



## Client Satisfaction Survey (CSS)

### Instructions:

We value your feedback. Please let us know how your experience has been by answering the following questions.

		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
7	The reception staff were friendly and helpful (skip if not applicable)	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					
10	Suggestions for improvements					

### Developer Reference:

NovoPsych

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