**APPENDIX 1**

**SATISFACTION WITH DOCTOR PATIENT INTERACTION AT O.A.U. HEALTH CENTRE**

We are conducting a project to determine the level of satisfaction of patients who attend this health centre with the interaction between themselves and the doctors they saw. Please feel free, be assured that none of your responses can be traced back to you.

**SECTION A**

Fill in your responses.

1. Age \_\_\_\_\_ 2. Sex\_\_\_\_\_\_\_ 3. Religion \_\_\_\_\_\_\_\_ 4. Marital status \_\_\_\_\_\_\_\_\_\_

4. Occupation \_\_\_\_\_\_\_\_\_\_\_\_\_\_ 5. Level of Education \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION B**

The following are some things people say about the doctor. Please read each one carefully, keeping in mind your experience with the doctor who attended to you. We are interested in your feelings, good and bad, about the interaction you had.

How strongly do you **AGREE** or **DISAGREE** with each of the following statements? Circle **one** number on each line.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | STRONGLY  AGREE | AGREE | UNCERTAIN | DISAGREE | STRONGLY  DISAGREE |
| 1. I understand my illness better after seeing the doctor. (IP) | 5 | 4 | 3 | 2 | 1 |
| 1. I had enough time with the doctor. (CT) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor was good at explaining the reason for my ill health. (CS) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor spoke politely to me. (CS) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor gave me all the information I was expecting to receive about my health. (IP) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor gave me a chance to say or ask all I wanted to. (CS) | 5 | 4 | 3 | 2 | 1 |
| 1. I did not understand what the doctor asked me to do. (IP) | 1 | 2 | 3 | 4 | 5 |
| 1. The doctor seemed interested in me as a person and not just my illness. (CS) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor told me how to care for my condition. (IP) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor greeted me before addressing my complaints. (CS) | 5 | 4 | 3 | 2 | 1 |
| 1. I felt comfortable talking to the doctor. (PC) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor did not use any words that I did not understand. (CS) | 5 | 4 | 3 | 2 | 1 |
| 1. I could freely talk to the doctor about my private issues. (PC) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor ignored some of the things I said. (CS) | 1 | 2 | 3 | 4 | 5 |
| 1. I think the doctor’s advice is appropriate for my situation. (PC) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor was not friendly to me. (CS) | 1 | 2 | 3 | 4 | 5 |
| 1. The doctor seemed to know what to do for my problem. (PC) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor paid enough attention to my privacy. (PC) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor listened patiently to me. (CS) | 5 | 4 | 3 | 2 | 1 |
| 1. I intend to follow the doctor’s advice. (CI) | 5 | 4 | 3 | 2 | 1 |
| 1. The doctor did not relieve my worries about my illness. (PC) | 1 | 2 | 3 | 4 | 5 |
| 1. All things considered, I am satisfied with the interaction between me and the doctor. | 5 | 4 | 3 | 2 | 1 |

1. Score on a scale of 1 – 10 (1 = very poor, 10 = excellent) your level of satisfaction with the interaction between you and your doctor. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thank you for participating.

IP = Information Provision by the Doctor; CT = Consulting Time; CS = Doctor’s Communication Skills; PC = Patient’s Confidence in the Doctor; CI = Compliance Intent.