

Appendix 1. MQ Health cardiology patient experience survey

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MQ Health Cardiology Patient Experience Survey

Participant Information and Consent Form

You are invited to take part in a research study we are running to evaluate and improve MQ Health's Cardiology Clinic. The purpose of the study is to evaluate the effectiveness of MQ Health Cardiology services, and identify factors which contribute to positive outcomes and experiences amongst patients.

The study is being conducted by Associate Professor Yvonne Zuryski from the Australian Institute of Health Innovation at Macquarie University (phone: 0411987976 email: yvonne.zuryski@mq.edu.au).

If you decide to participate, we ask that you complete the following survey about your experience using MQ Health Cardiology services. You'll be able to skip any questions that make you feel uncomfortable.

Any information or personal details gathered in the course of the study are confidential, except as required by law. No individual will be identified in any publication of the results. Only researchers affiliated with this study will have access to participant data.

Please make sure you have read the participant information form, which is attached below.

[Attachment: "Participant Information Form 09.04.21.docx"]

-
- 1) I have read and understand the information above and any questions I have asked have been answered to my satisfaction. I agree to participate in this research, knowing that I can withdraw from further participation in the research at any time without consequence.

☐ Yes ☐ No

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Please complete the survey below.

Thank you!

Demographic Infomation

What is your age?

(Number only)

What is your gender?

☐ Female

☐ Male

☐ Other

☐ Rather not say

Please describe your gender

What is your postcode?

In what country were you born?

(Country only)

What language do you speak at home?

Please select the highest level of education you received?

☐ Unsure

☐ No education

☐ Some primary education

☐ Up to year 6

☐ Up to year 10

☐ Up to year 12

☐ Diploma

☐ Certificate (I or higher)

☐ Bachelor degree

☐ Post graduate degree

What is or has been your primary occupation?

☐ Manager

☐ Professional

☐ Technicians and Trades Worker

☐ Community and Personal Service Worker

☐ Clerical and Administrative Worker

☐ Sales Worker

☐ Machinery Operators and Driver

☐ Labourer

☐ No Occupation

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Please select your average weekly income level (before tax)

- ☐ Nil or negative income
☐ \$1-\$199
☐ \$200-\$299
☐ \$300-\$399
☐ \$400-\$599
☐ \$600-\$799
☐ \$800-\$999
☐ \$1,000-\$1,249
☐ \$1,250-\$1,499
☐ \$1,500-\$1,999
☐ \$2,000 or more

Do you live alone?

- ☐ Yes
☐ No

Do you use or receive any aged care or disability support services?

- ☐ Yes
☐ No

Do you ever need any help to complete self-care, body movement or communication activities?

- ☐ Yes
☐ No

Do you have private health insurance?

- ☐ Yes
☐ No

Please tell us how much you agree with the following statements

The MQ Health Cardiology Clinic was convenient to use
(Please select the option which best reflects your feelings about the convenience and accessibility of the HeartConnect service)

- ☐ Strongly disagree
☐ Somewhat disagree
☐ Neither agree nor disagree
☐ Somewhat agree
☐ Strongly agree

(Optional) Please share your thoughts about why you found the MQ Health Cardiology Clinic convenient or inconvenient

The cost of the services you received was reasonable and acceptable
(Please select the option which best reflects your feelings about the cost of the HeartConnect service)

- ☐ Strongly disagree
☐ Somewhat disagree
☐ Neither agree nor disagree
☐ Somewhat agree
☐ Strongly agree

(Optional) Please share your thoughts about the cost of the services you received

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Overall, the service was better than other specialist services I have visited
(Please select the option which best reflects how you think HeartConnect compares to other specialist services)

- ☐ Strongly disagree
☐ Somewhat disagree
☐ Neither agree nor disagree
☐ Somewhat agree
☐ Strongly agree

(Optional) Please provide some more information about how the MQ Health Cardiology Clinic compares with other specialist services you have used

Please rate your overall satisfaction with the MQ Health Cardiology Clinic out of 10, where 1 represents completely unsatisfied, and 10 represents completely satisfied

- ☐ 10 (Completely satisfied)
☐ 9
☐ 8
☐ 7
☐ 6
☐ 5
☐ 4
☐ 3
☐ 2
☐ 1 (Completely dissatisfied)

Roughly how far did you have to travel to access the clinic?

- ☐ Less than 5kms
☐ Between 5-10kms
☐ Between 10-15kms
☐ Between 15-20kms
☐ More than 20kms

(Optional) Was this an acceptable distance to travel?

Would you recommend the MQ Health Cardiology Clinic to a friend who needed to see a cardiologist?

- ☐ Yes
☐ No

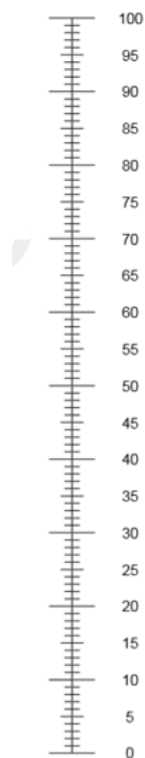
How do you think the service could be improved for patients like yourself?

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Finally, we would like to know about your health-related quality of life. Please refer to the scale below, where 0 means the worst health you can possibly imagine, and 100 means the best health you can possibly imagine, and then answer the following question.

The best health
you can imagine



The worst health
you can imagine

On a scale of 0 to 100, how would you rate your current health status?

(Please provide a number between 0 and 100)

Thank you very much for completing this survey. We are also looking for volunteers to participate in a 15-20-minute phone interview about their experiences using the MQ Health Cardiology clinic. Interviews will help the research team gain a more in-depth understanding about how MQ Health Cardiology and cardiology services elsewhere could be improved to better meet the needs of patients such as yourself. Below, you can indicate whether or not you would like to be contacted about participating in a one-off phone interview. Alternatively, you can contact Isabelle Meulenbroeks on 0409166971 if you would like to participate, or if you would like to know more about this research.

I would like the research team to contact me about
participating in a one-off phone interview

☐ Yes
☐ No