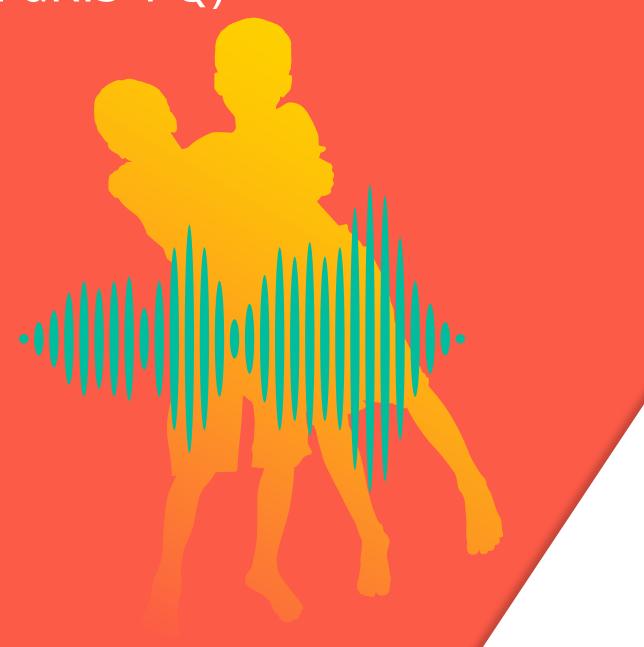


PaRIS Patient Questionnaire (PaRIS-PQ)





OECD PaRIS Patient Questionnaire (PaRIS-PQ)

Version for scripting online survey 2024

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Background

The OECD's Patient-Reported Indicator Surveys (PaRIS) initiative aims to evaluate healthcare outcomes and patient experiences internationally, with a focus on primary care performance. The primary tool used in this initiative is the PaRIS Patient Questionnaire (PaRIS-PQ), designed to assess the experiences and outcomes of patients aged 45 years and older managed in primary care. Alongside patient-reported outcomes and experience measures (PROMs and PREMs), the PaRIS-PQ includes items about sociodemographic factors, health behaviours, and healthcare capabilities. To offer further context and insights into patient-reported experiences and outcomes, a complementary questionnaire called the PaRIS Primary Care Practice Questionnaire (PaRIS-PCPQ) is employed to evaluate practice characteristics and the care delivered, particularly focusing on chronic condition management.

The development of the PaRIS-PQ involved close collaboration with policymakers, patients, and primary care providers. It is grounded in the PaRIS conceptual framework, developed through a rigorous process involving literature review and a modified Delphi process. The questionnaire underwent translation into the languages of participating countries, cross-national cognitive testing, and pilot testing in a field trial.

This document presents the English source version of the PaRIS-PQ for scripting an online survey, used for data collection between 2022 and 2023. Additionally, it includes the sources for the items incorporated into the PaRIS-PQ.

The <u>PaRIS Initiative</u> (Patient-Reported Indicator Surveys) of the OECD aims to develop and implement internationally comparable patient-reported indicators, more specifically patient-reported outcome measures (PROMs) and patient-reported experience measures (PREMs).

The OECD developed the PaRIS survey instruments with an international consortium of Nivel, Ipsos, University of Exeter, Optimedis AG and Avedis Donabedian Research Institute.

OECD PaRIS-PQ for scripting

Note to the reader: The PaRIS PQ was administered mainly online, but also on paper and by telephone depending on the best suited mode for the country. The layout of this document uses the PaRIS PQ version for scripting the online survey, rather than the paper-based version. Please note following elements for clarification:

- ASK ALL: item is applicable to all respondents
- ASK IF: applicability of the item is conditional on another item
- (SINGLE): items where respondents can give one of the response options
- (MULTI): items where respondents may tick multiple response options
- (LOOP): items consisting of multiple questions, each with the same answering categories

This survey is being carried out by <<insert national relevant organization in each country>> in collaboration with the Organisation for Economic Cooperation and Development (OECD). <<insert country>> is taking part in an international survey to improve health services locally and nationally.

The survey asks questions about your experience of care and treatment by your <<pre><<pre><<pre>ccprimary care provider>>. Primary care services are usually the first point of contact
with the health service for a wide range of new and long-term health problems. They
are frequently delivered by teams of health care professionals, usually coordinated by
a family doctor or a general practitioner working in a primary care centre. In your case
this may be also another member of the primary care team, such as a nurse, or another
specialist doctor.

In addition, there are some questions about <u>you and your health</u>. Your answers are important and will help policy makers and health care providers improve health care based on patients' needs.

The survey should take around 25 minutes, depending on the answers you give. If you cannot complete the survey in one session and would like to come back and finish later, just close the window and your responses will be saved. When you are ready, you can return to the same point.

Taking part in this survey is voluntary and your answers will be treated in confidence. If you do not wish to answer a question, please click the >> button twice to move on.

For more information about this survey and how we will use your data, please click on the link below to view the privacy policy.

If you have any queries about the questionnaire, please call our helpline number on [LOCAL NUMBER] or email [LOCAL EMAIL].

CONSENT (SINGLE CODE)

Do you agree to take part in the survey?

Yes CONTINUE
No CLOSE

SECTION 1 "Your Health" TIMING START

ASK ALL

NEW PAGE

Your health

The first few questions are about your health.

Ques	stions		Source
	GE (SINGLE)		Modified from
How	old are you?		OECD PISA-
4	44 40000 old on 4040000	1	D Main Study
I	44 years old or younger		Teacher
2	45-49 years old		Questionnaire
3	50-54 years old		IS
4	55-59 years old		
5	60-64 years old		
6	65-69 years old		
7	70-74 years old		
8	75-79 years old		
9	80-84 years old		
10	85 years or older		
97	Prefer not to say		

IF Q_AGE = 1 PARTICIPANTS ARE INELIGIBLE AND SHOULD NOT CONTINUE

ASK ALL

VEW FAGE				
Ques	Source			
Q_GL	Q_GLOBAL (LOOP)		PROMIS®	
GLC	BAL01		you say your health is:	Scale v1.2 –
GLC	BAL02	In general, would	you say your quality of life is:	Global Health
GLC	BAL03	In general, how wo	ould you rate your physical health?	
GLC	BAL04	In general, how v	vould you rate your mental health,	
		including your mo	od and your ability to think?	
GLC	BAL05	In general, how w	ould you rate your satisfaction with	
		your social activit	es and relationships?	
GLC	BAL9R	• • •	e rate how well you carry out your	
			ivities and roles. (This includes	
		•	at work and in your community, and	
		•	s a parent, child, spouse, employee,	
		friend, etc.)		
Resp	onses (S	NGLE)		
1	Excelle	nt		
2	2 Very good			
3	Good			
4	Fair			
5	Poor			
•	•	4		

NEW PAGE

Ques	tions		Source
Q_GLOBAL06 (SINGLE)			
To w activi movi	Scale v1.2 – Global Health		
1	Completely		
2	Mostly		
3	Moderately		
4	A little		
5	Not at all		

ASK ALL

NEW PAGE

The next few questions are about any specific symptoms you may have recently experienced.

ASK ALL

NEW PAGE

Questions		Source	
Q_PROMISDYSCB001 (SINGLE)		PROMIS Item	
In the past 7 days		Bank v. 1.0 -	
			Dyspnea
I hav	ve been short of bre	ath	
1	Not at all		
2	A little bit		
3	Somewhat		
4	Quite a bit		
5	Very much		

ASK ALL

Ques	Questions			
Q_GLOBAL08R (SINGLE)		PROMIS®		
In the	In the past 7 days		Scale v1.2 –	
			Global Health	
How	would you rate you	r fatigue on average?		
1	None			
2	Mild			
3	Moderate			
4	Severe			
5	Very severe			

NEW PAGE

Ques	Questions		
Q_P	Q_PROMISPAIN (SINGLE)		PROMIS Adult
In th	e past 7 days		Short Form
			v1.0 - Pain
How	much did pain inte	rfere with your day-to-day activities?	Interference
1	Not at all		
2	A little bit		
3	Somewhat		
4	Quite a bit		
5	Very much		

ASK ALL NEW PAGE

Questions		Source
Q_GLOBAL07R (SINGLE)		PROMIS®
In the past 7 days	In the past 7 days	
		Global Health
How would you rate your pai	n on average?	
0-No pain		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10-Worst imaginable pain		

ASK ALL

Ques	Questions		
Q_G	Q_ GLOBAL10R (SINGLE)		
In the	In the past 7 days		Scale v1.2 –
			Global Health
	How often have you been bothered by emotional problems such as		
feelin	g anxious, depres	sed or irritable?	
1	Never		
2	Rarely		
3	Sometimes		
4	Often		
5	Always		

NEW PAGE

	stions		Source	
	PEAT ON EACH SCREEN) For the next few questions		WHO Well-	
think about how you have been feeling over the last two weeks.				
~\.A.//	105 (1000)		(WHO-5)	
	HO5 (LOOP)			
Α	I have felt cheerful and in good spirits			
В	I have felt calm and relaxed			
С	I have felt active and vigorous			
D	My daily life has been filled with things that interest			
	me			
Е	I woke up feeling fresh and rested			
	-			
	· ·			
Res	ponses (SINGLE)			
Res				
	ponses (SINGLE)			
1	ponses (SINGLE) All of the time			
2	oonses (SINGLE) All of the time Most of the time			
1 2 3	Donses (SINGLE) All of the time Most of the time More than half of the time			

SECTION 1 'Your health' TIMING END

NEW PAGE

Managing your health and health care

The next few questions ask about your recent physical activity, diet and use of tobacco and alcohol and the support you may have received from health care professionals (doctors, nurses, and other health care professionals). Please respond in relation to your experience of care and treatment by your <<pre>reprimary care provider>>. Primary care services are usually the first point of contact with the health service for a wide range of new and long-term health problems.

ASK ALL NEW PAGE (SAME SCREEN)

Ques	etions		Source		
Q_E	Q_EXERCISE (SINGLE)				
	In the past week, on how many days did you do at least 30 minutes				
	ther vigorous or moderate activity (such as running, swimmi				
	riding a bike, brisk walking, or dancing)? Vigorous physical activities				
	ally make you breathe much harder than normal, where				
mode	moderate activities make you breathe somewhat harder than normal.				
	From dec				
1	Every day				
2	5 to 6 days				
3	3 to 4 days				
4	1 to 2 days				
5	I did not do any vigorous or moderate activity in the past week				
6	Not sure				

ASK ALL

Question	ns	Source
Q_ADVP	Modified from	
In the pa	CWF2017IHP	
you abou		
1	Yes	
2	No	
3	Not sure	

NEW PAGE

Questions			Source
Q_EHISFR (SINGLE)		Modified from	
How often do you eat fruit, excluding juice squeezed from fresh fruit		European	
or ma	ade from concentrate?		Health
			Interview 2020
1	More than once a day		Edition
2	Once a day		
3	4 to 6 days a week		
4	1 to 3 days a week		
5	Less than once a week		
6	Never		

ASK ALL NEW PAGE

Que	Questions		
Q_E	Q_EHISVG (SINGLE)		
	How often do you eat vegetables or salad, excluding potatoes and		European
fresi	fresh juice or juice made from concentrate?		Health
			Interview 2020
1	More than once a day		Edition
2	Once a day		
3	4 to 6 days a week		
4	1 to 3 days a week		
5	5 Less than once a week		
6	Never		

ASK ALL

Question	Source	
Q_ ADVDIET (SINGLE)		Modified from
In the past 12 months, has any health care professional talked with you about healthy eating?		CWF2017IHP
you abou		
1		
2	No	
3	Not sure	

NEW PAGE

Question	Source	
Q_EHISSK01 (SINGLE)		European
Do you smoke any tobacco products (excluding electronic cigarettes		Health
or similar electronic devices)?		Interview 2020
		Edition
1 Yes, daily		
2 Yes, occasionally		
3	Not at all	

ASK IF Q_EHISSK01 = 3

NEW PAGE

Questi	Questions		
Q_EHI	Q_EHISSK04 (SINGLE)		
cigaret	Have you ever smoked tobacco products (excluding electronic cigarettes or similar electronic devices) daily, or almost daily, for at least one year?		
1	Yes	Edition	
2	No		

ASK IF Q_EHISSK01 = 1 or 2 OR Q_EHISSK04=1 NEW PAGE

Quest	ions	Source
Q_CV	/F2017IHP (SINGLE)	Modified from
	past 12 months, has any health care professional talked with bout the health risks of smoking or using tobacco and ways to	CWF2017IHP
1 Yes		
2	No	

NEW PAGE

Que	Questions Source			
Q_E	European			
In th	Health			
any	kind (beer, wine, cider, spirits, cocktails, premixes, liquor,	Interview 2020		
hom	emade alcohol)?	Edition		
1	1 Every day or almost			
2	5-6 days a week			
3	3-4 days a week			
4	4 1-2 days a week			
5	5 2-3 days in a month			
6	6 Once a month			
7 Less than once a month				
8	Not in the past 12 months, as I no longer drink alcohol			
9	Never, or only a few sips or tries, in my whole life			

ASK IF Q_EHIS = 1 TO 8

NEW PAGE

Question	Source	
Q_CWF2017IHP (SINGLE)		Modified from
In the past 12 months, has any health care professional talked with you about alcohol use?		CWF2017IHP
1		
2	No	
3	Not sure	

SECTION 2 'Managing your health and health care' TIMING END

SECTION 3 'PN and CONFIDENT' TIMING START

ASK ALL

NEW PAGE

Q_PN (show each question on separate screens)

(Put this text on separate screen). The next few questions are about how you and the health care professionals that you usually see support your health and health care. Please respond in relation to your experience of care and treatment by your <<pre>reprovider>>.

	Questions	Source
PN1	I rely on health care professionals to tell me everything I need to know to manage my health	Modified from Porter- Novelli Consumer
		Preferences Scale
PN2	Most health issues are too complex for me to understand	Porter-Novelli Consumer Preferences Scale
PN3	I actively try to prevent diseases and illnesses	Porter-Novelli Consumer Preferences Scale
PN4	I leave it to health care professionals to make the right decisions about my health	Modified from Porter- Novelli Consumer Preferences Scale
PN5	It is important to me to be informed about health issues	Porter-Novelli Consumer Preferences Scale
PN6	I need to know about health issues so I can keep myself and my family healthy	Porter-Novelli Consumer Preferences Scale
PN7	I have difficulty understanding a lot of the health information that I read	Porter-Novelli Consumer Preferences Scale
PN8	My health care professionals and I work together to manage my health	Modified from Porter- Novelli Consumer Preferences Scale
PN9	When I read or hear something that is relevant to my health care, I bring it up with my health care professionals	Modified from Porter- Novelli Consumer Preferences Scale
PN10	I try to understand my personal health risks	Porter-Novelli Consumer Preferences Scale
PREOS2m	When I think something is wrong with my health care, I raise my concerns with my health care professionals	Modified from PREOS- PC-6

Responses (SINGLE)

1	Strongly disagree
2	Disagree
3	Neither agree nor disagree
4	Agree
5	Strongly agree

NEW PAGE

Q_CONFIDENT (LOOP)

	Questions	Source	
P3CEQ10	How confident are you that you can manage	Modified from	m
	your own health and wellbeing?	Person-Centred	b
		Coordinated	
		Care Experience	е
		Questionnaire	
		(P3CEQ)	
MPBSPAINSTRC	How confident are you that you can follow	Modified from	m
	instructions from health care professionals	Medicare	
	about how you should care for yourself at	Patient	
	home?	Engagement	
		Questions	
MPBSPAMEDREC	How confident are you that you can follow	Modified from	m
	instructions from health care professionals	Medicare	
	about how to change your habits or lifestyle?	Patient	
		Engagement	
		Questions	
MPBSPANECESS	How confident are you that you can identify	Modified from	m
	when it is necessary for you to get medical	Medicare	
	care?	Patient	
		Engagement	
		Questions	
MPBSPASIDEFX	How confident are you that you can identify	Modified from	m
	when you are having side effects from your	Medicare	
	medications?	Patient	
		Engagement	
		Questions	
eHEALS	How confident are you in using information	Modified from	
	from the Internet to make health decisions?	eHealth Literac	-
		Scale (eHEALS	3)

Responses (SINGLE)

1	Very confident		
2	Confident		
3	Somewhat confident		
4	Not confident at all		
5	Does not apply (MPBSPASIDEFX and eHEALS only)		

SECTION 3 'PN and CONFIDENT' TIMING END

NEW PAGE

Your experience of health care

Please respond in relation to your experience of care and treatment by your <<pre>care provider>>.

ASK ALL

NEW PAGE

Q_CWF1130 (SINGLE)

Que	Questions		
ls tl heal	Modified from CWF2016IHP		
1	Yes, a doctor		
2	Yes, another health care professional		
3	No, there is no single health care professional I usually go for most of my health problems		
4	Not sure		

ASK IF Q_CWF1130 = 1

NEW PAGE

Q USUALDR1 (SINGLE)

<u>a_ 000/(E5/(1 (0)/(0)/(5/E7)</u>						
Que	stions					Source
Wh	o is this doctor?	•	•	_		OECD PaRIS
	T			Ì		
1	A doctor specialised	in	family			
	medicine/general practice					
2	Another specialist doctor	•	•			
3	Not sure					

ASK IF Q CWF1130 = 1

NEW PAGE

Q CWF1140 (SINGLE)

<u> </u>	2_OWITI+0 (ONOCC)			
Ques	stions	·	Source	
How	long have you been seeing this doctor?		Modified from CWF2016IHP	
1	1 year or less		2777 20 1011 11	
2	More than 1 year but no more than 3 years			
3	More than 3 years but no more than 5 years			
4	More than 5 years but no more than 10 years			
5	More than 10 years			
6	Not sure			

ASK IF Q_CWF1130 = 1

NEW PAGE

Q_USUALDR2 (SINGLE)

Que	Questions				
Нον	How many times have you seen this doctor in the past 12 months?				
This	This could be in person, on the phone, by video call or online				
mes	saging.				
1	Not in the past 12 months				
2	1 time				
3	2 times				
4	3 times				
5	4 times				
6	5 times or more				
7	Not sure				

ASK IF Q_CWF1130 = 2

NEW PAGE

Q_ USUALDR3 (SINGLE)

Que	stions	Source
Who	o is this health care professional?	OECD PaRIS
1	A doctor specialised in family medicine/general practice	
2	Another specialist doctor	
3	A nurse	
7	Nurse practitioner	
4	An allied health care professional, such as a physiotherapist, dietician, or podiatrist	
5	Another health care professional	
6	Not sure	

ASK IF USUALDR3 = 1-3

NEW PAGE

Q USUALDR4 (SINGLE)

Que	stions	Source
Hov	v long have you been seeing this health care professional?	OECD PaRIS
1	1 year or less	
2	More than 1 year but no more than 3 years	
3	More than 3 years but no more than 5 years	
4	More than 5 years but no more than 10 years	
5	More than 10 years	
6	Not sure	

ASK IF USUALDR3 = 1-3

NEW PAGE

Q_ USUALDR5 (SINGLE)

Questions			Source
How	OECD PaRIS		
-	past 12 months? This could be in person, on the phone, by video call		
or or	nline messaging.		
1	Not in the past 12 months		
2	1 time		
3	2 times		
4	3 times		
5	4 times		
6	5 times or more		
7	Not sure		

SECTION 4 'Your experience of health care – part 1' TIMING END

SECTION 5 'Your experience of health care – part 2' TIMING START

ASK ALL

NEW PAGE

Q_CHRONCOND (MULTI, OPEN)

Questions	S	Source
	OECD PaRIS	
following	health conditions?	
Please sel	lect all the options that apply.	
1	High blood pressure	
2	Cardiovascular or heart condition	
3	Diabetes (type 1 or 2)	
4	Arthritis or ongoing problem with back or joints	
5	Breathing condition (e.g., asthma or COPD)	
6	Alzheimer's disease or other cause of dementia	
	Depression, anxiety or other mental health condition (e.g.,	
	bipolar disorder or schizophrenia) (ongoing)	
8	Neurological condition (e.g., epilepsy or migraine)	
9	Chronic kidney disease	
10	Chronic liver disease	
11	Cancer (diagnosis or treatment in the last 5 years)	
12	Other long-term problem(s)	
13	I have never been told by a doctor that I have any of these	
	problems	

ASK IF Q_CHRONCOND = 1 TO 12

NEW PAGE

The next few questions are about the care you may have received for these health conditions.

Please respond in relation to your experience of care and treatment by your << primary care provider>>.

Q P3CEQ6 (SINGLE)

Questi	Source	
Do yo	Modified from	
coordi	nating your care across the services that you use?	Person-
		Centred
1	Yes	Coordinated
2	No	Care
3	I do not receive care from more than one service	Experience
4	Not sure	Questionnaire (P3CEQ)

ASK IF Q_CHRONCOND = 1 TO 12 AND Q_P3CEQ6 = 1

NEW PAGE

Q_ P3CEQ5m1 (SINGLE)

Questior	Source	
Is this to problema	OECD PaRIS	
1	Yes	
2	No	
3	Not sure	

ASK IF Q_CHRONCOND = 1 TO 12 AND Q_P3CEQ5m1 = 2 OR 3

NEW PAGE

Q P3CEQ5m2 (SINGLE)

Que	stions	Source
Who	o is this professional?	OECD PaRIS
1	A doctor specialised in family medicine/general practice	
2	Another specialist doctor	
3	A nurse	
7	Nurse practitioner	
4	An allied health care professional, such as a physiotherapist, dietician, or podiatrist	
5	Another health care professional	
6	Not sure	

ASK IF Q CHRONCOND = 1 TO 12

NEW PAGE

Q_P3CEQ5 (SINGLE)

Que	Questions		
ls y	Is your health care organised in a way that works for you?		
			Person-
			Centred
1	Yes, definitely		Coordinated
2	Yes, to some extent		Care
3	No, not really		Experience
3	·		Questionnaire
4	No, definitely not		(P3CEQ)
5	Not sure		

ASK IF Q_CHRONCOND = 1 TO 12

NEW PAGE

Q_ROUTINEF (SINGLE)

Ques	tions	Source
	Are you offered regular follow-up for your health condition(s)? If you	
	more than one condition, please answer about the condition	
that y	ou are seen for most regularly.	
1	Yes, about every 3 months or more often	
2	Yes, about every 6 months	
3	Yes, about every 12 months	
4	Yes, over longer periods of time	
5	No	
6	Not sure	

ASK IF Q_CHRONCOND = 1 TO 12

NEW PAGE

Q_P3CE (LOOP)

Ques	tions			Source
				Modified from
P3C	EQ1		the health care professionals	Person-Centred
			what is most important for you in	Coordinated
		managing your own he		Care Experience
P3C	EQ2	Are you involved as decisions about your	much as you want to be in care?	Questionnaire (P3CEQ)
P3C	EQ3	Are you considered a	as a 'whole person' rather than	
		just a disease/condition	on in relation to your care?	
D		OINOLE)		
Resp		SINGLE)	1	
1	Yes, o	definitely		
2	Yes, t	o some extent		
3	No, no	ot really		
4	No, de	efinitely not		
5	Not su	ıre		

SECTION 5 'Your experience of health care – part 2' TIMING END

SECTION 6 'Your experience of health care - part 3' TIMING START

ASK IF Q_CHRONCOND = 1 TO 12

NEW PAGE

Sometimes health professionals support patients in defining health goals. These are things that are important to you and you want help in achieving.

Q_PCMH4 (SINGLE)

Questions			Source
How often does a health care professional talk to you about specific			Modified from
goals for your health?		Patient-	
1	Always		Centered
2	Often		Medical Home
3	Sometimes		(PCMH)
4	Rarely		
5	Never		
6	Not sure		

ASK IF Q CHRONCOND = 1 TO 12 NEW PAGE

The next few questions are about <u>care plans</u>. A care plan (or plan of care) is a written agreement between you and your health care professionals detailing the type of care you receive over an extended period of time and how this care will be given, also including what you will do yourself. Not everybody has a care plan.

Please respond in relation to your experience of care and treatment by your << primary care provider>>.

ASK IF Q CHRONCOND = 1 TO 12

NEW PAGE

Q_P3CEQ7a

Questi	Questions	
Do yo	Person-	
wellbe	wellbeing needs?	
I		Coordinated
1	Yes	Care
2	No	Experience
3	Not sure	Questionnaire (P3CEQ)

ASK IF Q_CHRONCOND = 1 TO 12 AND Q_P3CEQ7a = 1

NEW PAGE

Q P3CEQ7b (SINGLE)

Ques	Questions	
Is this care plan available to you?		Modified from Person-
1 Yes		Centred
2	No	Coordinated
3	Not sure	Care Experience
		Questionnaire (P3CEQ)

ASK IF Q_CHRONCOND = 1 TO 12 AND Q_P3CEQ7a = 1

NEW PAGE

P3CEQ7c (SINGLE)

Questio	ns		Source
To what	Modified from		
manage	manage your health and wellbeing?		
		_	Centred
1	Not at all		Coordinated
2	To some extent		Care Experience
3	To a large extent		Questionnaire
4	Completely		(P3CEQ)
5	Not sure		

ASK IF Q_CHRONCOND = 1 TO 12 AND Q_P3CEQ7a = 1

NEW PAGE

P3CEQ7d (SINGLE)

Questions			Source
To what extent do all the professionals involved in your care appear			Modified from
to be following the same care plan?			Person-
			Centred
1	Not at all		Coordinated
2	To some extent		Care Experience
3	To a large extent		Questionnaire
4	Completely		(P3CEQ)
5	Not sure		

ASK IF Q_CHRONCOND = 1 TO 12

NEW PAGE

Q_P3CEQ8 (SINGLE)

Questic	Questions		
Do you	Do you have enough support from your health care professionals to		
help you to manage your own health and wellbeing?			Person-
			Centred
1	I do not need support		Coordinated
2	I have had no support		Care
3	I sometimes have enough support		Experience
4	I often have enough support		Questionnaire
5	I always have enough support		(P3CEQ)
6	Not relevant		
7	Not sure		

ASK IF Q_CHRONCOND = 1 TO 12

NEW PAGE

P3CEQ9 (SINGLE)

Questi	Questions		
To wha	To what extent do you receive useful information at the time you need		
it to he	it to help you manage your health and wellbeing?		
			Centred
1	I do not receive any information		Coordinated
2	I sometimes receive enough information		Care
3	I often receive enough information		Experience
4	I always receive enough information		Questionnaire
5	I receive too much information		(P3CEQ)
6	Not relevant		
7	Not sure		

ASK IF Q_CHRONCOND = 1 TO 12

NEW PAGE

Q_P3CEQ11b (SINGLE)

Questic	Questions		
	Do your health care professionals involve your family, friends and/or		
carers a	carers as much as you want them to be in decisions about your care?		
			Centred
1	No, definitely not		Coordinated
2	No, not really		Care
3	Yes, to some extent		Experience
4	Yes, definitely		Questionnaire
5	I do not want my family, friends or carers to be involved		(P3CEQ)
6	My family, friends or carers do not want to be involved		
7	Not applicable		

ASK IF Q_CHRONCOND = 1 TO 12

NEW PAGE

Q_MEDCWF1605 (SINGLE)

Quest	ions		Source
How	How many different medications as prescribed by a doctor or a nurse		Modified from
are yo	u taking on a regular or ongoing basis?		CWF2016IHP
1	No medication		
2	1-2 medications		
3	3-4 medications		
4	5-9 medications		
5	10 or more medications		

ASK IF Q_CHRONCOND = 1 TO 12 AND Q_MEDCWF1605 = 2 TO 5

NEW PAGE

Q_MEDCWF71110 (SINGLE)

	Question	S		Source
In the past 12 months, has a health care professional reviewed with			Modified from	
	you all me	edications you take?		CWF2017IHP
	-			
	1	Yes		
	2	No		
	3	Not sure		

SECTION 6 'Your experience of health care – part 3' TIMING END

SECTION 7 'Your experience of health care – part 4' TIMING START

ASK ALL

NEW PAGE

The next few questions are about your experience with your << primary care provider>> in the last 12 months.

Q P3CEQ4 (SINGLE)

Question	Source		
Were the	Modified from		
have bee	Person-		
			Centred
1	Yes, definitely		Coordinated
2	Yes, to some extent		Care
3	No, not really		Experience
4	No, definitely not		Questionnaire
5	Not sure		(P3CEQ)

ASK ALL

NEW PAGE

Q_PREOS3 (SINGLE)

Sometimes patients experience an event or circumstance that could have resulted, or did result, in unnecessary harm to themselves, such as not getting an appointment when needed; receiving a wrong or delayed diagnosis or treatment; or experiencing problems with communications between health care professionals.

Questio	Questions					
How of	How often do you believe you have had any such event or					
circums	stance with your prima	ary care centi	re?			PREOS-PC-6
	1	7				
1	Always					
2	Often					
3	Sometimes					
4	Rarely					
5	Never					
98	Not applicable					

ASK ALL

NEW PAGE

Q PREOS1 (SINGLE)

Question	Source					
How ofte	How often did you feel that the health care professionals at your					
primary	care centre encoura	aged you to talk about any concerns	PREOS-PC-6			
about yo	ur health care?	,				
1	Always					
2	Often					
3	Sometimes					
4	Rarely					
5	Never					
98	Not applicable					

NEW PAGE

Q_OECDACC3 (SINGLE)

Question	Questions Source					
How ofte	Modified from					
because	OECD					
			proposed Set			
1	Always		of Questions			
2	Often		on Patient			
3	Sometimes		Experiences			
4	Rarely		with			
5	Never		Ambulatory			
98	Not applicable		Care			

ASK ALL

NEW PAGE

Q_OECDACC46 (SINGLE)

Questi	Questions					
How of	How often did you have a health problem but did not seek care, or did					
not tak	not take a prescription medicine because of the cost?					
			proposed Set			
1	Always		of Questions			
2	Often		on Patient			
3	Sometimes		Experiences			
4	Rarely		with			
5	Never		Ambulatory			
98	Not applicable		Care			

ASK ALL

NEW PAGE

The next questions are about the online services that your primary care centre may offer to patients like you, such as a website, smartphone app or video consultation

ASK ALL

NEW PAGE

Q_GPPS4 (SINGLE)

Questic	Questions					
How ea						
look fo	Survey					
-		(GPPS)				
1	Very easy					
2	Fairly easy					
3	Not very easy					
4	Not at all easy					
5	I haven't tried					
6	My primary care centre does not have a website					
7	Not sure					

NEW PAGE

Q_GPPS5 (MULTI)

Questic	Questions				
As far a	Modified from				
primary	care centre offer?	GP Patient			
Please	select all the options that apply.	Survey			
	· · · · · · · · · · · · · · · · · · ·	(GPPS)			
1	Booking appointments online				
2	Ordering repeat prescriptions online				
3	Accessing my medical records online				
4	Video consultations				
5	None of these				
99	Don't know				

ASK ALL

NEW PAGE

Q_GPPS6 (MULTIPLE)

Question	S	Source
Which of	Modified from	
centre ha	ve you used?	GP Patient
Please se	lect all the options that apply.	Survey
		(GPPS)
1	Booking appointments online	
2	Ordering repeat prescriptions online	
3	Accessing my medical records online	
4	Video consultations	
5	None of these	

ASK ALL

NEW PAGE

Q_CWF119 (SINGLE)

Ques	Source	
Overs the p	Modified from CWF2016IHP	
1	Excellent	
2	Very good	
3	Good	
4	Fair	
5	Poor	
6	Have not received medical care in the last 12 months	
7	Not sure	

SECTION 7 'Your experience of health care – part 4' TIMING END

SECTION 8 'Other health services' TIMING START

ASK ALL

NEW PAGE

Other health services

The next few questions are about other health services you have used in the last 12 months.

ASK ALL

NEW PAGE

Q_ EMERG (SINGLE)

Questic	Questions				
In the departn	Modified from CWF2017IHP				
1	No				
2	Yes, once				
3	Yes, twice				
4	Yes, 3 or more times				
5	Not sure				

ASK ALL

NEW PAGE

Q_CWF2016HOSP (SINGLE)

(Question	Source		
I	n the las	Modified from		
I	onger?		CWF2016IHP	
	1	No		
	2	Yes, once		
	3	Yes, twice		
	4	Yes, 3 or more times		
	5	Not sure		

SECTION 8 'Other health services' TIMING END

SECTION 9 'Your last consultation' TIMING START

ASK ALL

NEW PAGE

Your last consultation (SHOW ON SCREEN FOR ALL QS UP TO Q_OECDEXP5)

The next questions are about the <u>last time</u> that you had a consultation with your <u><<pri>care provider>></u> with a <u>doctor, nurse or other health care professional</u> to get care for yourself. This may have been with your main health care professional, or another health care professional, and includes consultations over the phone or in a doctor's office or clinic.

ASK ALL

NEW PAGE

LAST APP (country specific question to establish eligibility)

ASK ALL

NEW PAGE

Q PURPOS (SINGLE)

Que	stions	Source
Wha	t was the main purpose of this consultation?	OECD PaRIS
1	First contact for a new problem	
2	Follow-up of a new problem	
3	Routine care for a long-term problem	
4	Non-routine care for a long-term problem	
5	General preventive care	
6	Not sure	

ASK ALL

NEW PAGE

Q OECDACC7a (SINGLE)

Questi	Questions		
Who d	lid you have this last consultation with? If you saw more than	Modified from	
one he	one health care professional, please select the one you spent most		
time w	time with on the day. Please select only one option.		
		of Questions	
1	A doctor specialised in family	on Patient	
	medicine/general practice	Experiences	
2	Another specialist doctor	with	
3	A nurse	Ambulatory	
7	Nurse practitioner	Care	
4	An allied health care professional, such as		
	a physiotherapist, dietician, or podiatrist		
5	Another health care professional		
6	Not sure		

NEW PAGE

Q_OECDACC7b (SINGLE)

Ques	Source	
Whe	Modified from	
1	A primary care centre	OECD
2	An outpatient department of a hospital	proposed Set
3	Other	of Questions
4	Not sure	on Patient
5	Not applicable	Experiences
		with
		Ambulatory
		Care

ASK ALL

NEW PAGE

Q_OECDACC7c (MULTI)

Questio	Source			
Which o	Modified from			
Please s	OECD			
1	Face-to-face consultation in the health care professional's office			
2	Telephone consultation	on Patient		
3	Video consultation	Experiences		
4	Home visit	with		
5	Other	Ambulatory		
6	Not sure	Care		

ASK ALL

NEW PAGE

GPPSACCESS (SINGLE)

Quest	Questions		
How I	long after initially trying to book the appointment did the	Modified from	
appoir	ntment take place?	GP Patient	
1	On the same day	Survey	
2	On the next day	(GPPS)	
3	A few days and up to a week later		
4	More than a week and up to one month		
	later		
5	More than one month later		
6	Can't remember		

NEW PAGE

Q_OECDACC9 (SINGLE)

Ques	Questions	
Was t	he time you waited a problem for you?	Modified from OECD
1	Yes	proposed Set
2	No	of Questions
3	Not sure	on Patient Experiences
		with
		Ambulatory
		Care

ASK ALL

NEW PAGE

Q_OECDACC8 (SINGLE)

Questions Did this health care professional spend enough time with you?			Source
			OECD
		_	proposed Set
1	Yes, definitely		of Questions
2	Yes, to some extent		on Patient
3	No, not really		Experiences with
4	No, definitely not		Ambulatory
5	Not sure		Care

ASK ALL

NEW PAGE

Q_OECDEXP2 (SINGLE)

Qu	Questions Source			
Dic	I this health care professional	OECD		
eas	easy to understand?		proposed Set	
		-	of Questions	
1	Yes, definitely		on Patient	
2	Yes, to some extent		Experiences with	
3	No, not really		Ambulatory	
4	No, definitely not		Care	
5	Not sure			

NEW PAGE

Q_GPPSTRUST (SINGLE)

Questions			Source
	Did you have confidence and trust in the health care professional you		Modified from
saw	saw or spoke to?		GP Patient
			Survey
1	Yes, definitely		(GPPS)
2	Yes, to some extent		
3	No, not really		
4	No, definitely not		
5	Not sure		

ASK ALL

NEW PAGE

Q_OECDEXP5 (SINGLE)

Que	Questions Source		
Ove	Overall, how would you rate the quality of this consultation?		OECD
			proposed Set
	Excellent		of Questions
2	Very good		on Patient Experiences
3	Good		with
4	Fair		Ambulatory
5	Poor		Care
6	Not sure		

SECTION 9 'Your last consultation' TIMING END

SECTION 10 'COVID-19' TIMING START

ASK ALL

NEW PAGE

The next questions are about if you have tested positive for COVID-19 and symptoms you may have experienced.

Q_COVID1 (SINGLE)

Questi	Questions		
care te	you ever tested positive for COVID-19 (using a rapid point-ofest, self-test, or laboratory test) or been told by a doctor or nealth care provider that you have or had COVID-19?	Modified from Household Pulse Survey US	
1	Yes		
2	No		
3	Not sure		

ASK IF Q_COVID1 = 1

Q_COVID2 (SINGLE)

Question	Source	
Did you	have any symptoms lasting 2 months or longer that you did	Modified from
not have	prior to having coronavirus or COVID-19?	Household
Long terr	m symptoms may include: tiredness or fatigue, difficulty thinking,	Pulse Survey
concentra	ating, forgetfulness, or memory problems (sometimes referred to	US
as "brain	fog", difficulty breathing or shortness of breath, joint or muscle	
pain, fast	beating or pounding heart (also known as heart palpitations),	
chest pai	n, dizziness on standing, menstrual changes, changes to	
taste/sme		
1	Yes, symptoms lasted between 2-3 months	
2		
3		
4		
5 No		
6	Not sure	

ASK IF Q_COVID2 = 1 TO 4

Q_COVID3 (SINGLE)

Questions		Source
Do yo	Do you still have these long-term symptoms?	
1	Yes	Household Pulse Survey
2	No	US
3	Not sure	

ASK IF Q_COVID3 = 1

Q_COVID4 (SINGLE)

Que	Source	
Do t	Modified from	
to-da	ay activities compared with the time before you had COVID-19?	Household
1	Yes, a lot	Pulse Survey US
2	Yes, a little	
3	Not at all	
3	Not sure	

SECTION 10 'COVID-19' TIMING END

SECTION 11 'About yourself' TIMING START

ASK ALL

NEW PAGE

About yourself

Finally, we would like to ask you some information about yourself. It is important to collect this information to understand whether there are any differences in the quality of services experienced by different groups of people.

ASK ALL

NEW PAGE

Q_WB151

Questic	ons	Source
How much do you weigh?		Modified from
		WELL-BEING
1	kilos (MIN 20, MAX 500) (ALTERNATIVE IN	QUESTIONNAIRE
	IMPERIAL)	FOR PISA 2018
99	Don't know	(INTERNATIONAL
97	Prefer not to say	OPTION)

ASK ALL

NEW PAGE

Q WB152 (SINGLE)

Ques	stions	Source
How	tall are you?	Modified from WELL-BEING
1	centimeters (MIN 50, MAX 250) (ALTERNATIVE IN IMPERIAL)	QUESTIONNAIRE FOR PISA
99	Don't know	2018(INTERNATIO
97	Prefer not to say	NAL OPTION)

ASK ALL

NEW PAGE

Q ISCED (SINGLE)

Que	Questions				
Wha	t is the highest educational level that you have attained?	Modified from			
1	Early childhood education	International Standard			
2	Primary education	Classification			
3	Lower secondary education	of Education			
4	Upper secondary education	(ISCED)			
5	Post-secondary non-tertiary education				
6	Short-cycle tertiary education				
7	Bachelor's degree or equivalent level				
8	Master's degree or equivalent level				
9	Doctoral or equivalent level				

NEW PAGE

Q_SEX (SINGLE, OPEN)

Questions		Source
Which	of the following best describes you?	Modified from OECD Risks
1	Female	That Matter
2	Male	
3	LEAVE BLANK	
4	Other	
97	Prefer not to say	

ASK ALL

NEW PAGE

Q_GENDERID (COUNTRY SPECIFIC QUESTION)

ASK ALL

NEW PAGE

Q_LGBT (SINGLE)

Questic	Questions		
This question is about your sexual orientation. Do you identify as:			Modified from UK National
1	Heterosexual or straight (that is, attracted to the opposite sex)		LGBT Survey
2	Homosexual (gay or lesbian, that is, attracted to the same sex)		
3	Bisexual (attracted to both sexes)		
4	Other		
97	Prefer not to say		

ASK ALL

NEW PAGE

Q_OECDLIT5a (SINGLE)

Ques	stions	Source
Whic	h of these terms best describes your current work situation?	P OECD Measuring
1	Self-employed [work for yourself]	Financial
2	In paid employment [work for someone else]	Literacy
3	Looking for work	-
4	Looking after the home	
5	Unable to work due to sickness or ill-health	
6	Retired	
7	Student	
8	Not working and not looking for work	
9	Apprentice	
10	Other	
99	Don't know	

NEW PAGE

Q_OECDLIT7 (SINGLE)

Ques	Questions		Source
Which of these categories does your household net income usually fall into?		Modified from OECD	
1	Up to \$X a month		Measuring Financial
2	Between \$X and \$Y a month		Literacy
3	\$Y or more a month		•
99	Don't know		
97	Prefer not to say		

ASK ALL

NEW PAGE

Q_MONMED (SINGLE)

Ques	stions	Source	
In the past 12 months, did you have problems paying or were		National Health	
unab	le to pay any medical bills?		Interview Survey (NHIS)
1	Yes		(141110)
2	No		
98	Not applicable		

ASK ALL

NEW PAGE

Q_MON (Show on different screens)

Questions			Source
How often in	Modified from		
or stressed a	about the following	ng things?	2017
MONMEAL	MONMEAL Having enough money to buy healthy meals?		
MONRENT	Having enough n	noney to pay your rent or mortgage?	International
MONBILLS	MONBILLS Having enough money to pay for other monthly bills, like electricity, heat, and your telephone?		Health Policy Survey of Older Adults
Responses (S	SINGLE)		
1 Alv	ways		
2 Of	ten		
3 Sc	metimes		
4 Ra	arely		
5 Ne	ever		

NEW PAGE

MEDHIMS6

Quest	Questions			
Were	Were you born in (SURVEY COUNTRY)? (SINGLE, OPEN)			
1	Yes	Household International		
2	No (Please state the country you were born in)	Migration Survey (MED-		
	·	HIMS)		

ASK ALL

NEW PAGE

MEDHIMS7

Quest	ions	Source
Are yo	Mediterranean Household	
1	Yes	International
2	No (Please state what country you are a citizen of)	Migration Survey (MED- HIMS)

ASK ALL

NEW PAGE

Q_OECDLITii

Questions		Source
Whic	ch of these best describes the type of area in which you live?	Modified from
1	City	OECD
2	Town or suburb	Measuring
3	Rural area	Financial
4	Don't know	Literacy

ASK ALL

NEW PAGE

OECDLIT2a (OPEN)

Questions	Source
How many children under the age of 18 live with you, in your	OECD
household?	Measuring
WRITE IN NUMBER (MIN 0, MAX 20)	Financial
	Literacy

ASK ALL

NEW PAGE

OECDLIT2b (OPEN)

Questions	Source
How many people aged 18 and over live with you, in your household?	OECD
Please do not count yourself	Measuring
WRITE IN NUMBER (MIN 0, MAX 20)	Financial
	Literacy

NEW PAGE

WHODIS (Show on different screens)

Questions			Source
Should you need help, how easy is it for you to get help from the following people?			Modified from WHO/ World
WHODIS1 A close family member (including your partner)?		Bank model- disability-survey	
WHODIS	WHODIS2 Friends, neighbours and co-workers?		
Response	s (SINO	,	
2	Easy		
3	Neither easy nor difficult		
4	Difficult		
5	Very difficult		
6	Not applicable		

ASK ALL

NEW PAGE

WHOWB11 (SINGLE)

Questions		Source	
Do you need physical care or support, such as help with eating,		Modified from	
dres	sing, bathing, moving around the ho	WHO/ World	
the house such as for using transportation?		Bank model-	
		•	disability-survey
1	Yes		, ,
2	No		

ASK ALL

NEW PAGE

Q_WHOWB12 (SINGLE)

	Questions		Source	
Do you need emotional care or support, such as comfort, advice		Modified from		
	or counseling?		WHO/ World	
	r .	-	1	Bank model-
	1	Yes		disability-survey
	2	No		, ,

ASK ALL

NEW PAGE

Q_WHOWB13 (SINGLE)

Questions		Source	
Do you need support for health care, such as administering		Modified from	
medicines, changing bandages or arranging for appointments		WHO/ World	
with primary care providers?		Bank model-	
		1	disability-survey
	Yes		
2	No		

NEW PAGE

Q_TRUST

Que	Questions Source		Source
How strongly do you agree or disagree that the health care system can be trusted?			OECD PaRIS
1	Strongly disagree		
2	Disagree		
3	Neither agree nor disagree		
4	Agree		
5	Strongly agree		

ASK ALL

NEW PAGE

Q_RESPONDENT

Que	Questions		
Who was the main person or people that filled in this questionnaire?		NHS Inpatient	
1	The person invited to complete the survey	Survey 2022	
2	A friend or relative of the person invited to complete the survey		
3	Both the person invited to complete the survey and a friend or relative together		
4	The person invited to complete the survey with the help of a health care professional or care worker		

Thank you for taking the time to complete this questionnaire

SECTION 11 'About yourself' TIMING END

Annex A. Source questionnaires of the PaRIS-PQ

Source	Reference
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(CWF) Surveys: 2016 IHP, 2017 IHP	The Commonwealth Fund (2017), International Health Policy Survey.
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PISA-D Main Study Teacher	OECD (2016) OECD PISA-D Main Study Teacher Questionnaire IS
Questionnaire IS	OLOD (2010) OLOD FISA-D Main Study Teacher Questionnaire is
Porter-Novelli Consumer Preferences Scale	Maibach EW, Weber D, Massett H, Hancock GR, Price S (2006), Understanding consumers' health information preferences development and validation of a brief screening instrument. <i>Journal of health communication</i> , 11(8), 717-736.
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