**Questionnaire on parental/guardians’ satisfaction with vaccination service**

Dear Parents of Children: Hello!

You are invited to participate in a survey about your satisfaction with childhood vaccinations in Kunshan. The purpose of this survey is to find out how satisfied you are with the vaccination process and any problems you may have during the vaccination process. All the options in the questionnaire are not right or wrong, please fill in the questionnaire according to your real feelings during the vaccination process in the clinic. This project has been approved by the Ethics Committee of Soochow University. This questionnaire is anonymous, please feel free to fill in, all information will be kept strictly confidential, and will not affect your future need for any outpatient services. It will take about 5-8 minutes to complete this questionnaire. Thank you for your support of our work!

I have read the above, by clicking "Agree" I agree to participate in the study and proceed to the questionnaire section, if I do not agree I can withdraw from the study.

Q1

1. I agree to participate in the study
2. I do not agree with the above

Q2 Vaccination clinics [multiple choice]\*

1. Jiang pu
2. Zhenchuan
3. ...
4. Zhouzhuang

Q3 Age of the child (years) [Multiple choice]\*

1. <1
2. 1-
3. 2-
4. 3-
5. 4-6

Q4 Domicile [multiple choice]\*

1.This City

2.Other City

3.Other province

Q5 Place of residence [multiple choice]\*

1. Rural
2. Urban

Q6 Age of parents/guardians (years) [multiple choice]\*

1. <25
2. 25-29
3. 30-34
4. 35-39
5. >40

Q7 Gender of parents/guardians [Multiple choice]\*

1. Male
2. Female

Q8 Relationship with the children [Multiple choice]\*

1. Father
2. Mother
3. Grandparent
4. Others

Q9 Educational attainment [Multiple choice]\*

1. Primary and below
2. Junior high school
3. Senior high school
4. College
5. Postgraduates

Q10 Occupation [Multiple choice]\*

1. Government or public institutions
2. State/collectively-owned enterprise
3. Private enterprise
4. Self-employed
5. individual worker
6. Farmers or unemployed

Q11 Environment of vaccination and convenience [Multiple choice]\*

Q11-1 Method of appointment

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q11-2 Distance to the vaccination clinic

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q11-3 Types of vaccines available

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q11-4 Settings of the vaccination clinic

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q11-5 Waiting time

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q12 Pre-vaccination preparation [Multiple choice]\*

Q12-1 Information check before vaccination

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q12-2 Basic information inquiries before vaccination

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q12-3 Informed consent before vaccination

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q12-4 Vaccine-related information provided before vaccination

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q12-5 Information about non-EPI vaccines provided prior to vaccination

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q13 Upon and post-vaccination service [Multiple choice]\*

Q13-1 Professional level

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q13-2 Attitudes in service

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q13-3 Respect of decision made by person receiving the vaccination

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q13-4 Observe after vaccination

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q13-5 Notices after vaccination

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q13-6 Informing of date for the next vaccination

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q13-7 Treatment of adverse effects after vaccination

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q13-8 Serving procedure

1. Very dissatisfied
2. Unsatisfactory
3. Average
4. Satisfied
5. Very satisfied

Q14 Attitudes towards vaccination [Multiple choice]\*

Q14-1 Importance of vaccinaton

1. Very disagree
2. Disagree
3. General
4. Agree
5. Very agree

Q14-2 Effectiveness of vaccine

1. Very disagree
2. Disagree
3. General
4. Agree
5. Very agree

Q14-3 Importance of vaccination for people around you

1. Very disagree
2. Disagree
3. General
4. Agree
5. Very agree

Q14-4 Benefits of the EPI vaccines

1. Very disagree
2. Disagree
3. General
4. Agree
5. Very agree

Q15 What else do you think could be improved in this vaccination clinic?

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