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| *Below the template for a consent form is provided. Before a questionnaire can be taken from a client, the client has to provide his/her consent via a consent form that he/she signs and dates. Only when he/she has done this, you can give him the questionnaire.* |

[*Institute’s name and address*]

Consent Form

[*place*], [*date*]

Dear participant,

Your satisfaction regarding the services provided by the laboratory is an important indicator for the quality of our work. We therefore would like to ask you to complete this questionnaire and help us improve our services.

Please know that this questionnaire is not meant to test you, but to get an indication of the performance of the laboratory from your perspective. Your answers will be used to optimize our services.

You will be asked about several aspects of the services provided to you by the [name laboratory]. Your answers are only used by the laboratory to improve its services and will not be given to others. Your answers will be treated confidentially and you will remain anonymous (your answers will not be traceable to you). Your participation is voluntary and you can stop your participation at any time and withdraw your permission to use the information given by you for the research project.

This survey is conducted by [*name contact person of the laboratory*] of [*name laboratory*]. If you have any questions, feel free to contact [*name contact person of the laboratory*] at [*contact details*].

I have read this form and agree with the contents:

Date Signature participant

|  |
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| *Below example questions are given for a client satisfaction questionnaire. These questions are divided over 4 sections. In section A personal characteristics are asked that can enable to you identify possible correlations between questionnaire data and certain participant characteristics.**Please note that the questions are not yet in a good lay out. The lay out of the questionnaire is important : it must be clear and guide the person completing the questionnaire in selecting the answers to the questions.**Also note that questionnaires should always be translated to the language of the persons you want to complete the questionnaire.* |

**Clinician satisfaction questionnaire**

Section A – Personal details

A1. What is your gender? [Male/female]

A2. What is your year of birth? [open question]

A3. What is your nationality? [open question]

A4. What is your current position? [open question]

A5. How long have you practiced in this position? […years]

A6. At what hospital/health care center do you work? [open question]

A7. How long have you worked at this hospital/health care center? […years]

Section B – Laboratory accessibility

B1. Do you always get contact with the laboratory staff when needed? [yes/no]

B2. Who do you communicate with most often in the laboratory? [Laboratory Director/Laboratory Manager/Technician/Assistant/Secretary/Other, namely…]

B3. Are you satisfied with the communication between you and the laboratory staff? [yes/no]

* If no: why are you not satisfied? [open question]

B4. Does the laboratory staff always help you to solve your problems? [yes/no]

B5. How do you usually communicate with the laboratory? [Email/Telephone/Face to face meeting/Other, namely…]

Section C – Provision of information

C1. Has the laboratory provided you with…

* …information on which tests are available at the laboratory? [yes/no]
* …information on the clinical use of each test? [yes/no]
* …instructions for sample collection? [yes/no]
* …instructions on how to pack the samples for transport from you to the laboratory? [yes/no]
* …information on how the result will be reported? [yes/no]

C2. When you request a laboratory test, do you know when you can expect the result? [yes/no]

C3. Is the request form clear? [yes/no]

C4. Is the request form extensive enough to collect all the clinical information needed? [yes/no]

* If no, what parameters should be added to the request form? [open question]

C5. If you have any additional questions regarding the request of laboratory testing, do you have the possibility to ask them? [yes/no]

C6. Is the result report always clear to you? [yes/no]

C7. Does the result report include all the information you need to have? [yes/no]

* If not, which additional information should, in your opinion, be included in the result report? [open question]

C8. If you have any additional questions regarding the request of laboratory testing and result report, do you have the possibility to ask them? [yes/no]

If yes:

* Was the laboratory staff member able to answer your questions? [yes/no]
* Was the answer clear? [yes/no]

Section D – Provision of services

D1. Can the laboratory always perform all the tests you think are necessary? [yes/no]

D2. Is the capacity of the laboratory in your opinion sufficient to deal with the number of requests? [yes/no]

D3. What is the average time that you have to wait to receive the laboratory results…

* …for [*test 1 name*] […hours]
* …for [*test 2 name*][…weeks]
* …for [*test 3 name*] […months]
* [*add more if necessary*]

D4. Are you satisfied with the turnaround time of the laboratory? [yes/no]

D5. In your contacts with the staff of the laboratory, was the staff…

* …polite to you? [yes/no]
* …helpful? [yes/no]
* …professional? [yes/no]
* …friendly? [yes/no]

D6. Are you, in general, satisfied with the laboratory services? [yes/no]

D7. Are you satisfied with the laboratory staff? [yes/no]

After you have completed the questionnaire please return it to the researcher.

Thank you very much!