**Satisfaction Questionnaire** ID (Your initials/D.O.B.)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This questionnaire aims to assess your satisfaction with the Mental Capacity Act (MCA) Web Assessment tool, compared to your previous method of assessing capacity.

Please record your response to each of the following questions:

1. Overall how satisfied are you with the MCA Web Assessment Tool?

****Very satisfied

****Somewhat satisfied

****Neither satisfied nor dissatisfied

****Somewhat dissatisfied

****Very dissatisfied

1. How well does the tool meet your needs?

****Extremely well

****Very well

****Somewhat well

****Not so well

****Not at all well

1. How likely are you to recommend the MCA Web Assessment Tool to other practitioners?

****Extremely likely

****Very likely

****Somewhat likely

****Not so likely

****Not at all likely

1. How likely are you to choose this method of assessing client’s capacity in the future?

****Extremely likely

****Very likely

****Somewhat likely

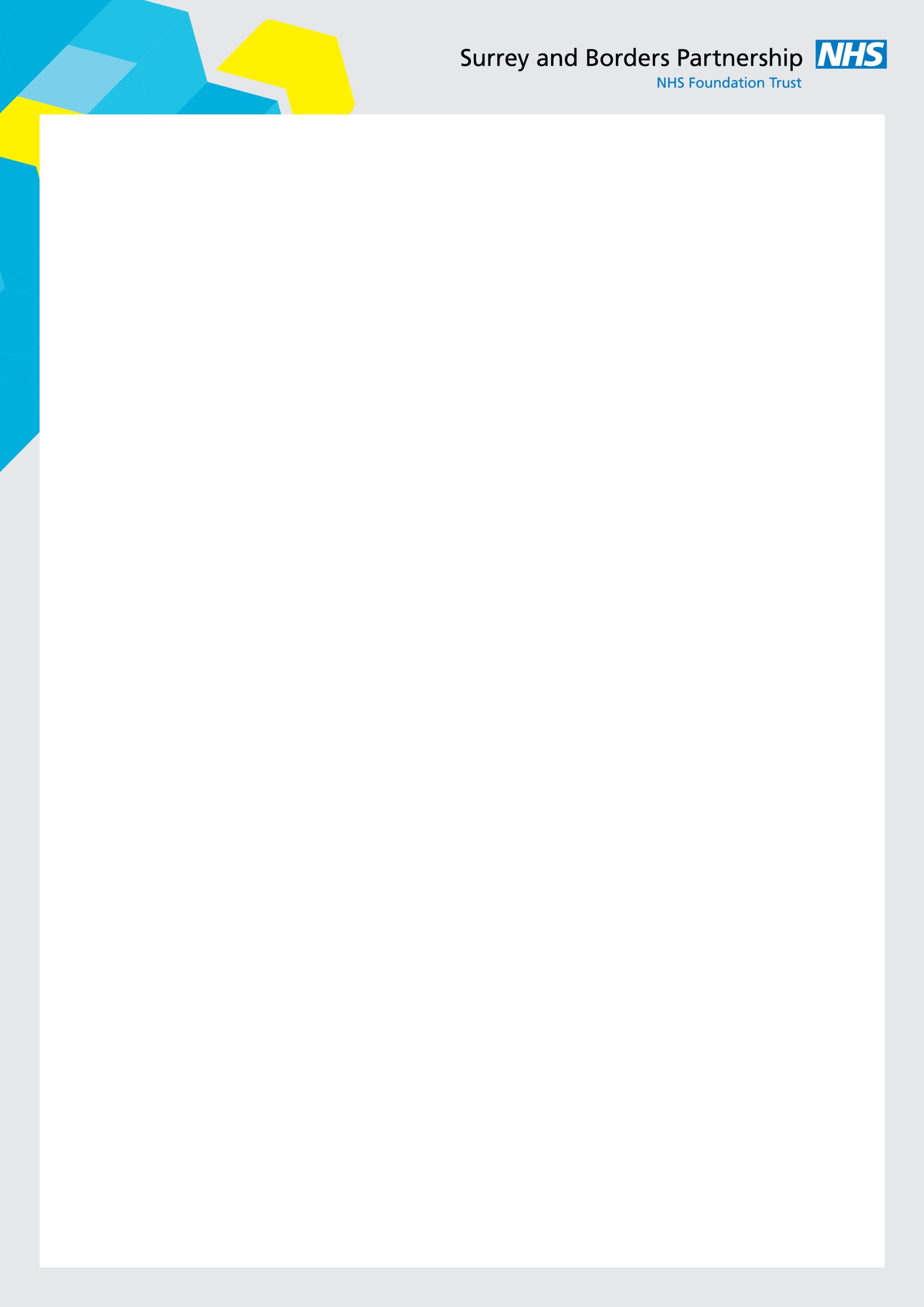
****Not so likely

****Not at all likely

1. What do you like the most about this tool?

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1. What do you like least about this tool?

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1. What do you think could be improved about this tool?

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1. How helpful would this tool be in solving disputes and formal complaints about a person’s capacity?

****Extremely helpful

****Somewhat helpful

****Neither helpful nor unhelpful

****Somewhat unhelpful

****Extremely unhelpful

1. How would you rate your satisfaction with the following aspects of the Web Assessment tool?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Satisfied | Somewhat Satisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied |
| Quality |  |  |  |  |  |
| Efficiency |  |  |  |  |  |
| Accessibility |  |  |  |  |  |
| Practicality |  |  |  |  |  |
| Usefulness |  |  |  |  |  |
| Accuracy |  |  |  |  |  |
| User-friendliness |  |  |  |  |  |
| Reliability |  |  |  |  |  |

1. Please use this space to write any other comments or complaints about the tool:

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