

Patient Satisfaction Questionnaire - Service (PSQ-S)

Instructions:

The following questions relate to your satisfaction with the cosmetic procedure that you have recently received.

Please indicate how satisfied you were with each of the following aspects of your care:

		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

Developer Reference:

Pikoos, T. D., & Buchanan, B. (2024). www.readymind.com.au

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