

# Summary of the MacSSQ

## Macular Service Satisfaction Questionnaire

### 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.

### 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 can be obtained from: Prof Clare Bradley. E-mail: c.bradley@rhul.ac.uk.

## **Format of the MacDQoL**

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.

## **Reference**

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.

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 .....