

# Patient Satisfaction Survey for HIV Ambulatory Care

[Name of facility]

We would like to know how you feel about the services we provide so we can make sure we are meeting your needs. Your responses are directly responsible for improving these services. All responses will be kept confidential and anonymous.

Thank you for your time.

- **Sex**  Female  Male      **Age**  Below 15yrs  16-25  26-35  36-45  46 or above
- **Level of education**  None  Primary  Secondary  Post-secondary
- **Employment status**  Child  Unemployed  Employed  Retired  
(If employed please state your occupation here.....)
- **Marital status**  Married  Single  Widow/widower  Divorced
- **I have completed this survey**  By myself with no help  With some help from the clinic staff  With someone reading the survey to me and filling it out based on my answers
- **I have received medical care here for**  Less than 1 year  More than 1 year
- **I would rate my health today as**  Poor  Good  Excellent
- **My last visit here was**  Less than 1 month  1 to 2 months  3 to 6 months  More than 6 months ago

<b>EASE OF GETTING CARE</b>			
1. This hospital is convenient from my home	I agree=1	I don't agree=2	Indifferent=3
2. The working hours (when the clinic opens and closes) are convenient for me	I agree=1	I don't agree=2	Indifferent=3
3. The doctor/nurse/counselor told me how important it was to keep my appointments	I agree=1	I don't agree=2	Indifferent=3
4. If I needed care during off hours or had a medical question, I could reach someone at the clinic who could help me	I agree=1	I don't agree=2	Indifferent=3
5. I get seen in time and by the appropriate person	I agree=1	I don't agree=2	Indifferent=3
<b>WAITING FOR YOUR APPOINTMENT</b>			
6. The time I spent waiting when I came in was ( <i>tick the most appropriate time</i> )	<1hr	1-2hrs	>2hrs
7. While I waited for my visit, the staff were friendly to me	I agree=1	I don't agree=2	Indifferent=3
8. There was a seat available to me while I waited	I agree=1	I don't agree=2	Indifferent=3
9. HIV-specific educational materials were available for me to read	I agree=1	I don't agree=2	Indifferent=3
<b>PROVIDER: PHYSICIAN</b>			
10. The time the doctor spent with me was appropriate	I agree=1	I don't agree=2	Indifferent=3
11. I was comfortable in the consulting room	I agree=1	I don't agree=2	Indifferent=3
12. When I saw the doctor, my visits got interrupted (by phone calls, other patients, etc.)	I don't agree=1	I agree=2	Indifferent=3
13. I felt uncomfortable talking about personal or intimate issues with the doctor	I don't agree=1	I agree=2	Indifferent=3
14. If I had a complaint about my medical care, my providers would ignore it	I don't agree=1	I agree=2	Indifferent=3
15. When I asked the doctor questions about my HIV care, it was hard to understand their answers	I don't agree=1	I agree=2	Indifferent=3
16. The doctor explained to me what kinds of medical tests I should be getting and how often I should get them	I agree=1	I don't agree=2	Indifferent=3
17. The doctor made sure I understood what my lab test results (such as CD4) meant for my health	I agree=1	I don't agree=2	Indifferent=3
18. I found the doctor to be accepting of my life and healthcare choices	I agree=1	I don't agree=2	Indifferent=3
<b>PROVIDER: NURSE</b>			
19. The time the nurse spent with me was appropriate	I agree=1	I don't agree=2	Indifferent=3
20. I was comfortable at the nurses' station	I agree=1	I don't agree=2	Indifferent=3
21. When I was with the nurse, my visits got interrupted (by phone calls, other patients, etc.)	I don't agree=1	I agree=2	Indifferent=3
22. I felt uncomfortable talking about personal or intimate issues with the nurse	I don't agree=1	I agree=2	Indifferent=3
23. If I had a complaint about my medical care, the nurse would ignore it	I don't agree=1	I agree=2	Indifferent=3
24. When I asked the nurse questions about my HIV care, it was hard to understand their answers	I don't agree=1	I agree=2	Indifferent=3
25. The nurse explained to me what kinds of medical tests I should be getting and how often I should get them	I agree=1	I don't agree=2	Indifferent=3

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26. The nurse made sure I understood what my lab test results (such as CD4) meant for my health	I agree=1	I don't agree=2	Indifferent=3
27. I found the nurse to be accepting of my life and health care choices	I agree=1	I don't agree=2	Indifferent=3
<b>PROVIDERS: PHARMACIST</b>			
28. It was hard for me to get my HIV medication prescriptions filled when I needed them	I don't agree=1	I agree=2	Indifferent=3
29. The pharmacist explained the side effects of my HIV medications in a way I could understand	I agree=1	I don't agree=2	Indifferent=3
30. The pharmacist suggested ways to help me remember to take my HIV medications	I agree=1	I don't agree=2	Indifferent=3
31. I found the pharmacist to be accepting and non-judgmental of my life and health care choices.	I agree=1	I don't agree=2	Indifferent=3
<b>PROVIDERS: COUNSELORS</b>			
32. The counselor explained the side effects of my HIV medications in a way I could understand	I agree=1	I don't agree=2	Indifferent=3
33. The counselor suggested ways to help me remember to take my HIV medications	I agree=1	I don't agree=2	Indifferent=3
34. The counselor talked to me about how to avoid passing HIV to other people and how to protect myself from getting infected again with HIV	I agree=1	I don't agree=2	Indifferent=3
35. I found the counselor to be accepting and non-judgmental of my life and health care choices.	I agree=1	I don't agree=2	Indifferent=3
<b>PROVIDERS: RECORDS STAFF</b>			
36. The record staff had no difficulty retrieving my folder	I agree=1	I don't agree=2	Indifferent=3
37. The records staff explained the clinic flow to me: where I should go next and where to go afterwards	I agree=1	I don't agree=2	Indifferent=3
38. The records staff was nice to me	I agree=1	I don't agree=2	Indifferent=3
<b>PROVIDERS: LAB STAFF</b>			
39. The lab staff explained the test procedure to me	I agree=1	I don't agree=2	Indifferent=3
40. The lab staff had no difficulty retrieving my results	I agree=1	I don't agree=2	Indifferent=3
41. The lab staff was nice to me	I agree=1	I don't agree=2	Indifferent=3
<b>PAYMENT</b>			
42. The explanation of services that are free and those I needed to pay for were clear	I agree=1	I don't agree=2	Indifferent=3
43. It was easy for me to makes payments for care services I received in the hospital	I agree=1	I don't agree=2	Indifferent=3
44. I did not get the medical care I needed because I could not pay for it	I agree=1	I don't agree=2	Indifferent=3
<b>FACILITY AND CONFIDENTIALITY</b>			
45. The hospital is neat and clean always	I agree=1	I don't agree=2	Indifferent=3
46. I feel safe and comfortable coming to this hospital	I agree=1	I don't agree=2	Indifferent=3
47. I can easily find my way around in the hospital	I agree=1	I don't agree=2	Indifferent=3
48. The locations of the care areas I needed to go to are easily assessable	I agree=1	I don't agree=2	Indifferent=3
49. The staff keep my HIV status confidential	I agree=1	I don't agree=2	Indifferent=3
50. My records are kept confidential	I agree=1	I don't agree=2	Indifferent=3
<b>RESPECT AND CARING</b>			
51. The doctor/nurse's knowledge of the newest developments in HIV medical standards was good	I agree=1	I don't agree=2	Indifferent=3
52. There are times I feel poorly treated at this clinic	I don't agree=1	I agree=2	Indifferent=3
53. I thought about leaving this clinic to find better care somewhere else	I don't agree=1	I agree=2	Indifferent=3
54. I would recommend this clinic to my HIV-positive friends with similar needs	I agree=1	I don't agree=2	Indifferent=3
55. I am generally satisfied with the quality of care at this clinic, in comparison to other clinics I know about	I agree=1	I don't agree=2	Indifferent=3

### IMPROVEMENTS

**What improvements would you want implemented to make this clinic a better place for yourself and other patients?**

**Is there anything else that you would like to say about your HIV care at this clinic?**