



**HEALTH**  
KwaZulu-Natal

# ADDINGTON HOSPITAL

**CLIENT SATISFACTION SURVEY  
OUTPATIENT DEPARTMENT  
May - June 2009**

**COMPILED AND CAPTURED BY PUBLIC RELATIONS DEPARTMENT**



**KwaZulu-Natal Department of Health**

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# INTRODUCTION

During 20-22 MAY 2009, a client Satisfaction Survey was conducted at Addington hospital 400 outpatients were interviewed and we had their co-operation and here are the responses.



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# Acknowledgements

We would like to express our appreciation to all the Management and staff members for permission to undertake the Client Satisfaction Survey. We would also like express our great appreciation to the following Volunteers from Durban University of Technology Westville Girls High School for conducting this Survey:

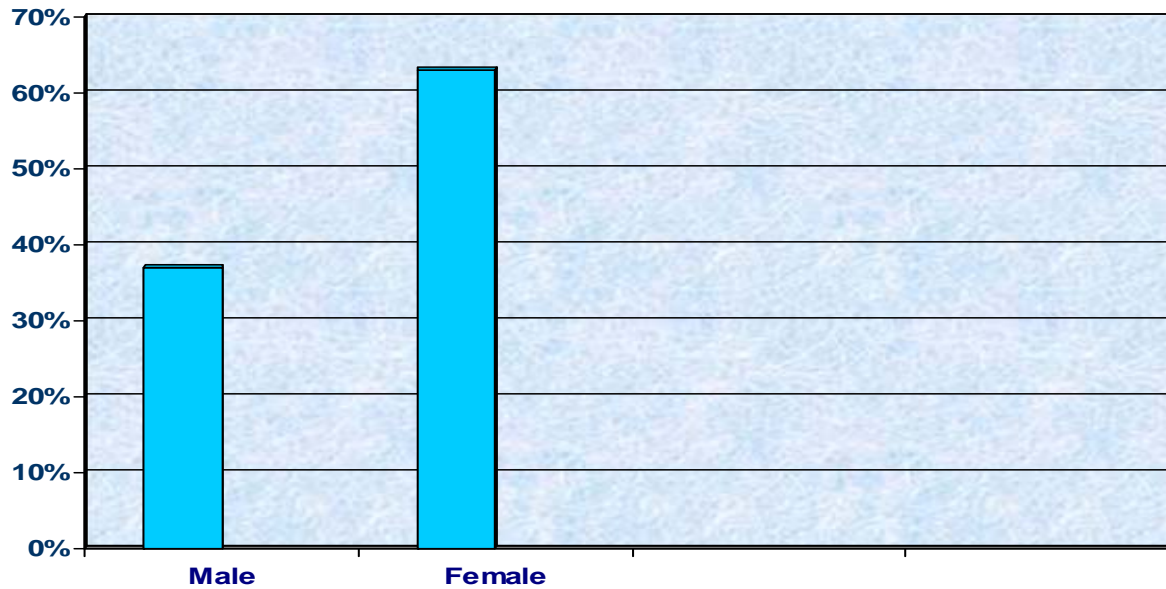
Shelembe Sibonelo, Sanele Mkhwanazi, Zolile Mabhula, Khulebone Ngcobo, Khumbu, Yolanda and Milanda Gumede



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## GENDER

Question 1		Male	Female
Question 1.1	Gender	37%	63%



# AGE PROFILE

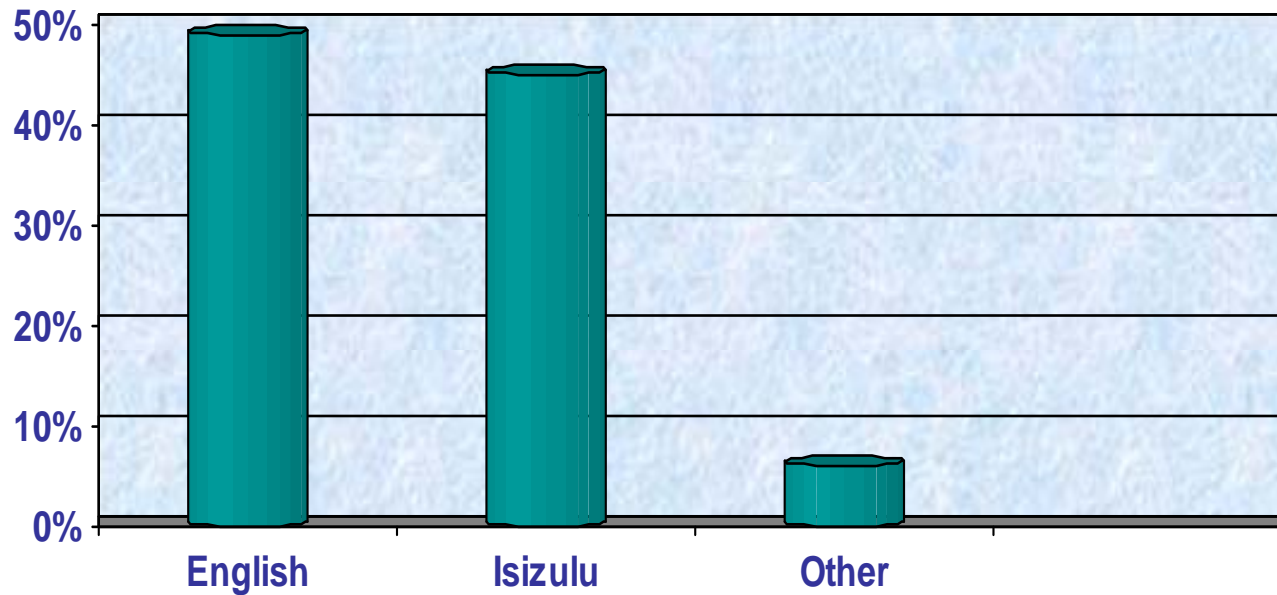
Question 2		
Question 2.1	18 – 34 Years	29%
Question 2.2	35 – 49 Years	33%
Question 2.3	50 – 59 Years	16%
Question 2.4	>60 Years	22%



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## Home Language

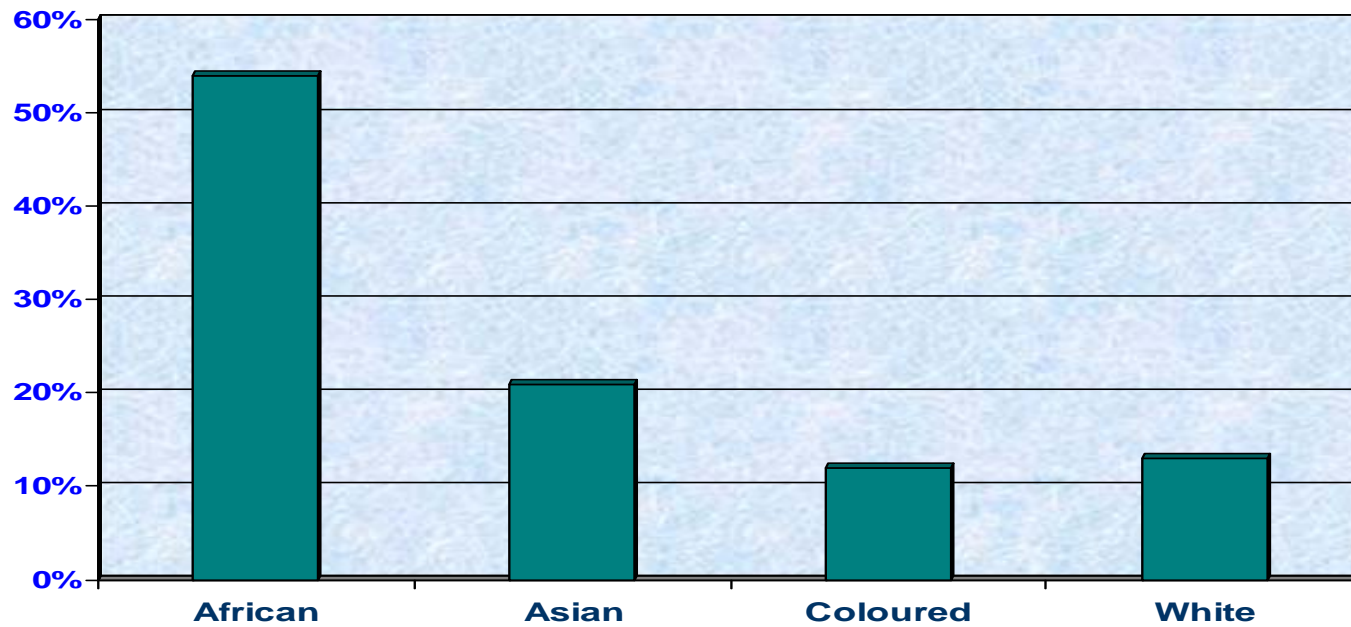
Question 3		
Question 3.1	English	49%
Question 3.2	Isizulu	45%
Question 3.3	Other	6%



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## Race

Question 4		
Question 4.1	African	54%
Question 4.2	Asian	21%
Question 4.3	Coloured	12%
Question 4.4	White	13%

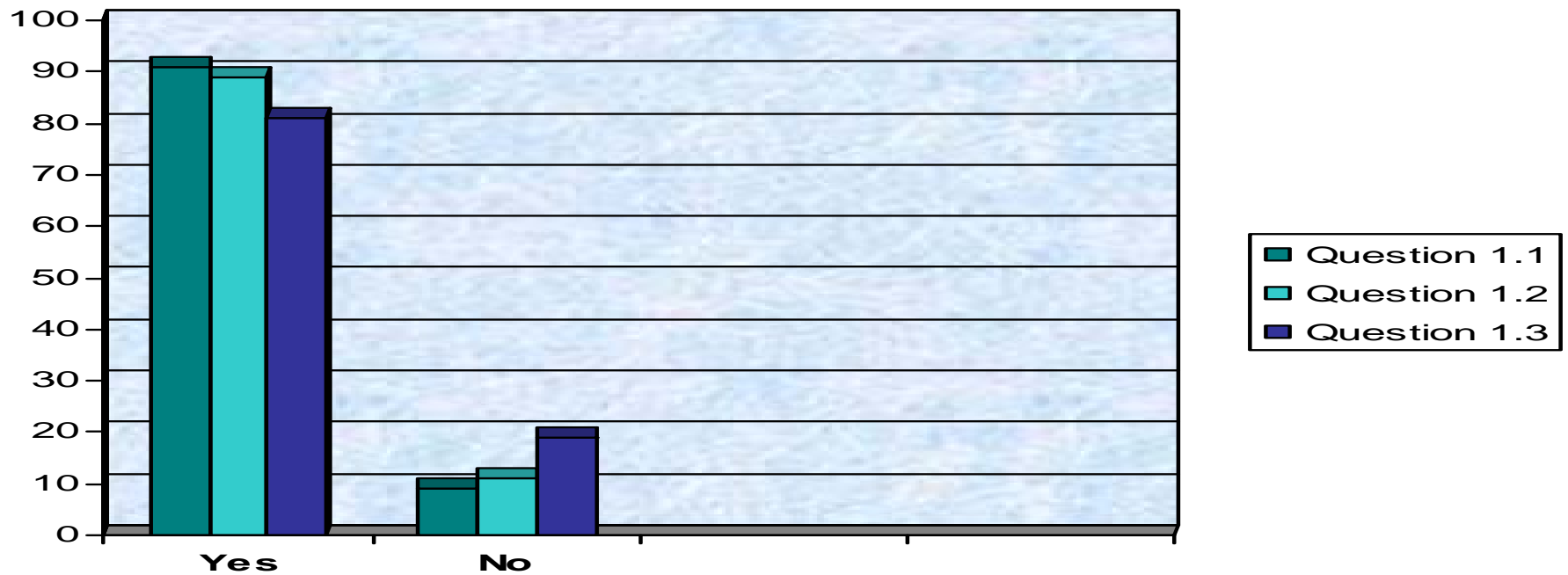


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# ACCESS

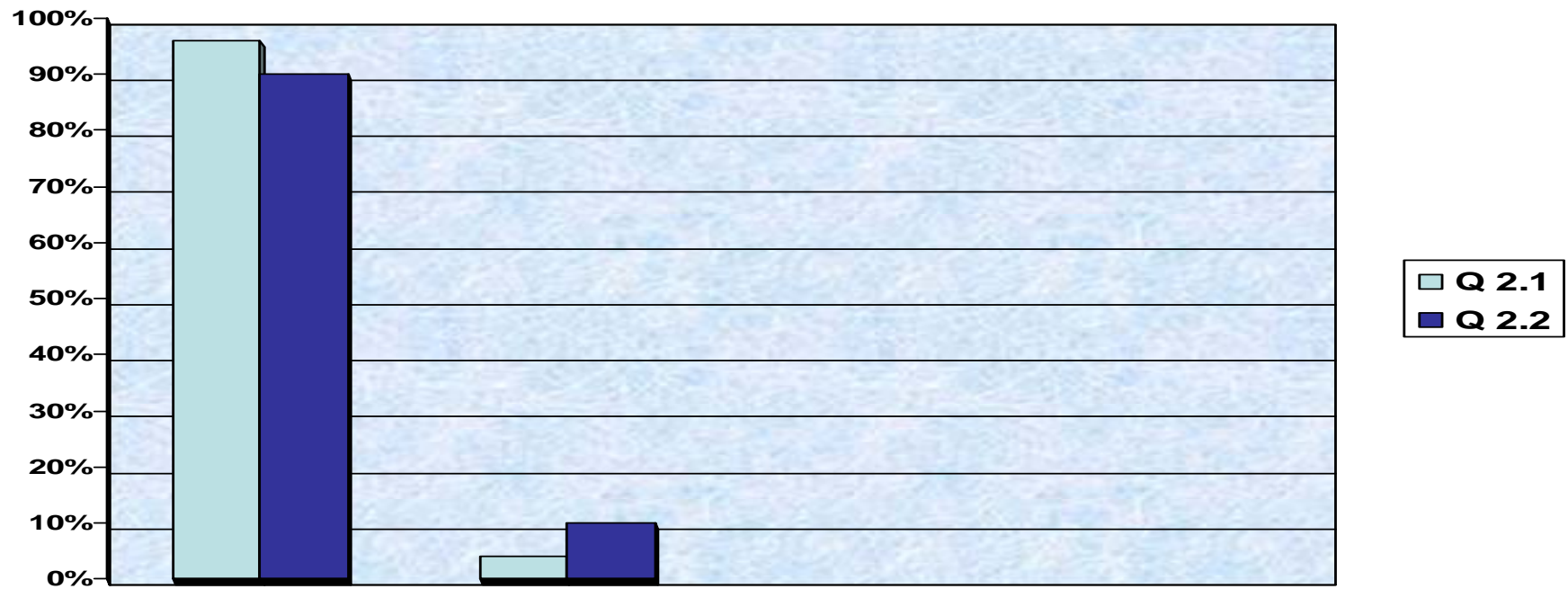
Questions 1		Yes	No
Question 1.1	Is a taxi rank/bus stop near the hospital?	91%	9%
Question 1.2	The route to casualty / outpatient was clearly marked from the main entrance?	89%	11%
Question 1.3	Wheelchairs were provided for disabled and extremely ill patients?	81%	19%



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# COURTESY

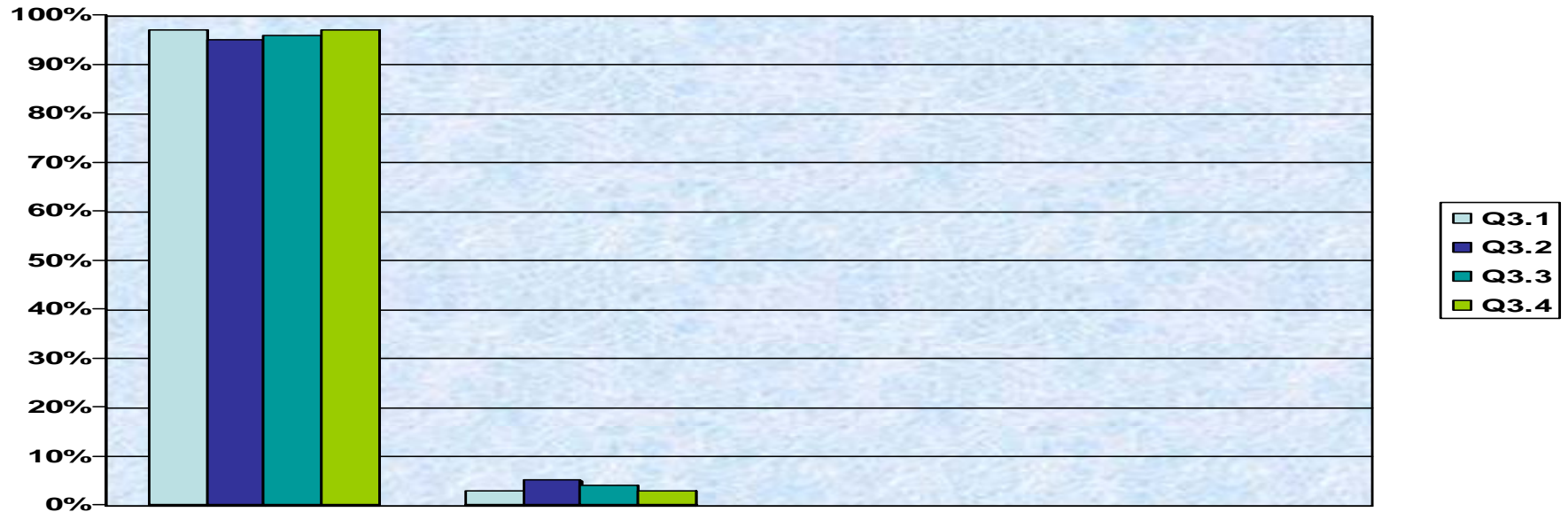
Questions 2		Yes	No
Question 2.1	There was a seat provided for me to wait for my file	96%	4%
Question 2.2	The clerk providing me my folder was courteous and helpful	90%	10%



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# ENVIRONMENT

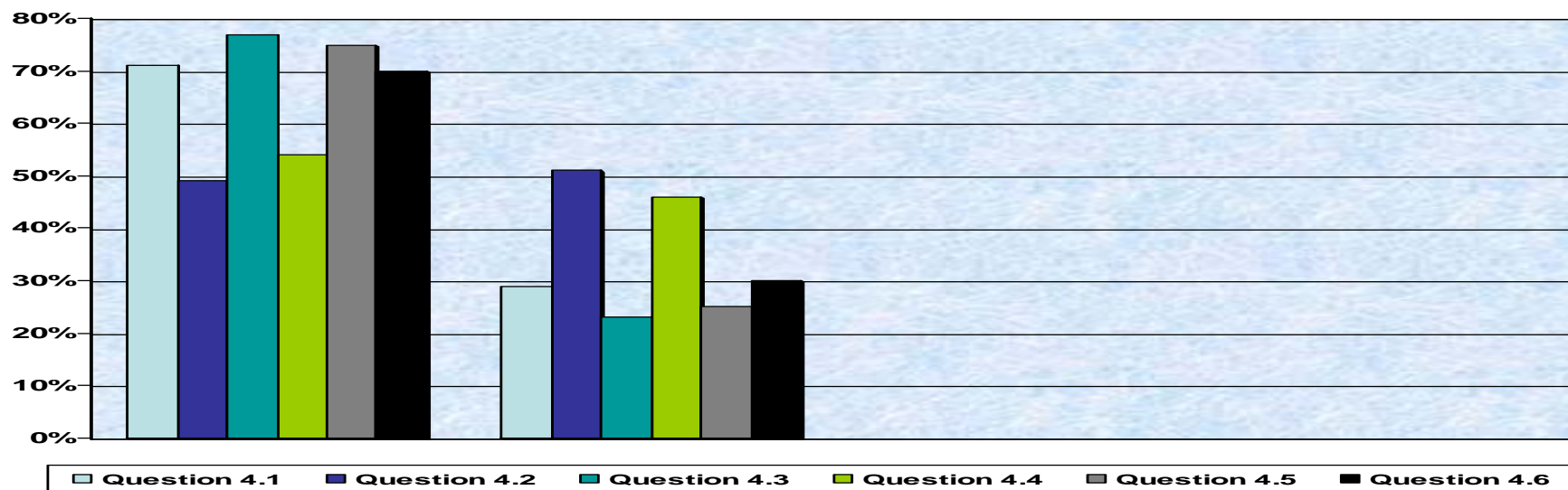
Question		Yes	No
Question 3.1	The outpatient department was clean?	97%	3%
Question 3.2	The toilets were clean?	95%	5%
Question 3.3	The consulting room was clean?	96%	4%
Question 3.4	I was examined in privacy	97%	3%



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## COMMUNICATION

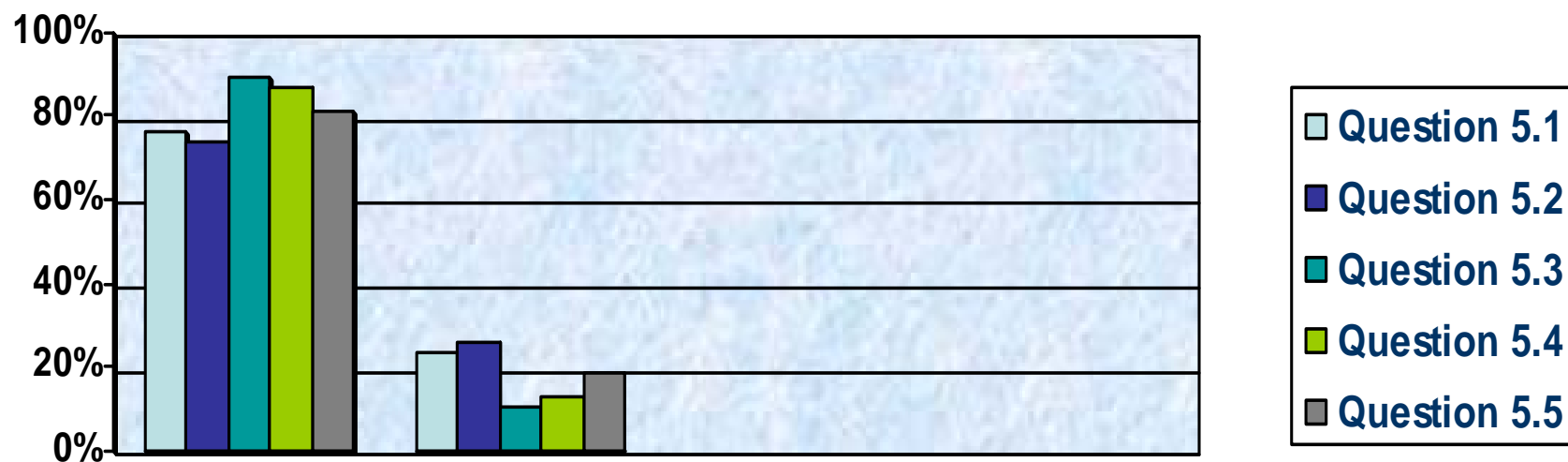
Question 4		Yes	No
Question 4.1	I was greeted by nursing sister	71%	29%
Question 4.2	The nursing sister introduced herself / himself to me	49%	51%
Question 4.3	Was an interpreter available to translate to the doctor?	77%	23%
Question 4.4	The doctor introduced herself / himself to me	54%	46%
Question 4.5	The doctor listened to my problems	75%	25%
Question 4.6	The doctor asked for my permission before examining me	70%	30%



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## QUALITY OF MEDICAL CARE

Question 5		Yes	No
Question 5.1	The doctor explained to me my diagnosis	87%	13%
Question 5.2	The doctor explained to me the results of my tests in a way that I understood	83%	17%
Question 5.3	The pharmacists explained to me the use of my medication	74%	26%
Question 5.4	I was informed of the side- effects of the medication prescribed.	75%	25%
Question 5.5	I was satisfied with the care I received.	78%	12%



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## GENERAL COMMENTS

- There is a delay in waiting for Doctors and medication. **x7**
- The service is very poor at Eye Clinic **x 3**
- Pharmacy to employ more staff because their service is too slow . **x1**
- Visiting hours must be extended, hours are too short. **x1**
- The trauma section is too small when there has been an accident they force patients to go in one by one which is very . **x1**
- Nurses are not friendly they should change their attitude **x4**
- The hospital to install more air conditioners because it is hot and there are no fans. **x6**
- The patients had to go themselves to check their lost file. **x1**



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- They don't explain how to take medication and nurses they do not respect patients **x2**
- They wait too long for their files **x3**

#### **Positive Comments**

- The service provided in this hospital is very good. **X 8**
- Children's outpatients Department their service is satisfactory **x1**
- Addington hospital is the best. **x3**
- The patients are so impressed with the hospital services the patient was so satisfied with everything. **x12**
- They request to have sandwiches and tea in the morning. **x1**



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