Patient Version 1.0**

***Introduction: We would like to ask you some questions about the person you see for primary medical care here at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. This is the person you see for a check-up or for a general medical problem when it is not an emergency. This person could be your regular personal doctor, a nurse practitioner, or a physician assistant. We would also like to ask you about receiving care here at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Please indicate how much you agree or disagree with the following statements about the person who provides your primary medical care. Again, we are asking for you to make your best guess.***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Strongly****Disagree** | **Disagree** | **Agree** | **Strongly****Agree** | **I Don’t Know**  |
|  |  |  |  |  |  |
| Q1. My primary care provider never doubts my health needs. |  |  |  |  |  |
| Q2. My primary care provider takes my health concerns seriously. |  |  |  |  |  |
| Q3. My primary care provider makes decisions based on what will truly help me. |  |  |  |  |  |
| Q4. I feel my primary care provider has spent enough time trying to get to know me. |  |  |  |  |  |
| Q5. I can get in touch with my primary care provider when I need to. |  |  |  |  |  |
| Q6. I can get enough of my primary care provider’s time if I need it. |  |  |  |  |  |
| Q7. If my primary care provider and I were to disagree about something related to my care, we could work it out. |  |  |  |  |  |
| Q8. My primary care provider makes sure health care decisions fit with other challenges in my life. |  |  |  |  |  |
| Q9. I worry about whether my primary care provider has the right skills to take good care of me. |  |  |  |  |  |
| Q10. I can be honest with my primary care provider if I use drugs or alcohol. |  |  |  |  |  |
| Q11. I worry my primary care provider might report my health information to the authorities. |  |  |  |  |  |
| **Instructions: For the next questions, we will ask about how your primary care provider works with other health care providers. The other health care providers can be other doctors, therapists, or other providers who help in your medical care.** |
|  | **Strongly****Disagree** | **Disagree** | **Agree** | **Strongly****Agree** | **I Don’t Know** |
| Q12. My primary care and other health care providers need to communicate with each other more. |  |  |  |  |  |
| Q13. I have been frustrated by lack of communication among my primary care and other health care providers. |  |  |  |  |  |
| Q14. My primary care and other health care providers are working together to come up with a plan to meet my needs. |  |  |  |  |  |
|  |
| Q15. My primary care provider helps to reduce the hassles when I am referred to other services. |  |  |  |  |  |
| Q16. I have to wait too long to get the health care services my primary care provider thinks I need. |  |  |  |  |  |
| ***Instructions: The next questions are about the place where you go for primary medical care. This is the place you normally go for a check-up or for general medical problems when it is not an emergency. The place might be a clinic, hospital, or a program. For these questions think about the place and the staff who are there.*** |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly****Agree** | **I Don’t Know** |
| Q17. Someone from my primary care provider’s office returns my phone or pages. |  |  |  |  |  |
| Q18. At this place, I have sometimes not gotten care because I cannot pay. |  |  |  |  |  |
| Q19. If I could not get to this place, I think the staff would reach out to try to help me get care. |  |  |  |  |  |
| Q20. f I walk-in to this place without an appointment, I have to wait too long for care. |  |  |  |  |  |
| Q21. This place is open at times of the day that are convenient for me. |  |  |  |  |  |
| Q22. This place helps me get care without missing meals or a place to sleep. |  |  |  |  |  |
| Q23. It is often difficult to get health care at this place. |  |  |  |  |  |
| Q24. This place tells me about what services are available |  |  |  |  |  |
| Q25. The health care services I need are close to each other. |  |  |  |  |  |
| Q26. If my primary care provider is unavailable there is someone else that can help me. |  |  |  |  |  |
| Q27. When I need information about my health care, like test results, I can get it easily. |  |  |  |  |  |
| Q28. The staff at this place listens to me. |  |  |  |  |  |
| Q27. This place tries to help me with things I might need right away, like food, shelter or clothing. |  |  |  |  |  |
| Q30. The people who work at this place seem to like working with people who have been homeless. |  |  |  |  |  |
| Q31. If I miss an appointment, this place still finds a way to help me. |  |  |  |  |  |
| Q32. At this place, I always have to choose between health care and dealing with other challenges in my life. |  |  |  |  |  |
| Q33. Staff at this place treats some patients worse if they think that they have addiction issues. |  |  |  |  |  |

This survey is the product of the Primary Care Quality and Service Customization Study. It is intended for clients who have been homeless or who are leaving homelessness behind. **Clinics or agencies seeking to use it must seek permission from the developer, who can** **provide scoring information.** Contact: Stefan G Kertesz, MD, emailing both skertesz@uabmc.edu and Nancy Johnson, RN, (nancy.johnson8@va.gov) or Phone 205-212-3970.