The University of Edinburgh

Occupational Health Unit

**SATISFACTION SURVEY - STRICTLY PRIVATE & CONFIDENTIAL**

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| --- | --- | --- | --- |
| **Reason for your visit to the Occupational Health Unit (OHU)** | | | **🗶** |
| Management referral |  | Health surveillance |  |
| Self-referral |  | Travel consultation |  |
| Immunisation |  | Parking assessment |  |
| Other (please specify): | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **OH Unit and organisation** | | | |
| **1** | Were you given enough privacy while you were at the OHU? | | 🗶 |
| Yes, definitely | |  |
| Yes, to some extent | |  |
| No | |  |
| **2** | In your opinion, how clean was the OHU? | | 🗶 |
| Very clean | |  |
| Fairly clean | |  |
| Not very clean | |  |
| Not clean at all | |  |
| **3** | How long after the stated appointment time did the appointment start | | 🗶 |
| Seen on time | |  |
| Waited up to 5 minutes | |  |
| Waited 6-15 minutes | |  |
| Waited 16-30 minutes | |  |
| Waited more than 30 minutes | |  |
| **4** | If you were referred to the OHU by your manager/HR, did you receive a full explanation of the reasons for referral and the questions being asked from them prior to your appointment? | 🗶 | |
| Yes, definitely |  | |
| Yes, to some extent |  | |
| No |  | |
| **5** | How long did you wait between being referred and the date of your appointment? | 🗶 | |
| Up to 7 days |  | |
| 7-14 days |  | |
| 14 -21 days |  | |
| More than 21 days |  | |
| **Seeing an OH Professional** | | | |
| **6** | Did the OH professional seeing you introduce themself? | 🗶 | |
| Yes |  | |
| No |  | |
| **7** | Did the OH professional explain his or her role in a way that you could understand? | 🗶 | |
| Yes, completely |  | |
| Yes, to some extent |  | |
| No |  | |

Please turn over 🡺

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **8** | Do you feel the OH professional listened to what you had to say? | | 🗶 | |
| Yes, definitely | |  | |
| Yes, to some extent | |  | |
| No | |  | |
| **9** | If you had important questions to ask the OH professional, did you get answers or advice that you could understand? | | 🗶 | |
| Yes, definitely | |  | |
| Yes, to some extent | |  | |
| No | |  | |
| No opportunity to ask | |  | |
| **10** | Did you have confidence and trust in the OH professional you saw? | | 🗶 | |
| Yes, definitely | |  | |
| Yes, to some extent | |  | |
| No | |  | |
| **11** | Did you feel that your assessment by OH was of help in your work circumstances? | | 🗶 | |
| Yes, definitely | |  | |
| Yes, to some extent | |  | |
| No | |  | |
| **12** | Following your OHU appointment, did the consultation match with your understanding of the reasons for your manager’s referral? | | 🗶 | |
| Yes, definitely | |  | |
| Yes, to some extent | |  | |
| No | |  | |
| **Overall impression** | | | | |
| **13** | Overall, did you feel you were treated with respect and dignity while you were at the OHU? | | | 🗶 |
| Yes, all the time | | |  |
| Yes, some of the time | | |  |
| No | | |  |
| **14** | Overall, how would you rate the service you received at the OHU? | | | 🗶 |
| Excellent | | |  |
| Very Good | | |  |
| Good | | |  |
| Fair | | |  |
| Poor | | |  |
| Very Poor | | |  |
| **15** | Would you recommend the service or use the service again? | **Yes** | **No** | |
| **16** | Any comments you would like to make about your experience with the University Occupational Health Unit. | | | |
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Please send the completed questionnaire electronically to; [**Occupational.Health@ed.ac.uk**](mailto:Occupational.Health@ed.ac.uk)

Or alternatively send it in a sealed envelope to:

**The Occupational Health Unit**

**Drummond Street Annexe, Drummond Street, Edinburgh EH8 9XP**