

## The MacSSQ

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### Comment

The MacSSQ was developed in 2004/2005. Items included in the measure were generated in focus groups consisting of members of four Macular Disease Society local groups (Leicester, Croydon, Fareham and Basingstoke). After the first focus group a draft questionnaire was prepared. This was completed by subsequent focus group members and modifications were made at each stage. Suitability of wording, layout and comprehensibility of the MacSSQ were investigated during a series of eight cognitive debriefing interviews with members of other Macular Disease Society local groups (Camberley, Guildford and Reading).

### Content of the MacSSQ

The first page of the MacSSQ contains demographic items and questions about the time and place of diagnosis of the respondent's macular degeneration (MD) and their registration status. These data allow for analysis by different subgroups e.g. patients diagnosed at different hospitals.

The main body of the MacSSQ is in three sections:

1. The first section contains items that investigate experiences at the time of diagnosis with MD.
2. Section 2 is for everyone who has attended a hospital clinic for their MD at least once, whether at diagnosis or since.
3. Section 3 is completed by respondents who have attended two or more eye clinic appointments for their MD.

On the final page there are two open text boxes. Respondents are invited to mention sources of satisfaction and dissatisfaction not covered by the measure. Finally respondents indicate whether or not they completed the questionnaire without help.

Items and response options for the MacSSQ are shown in appendix 1.

### Scoring of the MacSSQ

Section 1: There are a total of 10 items in section 1. Possible response options for each item except item 4 (What name, if any, was given for your eye condition at diagnosis?) are: satisfied (scored as 5), slightly satisfied (4), neither satisfied nor dissatisfied (3), slightly dissatisfied (2), dissatisfied (1). Some items have an additional response option to indicate that that aspect of service was not given e.g. Advice given at diagnosis about monitoring your MD yourself: no advice given. Those response options are scored as 0. Items in this section are scored as stand-alone items and are not summed to give a total score.

Evidence from a study using the MacSSQ in several English hospital eye clinics suggested that items 1, 2 and 5-10 could be used as a scale (Cronbach's alpha 0.779). However, item 2 has since been changed as a result of that study to focus on doctors alone instead of doctors and other staff and item 3 has been added asking about the eye clinic nurse. Until further investigation indicates that the new items 2 and 3 contribute to the scale, it is advisable to regard the items as stand-alone.

Section 2: At the beginning of section 2 there are a number of questions about any treatments received or expected. There follow 20 items scored in the same way as items in section 1. Items are stand-alone.

Section 3: There are 6 items in section 3. Items 31-34 and item 36 are scored in the same way as items in section one. Item 35 (Have you had recent support, help or advice about living with MD from the following: the eye doctor; the eye clinic nurse; the eye clinic liaison officer; the low vision aids clinic; MD Society; other 'vision' associations) response options are scored as follows: no = 0, yes, a little = 1, yes a lot = 2. Items in this section are stand-alone.

## Using the MacSSQ

The MacSSQ is suitable for use in service evaluation and audit. It is recommended that the entire questionnaire is always used rather than selected items. Respondents may be frustrated if the questions asked do not address all their concerns. Although researchers may be interested only in particular aspects of the eye clinic service, using the entire questionnaire may highlight areas of dissatisfaction or satisfaction that had not seemed important to clinic staff.

## Availability

The MacSSQ is made available to users by formal arrangement with Health Psychology Research Ltd. Requests should be made to [info@healthpsychologyresearch.com](mailto:info@healthpsychologyresearch.com). A user agreement is necessary to avoid breach of copyright and to ensure that the latest and most appropriate version of the questionnaire is used.

Evidence of licensing may be required by regulators, editors and/or examiners.

## Contact Information

For permission to use the MacSSQ and to ensure that you have the most up-to-date version, please contact:

E-mail: [info@healthpsychologyresearch.com](mailto:info@healthpsychologyresearch.com)

Website: [www.healthpsychologyresearch.com](http://www.healthpsychologyresearch.com)

## Format of the MacSSQ

The MacSSQ is designed for self-completion by people with MD. The font is Arial 16 bold. All text is justified to the left (to make it easier to follow the vertical line down the page) and the use of upper case is avoided where possible, as capital letters are less easy to differentiate than lower case letters. Dotted lines guide the respondent from questions to response options (see examples below). All instructions and information are enclosed in boxes. Where respondents are required to write text, boxes rather than lines are used to contain the text, since lines often appear distorted or incomplete to people with MD and are difficult to write on.

## Selected References

Mitchell J and Bradley C (2008) Evaluating patients' satisfaction with eye clinic services. *Digest, Journal of the Macular Disease Society*, 20-21.

Mitchell J and Bradley C (2009) Identifying sources of patient satisfaction and dissatisfaction with eye clinics using the Macular Disease Service Satisfaction Questionnaire (MacSSQ). *Digest, Journal of the Macular Disease Society*, 36-39.

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**Format of MacSSQ items****1. Provision of information about MD at diagnosis:**

- none provided ..... ☐
- satisfied ..... ☐
- slightly satisfied ..... ☐
- neither satisfied nor dissatisfied ..... ☐
- slightly dissatisfied ..... ☐
- dissatisfied ..... ☐

**28. Have you ever been contacted by the eye clinic e.g. by letter or phone to give you an appointment date?**

yes ☐      no ☐ → If no, please go to next page.  
↓

**Please rate your satisfaction/dissatisfaction  
with the way the eye clinic contacts you:**

- satisfied ..... ☐
  - slightly satisfied ..... ☐
  - neither satisfied nor dissatisfied ..... ☐
  - slightly dissatisfied ..... ☐
  - dissatisfied ..... ☐
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## Appendix 1: MacSSQ items and response options

	MacSSQ item	Response options
1	Provision of information about MD at diagnosis	None provided; satisfied - dissatisfied
2	How professional the eye doctor was at the time of diagnosis	satisfied - dissatisfied
3	How professional the eye clinic nurse was at the time of diagnosis	satisfied - dissatisfied
4	What name, if any, was given for your eye condition at diagnosis?	No name give; macular degeneration; age-related macular degeneration; wet MD; dry MD; don't recall; other
5	Opportunities to ask questions of doctors and nurses about your MD at diagnosis	No opportunity; satisfied - dissatisfied
6	The time taken to diagnose MD after a problem was first noted by a health professional:	satisfied - dissatisfied
7	Advice given at diagnosis about monitoring your MD yourself:	No advice given; satisfied - dissatisfied
8	Appropriate support, help or advice offered at the time of diagnosis:	None provided; satisfied - dissatisfied
9	Provision of information at diagnosis about the Macular Disease Society and other associations concerned with vision problems:	None provided; satisfied - dissatisfied
10	Opportunities to talk with other people who have MD around the time of diagnosis	No opportunities; satisfied - dissatisfied
	Section 2	
11	Your experience of treatment received for your MD	No treatment yet; satisfied - dissatisfied
12	Availability of affordable MD treatment	satisfied - dissatisfied
13	Ease of getting to the eye clinic recently (including public transport):	satisfied - dissatisfied
14	Ease of finding the eye clinic within the hospital recently	satisfied - dissatisfied
15	Ease of finding your way around the eye clinic recently (getting from one room to another)	satisfied - dissatisfied
16	Organisation at the eye clinic recently	satisfied - dissatisfied
17	Most recent experience of vision tests and eye examinations	satisfied - dissatisfied
18	Time spent waiting in the eye clinic recently	satisfied - dissatisfied
19	How professionally you were treated in the eye clinic recently	satisfied - dissatisfied
20	How you were treated as a person by the doctors, nurses or other eye clinic staff recently	satisfied - dissatisfied
21	Privacy during recent visit(s)	satisfied - dissatisfied
22	Information about what to do if you have an sudden deterioration in your vision	None provided; satisfied - dissatisfied
23	Dietary advice from the eye clinic e.g. about the importance of vitamins, minerals and green vegetables	None given; satisfied - dissatisfied
24	Advice from the clinic about protecting your eyes e.g. wearing sunglasses, having regular check ups by an optometrist/optician, not smoking	None given; satisfied - dissatisfied
25	Information about the likely progress of your MD	None provided; satisfied - dissatisfied

26	Have you been given any follow-up appointment(s) with the eye doctor?	Yes/no. If Yes: satisfied - dissatisfied
27	Comfort of the waiting areas	satisfied - dissatisfied
28	Have you ever been contacted by the eye clinic e.g. by letter or phone to give you an appointment date?	Yes/no. If yes: satisfied - dissatisfied
29	Availability of refreshments	satisfied - dissatisfied
30	Do you need low vision aids e.g. for reading, using household appliances etc? If yes: Has the NHS provided you with low vision aids? Has another organisation provided you with low vision aids? Please rate your satisfaction/dissatisfaction with the provision or lack of provision of low vision aids and related services	Yes/no.  Yes/no Yes/no  Satisfied - dissatisfied
	Section 3	
31	The extent to which you can make or change appointments to suit your needs	Have not needed to; satisfied - dissatisfied
32	Recent discussions with the eye doctor about your MD	satisfied - dissatisfied
33	Have you seen the same doctor at most or all of your visits to the eye clinic? Please rate your satisfaction/dissatisfaction with seeing the same or a different eye doctor at most/all visits	Yes/ no  satisfied - dissatisfied
34	Ease of seeing everyone you need to see about your MD during one visit to the hospital	Only need to see one person; satisfied - dissatisfied
35	Have you had recent support, help or advice about living with MD from the following: eye doctor; eye clinic nurse; eye clinic liaison officer; low vision aids clinic; MD society; other 'vision' associations	No; yes a little; yes a lot
36	Do you have the opportunity to talk with other people who have MD?	Yes/no; satisfied - dissatisfied