Appendix e1

Global Rating Scale – Questionnaire SCoPE consortium

Pre-procedure part

1. Date of birth
   □□ □□ □□□□ Day Month Year

2. Date of filling in the questionnaire
   □□ □□ □□□□ Day Month Year

3. Gender
   □ Male □ Female

4. What is your current height?
   ___ cm

5. What is your current weight?
   ___ kg

6. Have you had a bowel investigation before?
   □ None
   □ Colonoscopy
   □ Sigmoidoscopy
   □ Barium enema
   □ Other:

7. Have you had abdominal or pelvic surgery before?
   □ Yes □ No

8. Who referred you to the endoscopy department?
   □ The gastroenterologist after an outpatient appointment.
   □ General practitioner
   □ Other, please specify

9. Has a doctor or nurse explained why the colonoscopy is required?
   □ Yes □ No

10. Were you offered any choice about the date and time of the appointment?
    □ Yes □ No

11. a) How long did you have to wait for your appointment?
    ___ Weeks

   b) How satisfied are you about the length of time you spent on the waiting list?
    Very satisfied □□□□□ Very dissatisfied

12. a) Has a doctor or nurse discussed what the colonoscopy procedure involves?
    □ Yes □ No

   b) Was this information
    Very clearly explained □□□□□ Not clearly explained at all

13. a) Were you given an information pamphlet explaining the colonoscopy procedure?
    □ Yes □ No

   b) Was this information pamphlet
    Very clear □□□□□ Very unclear

14. Has a doctor or nurse discussed the possible risks involved in a colonoscopy:
    a) Perforation
    b) Bleeding
    c) Missing a lesion
    d) Side effects of sedative medication
    □ Yes □ No

15. Do you have a preference for a male or female doctor carrying out the procedure?
    □ No preference
    □ Male doctor
    □ Female doctor

16. What was your experience of the bowel preparation before the procedure?
    Absolutely not burdensome □□□□□ Very burdensome
Post-procedure part

1. The endoscopy department was easy to find
   Strongly agree □□□□□  Strongly disagree □□□□□

2. The waiting room was comfortable
   Strongly agree □□□□□  Strongly disagree □□□□□

3. How satisfied were you with the length of time spent in the waiting room before the procedure?
   Very satisfied □□□□□  Very dissatisfied □□□□□

4. I felt free to ask the department staff any remaining questions I had
   Strongly agree □□□□□  Strongly disagree □□□□□

5. Did you feel that you understood that sedation medication was given for pain and to make you sleepy?
   Yes □  No □

6. Did you have sedative medication?
   Yes □  No □

7. I had the impression that the department staff was too rushed
   Strongly agree □□□□□  Strongly disagree □□□□□

8. a) How satisfied were you with the doctor’s courteousness?
   Very satisfied □□□□□  Very dissatisfied □□□□□

8. b) How satisfied were you with the doctor’s skill?
   Very satisfied □□□□□  Very dissatisfied □□□□□

9. a) How satisfied were you with the courteousness of the nursing staff?
   Very satisfied □□□□□  Very dissatisfied □□□□□

   b) How satisfied were you with the carefulness of the nursing staff
   Very satisfied □□□□□  Very dissatisfied □□□□□

10. I had enough privacy during the colonoscopy
    Strongly agree □□□□□  Strongly disagree □□□□□

11. a) How much of the colonoscopy can you remember?
    I remember everything □□□□□  I remember nothing at all □□□□□

   b) Would you have preferred to be
    More alert □□□□□  Less alert □□□□□

12. Did the doctor or nurse react adequately to complaints of pain or discomfort during the colonoscopy?
    Yes □  No □

13. I was given enough privacy in the recovery room
    Strongly agree □□□□□  Strongly disagree □□□□□

14. I was adequately informed about when I would receive the results
    Strongly agree □□□□□  Strongly disagree □□□□□

15. a) Before being discharged, were you given written information about the preliminary results of the colonoscopy?
    Yes □  No □

   b) How important is it for you to receive written results?
    Very important □□□□□  Not important at all □□□□□

16. a) Did the doctor discuss your results with you before your discharge?
    Yes □  No □

   b) How important is it for you to speak to a doctor before being discharged?
    Very important □□□□□  Not important at all □□□□□

17. a) Were you given an aftercare information brochure about what to do should problems arise at home?
    Yes □  No □

   b) Was this information
    Very clear □□□□□  Not clear at all □□□□□

18. How satisfied were you with regard to the explanation about what was found during the colonoscopy?
    Very satisfied □□□□□  Very dissatisfied □□□□□

19. Did you feel that you had to wait longer than necessary for discharge instructions from the doctor or nurse in the recovery area?
    Yes □  No □

20. Were you informed about what to do if problems arose once you were home?
    Yes □  No □

21. What was your experience about the following
    Less discomfort than expected □□□□□  More discomfort than expected □□□□□

    Very comfortable □□□□□  Very uncomfortable □□□□□

    Very acceptable □□□□□  Very unacceptable □□□□□

    Very embarrassing □□□□□  Not embarrassing at all □□□□□

22. If necessary, would you be prepared to undergo a colonoscopy again?
    Yes, definitely □□□□□  Definitely not □□□□□

23. How satisfied are you with the experience as a whole?
    Very satisfied □□□□□  Very dissatisfied □□□□□

If you have any additional remarks for service improvements of our unit, please provide them below.
### Pre-/Post Positive (range), % 1 Neutral (range), %1 Negative (range), %1

<table>
<thead>
<tr>
<th>Modules and satisfaction items</th>
<th>Pre-/Post</th>
<th>Positive (range), % 1</th>
<th>Neutral (range), %1</th>
<th>Negative (range), %1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accessibility and timeliness (α = 0.60)</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Satisfaction about waiting time</td>
<td>Pre-procedure</td>
<td>59.7 (48.5 – 75.0)</td>
<td>26.0 (14.1 – 33.6)</td>
<td>14.4 (9.8 – 19.8)</td>
</tr>
<tr>
<td>Satisfaction about the accessibility of unit</td>
<td>Post-procedure</td>
<td>89.8 (59.3 – 97.9)</td>
<td>5.4 (1.4 – 19.5)</td>
<td>4.8 (0.7 – 21.2)</td>
</tr>
<tr>
<td>Satisfaction about comfort waiting room</td>
<td>Post-procedure</td>
<td>65.8 (51.7 – 85.9)</td>
<td>25.9 (9.8 – 33.6)</td>
<td>8.3 (0.0 – 15.4)</td>
</tr>
<tr>
<td>Satisfaction with waiting time within department</td>
<td>Post-procedure</td>
<td>80.6 (68.5 – 89.3)</td>
<td>12.6 (6.3 – 18.2)</td>
<td>6.9 (0.7 – 13.3)</td>
</tr>
<tr>
<td>Possibility to ask questions to staff</td>
<td>Post-procedure</td>
<td>88.0 (78.0 – 95.8)</td>
<td>8.9 (3.5 – 17.6)</td>
<td>3.2 (0.7 – 4.8)</td>
</tr>
<tr>
<td><strong>Interpersonal skills (α = 0.78)</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Satisfaction courtesy endoscopist</td>
<td>Post-procedure</td>
<td>91.7 (78.9 – 98.1)</td>
<td>6.6 (1.4 – 16.7)</td>
<td>1.7 (0 – 4.4)</td>
</tr>
<tr>
<td>Satisfaction competency endoscopist</td>
<td>Post-procedure</td>
<td>92.7 (84.1 – 97.6)</td>
<td>6.1 (0.8 – 13.0)</td>
<td>1.3 (0.0 – 2.9)</td>
</tr>
<tr>
<td>Satisfaction courtesy endoscopy nurse</td>
<td>Post-procedure</td>
<td>95.0 (90.1 – 98.3)</td>
<td>3.2 (0.8 – 7.0)</td>
<td>1.7 (0.0 – 5.3)</td>
</tr>
<tr>
<td>Satisfaction carefulness endoscopy nurse</td>
<td>Post-procedure</td>
<td>93.9 (89.4 – 97.2)</td>
<td>4.9 (2.0 – 10.4)</td>
<td>1.1 (0.0 – 3.1)</td>
</tr>
<tr>
<td>Rushed attitude staff within department</td>
<td>Post-procedure</td>
<td>84.3 (77.5 – 90.8)</td>
<td>7.5 (2.8 – 12.2)</td>
<td>8.2 (3.4 – 13.0)</td>
</tr>
<tr>
<td><strong>Comfort and privacy (α = 0.71)</strong></td>
<td></td>
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</tr>
<tr>
<td>Satisfaction about privacy during colonoscopy</td>
<td>Post-procedure</td>
<td>92.0 (87.8 – 95.8)</td>
<td>6.3 (3.4 – 11.4)</td>
<td>1.7 (0.6 – 4.3)</td>
</tr>
<tr>
<td>Satisfaction about privacy recovery room</td>
<td>Post-procedure</td>
<td>76.4 (65.8 – 89.5)</td>
<td>16.0 (7.9 – 21.0)</td>
<td>7.6 (2.6 – 14.8)</td>
</tr>
<tr>
<td>Satisfaction about expected comfort</td>
<td>Post-procedure</td>
<td>68.7 (48.2 – 79.5)</td>
<td>18.5 (12.3 – 27.0)</td>
<td>13.4 (2.7 – 24.8)</td>
</tr>
<tr>
<td>Satisfaction comfortable procedure</td>
<td>Post-procedure</td>
<td>48.1 (24.8 – 64.4)</td>
<td>32.0 (24.0 – 36.0)</td>
<td>19.9 (8.1 – 40.2)</td>
</tr>
<tr>
<td>Satisfaction acceptable procedure</td>
<td>Post-procedure</td>
<td>73.3 (53.6 – 86.7)</td>
<td>21.4 (11.9 – 38.1)</td>
<td>5.3 (1.4 – 10.6)</td>
</tr>
<tr>
<td>Satisfaction about (possible) embarrassment</td>
<td>Post-procedure</td>
<td>78.0 (71.6 – 87.7)</td>
<td>13.9 (5.1 – 19.0)</td>
<td>8.2 (1.4 – 14.1)</td>
</tr>
<tr>
<td>Satisfaction bowel preparation episode</td>
<td>Pre-procedure</td>
<td>24.5 (14.9 – 33.1)</td>
<td>24.2 (14.0 – 33.3)</td>
<td>51.3 (40.6 – 71.1)</td>
</tr>
<tr>
<td><strong>Information and aftercare (α = 0.63)</strong></td>
<td></td>
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</tr>
<tr>
<td>Possibility to obtain information about results from staff</td>
<td>Post-procedure</td>
<td>77.9 (55.5 – 89.1)</td>
<td>14.1 (8.0 – 24.5)</td>
<td>7.9 (2.9 – 20.0)</td>
</tr>
<tr>
<td>Satisfaction with clarity aftercare information pamphlet</td>
<td>Post-procedure</td>
<td>93.9 (88.9 – 98.5)</td>
<td>5.5 (0.7 – 11.1)</td>
<td>0.6 (0.0 – 3.0)</td>
</tr>
<tr>
<td>Satisfaction with explanation results procedure</td>
<td>Post-procedure</td>
<td>74.9 (51.5 – 86.4)</td>
<td>16.8 (8.7 – 31.8)</td>
<td>8.3 (2.3 – 26.0)</td>
</tr>
<tr>
<td>Satisfaction with explanation colonoscopy</td>
<td>Pre-procedure</td>
<td>81.2 (70.4 – 95.6)</td>
<td>13.2 (2.5 – 20.8)</td>
<td>5.6 (1.6 – 13.0)</td>
</tr>
<tr>
<td>Satisfaction with clarity pre-information leaflet</td>
<td>Pre-procedure</td>
<td>87.5 (75.9 – 94.4)</td>
<td>8.2 (4.4 – 21.4)</td>
<td>4.4 (2.3 – 8.3)</td>
</tr>
<tr>
<td><strong>Overall satisfaction (α = 0.62)</strong></td>
<td></td>
<td></td>
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<tr>
<td>Willingness to return</td>
<td>Post-procedure</td>
<td>84.8 (72.3 – 92.2)</td>
<td>10.1 (4.4 – 19.6)</td>
<td>5.1 (2.1 – 11.5)</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>Post-procedure</td>
<td>86.8 (72.1 – 95.1)</td>
<td>10.1 (4.2 – 20.7)</td>
<td>3.1 (0.7 – 7.2)</td>
</tr>
</tbody>
</table>

Cronbach’s alpha’s are provided for each module.

1 Range between departments.