

Appendix 1 The Client Satisfaction Questionnaire (CSQ-8) for childbirth-related care

1. How would you rate the quality of service you received?

4 Excellent 3 Good 2 Fair (or moderate) 1 Poor

2. Did you get the kind of service you wanted?

1 No, definitely not 2 No, not really 3 Yes, generally 4 Yes, definitely

3. To what extent has the service met your needs?

4 Almost all of my needs have been met 3 Most of my needs have been met 2 Only a few of my needs have been met 1 None of my needs have been met

4. If a friend were pregnant, would you recommend the service to her?

1 No, definitely not 2 No, I don't think so 3 Yes, I think so 4 Yes, definitely

5. How satisfied are you with the amount of help you received?

1 Quite dissatisfied 2 Indifferent or mildly dissatisfied 3 Mostly satisfied 4 Very satisfied

6. How the services you received helped you to deal more effectively with your delivery?

4 Yes, they helped a great deal 3 Yes, they helped somewhat 2 No, they really didn't help 1 No, they seemed to make things worse

7. In an overall, general sense, how satisfied are you with the service you received?

4 Very satisfied 3 Mostly satisfied 2 Indifferent or mildly dissatisfied 1 Quite dissatisfied

8. If you were to seek help again, would you come back to the service?

1 No, definitely not 2 No, I don't think so 3 Yes, I think so 4 Yes, definitely