

Appendix 1

Patient Satisfaction Questionnaire

Adapted from Patient satisfaction questionnaire for general practitioner services (7).

Male _____ Female _____

Age (years) _____

	Strongly agree (1)	Agree (2)	Neither agree nor disagree (3)	Disagree (4)	Strongly disagree (5)
1) Getting an appointment for the GP-based orthopaedic clinic at a convenient time was easy?					
2) The doctor did enough tests to find out what was wrong with me?					
3) I have absolute faith and confidence in the doctor at the GP-based orthopaedic clinic?					
4) The doctor at the GP-based orthopaedic clinic did not tell me enough about the treatment?					
5) The doctor at the GP-based orthopaedic clinic fully explained how the illness and treatment would affect my future health?					
6) Appointments are easy to make whenever I need them at the GP-based orthopaedic clinic?					
7) I felt perfectly satisfied with the way I was treated at the surgery when I attended the GP-based orthopaedic clinic?					
8) The doctor showed a genuine interest in my problems at the GP-based orthopaedic clinic?					

9) The doctor always puts me at ease at the GP-based orthopaedic clinic?					
10) My general experience at the GP-based orthopaedic clinic was very good?					
11) My experience at the GP-based orthopaedic clinic was generally better than if I had been referred to hospital for an orthopaedic outpatient review?					
12) If I was referred to see a specialist, I would prefer to see him/her in my own GP practice?					

Please feel free to add any general comments:

Appendix 2

A forty-nine year old male wrote:

“(the doctor and clinic are) a great asset to the surgery.”

Another forty-nine year old male wrote:

“(the reviewing doctor) made me feel at ease and talked to me like a friend. I would not hesitate to attend his clinic again.”

A fifty-five year old female also commented:

“Excellent service.”