

# **PATIENT SATISFACTION QUESTIONNAIRE**

**Rheumatism Research Unit  
University of Leeds**

## SATISFACTION WITH CARE

This questionnaire has been devised to tell us about your overall opinion of your care in the rheumatology out-patients clinic. It is not a test and there are no right or wrong answers. We are interested in your opinions and impressions, whether they are **GOOD** or **BAD**.

The questionnaire consists of a number of statements about your care in the clinic. Some statements may look the same but they are different so please read each one very carefully before filling it in.

Please place a tick in the column which resembles your opinions most closely.

### **ONLY TICK ONE BOX FOR EACH STATEMENT**

The example below will show you how

	Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
The seats in the waiting area are very comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
There are always a lot of people attending the clinic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please keep in mind that what we are trying to find out are **YOUR** opinions and not those of your husband, wife or neighbour, so please complete the questionnaire by yourself.

Please try to think about the care that you are receiving at the **PRESENT TIME** and give us your opinions about that.

**THANK YOU FOR YOUR HELP**

Strongly agree	Agree	Not sure	Disagree	Strongly disagree
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They don't seem to listen to anything I tell them during my consultation

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I feel that I'm in good hands when I come to the clinic

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The person I see in clinic takes an interest in my family

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I'm always given a clean explanation of why I am having tests done.

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There are some things about my care in the clinic which could be improved.

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I'm told everything I want to know about my arthritis drugs.

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During my consultation I'm given little or no medical explanation about my arthritis.

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Side effects of tablets are rarely discussed during my consultation.

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The person I see in clinic really knows what he/she is talking about.

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Visiting the clinic is not a stressful occasion.

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I am given good advice on how to cope with my arthritis.

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No matter how long you have to wait in clinic, it's worth it.

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Strongly agree	Agree	Not sure	Disagree	Strongly disagree
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I'm satisfied with the care I receive in the clinic.

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There's no one to get in touch with at the clinic if I have a problem.

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I'm rarely told why I need tests such as bloods and x-rays.

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My questions are answered in words that I find hard to understand.

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I find it difficult to talk about things that concern me when I'm in the clinic.

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The person I see in clinic has no interest in the effect my disease has on my family.

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It's easy to get an appointment if I need to come back to the clinic.

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I'm given as much time as I need for my consultation.

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The person I see in clinic sometimes appears uncertain about what they are doing.

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The person I see in the clinic is not as thorough as he/she should be.

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I am given very little information on how to cope with my arthritis.

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The person I see in clinic doesn't understand what its like to have arthritis.

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Strongly agree	Agree	Not sure	Disagree	Strongly disagree
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The person I see in clinic seems to know how it feels to have arthritis.

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I feel that I'm treated as a person rather than a disease.

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I've no confidence in the person who is treating me.

--	--	--	--	--

I am encouraged to ask questions about my arthritis.

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If I had a problem it would be difficult to get someone to speak to over the phone.

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I'm rarely asked which treatments I would prefer.

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If I had a problem with my arthritis I would find it easy to get advice over the phone.

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My feelings about my treatment are taken into consideration.

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If I had a medical problem I feel sure it would be checked out when I came to the clinic.

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Prescriptions for new tablets are given without any explanation.

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I'm usually told what the possible side effects of the tablets could be.

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I'm encouraged to contact the person I see in clinic if I have a problem with my arthritis.

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Strongly agree	Agree	Not sure	Disagree	Strongly disagree
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The care I receive in the clinic is just about perfect.

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I hardly ever see the same person when I come for my appointment.

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The person I see in clinic appears skilful at their job.

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The person I see in clinic does not always talk sense.

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Sometimes the person I see in clinic is too busy to spend enough time with me.

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When I attend the clinic I'm told everything I want to know about my arthritis.

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It's hard to get an appointment if I need it quickly.

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I see the same person nearly every time I come to clinic.

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I'm usually kept waiting a long time in the waiting area.

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# **Rheumatology Research Unit – University of Leeds**

## **Patient Satisfaction Questionnaire**

### **What is the Patient Satisfaction Questionnaire?**

The Patient Satisfaction Questionnaire was developed to measure satisfaction amongst patients attending a rheumatology outpatient clinic. It is self-administered, with patients ticking boxes to indicate their level of agreement with a series of 45 statements. Possible responses are on a 1 to 5 scale ranging from “strongly agree” to “strongly disagree”. Statements are included on the following aspects of care.

- A. General satisfaction
- B. Giving of information
- C. Empathy with the patient
- D. Technical quality and competence
- E. Attitude towards the patient
- F. Access and continuity

In addition to indicating levels of satisfaction with the above, the results can be combined to provide a measure of overall satisfaction.

### **How is the Questionnaire Completed?**

Firstly, it is important that the results are not biased by the conditions under which the patient completes the questionnaire:-

- a) patients should complete the questionnaire unaided.
- b) Care should be taken to ensure that patients feel under no pressure to answer in a particular way; you should emphasise that the questionnaire is anonymous and patients should be left alone whilst completing it.
- c) Patients should be given plenty of time – a hurried, unthinking response will be useless.

Secondly, it is important that patients understand what is expected. Explain why they are being asked to fill in the questionnaire; that they should read each statement carefully and tick the box which corresponds to their level of agreement with that statement. Emphasis that only one box should be ticked for each statement and that all statements should be answered.

Finally, whilst the patient is still available, check that the questionnaire has been completed correctly so that the patient can alter it, if necessary (the most common error is missed responses).

## **How are the Results Analysed?**

The questionnaire contains different numbers of statements associated with the various aspects of care. In addition, in order to minimise bias, statements express both positive and negative sentiments and are presented in random order. Consequently, analysis of the results involves:-

- a) sorting the statements into groups associated with each aspect of care (groups A, B, C etc. as listed above)
- b) re-coding some of the scores so that all scores are in the same “sense” i.e. so that a high score always indicates a level of satisfaction.
- c) Normalising the scores in each group so that satisfaction with all aspects of care can be compared directly.
- d) Combining the scores to arrive at a figure for overall satisfaction.

To simplify this procedure, analysis sheets have been designed. They are used as follows:-

1. To avoid confusion, number the statements on the questionnaires, 1 to 45.
2. Boxes on the questionnaire are scored 1 to 5, from left to right. i.e. “strongly agree” = 1 and “strongly disagree” = 5.

Enter the scores on the analysis sheet, in the appropriate boxes, under columns A, B, C etc. This automatically sorts the statement into the correct groups. If there is an “r” in the box see 3. below.

3. If the box contains an “r” it indicates that the score must be re-coded. Subtract the score from 6 and enter the answer in the box. For example, in statement 4 page 1, if “agree” is ticked, subtract the score, 2, from 6 and enter 4 on the sheet.
4. Add the scores in each column. Each total indicates satisfaction with the aspects of care in groups A, B, C etc.
5. In order to allow direct comparison of scores between groups, normalise the totals by dividing by the numbers indicated on the analysis sheet. This provides a score out of 5 for each aspect of care. Scores above 3 indicate satisfaction and below 3 dis-satisfaction.
6. To obtain the overall satisfaction score, add the normalised group scores and divide the answer by 6. This, again, gives a score out of 5.



**Rheumatism Research Unit, University of Leeds**  
**Patient Satisfaction Questionnaire – Analysis Sheet**

Questionnaire No. \_\_\_\_\_

Page	Statement	A	B	C	D	E	F
1	1	---	---	---	---		
	2	---	---	---	r		
	3	---	---	r			
	4	---	r				
	5						
	6	---	r				
	7	---					
	8	---					
	9	---	---	---	r		
	10	---	---	r			
	11	---	r				
	12	---	---	---	---	r	
2	13	r					
	14	--	---	---	---	---	
	15	---					
	16	---					
	17	---	---				
	18	---	---				
	19	---	---	---	---	---	r
	20	---	---	---	---	r	
	21	---	---	---			
	22	---	---	---			
	23	---					
	24	---	---				
SUB TOTALS							

Notes:-

- a) r indicates that score should be re-coded – subtract score from 6 and enter the answer in the box.
- b) Carry sub-totals on to sheet 2.

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**Patient Satisfaction Questionnaire – Analysis Sheet**

Questionnaire No.

Page	Statement	A	B	C	D	E	F
3	25	---	---	r			
	26	---	---	---	---	r	
	27	---	---	---			
	28	---	r				
	29	---	---	---	---	---	
	30	---	---				
	31	---	---	---	---	---	r
	32	---	---	r			
	33	---	---	---	r		
	34	---					
	35	---	r				
	36	---	---	---	---	---	r
	4	37	r				
38		--	---	---	---	---	
39		---	---	---	r		
40		---	---	---			
41		---	---	---	---		
42		---					
43		---	---	---	---	---	
44		---	---	---	---	---	r
45		---	---	---	---		
Previous Sub-Total							
Total Score							
Divide Total by		3	12	8	8	6	8
NORMALISED SCORES							
NORMALISED OVERALL SATISFACTION SCORE (sum of normalised scores divided by 6)							

Notes:-

a) r indicates that score should be re-coded – subtract score from 6 and enter the answer in the box.

b) Groups:-

- A – General satisfaction
- B – Giving of information
- C – Empathy with the patient
- D – Technical quality and competence
- E – Attitude towards the patient
- F - Access and continuity
- Sum of A to F divided by 6 – Overall satisfaction