

Patient Satisfaction Questionnaire

Date of visit: _____

Department/clinic visited: _____

Instructions: Please rate the following statements about your healthcare experience using this scale:

1 = Strongly disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly agree

	1	2	3	4	5
I was able to schedule my appointment easily.					
The wait time to see the provider was reasonable.					
The healthcare provider explained my condition and treatment clearly.					
I felt my questions were answered thoroughly.					
I was given adequate information about my medication or treatment plan.					
The provider treated me with courtesy and respect.					
I felt involved in decisions about my healthcare.					
The provider spent enough time with me during the visit.					
I felt confident in the provider's knowledge and expertise.					
The provider conducted a thorough examination.					
The clinic or hospital was clean and well-maintained.					
I felt comfortable and safe during my visit.					
I am satisfied with the quality of care I received.					
I would recommend this provider or facility to others.					

Open-ended questions

What did you appreciate most about your visit?

What improvements would you suggest for future visits?

Disclaimer: This questionnaire is inspired by publicly available tools, including the Patient Satisfaction Questionnaire Short Form (PSQ-18) (Marshall & Hays, 1994), and has been adapted for specific use.

Reference

Marshall, G. N. & Hays, R. D. (1994). *The Patient Satisfaction Questionnaire Short Form (PSQ-18)*. RAND. <https://www.rand.org/content/dam/rand/pubs/papers/2006/P7865.pdf>

Scoring instructions

1. **Individual item scoring:** Each response is assigned a value between 1 (Strongly Disagree) and 5 (Strongly Agree).
2. **Overall satisfaction score:** Add up the values of all 14 items to calculate the total score.
 - **Total score range:** 14 (minimum) to 70 (maximum).
3. **Score interpretation:**
 - **61–70:** Excellent satisfaction
 - **51–60:** Good satisfaction
 - **41–50:** Average satisfaction
 - **31–40:** Below average satisfaction
 - **14–30:** Poor satisfaction

Additional notes