

## Appendix 1

The questionnaire was composed by the following questions:

### SOCIO-DEMOGRAPHIC CHARACTERISTICS

Q1001 Please circle your gender: FEMALE MALE

Q1002 What is your date of birth? (DD/MM/YYYY)

Q1003 What is your marital status?

- ☐ Single
- ☐ Currently married
- ☐ Separated
- ☐ Divorced
- ☐ Widowed
- ☐ Cohabiting

Q1004 What is the highest level of education that you have completed?

- ☐ No formal schooling
- ☐ Less than primary school
- ☐ Primary school completed
- ☐ Secondary school completed
- ☐ Secondary school completed (Currently at university)
- ☐ Polytechnics / university completed
- ☐ Post-graduate degree completed

Q1005 What is your tribe?

- ☐ Hausa
- ☐ Yoruba
- ☐ Igbo
- ☐ Other please specify: \_\_\_\_\_
- ☐ None

Q1006 What is your neighbourhood?

- |  |                                       |                                       |
|--|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> Agbado/Oke-Odo  | <input type="checkbox"/> Agboyi/Ketu  | <input type="checkbox"/> Agege        |
| <input type="checkbox"/> AjeromiAlimosho | <input type="checkbox"/> Apapa        | <input type="checkbox"/> Apapa-Iganmu |
| <input type="checkbox"/> Ayobo/Ipaja     | <input type="checkbox"/> Badagry West | <input type="checkbox"/> Badagry      |
| <input type="checkbox"/> Bariga          | <input type="checkbox"/> Coker Aguda  | <input type="checkbox"/> Egbe Idimu   |
| <input type="checkbox"/> Ejigbo          | <input type="checkbox"/> Epe          | <input type="checkbox"/> Eredo        |
| <input type="checkbox"/> Eti Osa East    | <input type="checkbox"/> Eti Osa West | <input type="checkbox"/> Iba          |
| <input type="checkbox"/> Isolo           | <input type="checkbox"/> Imota        | <input type="checkbox"/> Ikoyi        |
| <input type="checkbox"/> Ibeji           | <input type="checkbox"/> Ifako-Ijaiye | <input type="checkbox"/> Ifelodun     |

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Igando/Ikotun       | <input type="checkbox"/> Igbogbo/Bayeku    | <input type="checkbox"/> Ijede          |
| <input type="checkbox"/> Ikeja               | <input type="checkbox"/> Ikorodu North     | <input type="checkbox"/> Ikorodu West   |
| <input type="checkbox"/> Ikosi Ejinrin       | <input type="checkbox"/> Ikorodu           | <input type="checkbox"/> Ikorodu West   |
| <input type="checkbox"/> Iru/Victoria Island | <input type="checkbox"/> Itire Ikate       | <input type="checkbox"/> Kosofe         |
| <input type="checkbox"/> Lagos Island West   | <input type="checkbox"/> Lagos Island East | <input type="checkbox"/> Lagos Mainland |
| <input type="checkbox"/> Lekki               | <input type="checkbox"/> Mosan/Okunola     | <input type="checkbox"/> Mushin         |
| <input type="checkbox"/> Odi Olowo/Ojuwoye   | <input type="checkbox"/> Ojo               | <input type="checkbox"/> Ojodu          |
| <input type="checkbox"/> Ojokoro             | <input type="checkbox"/> Olorunda          | <input type="checkbox"/> Onigbongbo     |
| <input type="checkbox"/> Oriade              | <input type="checkbox"/> Orile Agege       | <input type="checkbox"/> Oshodi         |
| <input type="checkbox"/> Oto-Awori,          | <input type="checkbox"/> Shomolu           | <input type="checkbox"/> Surulere       |
| <input type="checkbox"/> Yaba                |  |   |

Q1007 What is your religious tradition?

- ☐ Christianity
- ☐ Islam
- ☐ Judaism
- ☐ Other please specify: \_\_\_\_\_
- ☐ None

Q1008 How many other people do you live with at home?

Q1009 How many dependents do you have? (*Dependents are any persons you financially support*)?

Q1010 What is your income per month?

- ☐ ≤ N 10,000
- ☐ N 10,000>20,000
- ☐ N 20,000>30,000
- ☐ N 30,000>40,000
- ☐ N 40,000>50,000
- ☐ N 50,000≥

Q1011 What is your current job?

- ☐ Government employee
- ☐ Non-Government employee
- ☐ Self-Employed
- ☐ Employer
- ☐ Not working for pay (If not working go to question 1013)

Q1012 During the last 12 months, what has been your main occupation?

- ☐ Legislator, Senior Official, or Manager
- ☐ Professional (banker, engineer, doctor, teacher, clergy, etc)
- ☐ Technician or Associate Professional (inspector, finance dealer, etc.)
- ☐ Clerk (secretary, cashier, etc.)
- ☐ Service or Sales Worker (cook, travel guide, shop salesperson, etc.)

- ☐ Agricultural or Fishery Worker (vegetable grower, livestock producer, etc.)
- ☐ Craft or Trades Worker (carpenter, painter, jewelry worker, butcher, etc.)
- ☐ Plant/Machine Operator or Assembler (equipment assembler, sewing-machine operator, driver, etc.)
- ☐ Elementary Worker (street food vendor, shoe cleaner, etc.)
- ☐ Armed Forces (government military)
- ☐ Other please specify: \_\_\_\_\_

(Now go to question 2000)

Q1013 What is the main reason you are not working for pay?

- ☐ Homemaker / caring for family
- ☐ Looked but can't find a job
- ☐ Doing unpaid work / voluntary activities
- ☐ Studies/training
- ☐ Retired / too old to work
- ☐ Ill health
- ☐ Others

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## HEALTH STATE DESCRIPTION

<i>Overall Health</i>	Very Good	Good	Moderate	Bad	Very Bad
Q 2000 In general, I would rate my health today as:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 2001 Overall in the last 30 days, how much difficulty did you have with work or household activities?	None	Mild	Moderate	Severe	Extreme/ Cannot do
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Mobility</i>					
Q 2002 Overall in the last 30 days, how much difficulty did you have with moving around?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 2003 In the last 30 days, how much difficulty did you have in <u>vigorous activities</u> , such as running 3 km (or equivalent) or cycling?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Self Care</i>					
Q 2004 Overall in the last 30 days, how much difficulty did you have with <u>self-care</u> , such as washing or dressing yourself?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 2005 In the last 30 days, how much difficulty did you have in <u>taking care of and maintaining your general appearance</u> (e.g. grooming, looking neat and tidy etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

None	Mild	Moderate	Severe	Extreme/ Cannot do
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*Pain and Discomfort*

Q 2006

Overall in the last 30 days, how much of bodily aches or pains did you have?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Q 2007

In the last 30 days, how much bodily discomfort did you have?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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*Cognition*

Q 2008

Overall in the last 30 days, how much difficulty did you have with concentrating or remembering things?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Q 2009

In the last 30 days, how much difficulty did you have in learning a new task (for example, learning to get to a new place, learning a new game, learning a new recipe etc.)?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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*Interpersonal Activities*

Q 2010

Overall in the last 30 days, how much difficulty did you have with personal relationship or participation in the community?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Q 2011

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

In the last 30 days, how much difficulty did you have in dealing with conflicts and tensions with others?

*Vision*

Q 2012

Do you wear glasses or contact lenses?

(If 'no' go to question 2015)

☐ YES

☐ NO

Q 2013

In the last 30 days,  
how much difficulty  
did you have in  
seeing and  
recognising a person  
you know across the  
road (i.e. from a  
distance of about 20  
meters)?

None

Mild

Moderate

Severe

Extreme/  
Cannot do

☐☐☐☐☐

Q 2014

In the last 30 days,  
how much difficulty  
did you have in  
seeing and  
recognising an object at arm's length or in reading?

☐☐☐☐☐

*Sleep and Energy*

Q 2015

Overall in the last 30  
days, how much of a  
problem did you have  
with sleeping, such as  
falling asleep, waking  
up frequently during  
the night or waking up  
too early in the  
morning?

☐☐☐☐☐

Q 2016

In the last 30 days,  
how much of a  
problem did you have  
due to not feeling  
rested and refreshed  
during the day (e.g. feeling tired, not having energy)?

☐☐☐☐☐

*Affect*

Q 2017

Overall in the last 30 days, how much of a problem did you have with feeling sad, low or depressed?

☐ ☐ ☐ ☐ ☐

Q 2018

Overall in the last 30 days, how much of a problem did you have with worry or anxiety?

☐ ☐ ☐ ☐ ☐

Q 2019 Please tick (✓) as appropriate

Have you suffered any of the following diseases?		In the last 5 months?	In the last 5 years?	Never
1	Arthritis			
2	Angina			
3	Asthma			
4	Depression			
5	Psychosis or schizophrenia			
6	Tuberculosis (TB)			
7	HIV / AIDS			
8	Diabetes			
9	Other (Please state):			

## HEALTH SYSTEM RESPONSIVENESS

Q 3000

In the last 12 months, when was the last time that you needed health care? (Please tick)

- ☐ In the last 30 days
- ☐ In the last 3 months
- ☐ In the last 6 months
- ☐ Between 6 months and 12 months ago
- ☐ Do not remember

Q 3001

In the last 12 months, on average when you needed to see a health care provider who could treat your condition, how many were there around who you could choose?

\_\_\_\_\_

Q 3002

Which reason best describes why you last needed health care? (Please tick)

- ☐ High fever, severe diarrhoea, or cough
- ☐ Immunization
- ☐ Antenatal consultation
- ☐ Family planning
- ☐ Dental Care
- ☐ Arthritis
- ☐ Asthma
- ☐ Heart Disease
- ☐ Bodily injury
- ☐ Minor surgery
- ☐ Other please specify: \_\_\_\_\_

Q 3003 The last time you needed health care, did you seek health care?

- ☐ YES      ☐ NO (If 'yes' go to Q 3016)

**Which reasons explain why you did not see a doctor?**

Q 3004 Could not afford the cost of the visit

- ☐ YES      ☐ NO

Q 3005 No transport

- ☐ YES      ☐ NO

Q 3006 Could not afford the cost of transport

- ☐ YES      ☐ NO

Q 3007 The health care provider's skills are inadequate

- ☐ YES      ☐ NO

Q 3008 You were badly treated

- ☐ YES      ☐ NO



Q 3009 Could not take time off work or had other commitments

- ☐ YES      ☐ NO

Q 3010 You did not know where to go

- ☐ YES      ☐ NO

Q 3011 You thought you were not sick enough

- ☐ YES      ☐ NO

Q 3012 You tried but were denied health care

- ☐ YES      ☐ NO

Q 3013 You saw your traditional doctor

- ☐ YES      ☐ NO

Q 3014 You took medical advice from a friend/relative

- ☐ YES      ☐ NO

Q 3015 Other (Please Specify)

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Q 3016 How would you rate the way health care in Nigeria involves you in deciding what services it provides and where it provides them?

- ☐ Very Good  
☐ Good  
☐ Moderate  
☐ Bad  
☐ Very bad

Q 3017 In general would you say you are very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied or very dissatisfied with the way health care runs in your country?

- ☐ Very satisfied  
☐ Fairly satisfied  
☐ Neither satisfied nor dissatisfied  
☐ Fairly dissatisfied  
☐ Very dissatisfies

Q 3018 What was the name of the last hospital you used in the last 12 months? [Name of clinic or health centre, rather than doctor]

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Q 3019 Was the last place you visited in the last 12 months?

- ☐ Operated by the government  
☐ Privately operated

- ☐ Non Governmental Organisation e.g. KANU HEART FOUNDATION
- ☐ Other please specify: \_\_\_\_\_

Q 3020 Which was the last health care provider you visited?

- ☐ Medical Doctor
- ☐ Nurse
- ☐ Midwife
- ☐ Dentist
- ☐ Physiotherapist or chiropractor
- ☐ Traditional medicine practitioner
- ☐ Other please specify: \_\_\_\_\_

Q 3021 What was the sex of the health care provider?

- ☐ FEMALE ☐ MALE

Q 3022 In your opinion, was the health care provider's skill adequate for your treatment?

- ☐ YES ☐ NO

Q 3023 In your opinion, was the health care provider's equipment adequate for your treatment?

- ☐ YES ☐ NO

Q 3024 Thinking about your last visit, how long did it take you to get there? (minutes)

\_\_\_\_\_

Q 3025 Thinking about your last visit, how did you get there?

- ☐ Private transport
- ☐ Public transport (bus, taxi, okada)
- ☐ Ambulance
- ☐ Bicycle
- ☐ Walked
- ☐ Other please specify: \_\_\_\_\_

## IMPORTANCE

On a scale of 1 -10, 1 = Not Important, 10 = Extremely Important

Q 4001 How important is "respectful treatment" to you. This means

- being shown respect when greeted by and when talking to health care providers
- having physical examinations conducted in a way that respects your privacy and cultural norms

1	2	3	4	5	6	7	8	9	10
Not Important									Extremely Important

Q 4002 How important is "confidentiality of personal information" to you. This means

- having information about your health and other personal information kept confidential
- having conversations with health care providers without other people overhearing

1	2	3	4	5	6	7	8	9	10
Not Important									Extremely Important

Q 4003 How important is "convenient travel" to you. This means

- having short travel times and convenient access to health care facilities

1	2	3	4	5	6	7	8	9	10
Not Important									Extremely Important

Q 4004 How important is "short waiting times" to you. This means

- having short waiting times for consultations and hospital admissions

1	2	3	4	5	6	7	8	9	10
Not Important									Extremely Important

Q 4005 How important is "choice of health care providers" to you. This means

- being able to choose your health care provider (place or person)
- being able to consult for a second opinion or with a specialist if so desired

1	2	3	4	5	6	7	8	9	10
Not Important									Extremely Important

Q 4006 How important is "involvement in decision making" to you. This means

- being involved as much as you want in deciding about your health care
- freedom to discuss other treatment options or care regimes if you want

1	2	3	4	5	6	7	8	9	10
Not									Extremely
Important									Important

Q 4007 How important are "good quality surroundings" to you? This means

- having enough space, seating and fresh air in the waiting rooms, examination rooms and hospital wards
- having a clean facility (including clean toilets)

1	2	3	4	5	6	7	8	9	10
Not									Extremely
Important									Important

Q 4008 How important is "clarity of communication" to you? This means

- having the health care providers explain things in a way you can understand
- having enough time to ask questions if you don't understand something
- having doctor, nurses or other health care providers listen carefully to you

1	2	3	4	5	6	7	8	9	10
Not									Extremely
Important									Important

Q 4009 How important is "prompt attention" to you? This means:

- getting an appointment as soon as possible

1	2	3	4	5	6	7	8	9	10
Not									Extremely
Important									Important

Q 4010 How important is "contact with the outside world " to you? This means

- having family and friends visit you as much as you want when you are a patient in hospital
- being able to keep in contact with family and friends and to have information about what is happening outside the hospital
- being able to practise your religious or traditional observances as you wish

1	2	3	4	5	6	7	8	9	10
Not									Extremely
Important									Important

## FREQUENCY/OBJECTIVE QUESTIONS

Q 5001 In the last 12 months, when you wanted care, how long did you have to wait to get an appointment on average?

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Q 5002 In the last 12 months, how long did you have to wait at the hospital before you were seen on average?

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	Always	Usually	Sometimes	Never
Q 5003 In the last 12 months, how frequently were the rooms inside the facility clean?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 5004 In the last 12 months, how often did you have enough space, seating and fresh air in the waiting and examination rooms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 5005 In the last 12 months, when you sought health care, how often did doctors, nurses or other health care providers treat you with respect?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 5006 In the last 12 months, how often did the office staff, such as receptionists or clerks there, treat you with respect?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 5007 In the last 12 months, how often were your physical examinations and treatments done in a way that your privacy was respected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 5008 In the last 12 months, how often did doctors, nurses or other health care providers listen carefully to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 5009 In the last 12 months, how often did doctors, nurses or other health care providers, explain things in a way you could understand?				

Q 5010 In the last 12 months, how often did doctors, nurses, or other health care providers give you time to ask questions about your health problem or treatment?

Q 5011 In the last 12 months, when you went for health care, were any decisions made about your care, treatment (giving you drugs, for example) or tests?

☐ Yes ☐ No

(If 'no' then go to question 5015)

	Always	Usually	Sometimes	Never
Q 5012 In the last 12 months, how often did doctors, nurses or other health care providers there involve you as much as you wanted be in deciding about the care, treatment or tests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 5013 In the last 12 months, how often did doctors, nurses or other health care providers there ask your permission before starting the treatment or tests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 5014 In the last 12 months, how often were talks with your doctor, nurse or other health care provider done privately so other people who you did not want to hear could not overhear what was said?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 5015 In the last 12 months, how often did your doctor, nurse or other health care provider keep your personal information confidential? This means that anyone whom you did not want informed could not find out about your medical conditions.				

Q 5016 In the last 12 months have you needed any laboratory tests or examinations? (e.g. blood tests, scans or x-rays)

☐ Yes ☐ No

Q 5017 Generally, how long did you have to wait before you could get the laboratory tests or examinations done?

☐ Got them same day ☐ 1-2 days ☐ 3-5 days ☐ 6-10 days

☐ More than 10 days (Specify) \_\_\_\_\_

Q 5018 Over the last 12 months, with the doctors, nurses and other health care providers available to you how big a problem, if any, was it to get to a health care provider you were happy with?

- ☐ No problem
- ☐ Mild problem
- ☐ Moderate problem
- ☐ Severe problem
- ☐ Extreme problem

Q 5019 Over the last 12 months, how big a problem, if any, was it to get to use other health services other than the one you usually went to?

- ☐ No problem
- ☐ Mild problem
- ☐ Moderate problem
- ☐ Severe problem
- ☐ Extreme problem
- ☐ N/A – Never tried

Q 5020 In the last 12 months, when you stayed in a hospital, how big a problem, if any, was it to get the hospital to allow your family and friends to take care of your personal needs, such as bringing you your favourite food, soap etc.

- ☐ No problem
- ☐ Mild problem
- ☐ Moderate problem
- ☐ Severe problem
- ☐ Extreme problem
- ☐ N/A

Q 5021 In the last 12 months, during your stay in the hospital, how big a problem, if any, was it to have the hospital allow you to practice religious or traditional observances if you wanted to? Would you say it was:

- ☐ No problem
- ☐ Mild problem
- ☐ Moderate problem
- ☐ Severe problem
- ☐ Extreme problem
- ☐ N/A

Q 5022 In the last 12 months, how big a problem, if any, was it to be able to keep in contact with family and friends and to have information about what was happening on the outside world?

- ☐ No problem
- ☐ Mild problem
- ☐ Moderate problem
- ☐ Severe problem
- ☐ Extreme problem
- ☐ N/A

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SUBJECTIVE/ SATISFACTION QUESTIONS	Very Bad	Bad	Moderate	Good	Very Good
Q 6001 In the last 12 months, how would you rate the <u>travelling time</u> to the clinic/hospital?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6002 In the last 12 months, how would you rate the amount of time you <u>waited</u> before being attended to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6003 In the last 12 months how would you rate the amount of time you had to wait to get an appointment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6004 In the last 12 months, overall, how would you rate your experience of how the hospital allowed you to interact with family, friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6005 How would you rate your experience of how the hospital allowed you to continue your social and/or religious customs during your stay over the last 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6006 In the last 12 months, how would you rate your experience of being <u>greeted</u> and <u>talked to respectfully</u> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6007 In the last 12 months, how would you rate the way your <u>privacy</u> was respected during physical examinations and treatments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6008 In the last 12 months, how would you rate the experience of how <u>clearly</u> healthcare providers <u>explained</u> things to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6009 In the last 12 months, how would you rate the experience of getting <u>enough time to ask questions</u> about you health problem or treatment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6010 In the last 12 months, how would you rate the experience of being listened to carefully?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6011 In the last 12 months, how would you rate the experience of getting <u>information</u> about <u>other types</u> of treatments or tests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6012 In the last 12 months, how would you rate the experience of being <u>involved</u> in making decisions about your healthcare or treatment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 6013 In the last 12 months, how would you rate the way the health services ensured you could <u>talk privately</u> to health care providers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 6014 In the last 12 months, how would you rate the way your personal information was kept confidential?

Q 6015 How would you rate your experience of being able to use a healthcare provide or service of your choice over the last 12 months

Q 6016 In the last 12 months, how would you rate the cleanliness of the rooms inside the facility, including toilets?

	Very Bad	Bad	Moderate	Good	Very Good
Q 6017 In the last 12 months, how would you rate the amount of <u>space, seating and fresh air</u> in the waiting, and examination rooms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 6018 In the last 12 months did you feel that you were treated worse by health care providers for any of the following reasons? Because of your:

	Yes	No
Sex	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input type="checkbox"/>	<input type="checkbox"/>
Lack of money	<input type="checkbox"/>	<input type="checkbox"/>
Social class	<input type="checkbox"/>	<input type="checkbox"/>
Tribe	<input type="checkbox"/>	<input type="checkbox"/>
Type of illness	<input type="checkbox"/>	<input type="checkbox"/>
Religion	<input type="checkbox"/>	<input type="checkbox"/>
Nationality	<input type="checkbox"/>	<input type="checkbox"/>
Language	<input type="checkbox"/>	<input type="checkbox"/>

Other please specify: \_\_\_\_\_

## FINANCIAL CONTRIBUTION

Q 7001 Thinking about the last 12 months, how much did your household pay for: [only write 0 if the service was free. If no tests or drugs, circle "Not applicable, not have"]

[Health care provider's] fees \_\_\_\_\_ ☐ Don't know ☐ N/A

Medicines \_\_\_\_\_ ☐ Don't know ☐ N/A

Tests \_\_\_\_\_ ☐ Don't know ☐ N/A

Transport \_\_\_\_\_ ☐ Don't know ☐ N/A

Other \_\_\_\_\_ ☐ Don't know ☐ N/A

Q 7002 Did you or your household pay less than the normal health care fees because of a government discount or exemption?

☐ Yes ☐ No ☐ N/A/free

In dealing with private care organisation or the government, have you ever had difficulties:

	YES	NO	N/A
Q 7003 Obtaining payment <u>exemptions</u> or the right to <u>special rates</u> for health care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 7004 <u>Completing or filling out applications for health insurance?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 7005 Finding out what <u>benefits</u> you are entitled to from health insurance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q 7006 <u>Getting reimbursements</u> from health insurance organisations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Appendix 2 – RESULTS

**Table 1. Gender, tribe and religion of sample.**

	Frequency	Valid percentage (%)
<i>Gender</i>		
Female	194	45.5
Male	232	54.5
Total	426	100.0
<i>Religion</i>		
Christian	325	75.9
Islam	97	22.7
Other	6	1.4
Total	428	100.0
<i>Tribe</i>		
Hausa	10	2.3
Yoruba	241	56.4
Igbo	111	26.0
Other	61	14.3
Other (specified)	4	0.9
Total	427	100.0

**Table 2. Age of the sample.**

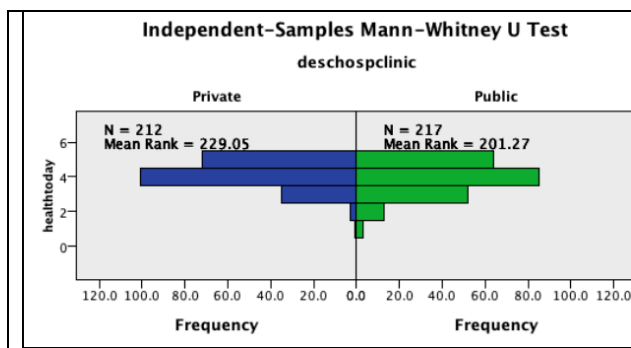
Statistics for age		
N	Valid	407
	Missing	23
Mean		39.6
Median		36.2
Std. Deviation		14.6
Variance		213.0
Range		71.5
Minimum		14.4
Maximum		85.9

**Table 3. Transport mode of the sample.**

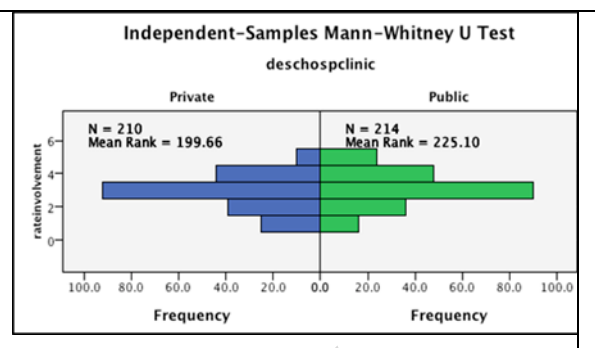
Type of hospital (deschospclinic)		Transport mode					Total
		Private	Public	Ambulance	Bicycle	Walked	
	Public	55	138	1	5	16	215
	Private	148	53	2	0	6	209
Total		203	191	3	5	22	424

**Table 4, Figure 1 - Mann Whitney U test comparing Health today (a), rate of involvement in health care (b) and satisfaction with the Nigerian Health System (c) between private and public hospitals.**

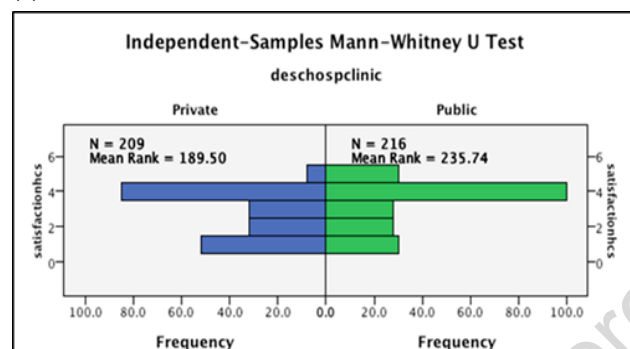
(a)



(b)



(c)



	Health today	Involvement in healthcare	Satisfaction with health system
Total N	429	424	425
Mann-Whitney U	25,980.50	19,774.00	17,660.00
Wilcoxon W	48,558.50	41,929.00	39,605.00
Test statistic	25,980.50	19,774.00	17,660.00
Standard error	1,203.24	1,199.34	1,203.65
Standardized test statistic	2.48	-2.25	-4.08
Asymptotic sig. (2-sided test)	0.013	0.025	0.00

**Table 5. Comparing adequacy of skill of health care provider between private and public hospitals.**

Type of hospital	Skill of health care provider adequate (%)	Skill of health care provider inadequate (%)
Public	10	90
Private	9	91
Total	100	100

**Table 6. Independent sample *t*-tests comparing overall experience, satisfaction and importance ratings between private and public hospitals.**

		Levene's test for equality of variances		t-test for equality of means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean difference	Std. error difference	95% confidence interval of the difference	
									Lower	Upper
Experience	Equal variances assumed	8.046	0.005	-6.392	424	0.000	-0.36539	0.05717	-0.47775	-0.25302
	Equal variances not assumed			-6.405	417.924	0.000	-0.36539	0.05705	-0.47752	-0.25325
Satisfaction	Equal variances assumed	4.517	0.034	-2.775	415	0.006	-0.17140	0.06177	-0.29283	-0.04998
	Equal variances not assumed			-2.786	410.740	0.006	-0.17140	0.06152	-0.29234	-0.05047
Importance	Equal variances assumed	11.373	0.001	-4.064	415	0.000	-0.24649	0.06066	-0.36572	-0.12725
	Equal variances not assumed			-4.083	389.375	0.000	-0.24649	0.06036	-0.36517	-0.12781

**Table 7. Mean ratings for domain importance of public, private and all users.**

deschospclinic	IPrompt Attention A	IPrompt Attention B	IDignity	IConfidentiality	IClearCommunication	IAutonomy	IChoiceOf HCP	IQualityOf BasicAmenities
Mean	4.18	4.27	4.38	4.50	4.73	4.20	3.91	4.45
N	210	211	211	211	210	210	210	211
Std. Deviation	1.228	1.163	1.142	1.016	0.695	1.188	1.374	1.005
Mean	4.42	4.57	4.54	4.63	4.83	4.47	4.51	4.68
N	205	205	204	205	204	204	203	204
Std. Deviation	0.891	0.787	0.827	0.746	0.460	0.868	0.914	0.661
Mean	4.30	4.42	4.46	4.56	4.78	4.33	4.21	4.56
N	415	416	415	416	414	414	413	415