

CLIENT SATISFACTION SURVEY

2004



**CEZA HOSPITAL
CEZA
3886**

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ACCESS

Question 1 – Is the bus/taxi stop close to the hospital?

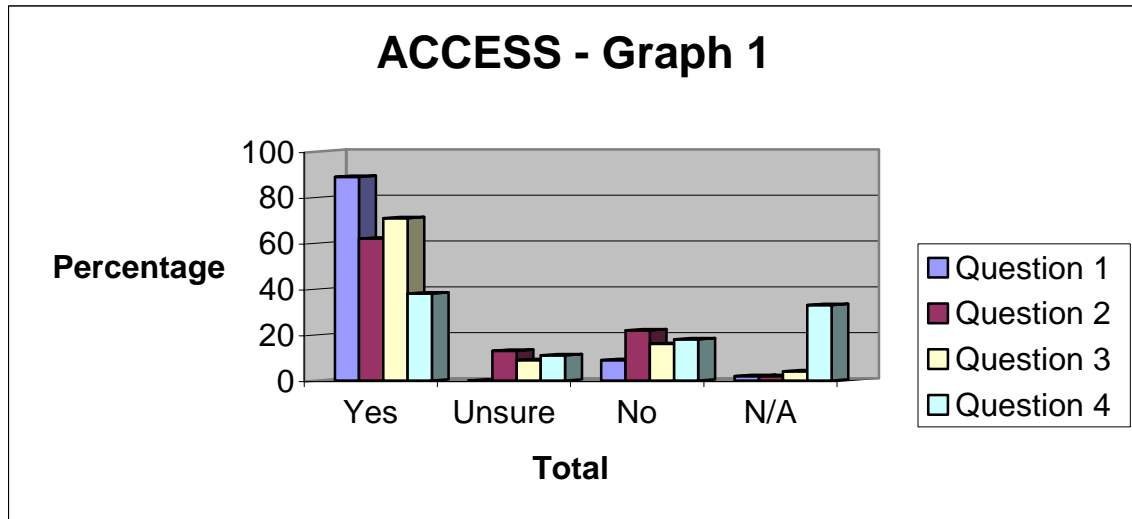
Question 2 – Were signs to OPD clear?

Question 3 – Were signs to wards clear?

Question 4 – Was it easy to find disable parking bay/wheel chair ramp?

**TABLE 1 – DEPICTING QUESTIONS AS MENTIONED ABOVE
SHOWN AS A PERCENTAGE**

	YES	UNSURE	NO	N/A
QUESTION 1	89%	-	9%	2%
QUESTION 2	62%	13%	22%	2%
QUESTION 3	71%	9%	16%	4%
QUESTION 4	38%	11%	18%	33%



COMMUNICATION

Question 1 – Did staff that attended to you wear identification badges?

Question 1.1 – Security personnel

Question 1.2 – Clerks

Question 1.3 – Nurses

Question 1.4 – Doctors

Question 1.5 – Pharmacy Personnel

Question 1.6 – Other

Question 2 – Were you able to communicate with staff in your language?

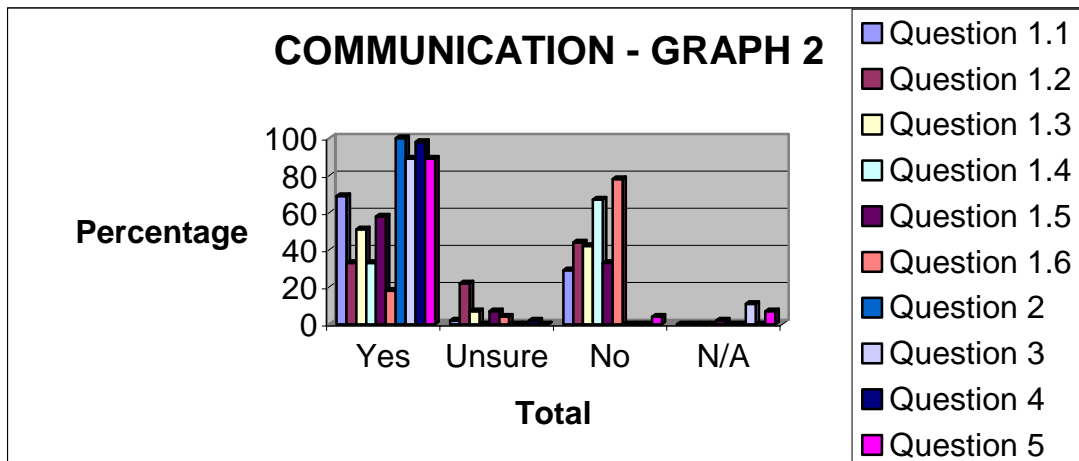
Question 3 – Where necessary were interpreter services arranged?

Question 4 – During your treatment were the procedures explained to you?

Question 5 – Questions and queries you made were dealt with satisfactory?

**TABLE 2 – DEPICTING QUESTIONS AS MENTIONED ABOVE
SHOWN AS A PERCENTAGE**

	Yes	Unsure	No	N/A
Question 1.1	69%	2%	29%	-
Question 1.2	33%	22%	44%	-
Question 1.3	51%	7%	42%	-
Question 1.4	33%	-	67%	-
Question 1.5	58%	7%	33%	2%
Question 1.6	18%	4%	78%	-
Question 2	100%	-	-	-
Question 3	89%	-	-	11%
Question 4	98%	2%	-	-
Question 5	89%	-	4%	7%



COURTESY

Question 1 – Were you treated politely by the following staff categories?

Question 1.1 – Security Personnel

Question 1.2 – Clerks

Question 1.3 – Nurses

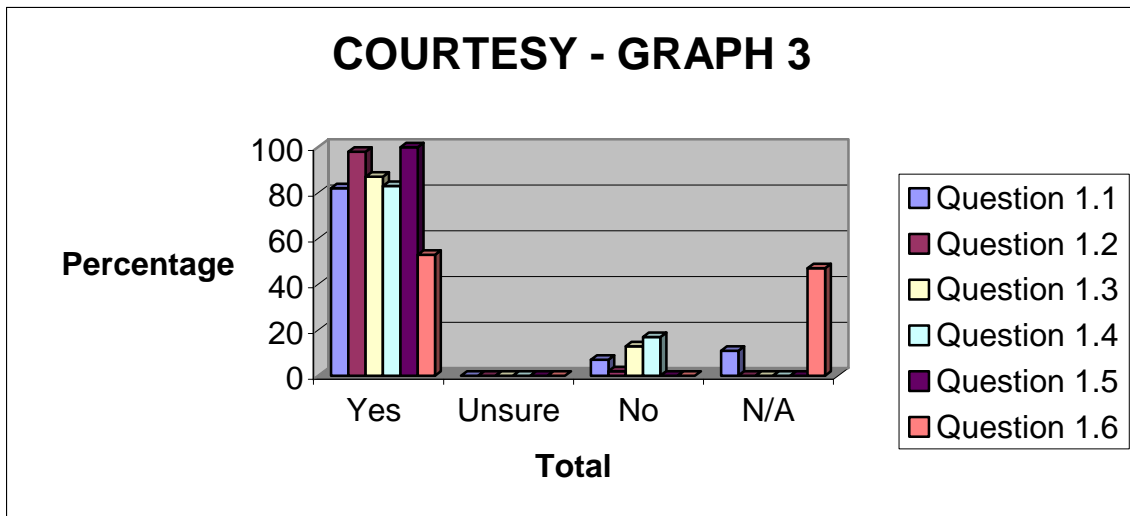
Question 1.4 – Doctors

Question 1.5 – Pharmacy Staff

Question 1.6 – Other

TABLE 3 – DEPICTING QUESTIONS AS MENTIONED ABOVE
SHOWN AS A PERCENTAGE

	Yes	Unsure	No	N/A
Question 1.1	82%	-	7%	11%
Question 1.2	98%	-	2%	-
Question 1.3	87%	-	13%	-
Question 1.4	83%	-	17%	-
Question 1.5	100%	-	-	-
Question 1.6	53%	-	-	47%



CLEANLINESS

Question 1 – Were the following areas clean?

Question 1.1 – Grounds

Question 1.2 – Corridors

Question 1.3 – Buildings

Question 1.4 – Ablution facilities

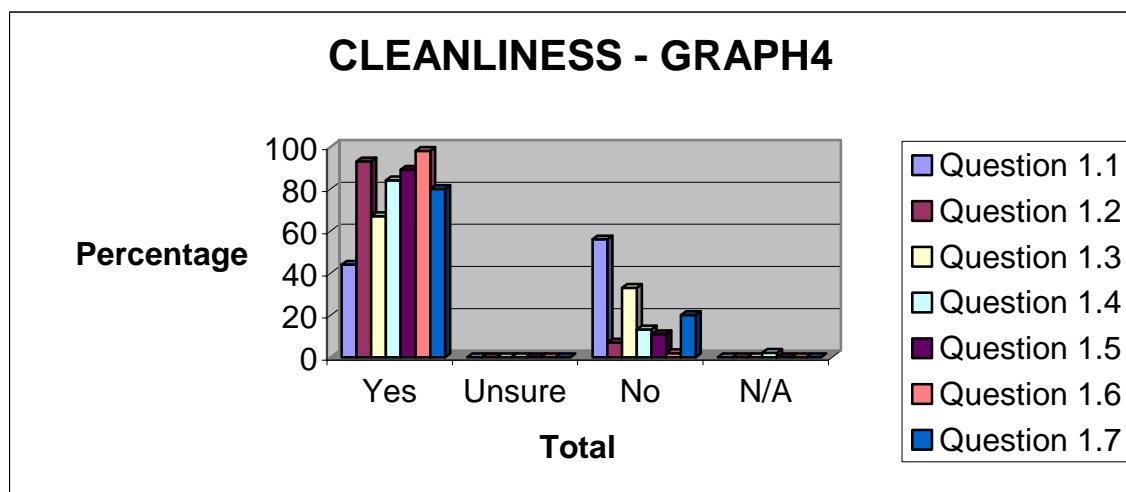
Question 1.5 – General Ward

Question 1.6 – Was the bed linen clean

Question 1.7 – Was the ward free of pests

**TABLE 4 – DEPICTING QUESTIONS AS MENTIONED ABOVE
SHOWN AS A PERCENTAGE**

	Yes	Unsure	No	N/A
Question 1.1	44%	-	56%	-
Question 1.2	93%	-	7%	-
Question 1.3	67%	-	33%	-
Question 1.4	84%	-	13.3%	2.2%
Question 1.5	89%	-	11%	-
Question 1.6	98%	-	2%	-
Question 1.7	80%	-	20%	-



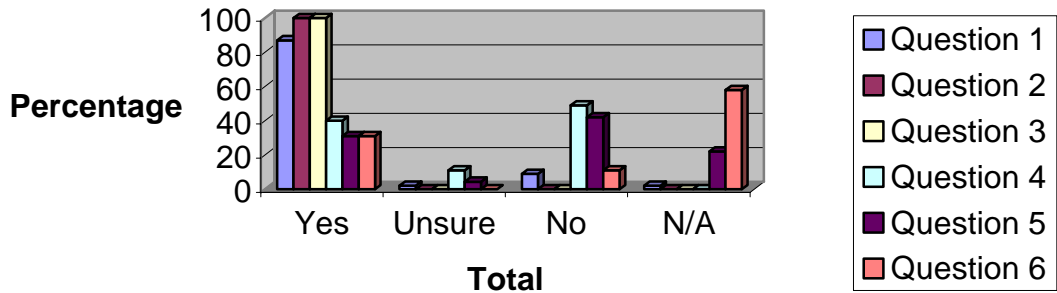
RESPECT OF PATIENTS' RIGHTS

- Question 1 – Did the hospital staff draw attention to patients' rights?
 Question 2 – Did your consultation by the nurse or doctor take place in a private manner?
 Question 3 – Was there a bench/chair provided for you to sit while you waited?
 Question 4 – Did you have a complaint?
 Question 5 – If you had a complaint did you report it?
 Question 6 – If you had a complaint were you satisfied with the way it was handled?

TABLE 5 – DEPICTING QUESTIONS AS MENTIONED ABOVE
SHOWN AS A PERCENTAGE

	Yes	Unsure	No	N/A
Question 1	87%	2%	9%	2%
Question 2	100%	-	-	-
Question 3	100%	-	-	-
Question 4	40%	11%	49%	-
Question 5	31.1%	4.4%	42%	22%
Question 6	31%	-	11%	58%

RESPECT OF PATIENTS' RIGHTS - GRAPH 5



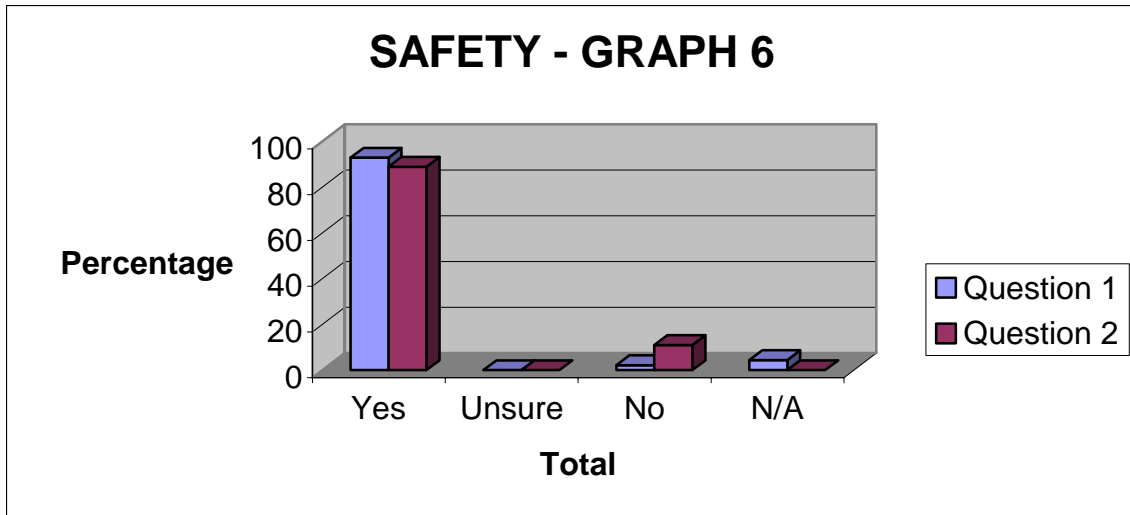
SAFETY

Question 1 – At night was the nurse available when you called?

Question 2 – Did you feel safe in hospital?

TABLE 6 – DEPICTING QUESTIONS AS MENTIONED ABOVE
SHOWN AS A PERCENTAGE

	Yes	Unsure	No	N/A
Question 1	93%	-	2.2%	4.4%
Question 2	89%	-	11%	-



GENERAL

Question 1 – Was the food good?

Question 2 – Do you think visiting ours are good to the community?

Question 3 – Was your family advised about changes in your condition?

Question 4 – Did the hospital staff assist to make transport arrangements for you when you were discharged?

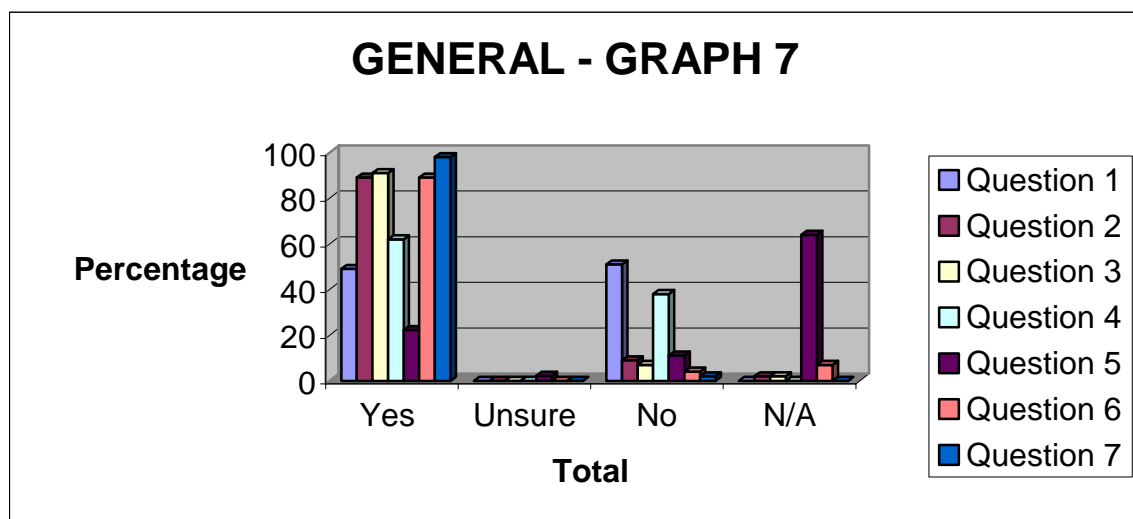
Question 5 – Did the hospital staff make arrangements for you when you were referred?

Question 6 – At the time of your discharge did you feel that you ha enough knowledge about you illness to take care of yourself at home?

Question 7 – Would you return to this hospital for treatment?

TABLE 7 – DEPICTING QUESTIONS AS MENTIONED ABOVE
SHOWN AS A PERCENTAGE

	Yes	Unsure	No	N/A
Question 1	49%	-	51%	-
Question 2	89%	-	9%	2%
Question 3	91%	-	7%	2%
Question 4	62%	-	38%	-
Question 5	22.2%	2.2%	11.1%	64%
Question 6	89%	-	4%	7%
Question 7	98%	-	2%	-



CLIENTS' COMMENTS

After the questionnaire, patients were given the opportunity to give comments and air their views relating to Ceza Hospital service delivery and the general internal and external appearance of the hospital. Here I have written a list of their negative comments.

Negative comments – Inpatients

- The patients complained about the televisions that are not working saying that it is boring during the day and before they sleep.
- There is a severe delay when one has to consult the doctor because of the shortage of staff.
- The patients also complained about the meals that are not good. They also said that the linen and blankets are too old and not warm to such an extent that they have to bring their own blankets.
- They said that there are unnecessary trees in the hospital that makes the hospital filthier.

There are no positive comments.

INTRODUCTION



A survey was conducted at Ceza Hospital.

Inpatients were interviewed
and they responded well and they also commented on
Ceza Hospital service delivery
and the general internal and external
appearance of the hospital.