

## Appendix 2

### Satisfaction Questionnaire

<b>Survey Questions to be included in all Provider Surveys</b>			
	Extremely happy	5	
	Very happy	4	
	Satisfied	3	
	Not happy	2	
	Extremely unhappy	1	
<b>Number</b>	<b>Question</b>	<b>Score</b>	<b>Comment</b>
1	On a scale of 1 to 5 (5 being extremely happy and 1 being very unhappy) how would you rate the overall care that you are given by (Name of Provider)?		
2	On a scale of 1 to 5 (5 being extremely happy and 1 being very unhappy) how would you rate the care that you are given by your Carers?		
3	On a scale of 1 to 5 (5 being extremely happy and 1 being very unhappy) how would you rate the communication you receive from (Name of Provider)?		
4	On a scale of 1 to 5 (5 being extremely happy and 1 being very unhappy) how would you rate overall, the punctuality of your carers?		
5	On a scale of 1 to 5 (5 being extremely happy and 1 being very unhappy) how would you rate the carers knowledge of you and your needs?		