

ZA5948

**Flash Eurobarometer 404
(European Citizens' Digital Health Literacy)**

**Country Questionnaire
United Kingdom**

FL 404 - e-Health Literacy - UK

D1 How old are you?

(WRITE DOWN - IF "REFUSAL" CODE '99')

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D2 Gender.

- | | |
|--------|---|
| Male | 1 |
| Female | 2 |

eHealth literacy

ASK ALL

SECTION A. Frequency of using the Internet to search for health-related information

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Q1 On average, within the last 12 months, how often have you used the Internet for private purposes?

(READ OUT – ONE ANSWER ONLY)

- | | |
|--------------------------------------|---|
| Everyday\ Almost everyday | 1 |
| Two or three times a week | 2 |
| About once a week | 3 |
| Two or three times a month | 4 |
| Less often | 5 |
| Never | 6 |
| No Internet access (DO NOT READ OUT) | 7 |
| DKNA (DO NOT READ OUT) | 8 |

NEW

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Q2 Within the last 12 months, have you used the Internet to search for health-related information? This could include information on an injury, a disease, illness, nutrition, improving health, etc

(READ OUT – ONE ANSWER ONLY)

- | | |
|--|---|
| Yes, once a week or more often | 1 |
| Yes, several times a month | 2 |
| Yes, approximately once a month | 3 |
| Yes, approximately once every two months | 4 |
| Yes, a few times within the past year | 5 |
| No, never | 6 |
| DKNA (DO NOT READ OUT) | 7 |

NEW

ASK SECTION B (QUESTION Q3) IF Q2=1 TO 5 (respondent has used the Internet to search for health-related information). IF Q2=6 GO TO SECTION F. IF Q2=7 GO TO SECTION G.

SECTION B. Themes and topics

Q3: ROTATE ITEMS 1 TO 4

Q3 Within the last 12 months, what type of health-related information did you look for on the Internet? You searched the Internet for...

(READ OUT - MAX TWO ANSWERS)

- | | |
|---|----|
| General information on health-related topics or ways to improve your health (for example: information on nutrition, diet, sports and exercise, pregnancy, etc.) | 1, |
| Information on a specific injury, disease, illness or condition (for example: when you have stomach problems, your child has broken his/her arm, your spouse has been diagnosed with cancer etc.) | 2, |
| Information to get a second opinion after having visited your doctor | 3, |
| Specific information on a medical treatment or procedure (for example: how to take your medication, what to expect with a heart by-pass, etc.) | 4, |
| Other (DO NOT READ OUT) | 5, |
| DK/NA (DO NOT READ OUT) | 6, |

NEW

ROTATE SECTIONS C1 TO C4 – MAXIMUM 2 SECTIONS ASKED TO EACH RESPONDENT

ASK SECTION C1 (QUESTIONS Q4 TO Q7) IF Q3=1 (respondents searched the Internet for general information on health-related topics or how to improve their health)

SECTION C1. Personal experience in using the Internet to access general information

Q4: ROTATE ITEMS 1 TO 8

INTERVIEWER READ OUT: Let's discuss your use of the Internet to access general information on health-related topics or ways to improve your health (for example: information on nutrition, diet, sports and exercise, pregnancy, etc.)

Q4 More specifically, when trying to access general information on health-related topics or ways to improve your health, which of the following types of information did you look for?

(SHOW CARD -READ OUT - MULTIPLE ANSWERS POSSIBLE)

- | | |
|---|----|
| Information on mental well-being, depression, stress | 1, |
| Information on lifestyle choices (diet, nutrition, physical activity, smoking, alcohol, etc.) | 2, |
| Information on pregnancy, childbirth and early infancy | 3, |
| Information on pharmaceuticals | 4, |
| Information on caring for an ageing person | 5, |

Testimonials or experiences from other patients	6,
Information on healthcare professionals or healthcare centres	7,
Information on vaccinations	8,
Other (DO NOT READ OUT)	9,
DK\NA (DO NOT READ OUT)	10,

NEW

Q5 On average, within the last 12 months, how often have you used the Internet to access general information on health-related topics or ways to improve your health?

(READ OUT – ONE ANSWER ONLY)

Once a week or more often	1
Several times a month	2
About once a month	3
Approximately once every two months	4
A few times within the past year	5
DK\NA (DO NOT READ OUT)	6

NEW

Q6: ROTATE ITEMS 1 TO 7

Q6 Which sources did you use when trying to access general information on health-related topics or ways to improve your health?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Internet search engines	1,
Online newspapers or magazines	2,
Specific and dedicated websites, blogs or forums	3,
Online social networks	4,
Patient organisations' websites	5,
Specific and dedicated apps for mobile devices such as tablets or mobile phones	6,
Websites from official health organisations such as the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc.	7,
Other (DO NOT READ OUT)	8,
DK\NA (DO NOT READ OUT)	9,

NEW

Q7 When trying to access general information on health-related topics or ways to improve your health, for whom did you search this type of information?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Yourself	1,
Your spouse or partner	2,
Your child or children	3,

Other members of your family	4,
Friends, colleagues	5,
Other (DO NOT READ OUT)	6,
DKNA (DO NOT READ OUT)	7,

NEW

ASK SECTION C2 (QUESTIONS Q8 TO Q11) IF Q3=2 (respondents searched the Internet for information on a specific injury, disease or condition)

SECTION C2. Personal experience in using the Internet to search for health-related information on a specific injury, disease, illness or condition

Q8: ROTATE ITEMS 1 TO 7

INTERVIEWER READ OUT: Let's discuss your use of the Internet to find information on a specific injury, disease, illness, or condition (for example: when you have stomach problems, when your child has broken his/her arm, your spouse has been diagnosed with cancer, etc.)

Q8 More specifically, when trying to find information on a specific injury, disease, illness, or condition, which of the following type of information were you looking for?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Information on the symptoms of a specific disease, illness or injury	1,
Information on how to treat a specific disease, illness or injury	2,
Information on results of medical tests	3,
Information on pharmaceuticals	4,
Testimonials or experiences from other patients	5,
Information on other possible treatments	6,
Emotional support in dealing with a health issue	7,
Other (DO NOT READ OUT)	8,
DKNA (DO NOT READ OUT)	9,

NEW

Q9 On average, within the last 12 months, how often have you used the Internet to find information on a specific injury, disease, illness or condition?

(READ OUT – ONE ANSWER ONLY)

Once a week or more often	1
Several times a month	2
About once a month	3
Approximately once every two months	4
A few times within the past year	5
DKNA (DO NOT READ OUT)	6

NEW

Q10: ROTATE ITEMS 1 TO 7

Q10 Which sources did you use when trying to find information on a specific injury, disease, illness or condition?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Internet search engines	1,
Online newspapers or magazines	2,
Specific and dedicated websites, blogs or forums	3,
Online social networks	4,
Patient organisations' websites	5,
Specific and dedicated apps for mobile devices like tablets or mobile phones	6,
Websites from official health organisations like the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc.	7,
Other (DO NOT READ OUT)	8,
DKNA (DO NOT READ OUT)	9,

NEW

Q11 When trying to find information on a specific injury, disease, illness or condition, for whom did you search this type of information?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Yourself	1,
Your spouse or partner	2,
Your child or children	3,
Other members of your family	4,
Friends, colleagues	5,
Other (DO NOT READ OUT)	6,
DKNA (DO NOT READ OUT)	7,

NEW

ASK SECTION C3 (QUESTIONS Q12 TO Q15) IF Q3=3 (respondents searched the Internet to get a second opinion after having visited the doctor)

SECTION C3. Personal experience in using the Internet to get a second opinion after having visited the doctor

Q12: ROTATE ITEMS 1 TO 8

INTERVIEWER READ OUT: Let's discuss your use of the Internet to get a second opinion after having visited your doctor

Q12 More specifically, when trying to get a second opinion after having visited your doctor, which of the following types of information did you look for?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Information on a specific disease, illness or medical problem (symptoms, medical treatment or procedure, etc.)	1,
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Information on results of medical tests	2,
Information on pregnancy, childbirth and early infancy	3,
Information on the prescribed treatment (including pharmaceuticals or potential risks of the treatment)	4,
Testimonials or experiences from other patients	5,
Information on healthcare professionals or healthcare centres	6,
Information on other possible treatments	7,
Emotional support in dealing with a health issue	8,
Other (DO NOT READ OUT)	9,
DK\NA (DO NOT READ OUT)	10,

NEW

Q13 On average, within the last 12 months, how often have you used the Internet to get a second opinion after having visited your doctor?

(READ OUT – ONE ANSWER ONLY)

Once a week or more often	1
Several times a month	2
About once a month	3
Approximately once every two months	4
A few times within the past year	5
DK\NA (DO NOT READ OUT)	6

NEW

Q14: ROTATE ITEMS 1 TO 7

Q14 Which sources did you use when trying to get a second opinion after having visited your doctor?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Internet search engines	1,
Online newspapers or magazines	2,
Specific and dedicated websites, blogs or forums	3,
Online social networks	4,
Patient organisations' websites	5,
Specific and dedicated apps for mobile devices like tablets or mobile phones	6,
Websites from official health organisations like the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc.	7,
Other (DO NOT READ OUT)	8,
DK\NA (DO NOT READ OUT)	9,

NEW

Q15 When trying to get a second opinion after having visited your doctor, for whom did you search this type of information?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Yourself	1,
Your spouse or partner	2,
Your child or children	3,
Other members of your family	4,
Friends, colleagues	5,
Other (DO NOT READ OUT)	6,
DK\NA (DO NOT READ OUT)	7,

NEW

ASK SECTION C4 (QUESTIONS Q16 TO Q19) IF Q3=4 (respondents searched the Internet to find specific information on a medical treatment or procedure)

SECTION C4: Personal experience in using the Internet to find specific information on a medical treatment or procedure

Q16: ROTATE ITEMS 1 TO 8

INTERVIEWER READ OUT: Let's discuss your use of the Internet to find specific information on a medical treatment or procedure (for example: how to take your medication, what to expect with a heart by-pass, etc.).

Q16 More specifically, when trying to find specific information on a medical treatment or procedure, which of the following types of information did you look for?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Information on the potential risks of a medical treatment or procedure	1,
Information on lifestyle choices (diet, nutrition, physical activity, smoking, alcohol, etc.)	2,
Information on pregnancy, childbirth and early infancy	3,
Information on pharmaceuticals	4,
Testimonials or experiences from other patients	5,
Information on healthcare professionals or healthcare centres	6,
Information on alternative medicine (homeopathy, acupuncture, aromatherapy, etc.)	7,
Emotional support in dealing with a medical treatment or procedure	8,
Other (DO NOT READ OUT)	9,
DK\NA (DO NOT READ OUT)	10,

NEW

Q17 On average, within the last 12 months, how often have you used the Internet to find specific information on a medical treatment or procedure?

(READ OUT – ONE ANSWER ONLY)

Once a week or more often	1
Several times a month	2
About once a month	3
Approximately once every two months	4
A few times within the past year	5

DKNA (DO NOT READ OUT) 6

NEW

Q18: ROTATE ITEMS 1 TO 7

Q18 Which sources did you use when trying to find specific information on a medical treatment or procedure?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Internet search engines	1,
Online newspapers or magazines	2,
Specific and dedicated websites, blogs or forums	3,
Online social networks	4,
Patient organisations' websites	5,
Specific and dedicated apps for mobile devices like tablets or mobile phones	6,
Websites from official health organisations like the Ministry of Health, the World Health Organisation, the European Centre for Disease Prevention and Control (ECDC), etc.	7,
Other (DO NOT READ OUT)	8,
DKNA (DO NOT READ OUT)	9,

NEW

Q19 When trying to find specific information on a medical treatment or procedure, for whom did you search this type of information?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Yourself	1,
Your spouse or partner	2,
Your child or children	3,
Other members of your family	4,
Friends, colleagues	5,
Other (DO NOT READ OUT)	6,
DKNA (DO NOT READ OUT)	7,

NEW

ASK SECTION D (QUESTIONS Q20 TO Q23) IF Q2=1 TO 5 (respondent has used the Internet to search for health-related information).

SECTION D. Satisfaction in terms of the information found on the Internet

Q20: ROTATE ITEMS 1 TO 7

Q20: ANSWER 9 ("None of the above") IS A SINGLE CODE

Q20 Let's talk about the quality of the information you found on the Internet...

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

It was easy to understand	1,
It was useful	2,
It had an appropriate level of detail (enough/not too much)	3,
It was thorough	4,
It was relevant to your personal situation	5,
It came from a trustworthy source	6,
It was easy to find	7,
Other (DO NOT READ OUT)	8,
None of the above (DO NOT READ OUT)	9,
DKNA (DO NOT READ OUT)	10,

NEW

Q21: ROTATE STATEMENTS 1 TO 9

Q21 For each of the following statements, please tell me to what extent you agree with each.

(READ OUT - SINGLE CODE)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DKNA (DO NOT READ OUT)
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1	You know how to navigate the Internet to find the answers to your health questions	1	2	3	4	5
2	You think there is sufficient information on health-related topics available on the Internet	1	2	3	4	5
3	You know where to find reliable health-related information on the Internet	1	2	3	4	5
4	You understand the terminology used on the Internet for health-related topics	1	2	3	4	5
5	You can distinguish high-quality from low-quality health-related information on the Internet	1	2	3	4	5
6	You know how to use the health-related information you find on the Internet	1	2	3	4	5
7	You trust the information from the Internet to make health-related decisions	1	2	3	4	5

8	Your research on the Internet helps you improve your knowledge of health-related topics	1	2	3	4	5
9	After looking online to find information on health-related topics, you are generally more confused than before	1	2	3	4	5

NEW

Q22 Overall, how satisfied or not are you with the health-related information you found on the Internet?

(READ OUT - SINGLE CODE)

Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK\NA (DO NOT READ OUT)	5

NEW

ASK Q23 IF Q22=3 OR 4 (not very or not at all satisfied)

Q23: ROTATE ITEMS 1 TO 8

Q23 For what reasons are you not satisfied with the health-related information you found on the Internet?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

You did not manage to find what you were looking for	1,
You did not find information tailored to your specific needs	2,
The information was not available in a language you speak	3,
The information you found lacked illustrations, visual information	4,
You had the feeling the information was commercially oriented, encouraging you to buy something	5,
The information was not reliable	6,
The information was difficult to understand/not clear enough	7,
The information was not detailed enough	8,
Other (DO NOT READ OUT)	9,
DK\NA (DO NOT READ OUT)	10,

NEW

ASK SECTION E (QUESTIONS Q24 TO Q25) IF Q2=1 TO 5 (respondent has used the Internet to seek health-related information)

SECTION E. Next steps

Q24: ROTATE ITEMS 1 TO 6

Q24: ANSWER 7 IS A SINGLE CODE ("You did nothing")

Q24 Think back to the last time you used the Internet to search for health-related information; what did you do next?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

You made a doctor's appointment	1,
You took the necessary measures to treat yourself (self-medication) or change your lifestyle	2,
You looked for additional information from other sources (books, magazines, TV, etc.)	3,
You spoke to friends or relatives	4,
You spoke to others with the same condition	5,
You used this information to help another person (spouse, child, relative, etc.)	6,
You did nothing (DO NOT READ OUT)	7,
Other (DO NOT READ OUT)	8,
DKNA (DO NOT READ OUT)	9,

NEW

Q25 Next time you want to get information on health-related questions, how likely are you to use the Internet?

(READ OUT - SINGLE CODE)

Very likely	1
Fairly likely	2
Not very likely	3
Not at all likely	4
DKNA (DO NOT READ OUT)	5

NEW

ASK SECTION F (QUESTIONS Q26 TO Q31) IF Q2=6 (respondent did not use the Internet to search for health-related information within the last 12 months). OTHERS GO TO SECTION G.

SECTION F. Reasons for not having used the Internet and alternative sources

Q26: ROTATE ITEMS 1 TO 8

Q26 For what reasons did you not use the Internet to search for health-related information?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

You don't need to search for health-related information	1,
You don't have access to the Internet	2,
You don't know where/how to look on the Internet	3,
You don't know what information on the Internet is reliable	4,
The information found on the Internet is confusing/difficult to understand	5,
You have previously searched for health-related information on the Internet but did not find what you were looking for	6,
You have previously searched for health-related information on the Internet but you were not satisfied with what you found	7,
It is difficult to get a clear answer on the Internet	8,
Other (DO NOT READ OUT)	9,
DKNA (DO NOT READ OUT)	10,

NEW

Q27 Within the last 12 months, how often have you looked for health-related information, whatever the means used? This could include information on an injury, disease, illness, nutrition, improving health, etc.

(READ OUT - SINGLE CODE)

Once a week or more often	1
Several times a month	2
About once a month	3
Approximately once every two months	4
A few times within the past year	5
Never	6
DKNA (DO NOT READ OUT)	7

NEW

ASK Q28-29-30 IF Q27=1 to 5 (respondent has looked for health-related information within the past 12 months)

Q28: ROTATE ITEMS 1 TO 4

Q28 And what type of health-related information did you look for?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

General information on health-related topics or ways to improve your health (for example: information on nutrition, diet, sports and exercise, pregnancy, etc.)	1,
Information on a specific injury, disease/illness or condition (for example: when you have stomach problems, your child has broken his/her arm, your spouse has been diagnosed with cancer etc.)	2,
Information to get a second opinion after having visited your doctor	3,
Specific information on a medical treatment or procedure (for example: how to take your medication, what to expect with a heart by-pass, etc.)	4,
Other (DO NOT READ OUT)	5,

DKNA (DO NOT READ OUT)	6,
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NEW

Q29: ROTATE ITEMS 1 TO 6

Q29: ANSWER 7 ("You never need to search for health-related information") IS A SINGLE CODE
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Q29	When you need to search for health-related information, what do you usually do?
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(READ OUT – MULTIPLE ANSWERS POSSIBLE)
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You ask your doctor	1,
You ask your friends, relatives or other people	2,
You read books or encyclopaedias	3,
You read newspapers or magazines	4,
You listen to medical programmes or documentaries on the radio	5,
You watch medical programmes or documentaries on the TV	6,
You never need to search for health-related information (DO NOT READ OUT)	7,
Other (DO NOT READ OUT)	8,
DKNA (DO NOT READ OUT)	9,

NEW

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Q30	When trying to find information on health, for whom do you usually search this type of information?
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(READ OUT – MULTIPLE ANSWERS POSSIBLE)
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Yourself	1,
Your spouse or partner	2,
Your child or children	3,
Other members of your family	4,
Friends, colleagues	5,
Other (DO NOT READ OUT)	6,
DKNA (DO NOT READ OUT)	7,

NEW

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Q31	Next time you want to get information on health-related questions, how likely are you to use the Internet?
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(READ OUT - SINGLE CODE)

Very likely	1
Fairly likely	2
Not very likely	3
Not at all likely	4

DKNA (DO NOT READ OUT) 5

NEW

ASK ALL

SECTION G. Background information on respondent

Q32 Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with the following statement: "The Internet is a good tool to help improve my knowledge of health-related topics"

(SHOW SCREEN - SINGLE CODE)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DKNA (DO NOT READ OUT)	5

NEW

Q33 How would you rate your level of health in general? Would you say it is...?

(READ OUT - SINGLE CODE)

Very good	1
Fairly good	2
Fairly bad	3
Very bad	4
DKNA (DO NOT READ OUT)	5

NEW

Q34 Do you have any long-term disease or a health problem? By long term, I mean a problem which has lasted or is expected to last for 6 months or longer.

(READ OUT - SINGLE CODE)

Yes, one	1
Yes, more than one	2
No	3
DKNA (DO NOT READ OUT)	4

NEW

Q35 How many times have you personally been to the doctor within the last 12 months?

(READ OUT - SINGLE CODE)

Never	1
1-2 times	2
3-5 times	3
6 times or more	4
DK\NA (DO NOT READ OUT)	5

NEW

Q36 How would you assess your general knowledge of health-related topics? Would you say it is...?

(READ OUT - SINGLE CODE)

Very good	1
Fairly good	2
Fairly bad	3
Very bad	4
DK\NA (DO NOT READ OUT)	5

NEW

Q37 How often do you exercise or play sports? By 'exercise', I mean any form of physical activity which you do in a sports context or sports-related setting, such as swimming, training in a fitness centre or a sports club, running in the park etc.

(READ OUT - SINGLE CODE)

5 times a week or more	1
3 to 4 times a week	2
1 to 2 times a week	3
1 to 3 times a month	4
Less often	5
Never	6
DK\NA (DO NOT READ OUT)	7

NEW

D4 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

D5a As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity?

(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

D12 What county do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

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D13 Would you say you live in a...?

(READ OUT - SINGLE CODE)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK (DO NOT READ OUT)	4

D18 Have you got a mobile phone?

(DO NOT READ OUT)

Yes	1
No	2

D20 Have you got a landline phone?

(DO NOT READ OUT)

Yes	1
No	2

D22 Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

	Number of people aged 15 or more in the household
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