## Mental health service satisfaction scale

Thinking back to the last appointment you had at a health facility for mental health care, please tell me how much you disagree or agree with the following statements:

|  |  |  |
| --- | --- | --- |
| 1 | The health worker treated me with courtesy | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 2 | The health worker listened to me carefully | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 3 | The health worker explained things to me in a way I understood | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 4 | The health facility was clean | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 5 | The waiting room was clean | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 6 | The latrine was clean | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 7 | The waiting time was acceptable | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 8 | I had enough time to discuss with health worker | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 9 | I was given information in a way I understood | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 10 | I received helpful advice | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 11 | The administrative staff treated me with courtesy and respect | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 12 | The health worker involved my family helpfully | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |

## Mental health service satisfaction scale

|  |  |  |
| --- | --- | --- |
| 13 | My privacy was respected | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 14 | I have the opportunity for follow up with the same health worker | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 15 | My personal information is kept confidential  | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 16 | Referral to specialist is possible | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 17 | The service is effective at decreasing symptoms | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 18 | The service is effective at decreasing relapses | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 19 | The service is effective at helping with economic problems | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 20 | It is possible to see the health worker when needed | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 21 | It was easy to attend the health facility | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 22 | I had enough time to attend the health facility | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 23 | I could afford to attend the health facility for treatment | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |
| 24 | I would advise my family to come to this facility for treatment if they had the same problem | Strongly disagree |
| Disagree |
| Agree |
| Strongly agree |