



Client Information

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|----------------------------|----------------------|
| <i>Client Name</i> | jonny smith |
| <i>Date of birth (age)</i> | 20 October 2000 (19) |

Assessment Information

| | |
|--------------------------|----------------------------------|
| <i>Assessment</i> | Client Satisfaction Survey (CSS) |
| <i>Date administered</i> | 10 May 2020 |
| <i>Assessor</i> | Dr Ben Buchanan' |
| <i>Time taken</i> | 0 minutes 54 seconds |

Results

| | Value |
|--------------------|-------|
| Total Satisfaction | 33 |

Interpretive Text

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| This individual was very satisfied |
| On average this individual strongly agreed that they were satisfied with the service. |

Scoring and Interpretation Information

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| A numerical score between 0 and 40 is presented, where higher scores mean higher levels of satisfaction. The clients are also asked to make comment on the following two questions. |
| 1. Other areas of strength |
| 2. Suggestions for improvements |

Client Responses

| | | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|---|----------------|-------|---------|----------|-------------------|
| 1 | The practitioner was prepared for my visits | 5 | 4 | 3 | 2 | 1 |
| 2 | The practitioner understood my concerns | 5 | 4 | 3 | 2 | 1 |
| 3 | The practitioner gave me as much information as I wanted about what I could do to manage my condition | 5 | 4 | 3 | 2 | 1 |
| 4 | Therapy has helped me improve the quality of my life | 5 | 4 | 3 | 2 | 1 |
| 5 | I was able to schedule appointments at times that suited me | 5 | 4 | 3 | 2 | 1 |
| 6 | The information I received (materials, what staff/practitioners told me, etc.) was consistent | 5 | 4 | 3 | 2 | 1 |



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Client Responses (cont.)

| | | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|----|---|--|-------|---------|----------|-------------------|
| 7 | The reception staff were friendly and helpful | 5 | 4 | 3 | 2 | 1 |
| 8 | All things considered, I am satisfied with the service I received | 5 | 4 | 3 | 2 | 1 |
| 9 | Other areas of strength | Really felt a strong connection with my psychologist. Thank you! | | | | |
| 10 | Suggestions for improvements | I found it difficult to get the appointment times i needed. | | | | |