

The Primary Care Satisfaction Survey for Women

1. We are interested in your opinions about **your visit today** and about the care you received from the health professionals (the doctors and nurses) and staff. Please rate each of the following things about this visit. (Mark one answer for each item).

	<u>Not At All</u> <u>satisfied</u>	<u>Somewhat</u> <u>satisfied</u>	<u>Satisfied</u>	<u>Very</u> <u>satisfied</u>	<u>Extremely</u> <u>satisfied</u>
a. The courtesy of the staff.....	☐	☐	☐	☐	☐
b. The staff's flexibility in scheduling my appointment around my needs.....	☐	☐	☐	☐	☐
c. Privacy when talking to the receptionist	☐	☐	☐	☐	☐
d. How well the staff kept you informed about the waiting time.....	☐	☐	☐	☐	☐
e. Help with scheduling my next visit.....	☐	☐	☐	☐	☐
f. The chance to talk to my health professional with my clothes on.....	☐	☐	☐	☐	☐
g. The amount of time I had to talk with my health professional.....	☐	☐	☐	☐	☐
h. My health professional's ability to answer questions in a sensitive and caring way.....	☐	☐	☐	☐	☐
i. My health professional's ability to explain things clearly.....	☐	☐	☐	☐	☐
j. My health professional's ability to help me feel comfortable talking about my concerns.....	☐	☐	☐	☐	☐
k. The chance to ask all of my questions...	☐	☐	☐	☐	☐
l. My health professional's ability to take what I say seriously.....	☐	☐	☐	☐	☐
m. My health professional's willingness to explain different options for my care...	☐	☐	☐	☐	☐
n. My health professional's interest in how my life affects my health.....	☐	☐	☐	☐	☐

2. Now please rate all of the care you have received at this office or clinic **during the last 12 months.**
If this is your first visit here, please tell us about today. (Mark one answer for each item).

	<u>Not at all</u> <u>satisfied</u>	<u>Somewhat</u> <u>satisfied</u>	<u>Satisfied</u>	<u>Very</u> <u>satisfied</u>	<u>Extremely</u> <u>satisfied</u>
a. The health professionals' focus on prevention.....	☐	☐	☐	☐	☐
b. The health professionals' knowledge of women's health issues.....	☐	☐	☐	☐	☐
c. The information I get about healthy living (such as diet and exercise).....	☐	☐	☐	☐	☐
d. The health professionals' interest in my mental and emotional health.....	☐	☐	☐	☐	☐
e. Help with finding information resources in women's health.....	☐	☐	☐	☐	☐
f. How well my health care fits my stage of life.....	☐	☐	☐	☐	☐
g. Information about how to get the results of my tests.....	☐	☐	☐	☐	☐
h. How well the health professionals explain the results of tests or procedures...	☐	☐	☐	☐	☐
i. The chance to get both gynecological and general health care here.....	☐	☐	☐	☐	☐
j. My overall trust in the health professionals here.....	☐	☐	☐	☐	☐