

Measure # 69: Relational and Management Continuity Survey in Patients with Multiple Long-Term Conditions

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Utilization of services

In the last 12 months, how many times have you:

- | | |
|--|--------------------|
| Q1. spoken with a doctor or nurse at your practice? | Five or more times |
| Q2. spoken with a doctor or nurse at the hospital clinic or outpatient department? | Five or more times |
| Q3. been admitted to hospital, as a day patient or overnight? | One or more times |
| Q4. visited the casualty or A&E department of a hospital? | One or more times |

Management continuity

How often have you experienced the following at the practice or hospital/clinic?

- | | |
|--|---------------------------|
| Q25. My medical records were not available to my doctor (or nurse) | Has happened [†] |
| Q26. My medical records were not correct | Has happened [†] |
| Q27. Information was missing from my medical records | Has happened [†] |
| Q28. My doctor (or nurse) could not get information about my other treatment | Has happened [†] |
| Q29. My doctor (or nurse) did not know about my other treatment | Has happened [†] |
| Q30. Different doctors (or nurses) gave me conflicting information | Has happened [†] |
| Q31. I did not know what treatment to expect next | Has happened [†] |

Relational continuity

- | | |
|--|----------------------------|
| Q5. Do you usually see the same doctor (or nurse) every time you visit the surgery? | Sometimes/Very rarely |
| Q6. At the surgery, is it easy to see your preferred doctor (or nurse) if you want to? | Not easy/Very difficult |
| Q7. How many times has the surgery contacted you? | Never/1–2 times |
| Q8. I am encouraged to make regular appointments even if I am feeling OK. | Disagree/disagree strongly |
| Q9. How well does your doctor (or nurse) listen to what you have to say? | Not very well/not at all |
| Q10. How well does your doctor (or nurse) respect your opinion? | Not very well/not at all |
| Q11. How well does your doctor (or nurse) involve you in decisions? | Not very well/not at all |
| Q12. How well does your doctor (or nurse) know your medical history? | Not very well/not at all |
| Q13. How well does your doctor (or nurse) make decisions that are best for you? | Not very well/not at all |
| Q14. How well do you know your usual doctor (or nurse)? | Not very well/not at all |

Access, flexibility and satisfaction

- | | |
|---|----------------------------|
| Q32. It is difficult to speak with my usual doctor if I have an urgent problem | Agree/agree strongly |
| Q33. I feel that I have enough time with my doctor to fully discuss all my concerns | Disagree/disagree strongly |
| Q36. I do not always know who to contact if I have a problem | Agree/agree strongly |
| Q37. In general, I feel that my care is coordinated in the best possible way | Agree/agree strongly |

*Per unit increment in number of long-term conditions adjusted for age group and sex; [†]includes 'r