

**24-001365 FSA Evaluation of the nutritional standards in vending machines  
Hospital visitor and employee questionnaire**

INTRODUCTION

**SCRIPTER: INTRO LINE FOR INTERCEPT**

Good morning/afternoon/evening, I am \_\_\_\_\_ from Ipsos, the independent market and social research agency.

**SCRIPTER: INTRO LINE FOR ONLINE SURVEY**

Welcome to our survey.

**SCRIPTER: FOR EVERYONE**

Ipsos is currently conducting a programme of research on behalf of the Food Standards Agency and partners including the Department of Health and the Public Health Agency to understand both hospital employee and visitor's attitudes and experiences of the vending machines in hospitals across Northern Ireland.

This survey should take no longer than 5 minutes to complete and we would be very grateful for your time and feedback.

Please be assured that all responses will be treated in the strictest confidence. Only aggregated data will be analysed and reported. This means that your responses will be combined with the responses collected from other people who took part in the survey and anonymised. This research is being conducted in accordance with the Market Research Society Code of Conduct and the General Data Protection Regulation.

If you would like to read the privacy policy for this research, you can access it at (insert privacy notice link here).

Are you happy to proceed with the survey?

1. Yes
2. No

**SCRIPTER: FOR INTERCEPT INTERVIEWS**

**INTERVIEWER COMPLETE HOSPITAL SITE DETAILS**

*Hospital*

Antrim Area Hospital	1	Continue
Causeway Hospital	2	
Mid Ulster Hospital	3	
Whiteabbey Hospital	4	
Royal Victoria Hospital	5	
Mater Hospital	6	
Belfast City Hospital	7	
Musgrave Park Hospital	8	

Downe Hospital	9	
Lagan Valley Hospital	10	
Ulster Hospital	11	
Towerhill	12	
Daisy Hill Hospital	13	
Craigavon Area Hospital	14	
Lurgan Hospital	15	
South Tyrone Hospital	16	
Altnagelvin Hospital	17	
Omagh Hospital	18	
South West Acute Hospital	19	

**SCRIPTER: FOR ONLINE INTERVIEWS INDIVIDUAL QR CODES WILL BE GENERATED FOR DIFFERENT HOSPITAL SITES.**

*HSCT* – hidden variable (variable derived from *Hospital*)

Northern Trust	1 (CODES 1-4 AT <i>Hospital</i> )
Belfast Trust	2 (CODES 5-8 AT <i>Hospital</i> )
South Eastern Trust	3 (CODES 9-11 AT <i>Hospital</i> )
Southern Trust	4 (CODES 12-16 AT <i>Hospital</i> )
Western Trust	5 (CODES 17-19 AT <i>Hospital</i> )

**SCRIPTER: SHOW FOR ONLINE**

Now we will ask you some questions about you and your use of the vending machines in this hospital.

**SCRIPTER: SHOW FOR INTERCEPT**

Now I will ask you some questions about you and your use of the vending machines in this hospital.

**DEMOGRAPHICS**

ASK ALL

OPEN END RESPONSE - ONLY ALLOW NUMBERS

LOGIC CHECK – ONLY ALLOW AGES <=99

D1. What is your age?

Prefer not to say	99

dAGE – hidden variable (variable derived from D1)

Under 18	1	THANK AND CLOSE
18-24	2	CONTINUE
25-34	3	
35-44	4	
45-54	5	
55-64	6	
65-74	7	
75+	8	

ASK ALL

SINGLE CODE

D2. Which of the following best describes your gender?

*Please select one option only*

Man	1
Woman	2
Non-binary	3
My gender is not listed	4
Prefer not to say	99

ASK ALL

## SINGLE CODE

Q1. Are you...?

*Please select one option only*

A hospital staff member	1	CONTINUE
A visitor (a person visiting the hospital in any capacity)	2	
An in-patient or out-patient	3	THANK AND CLOSE
Prefer not to say	4	

## ASK IF A HOSPITAL EMPLOYEE CODE 1 AT Q1 SINGLE CODE

Q1b. Were you employed by a Health and Social Care setting in Northern Ireland before 2022?

*(By Health and Social Care setting we mean a general hospital, or a specialist hospital such as a maternity or mental health facility)*

*Please select one option only*

Yes	1
No	2
Don't know/can't recall	98
Prefer not to say	99

## ASK IF A HOSPITAL VISITOR CODE 2 AT Q1 SINGLE CODE

Q1c. Did you visit a Health and Social Care setting in Northern Ireland for any reason before 2022?

*(By Health and Social Care setting we mean a general hospital, or a specialist hospital such as a maternity or mental health facility)*

*Please select one option only*

Yes	1
No	2
Don't know/can't recall	98
Prefer not to say	99

ASK ALL  
SINGLE CODE

Q2. In the last two years have you used hospital vending machines for drinks or snacks or confectionary?

*Please select one option only*

Yes	1	CONTINUE
No	2	THANK AND CLOSE

ASK ALL  
SINGLE CODE

Q3. How often, if at all, do you use the hospital vending machines for purchasing drinks?

*Please select one option only*

Most days	1
About once or twice a week	2
2-3 times a month	3
About once a month or less	4
Only today	5
Don't know	98
Prefer not to say	99

ASK ALL  
SINGLE CODE

Q4. How often, if at all, do you use the hospital vending machines for purchasing snacks or confectionary?

*Please select one option only*

Most days	1
About once or twice a week	2
2-3 times a month	3
About once a month or less	4
Only today	5
Don't know	98
Prefer not to say	99

ASK ALL  
MULTICODE

Q5. Why do you use hospital vending machines?

*Please select all options that apply*

It is quicker than going elsewhere	1
I like the products on offer	2
It is affordable	3
I use them when the shop is closed	4
I use them when the canteen is closed	5
I use them when I need a quick snack	6
I use them when there are no other food options available	7
Other (please specify)	8
Don't know	98
Prefer not to say	99

ASK ALL  
SINGLE CODE

Q6. If your preferred snack or drink was not available in the hospital vending machine, what would you be most likely to do?

*Please select one option only*

Choose something else that is available from the vending machines	1
Not purchase a drink or snack while in the hospital at all	2
Go to the hospital canteen instead	3
Go to the hospital shop instead	4
Go to a shop or garage outside hospital grounds	5
Other (please specify)	6
Don't know	98
Prefer not to say	99

ASK ALL  
SINGLE CODE

Q7. Are you aware of the nutritional standards for vending machines in Health and Social Care settings?

*Please select one option only*

Yes	1
No	2
Don't know	98
Prefer not to say	99

**ASK IF CODE 1 (YES) AT Q7  
OPEN ENDED RESPONSE**

Q8. In one sentence, please summarise your understanding of the nutritional standards for vending machines in Health and Social Care settings?

**FOR ONLINE:** Please record your response in full

**FOR INTERCEPT:** Interviewer, please record the response in full

Don't know	98
Prefer not to say	99

**ASK IF WORKED IN OR VISITED AN HSCT PRIOR TO 2022 CODE 1 AT Q1B OR  
CODE 1 AT Q1C  
SINGLE CODE**

Q9. Have you noticed a change in the vending machine items since 2022?

*Please select one option only*

Yes	1
No	2
Don't know	98
Prefer not to say	99

**ASK IF PARTICIPANT HAD NOTICED CHANGES CODE 1 AT Q9  
MULTICODE**

Q10. What changes have you noticed to the vending machine items?

*Please select all that apply*

There is less still and sparkling water offered	1
There is more still and sparkling water offered	2
The vending machine only has sugar sweetened drinks	3
The vending machine only has sugar free/low calorie soft drinks	4
Snacks and confectionary are bigger in size	5
Snacks and confectionary are smaller in size	6
Snacks and confectionary are higher in calories	7
Snacks and confectionary are lower in calories	8
Other (please specify)	9
Don't know	98
Prefer not to say	99

ASK ALL  
SINGLE CODE  
REVERSE SCALE FOR HALF OF THE PARTICIPANTS

Q11. To what extent do you agree or disagree that the variety of products on offer in hospital vending machines is satisfactory?

*Please select one option only*

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	98
Prefer not to say	99

ASK ALL  
SHOW IMAGE  
SINGLE CODE

Q12. Have you noticed this signage on any vending machines in the hospital recently?

FOR ONLINE: You may need to turn your mobile device to view this image in full  
FOR INTERCEPT: SHOW SCREEN

*Please select one option only*



Yes	1
No	2
Don't know	98
Prefer not to say	99



ASK ALL  
SHOW IMAGE  
SINGLE CODE

Q13. If you saw this signage on a vending machine in the hospital, do you think it would influence your decision to purchase something from the machine?

*Please select one option only*



Yes, I would be more likely to purchase	1
Yes, I would be less likely to purchase	2
No, it wouldn't affect my decision	3
Don't know	98
Prefer not to say	99

SHOW SCREEN BEFORE Q14

ASK IF PARTICIPANTS HAD WORKED IN OR VISITED A HSCT PRIOR TO 2022 CODE 1 AT Q1B OR CODE 1 AT Q1C

Q14. In 2022, revised nutritional standards were launched by the Foods Standards Agency, the Public Health Agency, **Safefood** and the Department of Health. This included some nutritional guidance for vending machines. This aimed to make vending machines in hospitals healthier by adding more water bottles, removing sugary drinks and having smaller chocolate bars, packets of crisps and other snacks.

Has your use of vending machines in the hospital changed since the healthier vending guidance was introduced in 2022?

*Please select one option only*

Yes, I use vending machines more often than before	1
Yes, I use vending machines less often than before	2
No, my use of vending machines has not changed	3
Don't know	98
Prefer not to say	99

ASK IF PARTICIPANTS HAD WORKED IN OR VISITED A HSCT PRIOR TO 2022 CODE 1 Q1B OR CODE 1 AT Q1C  
SINGLE CODE  
REVERSE SCALE FOR HALF OF PARTICIPANTS

Q15. To what extent are you supportive of the changes made to vending machines in hospitals since 2022?

*Please select one option only*

Very unsupportive	1
Somewhat unsupportive	2
Neither supportive nor unsupportive	3
Somewhat supportive	4
Very supportive	5
Don't know	98
Prefer not to say	99

**INTERCEPT INTERVIEWS**

**INTERVIEWERS TO READ OUT:** THANK YOU FOR PARTICIPATING IN THE SURVEY.

**ONLINE SURVEY**

**DISPLAY:** THANK YOU FOR COMPLETING THE SURVEY.

**ASK ALL  
SHELL\_CLOSE**

We sometimes re-contact respondents to verify that the market research was indeed carried out. For this purpose, we require some contact details from you in order to be able to check this should your interview be selected for quality control. Could we contact you for this purpose at a different time?

1. Yes
2. No

**ASK IF PARTICIPANTS AGREE TO BE CONTACTED  
CODE 1 AT SHELL\_CLOSE**

Can I please ask you to provide your name?

**SHELL\_NAME.** Respondent name:

**TELN.** Please can I take the best telephone number we can use to contact you?

**ENTER TELEPHONE NUMBER**

**PLEASE INCLUDE THE FULL EXCHANGE CODE AND NUMBER.**

**NB. ALL TELEPHONE NUMBERS SHOULD HAVE 10-11 DIGITS. DO NOT LEAVE A SPACE BETWEEN THE EXCHANGE CODE AND THE NUMBER. E.G. 02088618000**

1. DK
2. REF

**TELNCK. READ OUT:** You've said your telephone number is XXXXXXXXXXXX. Is that correct?

1. Yes
2. No (go back to correct)

**THANKS**

Thank you very much for your help.

Goodbye