

Appendix 1: Auckland and Waitematā DHB Colposcopy Survey 2021

No.	Area/ heading	Question	Possible responses
1	Location	What clinic did you attend?	<ul style="list-style-type: none"> • Elective Surgical Centre - North Shore Hospital • Waitakere Hospital • Greenlane Clinical Centre
2	Preparation	Did you get a letter & leaflet from the hospital telling you your GP, nurse or smear taker had referred you for the procedure?	<ul style="list-style-type: none"> • Yes • No • Don't know
3		If yes: Did the information prepare you for your appointment?	<ul style="list-style-type: none"> • Yes • No • Don't know
4		If any yes/no/don't know Can you tell us about the information in the letter & leaflet?	<ul style="list-style-type: none"> • Too much information • It had all of the information I needed • I wanted more information • I did not understand the information • Other, please comment—free text
5		Did you get another reminder of your clinic visit?	<ul style="list-style-type: none"> • Yes, text • Yes, phone • Yes, another letter • No • Don't know
6		Did you talk to our Māori and Pacific Community Liaison workers before or after your appointment?	<ul style="list-style-type: none"> • Yes • No • Don't know
7		If yes, was this helpful?	<ul style="list-style-type: none"> • Yes • No • Don't know • Comment—free text

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8	At the clinic visit	Was the clinic easy to find?	<ul style="list-style-type: none"> • Yes • No • Don't know
9		If no : please tell us how we could improve this for you and your family	Free text
10		Did we see you on time, how long did you have to wait?	<ul style="list-style-type: none"> • Excellent; no wait • Good; 5–10 mins • Fair; 10–30 mins • Poor; 30–60 mins • Very poor; >60 mins • Don't know; can't remember
11		Were we welcoming and friendly?	<ul style="list-style-type: none"> • Excellent • Good • Fair • Poor • Don't know
12		Did we make you feel comfortable?	<ul style="list-style-type: none"> • Excellent • Good • Fair • Poor • Don't know
13		Did we give you privacy to get dressed and undressed?	<ul style="list-style-type: none"> • Excellent • Good • Fair • Poor • Don't know
14		Did we listen?	<ul style="list-style-type: none"> • Excellent • Good • Fair • Poor • Don't know

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15		Did we explain the procedure in a way that you understood?	<ul style="list-style-type: none"> • Excellent • Good • Fair • Poor • Don't know
16		Did we explain the results in a way that you could understand? (Follow-up open question below)	<ul style="list-style-type: none"> • Excellent • Good • Fair • Poor • Don't know
17*		Did you feel that we took a personal approach when we explained your results?	Free text
18		Did we answer any questions you had?	<ul style="list-style-type: none"> • Excellent • Good • Fair • Poor • Don't know
19		Did we show care and respect?	<ul style="list-style-type: none"> • Excellent • Good • Fair • Poor • Don't know
20		Did we meet your expectations?	<ul style="list-style-type: none"> • Excellent • Good • Fair • Poor • Don't know
21*		Was there anyone in particular who encouraged you to attend this appointment? Partner, doctor, nurse, family, friend? <i>If no—had you told anyone that you were going along to this appointment?</i> <i>If no—was there a reason you didn't tell anyone?</i>	Free text

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22	Overall experience	How likely are you to recommend our service to friends and family who might need a similar clinic?	<ul style="list-style-type: none"> • Extremely likely • Likely • Neither likely nor unlikely • Unlikely • Extremely unlikely
23		Please tell us the main reason for that score?	Free text
24*		<p><i>Did the colposcopy service, or people who worked in it, help you to access (or encourage you to access) other health or social services?</i></p> <p><i>If yes—what were these and how important was this to you?</i></p> <p><i>(Transport; Quit Smoking; HPV Vaccination; Cervical Screening Providers; Breast Screening—do not routinely promote breast screening in our services)</i></p>	Free text
25*		<p><i>How satisfied are you that the service responded to your needs as a Māori woman accessing healthcare?</i></p> <p><i>(New initiative at Waitematā offers Māori women the choice to have a female colposcopist)</i></p>	Free text
26		What is one thing we could do to improve the service?	Free text
27		Any other comments?	Free text
28	Admin	Age	<ul style="list-style-type: none"> • <20 • 21–25 • 26–30 • 31–35 • 36–40 • 41–50 • 51–55 • 56–60 • 60+
29		Today's date	<ul style="list-style-type: none"> • Date
30		Date of referral	<ul style="list-style-type: none"> • Date

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31		<i>Date of referral assessment</i>	• <i>Date</i>
32	<i>Admin—from clinic record</i>	<i>Date of clinic visit</i>	• <i>Date</i>

* Additional questions to the 2016 survey.