

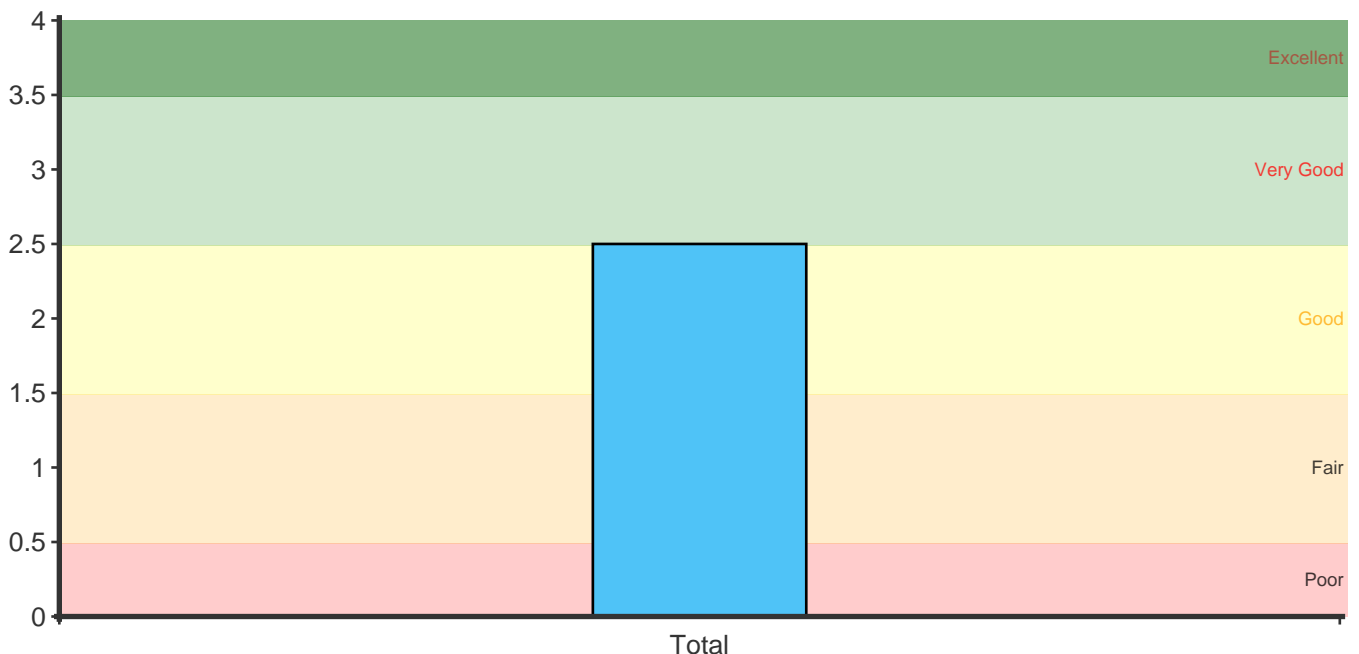
### Patient Satisfaction Questionnaire - Service (PSQ-S)

<i>Client Name</i>	Dummy Client	<i>Date administered</i>	28 Jan 2025
<i>Date of birth (age)</i>	1 Jan 2000 (25)	<i>Time taken</i>	13s
<i>Assessor</i>	Toni Pikoos		

### Results

	Raw Score (0 - 40)	Average (0 - 4)	Descriptor
Service Satisfaction	25	2.5	Very Good

### Average Score



### Scoring and Interpretation Information

Scores are presented as an average score between 0 and 4, where higher scores indicate higher levels of satisfaction with service-related aspects of the cosmetic procedure. This score is calculating by summing the total score (between 0 and 40) divided by 10, and results in the average level of agreement for each statements, where:

- 0 = Poor – Very dissatisfied
- 1 = Fair – Moderately dissatisfied
- 2 = Good – Moderately low satisfaction
- 3 = Very Good - Indicative of a moderate degree of satisfaction
- 4 = Excellent - Indicative of a high degree of satisfaction

Given that satisfaction questionnaires often have ceiling effects (where many respondents give the maximum possible rating), scores below 3 should be interpreted as a significant disruption to satisfaction, despite the supposed “good” rating.

<b>Client Name</b>	Dummy Client
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### Client Responses

		Poor	Fair	Good	Very Good	Excellent
1	Communication with the clinic/practitioner BEFORE the procedure	0	1	2	3	4
2	Communication with the clinic/practitioner AFTER the procedure	0	1	2	3	4
3	The personal manner (courtesy, respect, friendliness) of staff	0	1	2	3	4
4	Adequate time spent with the cosmetic practitioner	0	1	2	3	4
5	Sufficient explanation of your proposed procedure	0	1	2	3	4
6	Opportunity to ask questions and seek clarifications	0	1	2	3	4
7	Sufficient explanation of costs of the proposed procedure	0	1	2	3	4
8	The facilities and physical environment provided	0	1	2	3	4
9	The professionalism of the practice	0	1	2	3	4
10	Overall, my experience with this service was	0	1	2	3	4