

## **Administration of the Survey**

Based upon the information available in the NPS Masterfile, physicians were allocated to one of two contact modes; either the email group, or the regular mail group. Email addresses were verified for 58% of all physicians. The remaining 42% of physicians received all NPS communications by regular mail. In total, 62,441 physicians in all provinces and territories were asked to reply to the 2007 NPS, 32,891 FP/GPs and 29,550 other specialists.

### *Email Survey Group*

Physicians were contacted multiple times with invitations to complete the NPS questionnaire. Beginning in mid January 2007, physicians in the email group received an advanced notification message about the NPS. Communications were sent in either English or French, depending on the physician's preferred language of correspondence. Those whose email addresses proved to be undeliverable were moved to the regular mail group. Two weeks later (late January 2007), the email group received an invitation to complete the e-questionnaire online. The invitation contained the web link to the e-questionnaire, and each physician's unique identification number. One week later, the email group received a reminder email, again containing the link to the e-questionnaire, and their unique identification number. Four weeks later (early March 2007), the email group received another email invitation to complete the online survey (containing the link and their ID number). Finally, in mid-April, all physicians originally in the email group, who had not yet submitted their completed e-questionnaire, were sent a paper copy of the questionnaire by regular mail (their envelope contained the questionnaire, a cover letter, a flyer, and a postage-paid reply envelope). It should be noted that all physicians receiving emailed invitations to complete the questionnaire electronically were also given the opportunity to request a paper copy of the questionnaire at any point in the process.

### *Mail Survey Group*

For physicians in the regular mail group, their advanced notification letter was mailed late in January 2007, followed a week and a half later by the survey package (questionnaire, cover letter, flyer, and postage-paid return envelope). A month later (mid-March 2007), a second survey package was mailed to all physicians who had not yet replied. Finally, in mid-April, a third and final survey package, in a heavier cardboard envelope, printed in colour, was mailed to all physicians who had not yet replied. Physicians who received their questionnaire by mail had the option of completing the paper copy, or typing in the web link provided on both the front cover of the paper questionnaire, and the cover letter enclosed with the questionnaire, and completing their questionnaire electronically.

Responses from all questionnaires returned by June 15th, 2007 were captured into an electronic database file. The file created by physicians completing the online e-questionnaire and the file created by the returned paper responses were then merged to create a single NPS database.

Maintenance of certification credits from the CFPC and the RCPSC were available to physicians who completed the questionnaire, and who subsequently completed a related reflective exercise. Credits included 2 Mainpro-C credits from the CFPC for completing a "Linking learning to practice" reflective exercise, or 2 Maintenance of Certification credits from the RCPSC for completing a review of the summary of their practice in relation to the aggregate survey results, and documenting the outcomes of the review.