

The DCSQ

Diabetes Clinic Satisfaction Questionnaire

The measure

The DCSQ includes 25 items designed to measure satisfaction with a broad range of aspects of the service provided by a diabetes clinic, e.g:

- education
- continuity of care
- waiting times
- privacy
- and many other aspects of patient experience

Respondents are asked to read each statement carefully and indicate whether the extent to which they are satisfied or dissatisfied with the service provided. A 'not applicable' option is provided in case the respondent has no experience of a particular aspect of the clinic.

The DCSQ was designed in consultation with diabetes specialists from many disciplines including medicine, nursing, podiatry, dietetics, ophthalmology and psychology. Two separate versions are available for use in 1) hospital diabetes clinics and 2) general practice diabetes clinics.

The DCSQ is recommended for analysis item-by-item. This means that each item is designed to be analysed individually and can be considered separately from other items.

Comment

The DCSQ was designed for use with adults (aged 18+) with Type 1 or Type 2 diabetes. The DCSQ is available, at present, only in English but will soon be available in English and Swahili for Kenya and Tanzania.

Availability

For permission to use the DCSQ, and to ensure that you use the most up-to-date version, please contact Professor Clare Bradley [address below] before any new use.

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References

Barendse S, Speight J, Valentine J D, Bishop A, Vaughan N Sönksen P and Bradley C (1999) Closing the audit loop with the Diabetes Clinic Satisfaction Questionnaire (DCSQ): Reducing sources of dissatisfaction and increasing clinician sensitivity to patients' views. *Diabetic Medicine* **16**, Suppl 1, 15. (Full paper in preparation)

Wilson AE, Home PD, Bishop A, Bradley C, Brown KGE, Hargreaves B, Hillson R, Hopkins AP, Kurtz AB, Murphy M, Todd C, Vaughan N and Williams DRR (1993) A Dataset to Allow Exchange of Information for Monitoring Continuing Diabetes Care. *Diabetic Medicine* **10**, 378-390. (Includes early version of the DCSQ in appendix and reports on its use in a dataset to audit diabetes care)