# Gastrointestinal Endoscopy Satisfaction Questionnaire (Version 0)

This section has been developed with the aim of obtaining YOUR personal views based upon YOUR experience of having an endoscopy. There are no right or wrong answers to any of the questions: simply put a cross in the box that best describes how you think. Your answers will be treated in a confidential manner, and they will not affect your treatment in any way. The information provided will be used to find out how satisfied people are with their endoscopy, and to improve the endoscopy service.

1. How much information was sent to you before your endoscopy appointment?

<table>
<thead>
<tr>
<th>Too much</th>
<th>About right</th>
<th>Not enough</th>
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</thead>
<tbody>
<tr>
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</table>

2. How easy to understand was the information that was sent to you before your endoscopy?

<table>
<thead>
<tr>
<th>Very easy</th>
<th>Easy</th>
<th>Fair</th>
<th>Difficult</th>
<th>Very difficult</th>
</tr>
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</table>

3. Was the information sent to you before your endoscopy appointment useful in answering your questions?

<table>
<thead>
<tr>
<th>Very useful</th>
<th>Useful</th>
<th>Fair</th>
<th>Not very useful</th>
<th>Not at all useful</th>
</tr>
</thead>
<tbody>
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</table>

4. Before you had your endoscopy, how much opportunity did you have to ask questions about the endoscopy procedure?

<table>
<thead>
<tr>
<th>Plenty</th>
<th>A little</th>
<th>None</th>
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</thead>
<tbody>
<tr>
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</table>

5. Before you had your endoscopy, how much explanation did you receive about what would happen during your endoscopy?

<table>
<thead>
<tr>
<th>Too much</th>
<th>About right</th>
<th>Not enough</th>
</tr>
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<tbody>
<tr>
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</table>

*If you did not receive an explanation, then please go directly to question 9.*

6. How easy to understand was the explanation given to you before your endoscopy?

<table>
<thead>
<tr>
<th>Very easy</th>
<th>Easy</th>
<th>Fair</th>
<th>Difficult</th>
<th>Very difficult</th>
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</table>
7. Was the explanation given to you before your endoscopy useful in answering your questions?

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<th>Very useful</th>
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</table>

8. Did the person who performed your endoscopy give you the explanation?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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<tr>
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</table>

9. Did more than one person give you an explanation of what would happen during your endoscopy?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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10. If more than one person explained your endoscopy to you, did you find this confusing?

<table>
<thead>
<tr>
<th>Very confusing</th>
<th>Confusing</th>
<th>Fair</th>
<th>Not very confusing</th>
<th>Not at all confusing</th>
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<tr>
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</table>

11. How would you rate the communication skills (eg. courtesy, respect, sensitivity, friendliness) of the person who performed your endoscopy?

<table>
<thead>
<tr>
<th>Very poor</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very good</th>
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<tbody>
<tr>
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</table>

12. How would you rate the technical skills (eg. thoroughness, carefulness, competence) of the person who performed your endoscopy?

<table>
<thead>
<tr>
<th>Very poor</th>
<th>Poor</th>
<th>Fair</th>
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<th>Very good</th>
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</table>

13. How would you rate the communication skills (eg. courtesy, respect, sensitivity, friendliness) of the other staff in the endoscopy unit?

<table>
<thead>
<tr>
<th>Very poor</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very good</th>
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</table>
14. How much pain or discomfort did you experience during your endoscopy?

- Very severe
- Severe
- Moderate
- Mild
- None

15. How much pain or discomfort did you experience after your endoscopy?

- Very severe
- Severe
- Moderate
- Mild
- None

16. After you had your endoscopy, how much opportunity did you have to ask questions about the findings?

- Plenty
- A little
- None

17. After you had your endoscopy, how much explanation of the findings did you receive?

- Too much
- About right
- Not enough

*If you did not receive an explanation, then please go directly to question 21.*

18. Did the person who performed your endoscopy give you the explanation?

- Yes
- No

19. How easy to understand was the explanation given to you after your endoscopy?

- Very easy
- Easy
- Fair
- Difficult
- Very difficult

20. Was the explanation given to you after your endoscopy useful in answering your questions?

- Very useful
- Useful
- Fair
- Not very useful
- Not at all useful
21. How would you rate the comfort of the recovery area in the endoscopy suite?

- Very poor
- Poor
- Fair
- Good
- Very good

22. Overall, how satisfied are you with your endoscopy?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

23. If, in the future, you have another endoscopy, how satisfied would you be to have it done by the same person?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

24. How would you rate the overall reputation of the hospital?

- Very poor
- Poor
- Fair
- Good
- Very good
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1. How easy to understand was the information that was sent to you before your endoscopy?
   - Very easy
   - Easy
   - Fair
   - Difficult
   - Very difficult

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   - Very useful
   - Useful
   - Fair
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   - Plenty
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4. How easy to understand was the explanation given to you before your endoscopy?
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   - Very difficult

5. Was the explanation given to you before your endoscopy useful in answering your questions?
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6. How would you rate the communication skills (eg. courtesy, respect, sensitivity, friendliness) of the person who performed your endoscopy?

Very poor  Poor  Fair  Good  Very good

7. How would you rate the technical skills (eg. thoroughness, carefulness, competence) of the person who performed your endoscopy?

Very poor  Poor  Fair  Good  Very good

8. How would you rate the communication skills (eg. courtesy, respect, sensitivity, friendliness) of the other staff in the endoscopy unit?

Very poor  Poor  Fair  Good  Very good

9. How much discomfort did you experience during your endoscopy?

Very severe  Severe  Moderate  Mild  None

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Very severe  Severe  Moderate  Mild  None

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14. After you had your endoscopy, how much explanation of the findings did you receive?

- Too much
- About right
- Not enough

*If you did not receive an explanation, then please go directly to question 18.*

15. Did the person who performed your endoscopy give you the explanation?

- Yes
- No

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