



Charles Johnson Memorial Hospital

CLIENT SATISFACTION SURVEY
INPATIENT DEPARTMENT
31 August – 01 September 2009

COMPILED AND CAPTURED BY MR. S.C. NGWENYA
(PUBLIC RELATIONS OFFICER)



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INTRODUCTION

During 31 AUG- 02 Sept 2009, a client Satisfaction Survey was conducted at Charles Johnson Memorial Hospital 200 patients 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 Mgazi Secondary School for conducting this Survey:

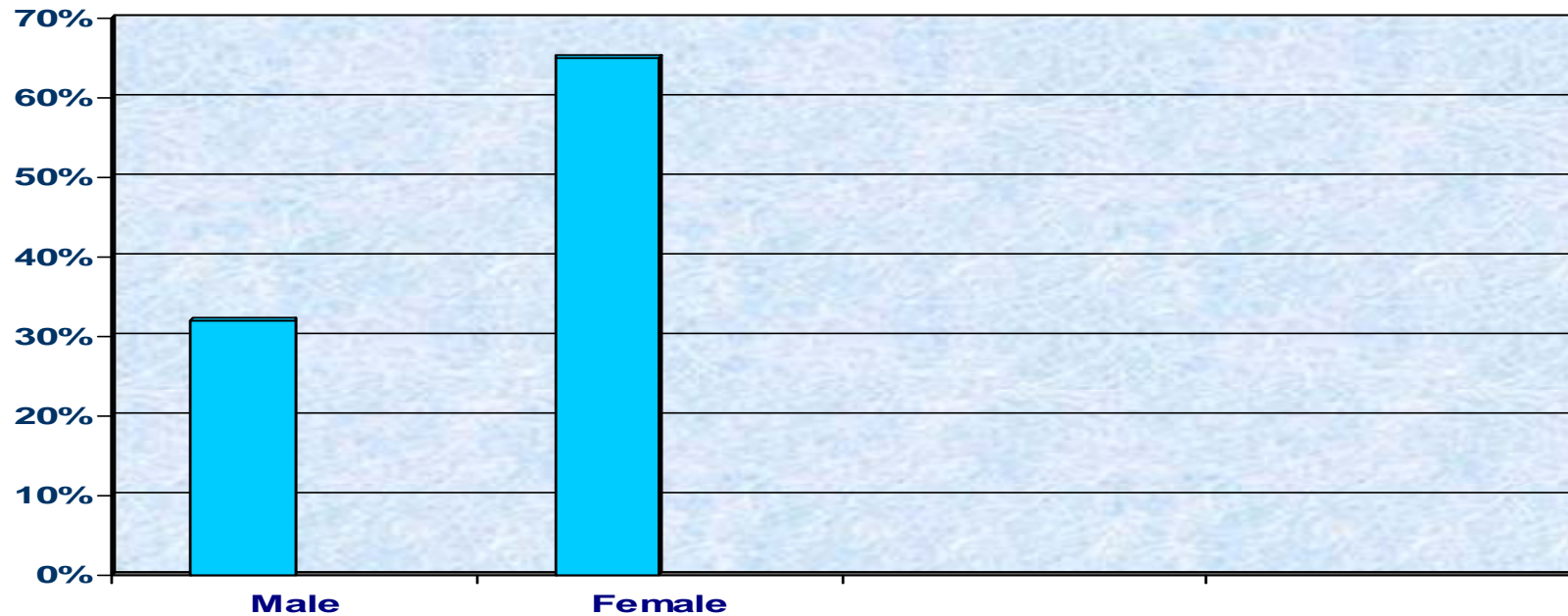
Ziphokuhle Khumalo, Khethokuhle Buthelezi, Nonhlanhla Nkosingiphile Madondo, Sipehelele Khoza and Andile Nsibande (Hospital Care Giver)



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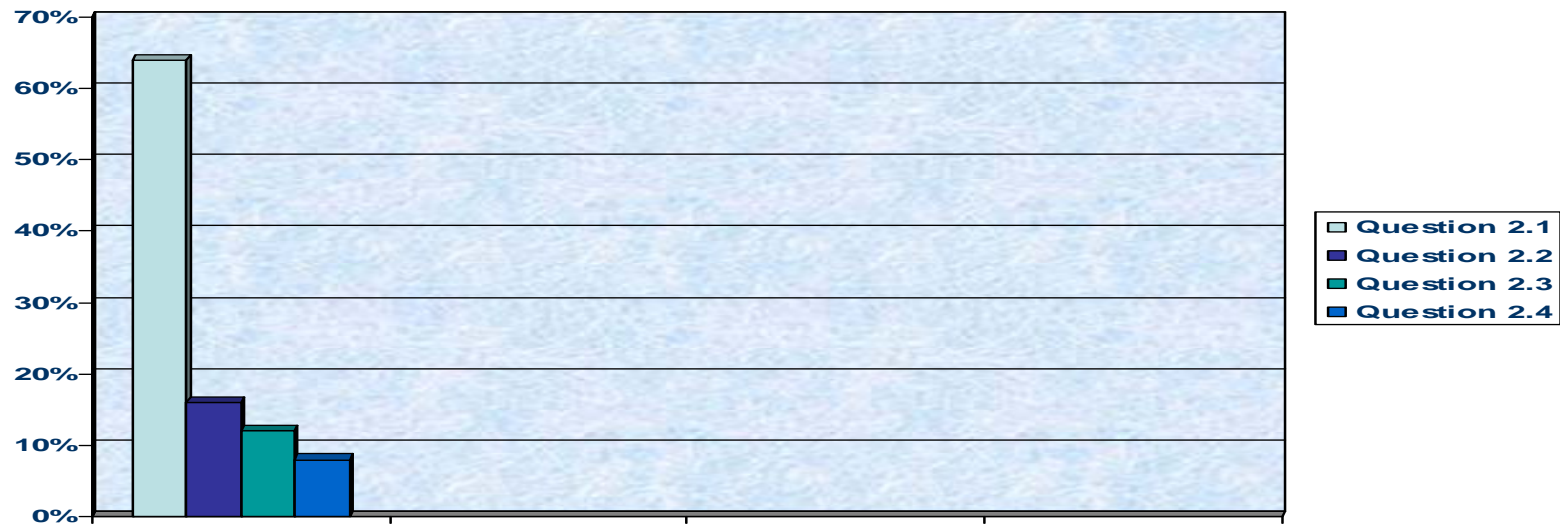
GENDER

Question 1		Male	Female
Question 1.1	Gender	32%%	68%



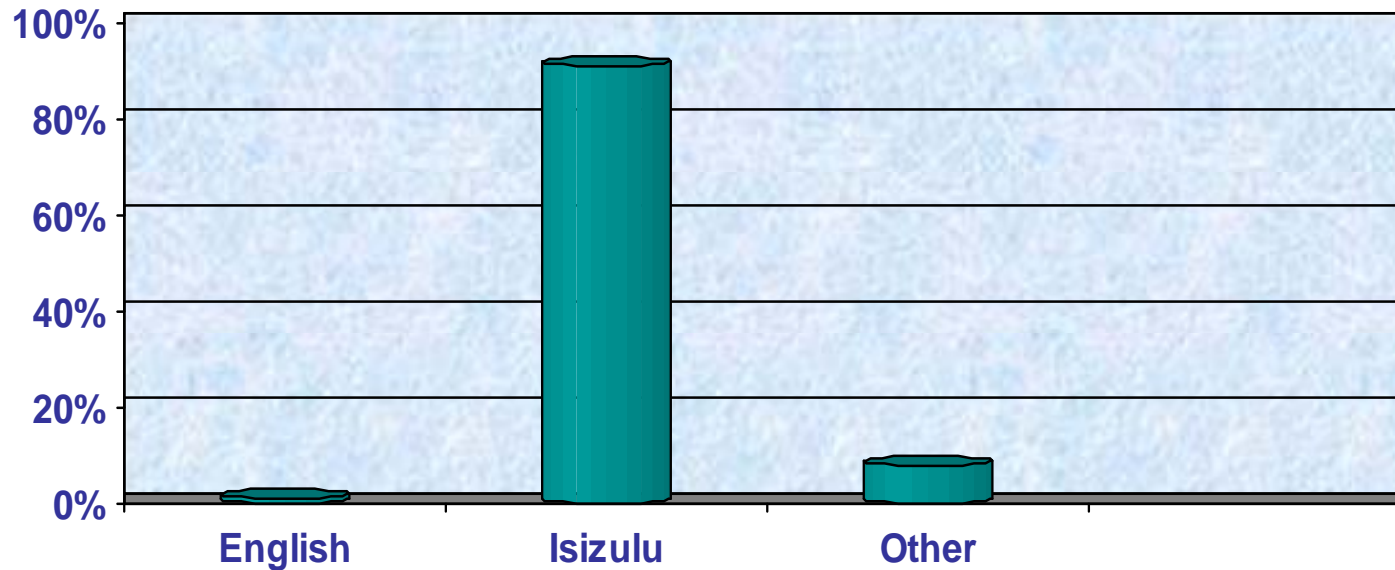
AGE PROFILE

Question 2		
Question 2.1	18 – 34 Years	64%
Question 2.2	35 – 49 Years	16%
Question 2.3	50 – 59 Years	12%
Question 2.4	>60 Years	8%



Home Language

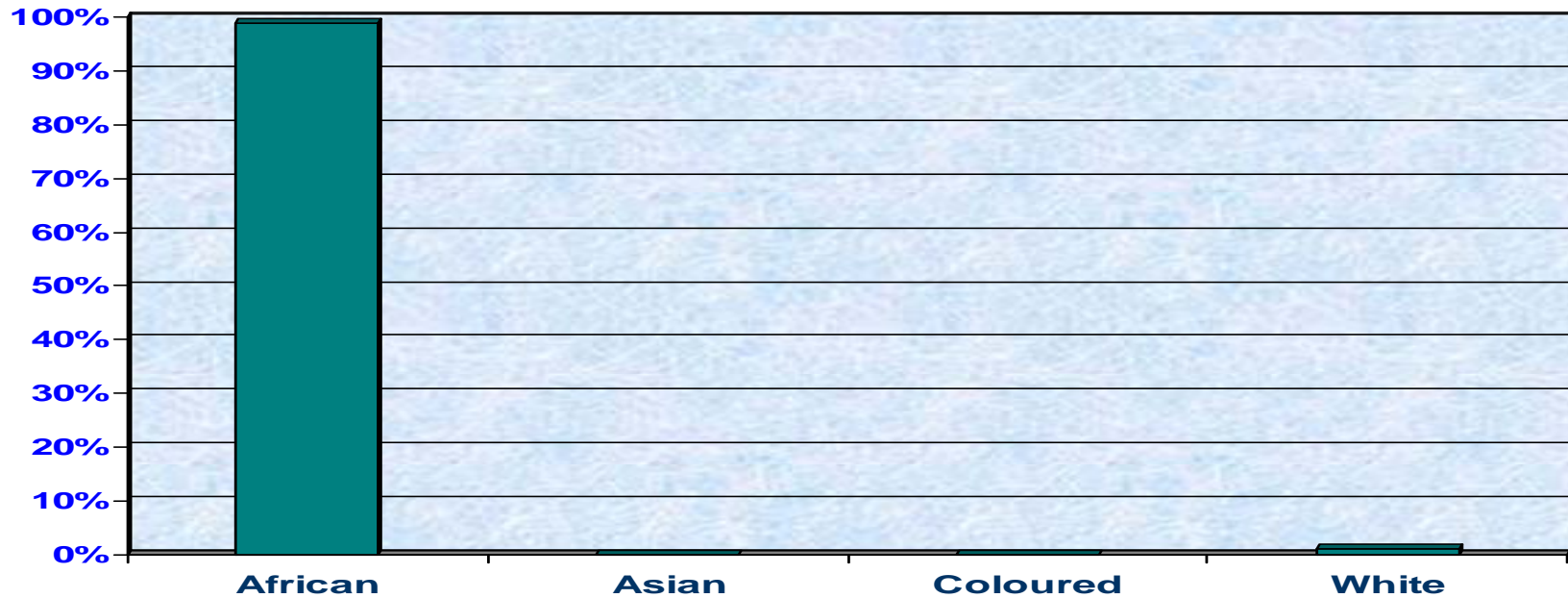
Question 3		
Question 3.1	English	1%
Question 3.2	Isizulu	91%
Question 3.3	Other	8%



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Race

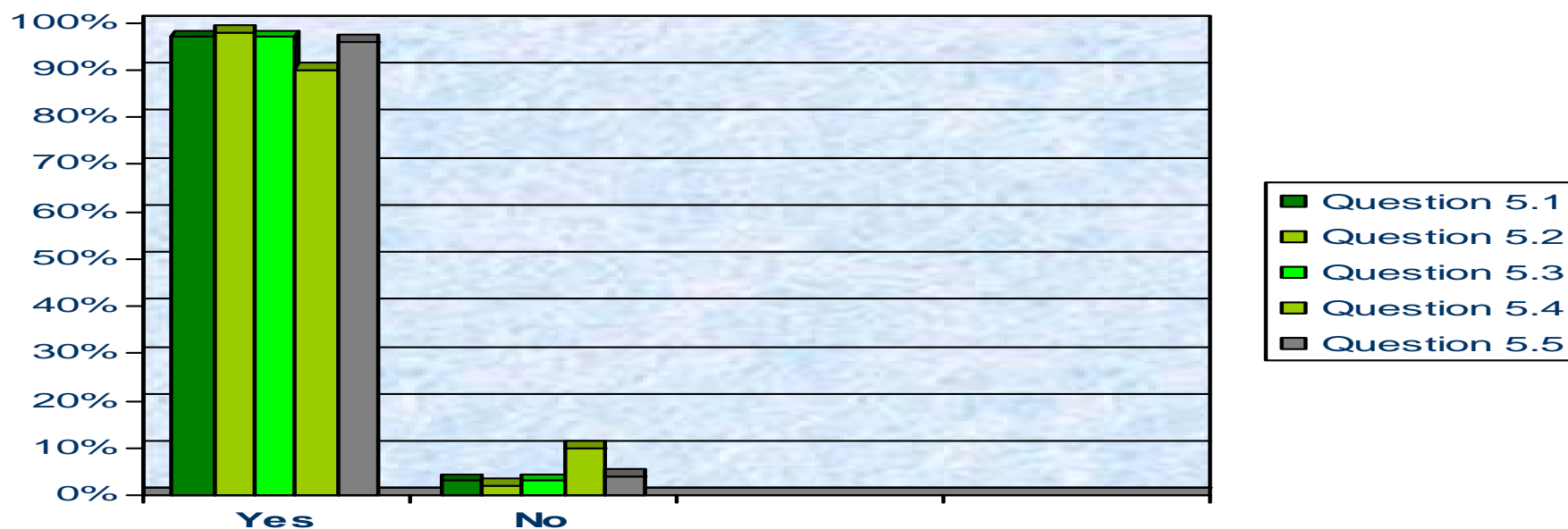
Question 4		
Question 4.1	African	99%
Question 4.2	Asian	0%
Question 4.3	Coloured	0%
Question 4.4	White	1%



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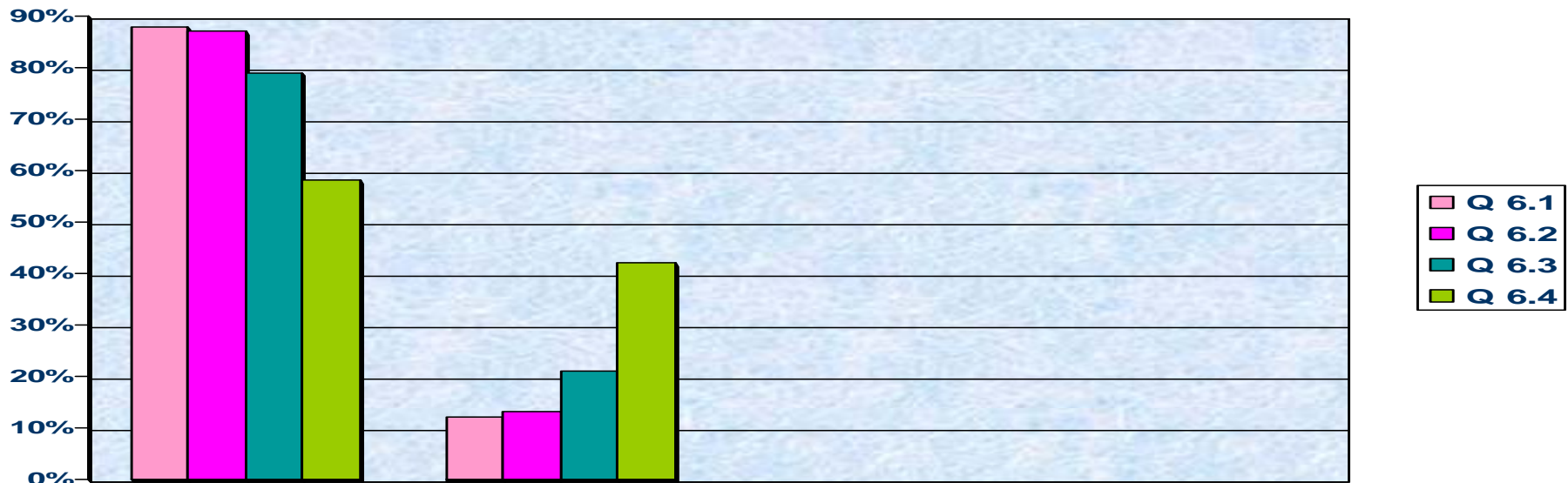
Nursing care

Questions 5		Yes	No
Question 5.1	The nurses spoke politely to me during my stay in hospital?	97%	3%
Question 5.2	The nurses were thorough in their care for me?	98%	2%
Question 5.3	I was provided satisfactory answers by the nurses regarding my condition?	97%	3%
Question 5.4	When I called the nurses for help they responded promptly?	90%	10%
Question 5.5	I was satisfied by the quality of care provided by the nurses in the ward?	96%	4%



Physician care

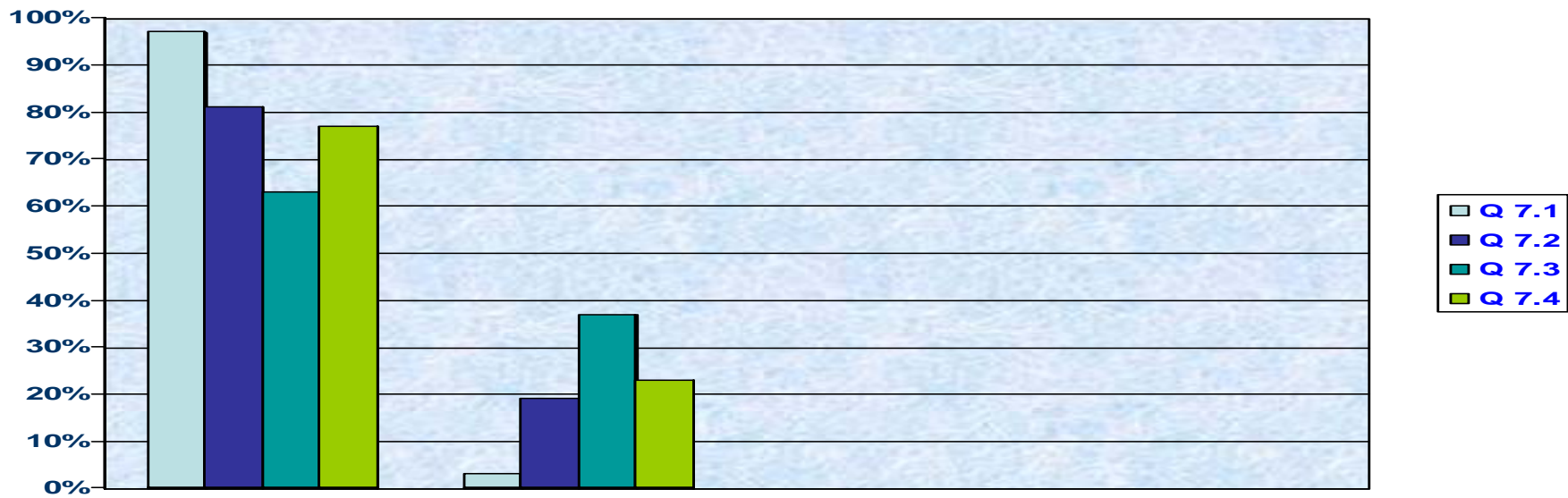
Questions 6		Yes	No
Question 6.1	The doctor greeted me and asked my permission before examining me?	88%	12%
Question 6.2	The doctor informed me about my condition and care plan in a way that I understood?	87%	13%
Question 6.3	The doctor explained to me the results of the laboratory tests in a way that I understood?	79%	21%
Question 6.4	I was treated in privacy?	58%	42%



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Cleanliness and comfort

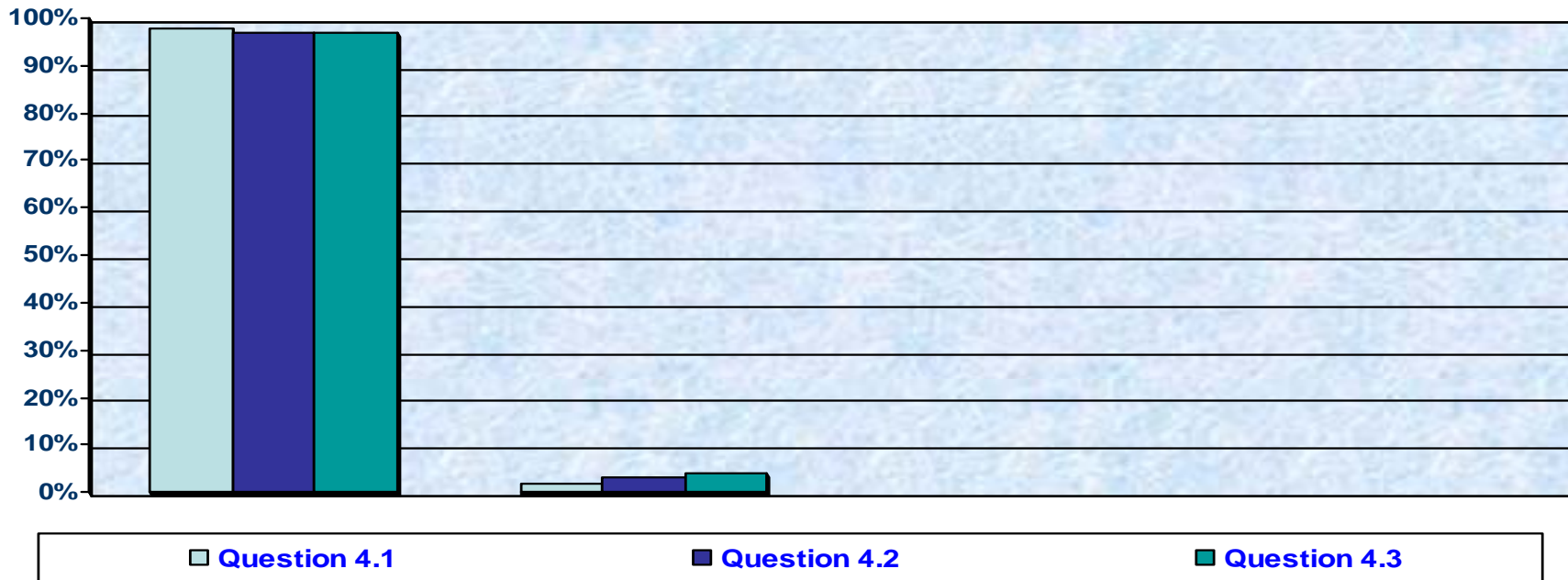
Question 7		Yes	No
Question 7.1	The ward I was admitted in was clean?	97%	3%
Question 7.2	The toilets were clean?	81%	19%
Question 7.3	The temperate in the ward was well controlled?	63%	37%
Question 7.4	The beds sheets were cleaned daily?	77%	23%



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Food

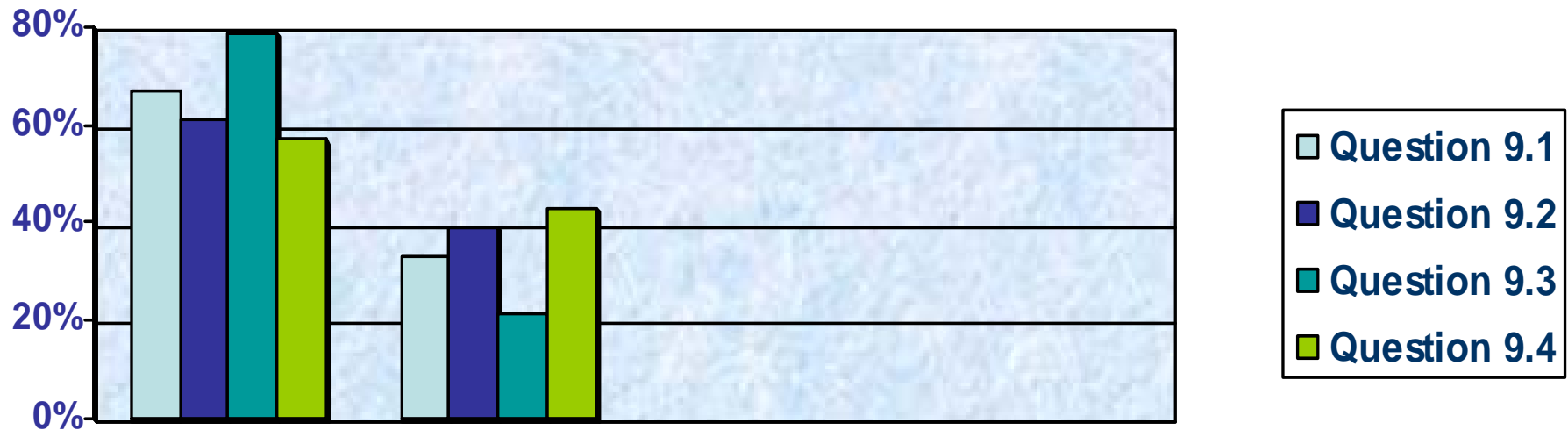
Question 8		Yes	No
Question 8.1	The hospital catered for my special dietary?	98%	2%
Question 8.2	The meals were served on time?	97%	3%
Question 8.3	The food were served warm?	96%	4%



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Patient Education

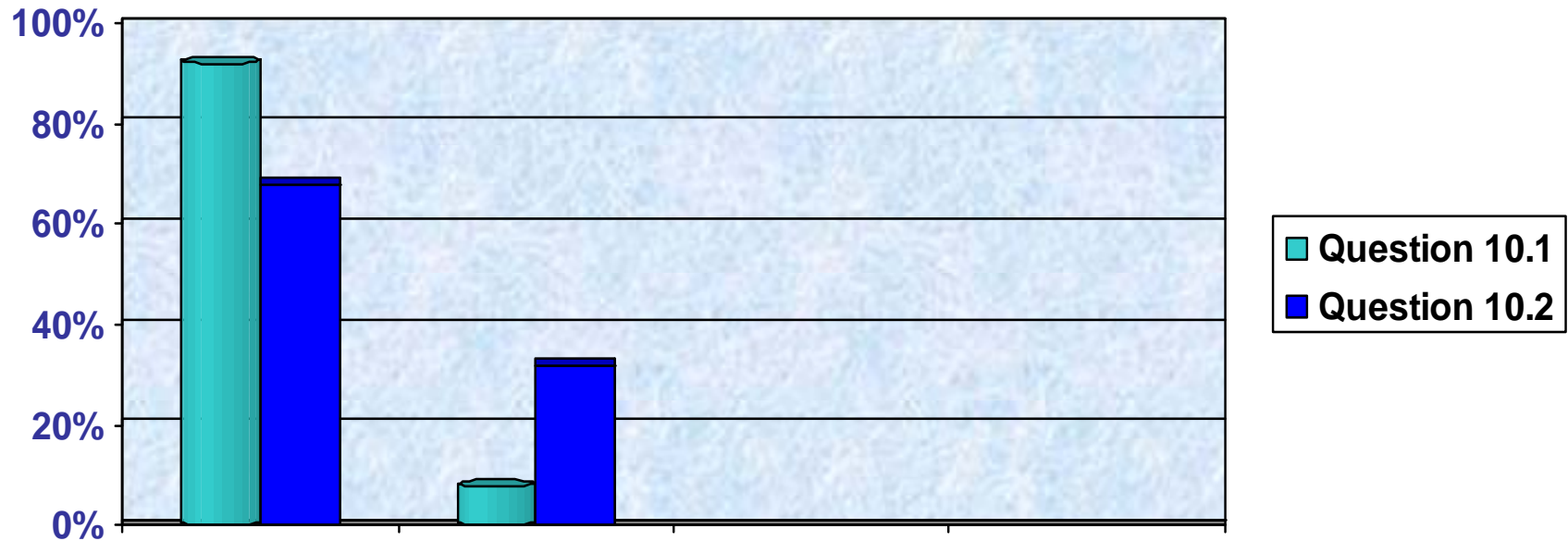
Question 9		Yes	No
Question 9.1	I was informed of the danger signs to look out for when I was discharged?	67%	33%
Question 9.2	I was informed of the side- effects of the medication?	61%	39%
Question 9.3	My care giver was given sufficient information to help me recover?	79 %	21%
Question 9.4	A discharge letter was given to me to take to any doctor or clinic I will consult the next time I am ill	57%	43%



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General

Question 10			
Question 10.1	I felt safe at night during my stay in hospital?	92%	8%
Question 10.2	I was provided with health education	68%	32%



Negative Comments

- Food is not suitable for patients x2.
- The cleaning staff clean late during the day.
- Bed linen are not changed on a daily basis x4.
- Some of the meal are not well cooked x2.
- Staff members are taking their time to assist patients.
- Some of the nursing staff are rude.
- Most of the times toilets are dirty
- Sometimes meal is served late.
- There is a Ghost in the ward x2
- There are no heaters in winter when it is cold.
- Cupboards are dirty.
- Food is not enough .



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Positive Comments

- The wards are very clean
- Some nurses are really helpful
- Some of the staff members are usually polite when dealing with clients
- Hospital staff are working well in assisting patients
- Nurses always treat patients with smile.
- The staff must teach us more about HIV/AIDS

THANK YOU



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