

**Appendix 1** to Roberts S, Stratford P, Kennedy D, et al. Evaluation of an advanced-practice physiotherapist in triaging patients with lumbar spine pain: surgeon–physiotherapist level of agreement and patient satisfaction. *Can J Surg* 2017.

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### Modified VSQ-9

| Here are some questions about the visit you just had with the Advanced Practice Physiotherapist. To ensure your survey counts, please answer each question. |                  |                  |             |             |             |
|---|------------------|------------------|-------------|-------------|-------------|
| Date: (year/month/day) _____.   |                  |                  |             |             |             |
| (Circle one number in each line)  |                  |                  |             |             |             |
| <b>In terms of your satisfaction, how would you rate each of the following?</b>   | <b>Excellent</b> | <b>Very Good</b> | <b>Good</b> | <b>Fair</b> | <b>Poor</b> |
| 1. How long you waited to get an appointment  | 1                | 2                | 3           | 4           | 5           |
| 2. Length of time waiting at the clinic   | 1                | 2                | 3           | 4           | 5           |
| 3. Information about the role of the Advanced Practice Physiotherapist and screening service  | 1                | 2                | 3           | 4           | 5           |
| 4. Time spent with the Advanced Practice Physiotherapist  | 1                | 2                | 3           | 4           | 5           |
| 5. Explanation of what was done for you   | 1                | 2                | 3           | 4           | 5           |
| 6. Information about the outcome (diagnosis, treatment options, activity participation)   | 1                | 2                | 3           | 4           | 5           |
| 7. The technical skills (thoroughness, carefulness, competence) of the Advanced Practice Physiotherapist  | 1                | 2                | 3           | 4           | 5           |
| 8. The personal manner (courtesy, respect, sensitivity, friendliness) of the Advanced Practice Physiotherapist  | 1                | 2                | 3           | 4           | 5           |
| 9. The visit overall  | 1                | 2                | 3           | 4           | 5           |

VSQ-9 = modified Visit-specific Satisfaction Instrument