

**Template: Patient Satisfaction Survey**

IPPF Social Franchising Toolkit

Stage 3: Designing the Franchise Package

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| **Introduction**  **Purpose of document**  Welcome to the *Social Franchising Patient Satisfaction Survey Template*! This template is formatted as a questionnaire for patients to confidentially share feedback on the quality of care received within the service delivery point.  **Category**  Template  **How to use this tool**  The questionnaire should not be conducted by the franchisee service provider directly. One option is for the franchisor to conduct 4-5 client interviews using the questionnaire at the time of each quality assurance visit. Ethical considerations such as informed consent, confidentiality, and privacy should be considered.  This is intended as a more in-depth interview of the client experience than the Net Promoter Score, which consists of fewer questions and can be used by the franchisee to more frequently monitor client loyalty as a proxy of quality of care and patient satisfaction with services:   1. On a scale of 1 to 10 where 1 is not at all likely and 10 is very likely, how likely are you to recommend this clinic to a friend or family member? 2. Please explain why you selected the rating you selected on the previous question. 3. What service(s) did you receive today?   **Information to be collected beforehand**  None  **Where to get help**  The social franchising focal person in your IPPF regional office will be able to help review your draft questionnaire and support you in adapting if necessary. |

**CLIENT SATISFACTION SURVEY**

Dear valued client, we would like to improve our services and your opinion about the care you have received at our facility is very important. Your responses will remain completely confidential.

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| --- | --- | --- | --- | --- | --- | --- |
| **Age:** | <25 years | | 26-40 years | | >40 years | |
| **Sex:** | Male | | Female | | Transgender | |
| **Insurance Type:** |  | | | | | |
| **Education:** | Primary school | Secondary school | | Higher,  education, not university | | University or higher |
| **# of times visiting this provider:** | First time | | 2 to 5 times | | More than 5 times | |

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| --- | --- | --- | --- | --- | --- | --- |
| **How did you feel during your visit?** | | **Excellent** | **Good** | **Average** | **Bad** | **Terrible** |
| 01 | **The way I was treated during the provision of my care was:** | 5 | 4 | 3 | 2 | 1 |
| 02 | **The level of trust I had in expressing my problem or worries was:** | 5 | 4 | 3 | 2 | 1 |
| 03 | **The respect for my options, decisions, and sexual practices was:** | 5 | 4 | 3 | 2 | 1 |
| 04 | **The respect for my beliefs was:** | 5 | 4 | 3 | 2 | 1 |
| 05 | **The respect for my right to privacy and confidentiality was:** | 5 | 4 | 3 | 2 | 1 |
| 06 | **The respect for order of arrival was:** | 5 | 4 | 3 | 2 | 1 |
| 07 | **The explanation of the diagnosis was:** | 5 | 4 | 3 | 2 | 1 |
| 08 | **The explanation of the exams that were conducted was:** | 5 | 4 | 3 | 2 | 1 |
| 09 | **The explanation of the treatment was:** | 5 | 4 | 3 | 2 | 1 |
| 10 | **The explanation of the care to follow at home was:** | 5 | 4 | 3 | 2 | 1 |
| 11 | **Security and surveillance were:** | 5 | 4 | 3 | 2 | 1 |
| 12 | **The cleanliness and comfort of the consultation room and waiting area was:** | 5 | 4 | 3 | 2 | 1 |
| 13 | **The cleanliness of the bathrooms was:** | 5 | 4 | 3 | 2 | 1 |
| 14 | **The waiting time to be seen in the consultation room was:** | 5 | 4 | 3 | 2 | 1 |
| 15 | **The time the provider dedicated to me was:** | 5 | 4 | 3 | 2 | 1 |
| 16 | **The observance of the hours of operation was:** | 5 | 4 | 3 | 2 | 1 |
| 17 | **The delivery time of diagnostic tests was: (only answer if you requested a diagnostic test)** | 5 | 4 | 3 | 2 | 1 |
| 18 | **Overall, your perception of the care provided was:** | **Excellent** | **Good** | **Average** | **Bad** | **Terrible** |

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| 19 | **Would you recommend this facility to a friend or family member?** | | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| Absolutely |  |  |  |  | No se |  |  |  | Absolutely not |
| 20 | **Why?** |  | | | | | | | | | | |

Thank you for your collaboration, we are here to serve you.