

## Patient Satisfaction Questionnaire

Name of the Hospital :

### I. About you

1. Gender male/female
2. How old are you?
3. Is this your first visit to this hospital? Yes/No
4. How did you select this hospital?
5. How far are you living from the hospital?

### II. How you feel about the hospital

6. Information given prior to arrival very good/good/average/poor/very poor
7. Easiness of coming to the hospital very good/good/average/poor/very poor
8. Hospital arrangement very good/good/average/poor/very poor
9. You're welcome by reception very good/good/average/poor/very poor
10. Time taken for the admission process very good/good/average/poor/very poor
11. Facilities in the ward very good/good/average/poor/very poor

### III. Patients' care

12. Courtesy consideration of staff very good/good/average/poor/very poor
13. Doctors' attention very good/good/average/poor/very poor
14. The consistency of your doctor's care very good/good/average/poor/very poor
15. The consistency of your nursing care very good/good/average/poor/very poor
16. Support from the nurses very good/good/average/poor/very poor
17. Support of other hospital staff very good/good/average/poor/very poor
18. Getting medicine on time in the ward very good/good/average/poor/very poor
19. Were you given an opportunity to ask questions? Yes/No

20. If you had questions to ask, did you get answers for those questions? Yes/No
21. Did your consultant explain about your illness? Yes/No
22. The way staff made you feel confident in them very good/good/average/poor/very poor
23. Instructions you received from the doctor very good/good/average/poor/very poor
24. The effectiveness with which they managed your pain very good/good/average/poor/very poor

**IV. Consultant Care**

25. Special treatments you received in the ward very good/good/average/poor/very poor
26. How effective was the consultant care very good/good/average/poor/very poor

**V. During the stay in the hospital**

27. After admitting, time taken to do the necessary treatments very good/good/average/poor/very poor
28. Time spent in the ward after the treatments very good/good/average/poor/very poor

**VI. During the stay in the hospital**

29. Ward corridors very good/good/average/poor/very poor
30. Facilities in the ward very good/good/average/poor/very poor
31. Privacy in the ward very good/good/average/poor/very poor
32. Comfort in the ward very good/good/average/poor/very poor
33. Décor very good/good/average/poor/very poor
34. Bathroom cleanliness very good/good/average/poor/very poor
35. Ward cleanliness very good/good/average/poor/very poor
36. Care of visitors very good/good/average/poor/very poor
37. Temperature control very good/good/average/poor/very poor
38. Ability to select the food you are getting very good/good/average/poor/very poor
39. Food quality very good/good/average/poor/very poor
40. Your overall impression of accommodation very good/good/average/poor/very poor

41. Securely storing of your goods within the ward very good/good/average/poor/very poor

42. Overall facilities very good/good/average/poor/very poor

**VII. Comments on Overall Quality of the Service**

43. Overall rating on quality of care very good/good/average/poor/very poor

44. Overall rating on quality of facilities very good/good/average/poor/very poor

45. Total time spent at the hospital very good/good/average/poor/very poor

46. Did you get the treatments and care as you expected very good/good/average/poor/very poor

**VIII. Discharge**

47. Instructions for aftercare very good/good/average/poor/very poor

48. Assistance for planning your departure very good/good/average/poor/very poor

49. Your overall opinion of the discharge process very good/good/average/poor/very poor

50. Would you recommend the hospital to others? Yes/No

**Comments**