



SATISFACTION SURVEY - STRICTLY PRIVATE & CONFIDENTIAL

Reason for your visit to the Occupational Health Unit (OHU)			x
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?		x
	Yes, definitely		
	Yes, to some extent		
	No		
2	In your opinion, how clean was the OHU?		x
	Very clean		
	Fairly clean		
	Not very clean		
	Not clean at all		
3	How long after the stated appointment time did the appointment start		x
	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?		x
	Yes, definitely		
	Yes, to some extent		
	No		
5	How long did you wait between being referred and the date of your appointment?		x
	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 themselves?		x
	Yes		
	No		
7	Did the OH professional explain his or her role in a way that you could understand?		x
	Yes, completely		
	Yes, to some extent		
	No		

Please turn over ➡

8	Do you feel the OH professional listened to what you had to say?		x
	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?		x
	Yes, definitely		
	Yes, to some extent		
	No		
	No opportunity to ask		
10	Did you have confidence and trust in the OH professional you saw?		x
	Yes, definitely		
	Yes, to some extent		
	No		
11	Did you feel that your assessment by OH was of help in your work circumstances?		x
	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?		x
	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?		x
	Yes, all the time		
	Yes, some of the time		
	No		
14	Overall, how would you rate the service you received at the OHU?		x
	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.		

Please send the completed questionnaire electronically to; 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