

ST VINCENT'S HOSPITAL, FAIRVIEW

CLINICAL Psychology Service

CLIENT SATISFACTION QUESTIONNAIRE

	Very Dissatisfied	Dissatisfied	Neither (Neutral)	Satisfied	Very Satisfied
1. How satisfied were you with the initial verbal and written information you received from the Service?					
2. How satisfied were you with your contact with secretarial and reception staff?					
3. How satisfied were you with the room you were seen in and the waiting area?					
4. How satisfied were you with the length of time you waited for a first appointment?					
5. How satisfied were you with the number of appointments offered to you?					

	One	Less than 10	Less than 20	20 or more
5.a Please indicate approximate number of appointments attended				

	Very Dissatisfied	Dissatisfied	Neither (Neutral)	Satisfied	Very Satisfied
6. How satisfied were you with the help you received from your psychologist?					
7. How satisfied were you that you felt listened to and understood by your psychologist?					

CLIENT SATISFACTION QUESTIONNAIRE

	They are much worse	They are slightly worse	They are the same	They are slightly better	They are much better
8. Can you indicate if the psychological concerns or difficulties that led to your referral have changed as a result of contact with our Service?					

9. Was language an obstacle at any stage of service delivery? Yes No

10. Were any complaints you had dealt with in a satisfactory manner? Yes No

11. Would you recommend this service to others? Yes No

12. What recommendations would you make to improve the Service?
