

Completing the Patient Enablement and Satisfaction Survey (PESS)

This copy of the survey is for nurses. It provides a background to the survey and information on how to score each section.

Scoring

There is a total of 15 items. The total range of scores is 15 to 75; 15 represents the lowest satisfaction score available and 75 represents the highest.

Each 'strongly agree' answer is given a score of 5 (as indicated beside the box). Therefore if someone answered 'strongly agree' to each question, the total score would be 75, indicating a high level of satisfaction with their experience.

Each 'strongly disagree' answer is given a score of 1 (as indicated beside the box). If someone answered 'strongly disagree' to each question the total score would be 15, indicating a very low level of satisfaction with their experience.

Remember to analyse surveys as a group, not individually. For example, if you have 20 surveys, you calculate the total score for each survey then add the totals together and divide the grand total by 20. This gives you the overall average enablement and satisfaction score for the group.

The reason for seeing the nurse can help to make sense of responses. For example, someone who attends for a flu vaccination might find questions regarding enablement not applicable.

Responses are in the form of a 5-point Likert scale. This enables you to measure not only the patient's opinion but also the intensity of this opinion.¹

The client health outcomes are reflected in the questions as follows:

- affective support (a,b)
- health information (c,d)
- decisional control (e,f)
- professional / technical competencies (g,h)
- access to care (i,j)
- time (k)
- professionalism (m,n)
- overall satisfaction (o)

PATIENT ENABLEMENT AND SATISFACTION SURVEY

Thank you for answering this anonymous survey which will not identify you personally in any way. The questions will provide important information about your experience with the nursing care at this general practice.

This survey will take about 10 minutes to complete.

How to fill in this survey

Most of the questions can be answered by placing a tick in the box next to the answer that best applies. Please tick only one answer for each question unless otherwise directed.

Please return your completed survey to the reception staff or return it using the reply-paid envelope provided.

If you have any questions about this survey, you can contact:

Name of general practice/ person administering survey

Insert name and address of practice

1 Reason for seeing the nurse/s:

2 Patient experience

Please respond to the following statements by ticking one box on each line

	Strongly disagree	Disagree	Uncertain	Agree	Strongly agree	Not applicable
a The nurse/s were understanding of my personal health concerns	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
b The nurse/s gave me encouragement in regard to my health problem	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
c I felt comfortable to ask the nurse/s questions	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
d My questions were answered in an individual way	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
e I was included in decision-making	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
f I was included in the planning of my care	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
g The treatments I received were of a high quality	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
h Decisions regarding my health care were of high quality	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
i The nurse/s were available when I needed them	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
j The nurse appointment times were when I needed them	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
k The nurse/s spent enough time with me	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
l I was confident with the nurse/s' skills	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
m The nurse/s were very professional	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
n Overall, I was satisfied with my health care	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
o The care I received from the nurse/s was of high quality	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

The questions were developed using Cox's interactional model of the client-patient interaction.^{2,3} The use of this nursing framework enables one to measure the outcomes of nurse-patient interactions. Additional outcomes were identified by Australian patients of nurses in general practice and also included in the survey.

