

## Your experiences with the paediatric outpatient clinic

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The questions below concern your experiences with the paediatric outpatient clinic your child attends for diabetes.

### Arrival and waiting

**1. Are you and your child well received at the outpatient clinic?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent

**2. Do you feel there's a lot of waiting at the outpatient clinic?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent

**3. Do you find the waiting room satisfactory?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent

### Organisation

**4. Do you feel that the outpatient clinic is well organised?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

**5. Do you feel that the doctors and nurses cooperate well?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

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**6. Do you feel that the person you have the appointment with is well prepared?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

### The nurses

**7. Do you and your child see the same nurses every time you attend the outpatient clinic?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

**8. Do you and your child get enough time with the nurses?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

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**9. Do the nurses appear to know a lot about diabetes and diabetes treatment?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

**10. Do you feel that the nurses show care and concern for your child?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

### The doctor

The questions below are about the doctor. If you see more than one doctor, please give us your overall assessment of all the doctors you see.

**11. Do you and your child see the same doctor every time you attend the outpatient clinic?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

**12. Do you and your child get enough time with the doctor?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

**13. Does the doctor appear to know a lot about diabetes and diabetes treatment?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

**14. Do you feel that the doctor shows care and concern for your child?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

### More about what is discussed at appointments

**15. In your opinion, do the topics discussed at the appointments meet your child's needs?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

**16. Is it clear to you and your child what should be followed up before the next appointment?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

**17. Do you and your child have a say in what should be followed up before the next appointment?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

### Being a parent/guardian at the clinic

**18. Are your views as a parent/guardian taken seriously?**

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 *Not applicable / Don't know*

**19. Do you get enough time for conversations without your child being present?**

- Not at all
- To a small extent
- To some extent ⊥
- To a large extent
- To a very large extent
- Not applicable / Don't know*

**20. Are you given satisfactory information and guidance on how to follow up on your child's diabetes treatment?**

- Not at all
- To a small extent
- To some extent
- To a large extent
- To a very large extent
- Not applicable / Don't know*

**21. Do you get the support you need to let your child take more responsibility for his or her diabetes treatment?**

- Not at all
- To a small extent
- To some extent
- To a large extent
- To a very large extent
- Not applicable / Don't know*

**Information and training****22. Do you receive satisfactory information about the results of tests and examinations?**

- Not at all
- To a small extent
- To some extent
- To a large extent
- To a very large extent

**23. Do you receive satisfactory information about the development in your child's health and the risk of complications?**

- Not at all
- To a small extent
- To some extent
- To a large extent ⊥
- To a very large extent
- Not applicable / Don't know*

**24. Do you receive satisfactory information from the outpatient clinic about available devices/equipment?**

- Not at all
- To a small extent
- To some extent
- To a large extent
- To a very large extent
- Not applicable / Don't know*

**25. Do you and your child receive good training in managing the devices/equipment?**

- Not at all
- To a small extent
- To some extent
- To a large extent ⊥
- To a very large extent
- Not applicable / Don't know*

**Availability****26. In your opinion, does your child have access to the best possible devices/equipment?**

- Not at all
- To a small extent
- To some extent
- To a large extent
- To a very large extent
- Not applicable / Don't know*

**27. Does your child have satisfactory access to a nutritionist?**

- Not at all
- To a small extent
- To some extent
- To a large extent
- To a very large extent
- Not applicable / Don't know*

**28. Does your child have satisfactory access to a psychologist?**

- Not at all
- To a small extent ⊥
- To some extent
- To a large extent
- To a very large extent
- Not applicable / Don't know*

29. Is it easy to get in touch with the outpatient clinic outside of appointments?

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 Not applicable / Don't know

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30. How do you feel about the number of appointments at the outpatient clinic?

- Too few  
 A sufficient number  
 Too many  
 Not applicable / Don't know

### Usefulness

31. Do you feel that your child benefits from attending the outpatient clinic?

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 Not applicable / Don't know

32. Do you, as a parent/guardian, benefit from attending the outpatient clinic?

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 Not applicable / Don't know

### Other questions

33. Does the follow-up at the outpatient clinic make you and your child more capable to live a good life with diabetes?

- Not at all  
 To a small extent  
 To some extent  
 To a large extent  
 To a very large extent  
 Not applicable / Don't know

34. All in all, how dissatisfied or satisfied are you with how the outpatient clinic has followed up on your child and the diabetes treatment?

- Very dissatisfied  
 Rather dissatisfied  
 Both dissatisfied and satisfied  
 Rather satisfied  
 Very satisfied

35. All in all, how dissatisfied or satisfied are you with how the outpatient clinic has met you as a parent/guardian?

- Very dissatisfied  
 Rather dissatisfied  
 Both dissatisfied and satisfied  
 Rather satisfied  
 Very satisfied

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### Background questions

36. In the last year, how many times have you been present for all or part of your child's appointment?

- Never  
 1 time  
 2 times  
 3 times  
 4 or more times

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37. Are you male or female?

- Male  
 Female

38. What age are you?

Number of years

39. What is your highest level of educational attainment?

- Primary school  
 Secondary school  
 Higher education/university (up to 4 years)  
 Higher education/university (4+ years)

40. Do you live with the child's other parent/guardian?

- Yes  
 No  
 Not applicable

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