

Baker R. (1990) Development of a questionnaire to assess patients' satisfaction with consultation in general practice. *British Journal of General Practice*, 40, 487-490.

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### **Tool 3 – Patients**

#### ***With permission adapted for use (Nurse Consultant Chronic Pain Management Newcastle upon Tyne Hospitals NHS Trust)***

#### **Nurse consultant consultation satisfaction questionnaire**

We are seeking your assistance to continue to develop the chronic pain management service at the Royal Victoria Infirmary Newcastle. This questionnaire aims to explore your satisfaction with your consultation with the nurse consultant. It has been developed to help us improve our service. Please complete this questionnaire in relation to your experience **today** with the nurse consultant.

Please answer all of the questions. Your answers are anonymous and are kept entirely confidential, so feel free to say whatever you wish. Your answers will not have any affect on the care that you receive. If you do not understand any of the questions please feel free to discuss it with [a member of the team / outpatients staff or contact the pain management unit on .....].

[Please hand your survey to a member of staff at the reception desk].

Thank you very much for your help.

**Please read each item carefully and tick the box that is nearest to your opinion of how you felt during your experience of attending the clinic today: "Neutral" means you have no views either way.**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. I am totally satisfied with my visit to the nurse consultant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. <b><i>If examined</i></b> ; The nurse consultant was very careful to check everything when examining me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I will follow the nurse consultant's advice because I think he/she is absolutely right	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I felt able to tell the nurse consultant about very personal things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The time I was able to spend with the nurse consultant was a bit too short	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The nurse consultant <b><i>discussed</i></b> everything <b><i>regarding</i></b> my <b><i>proposed</i></b> treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Some things about my consultation with the nurse consultant could have been better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. There are some things the nurse consultant does not know about me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The nurse consultant <b><i>assessed</i></b> me very thoroughly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I thought the nurse consultant took notice of me as a person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The time I was allowed to spend with the nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

consultant was not long enough to deal with everything I wanted

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
12. I understand my condition much better after seeing the nurse consultant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The nurse consultant was interested in me as a person, not just my illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The nurse consultant knows all about me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. I felt the nurse consultant really knew what I was thinking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I wish it had been possible to spend a little more time with the nurse consultant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. I am not completely satisfied with my visit to the nurse consultant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. <b><i>I would be happy to see the nurse consultant again in the clinic</i></b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please add any other comments about your consultation that you think might be helpful for us to know about.

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**Thank you for completing this survey.** If there are any points raised by this questionnaire about your care that you would like to discuss with someone personally and in confidence, please contact: [Insert name/contact details]