## The CHI-ESQ

In 2002, Commission for Health Improvement in the UK developed the Experience of Service Questionnaire (CHI-ESQ) to measure user experiences with the Child and Adolescent Mental Health Services (CAMHS). The questionnaire exist in two versions: one for older children and adolescents for describing experiences with their own treatment, and the other is for parents/carers of children who underwent treatment. We will consider the version for parents/carers.

The CHI-ESQ parent version consists of 12 questions covering different types of experiences. Here are the questions:

1. I feel that the people who have seen my child listened to me  
2. It was easy to talk to the people who have seen my child  
3. I was treated well by the people who have seen my child  
4. My views and worries were taken seriously  
5. I feel the people here know how to help with the problem I came for  
6. I have been given enough explanation about the help available here  
7. I feel that the people who have seen my child are working together to help with the problem(s)  
8. The facilities here are comfortable (e.g. waiting area)  
9. The appointments are usually at a convenient time (e.g. don’t interfere with work, school)  
10. It is quite easy to get to the place where the appointments are  
11. If a friend needed similar help, I would recommend that he or she come here  
12. Overall, the help I have received here is good

Parents/carers are asked to respond to these questions using response options *“Certainly True”* — *“Partly True”* — *“Not True”* (coded 1-2-3) and *Don’t know* (not scored but treated as missing data, *“NA”*).

*Reference*

Brown, A., Ford, T., Deighton, J., & Wolpert, M. (2014). Satisfaction in child and adolescent mental health services: Translating users’ feedback into measurement. Administration and Policy in Mental Health and Mental Health Services Research, 41(4), 434-446. DOI: 10.1007/s10488-012-0433-9.