

Client Satisfaction Survey



2004

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INTRODUCTION



A Survey was undertaken at Eshowe District Hospital
in
October 2004

200 patients were surveyed,

100 in-patients

and

100 out-patients

ACCESS

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

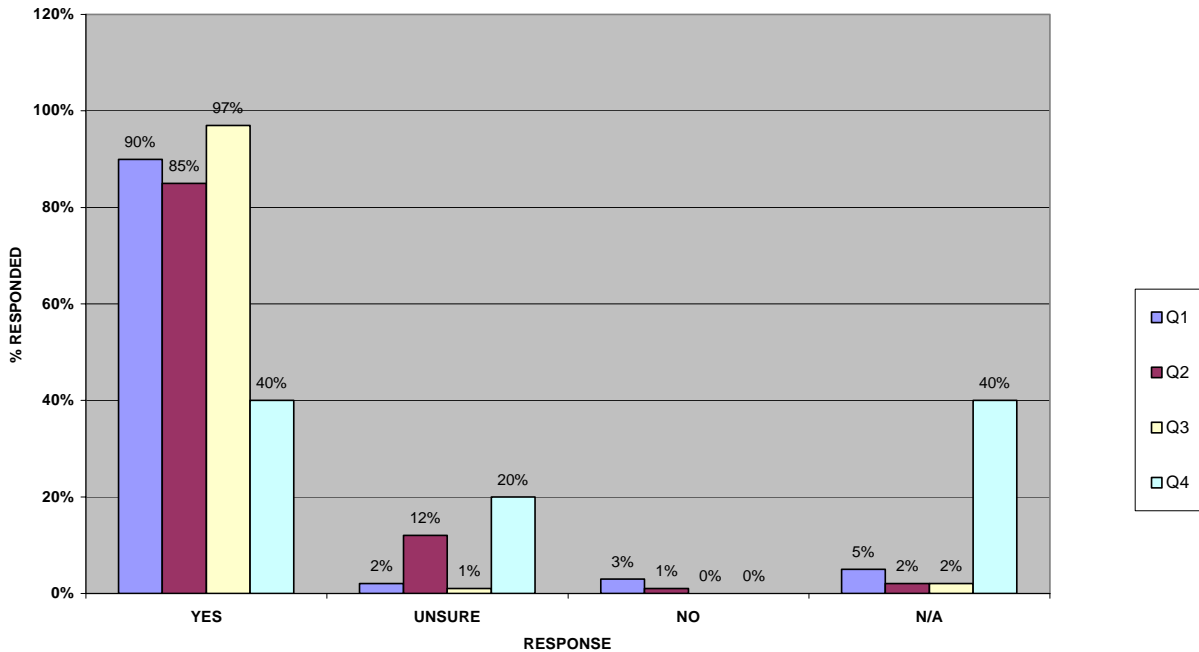
Question 2 – Were Signs to OPD Clear?

Question 3 – Were signs to Wards clear?

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

**TABLE 1 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)**

	Yes	Unsure	No	N/A
Question 1	90%	2%	3%	5%
Question 2	85%	12%	1%	2%
Question 3	97%	1%	0%	2%
Question 4	40%	20%	0%	40%



COMMUNICATION

Question 1 – Did staff who 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?

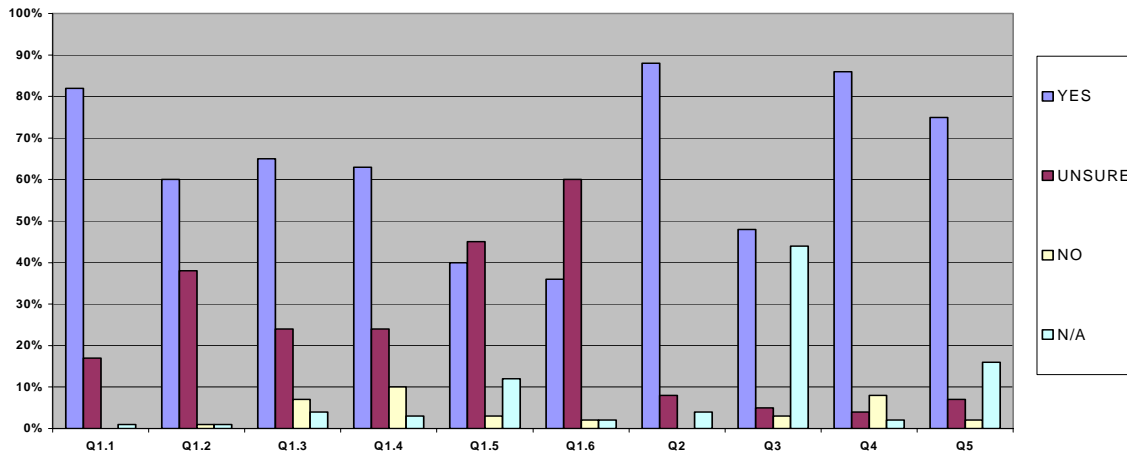
Question 3 – Where necessary, were interpreter services arranged?

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

Question 5 – The questions and queries you made, were they dealt with satisfactorily?

TABLE 2 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	Yes	Unsure	No	N/A
Question 1.1	82%	17%	0%	1%
Question 1.2	60%	38%	1%	1%
Question 1.3	65%	24%	7%	4%
Question 1.4	63%	24%	10%	3%
Question 1.5	40%	45%	3%	12%
Question 1.6	36%	60%	2%	2%
Question 2	88%	8%	0%	4%
Question 3	48%	5%	3%	44%
Question 4	86%	4%	8%	2%
Question 5	75%	7%	2%	16%



COURTESY

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

Question 1.1 – Security Personnel

Question 1.2 – Clerks

Question 1.3 – Nurses

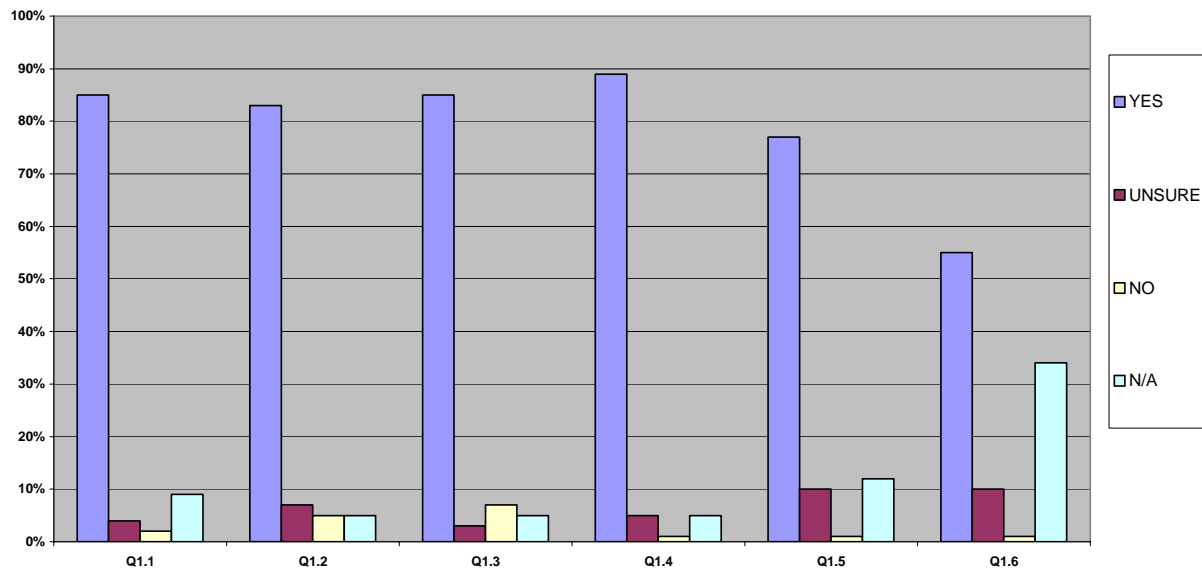
Question 1.4 – Doctors

Question 1.5 – Pharmacy Staff

Question 1.6 - Other

TABLE 3 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	Yes	Unsure	No	N/A
Question 1.1	85%	4%	2%	9%
Question 1.2	83%	7%	5%	5%
Question 1.3	85%	3%	7%	5%
Question 1.4	89%	5%	1%	5%
Question 1.5	77%	10%	1%	12%
Question 1.6	55%	10%	1%	34%



CLEANLINESS OF THE PHYSICAL ENVIRONMENT

Where The following areas clean?

Question 1 – Grounds

Question 2 – Corridors

Question 3 – Buildings

Question 4 – Ablution Facilities

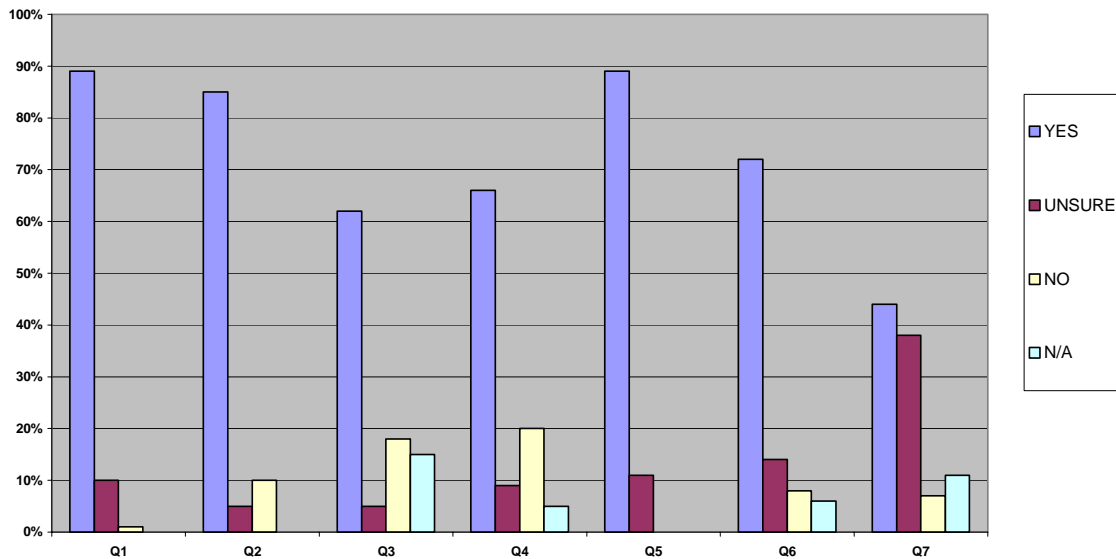
Question 5 – General Ward

Question 6 – Was the bed linen clean?

Question 7 – Was the ward free of pests?

**TABLE 4 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)**

	Yes	Unsure	No	N/A
Question 1	89%	10%	1%	0%
Question 2	85%	5%	10%	0%
Question 3	62%	5%	18%	15%
Question 4	66%	9%	20%	5%
Question 5	89%	11%	0%	0%
Question 6	72%	14%	8%	6%
Question 7	44%	38%	7%	11%



RESPECT OF PATIENT'S RIGHTS

Question 1 – Did the hospital staff draw your attention to patient’s rights and responsibilities?

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 on while you waited?

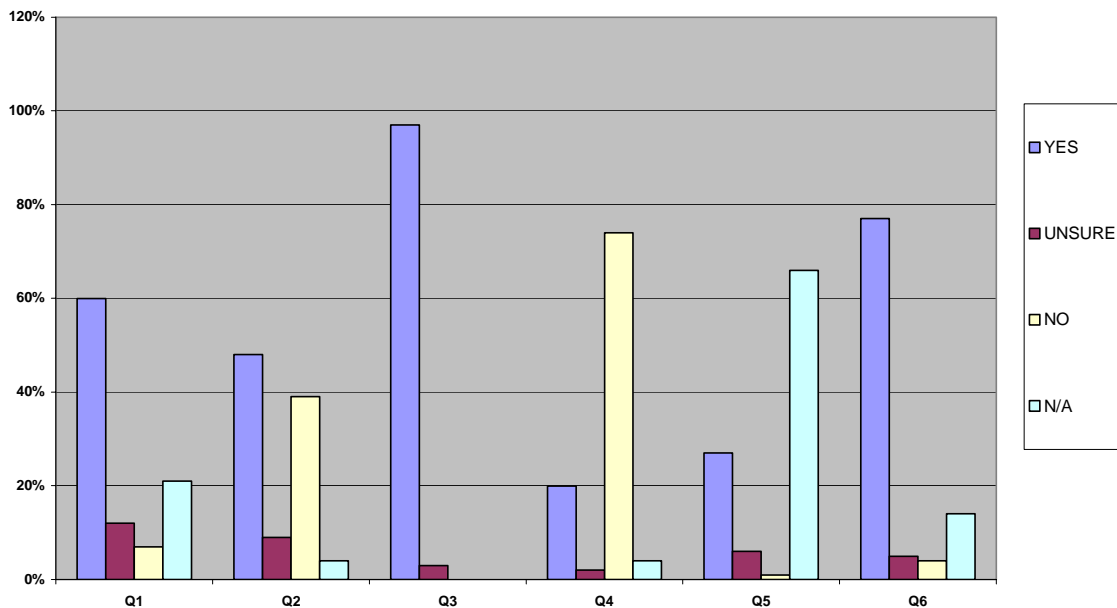
Question 4 – Did you have a complaint?

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
(CALCULATED BY PERCENTAGE)**

	Yes	Unsure	No	N/A
Question 1	60%	12%	7%	21%
Question 2	48%	9%	39%	4%
Question 3	97%	3%	0%	0%
Question 4	20%	2%	74%	4%
Question 5	27%	6%	1%	66%
Question 6	77%	5%	4%	14%



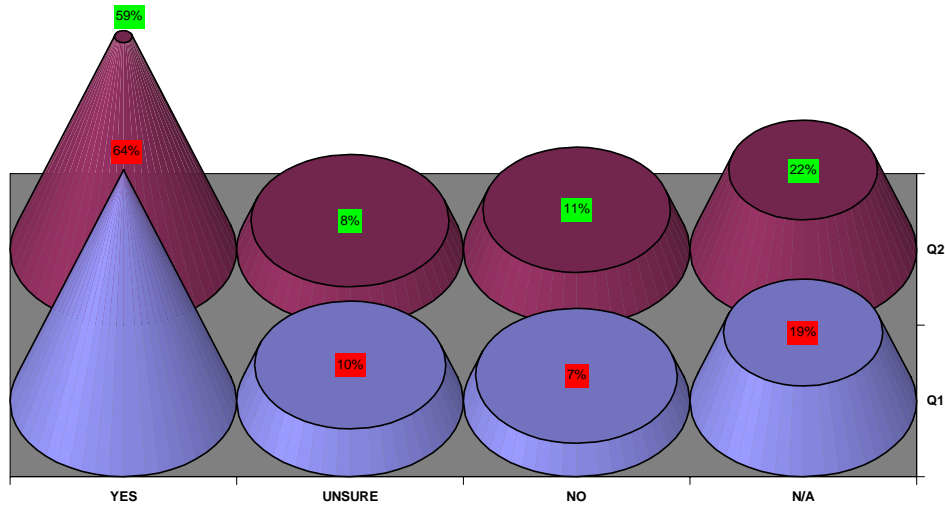
SAFETY

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

Question 2 – Did you feel safe in the hospital?

TABLE 6 – DEPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	Yes	Unsure	No	N/A
Question 1	64%	10%	7%	19%
Question 2	59%	8%	11%	22%



GENERAL

Question 1 – Was the food good?

Question 2 – Do you think visiting hours are convenient to the Community?

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

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

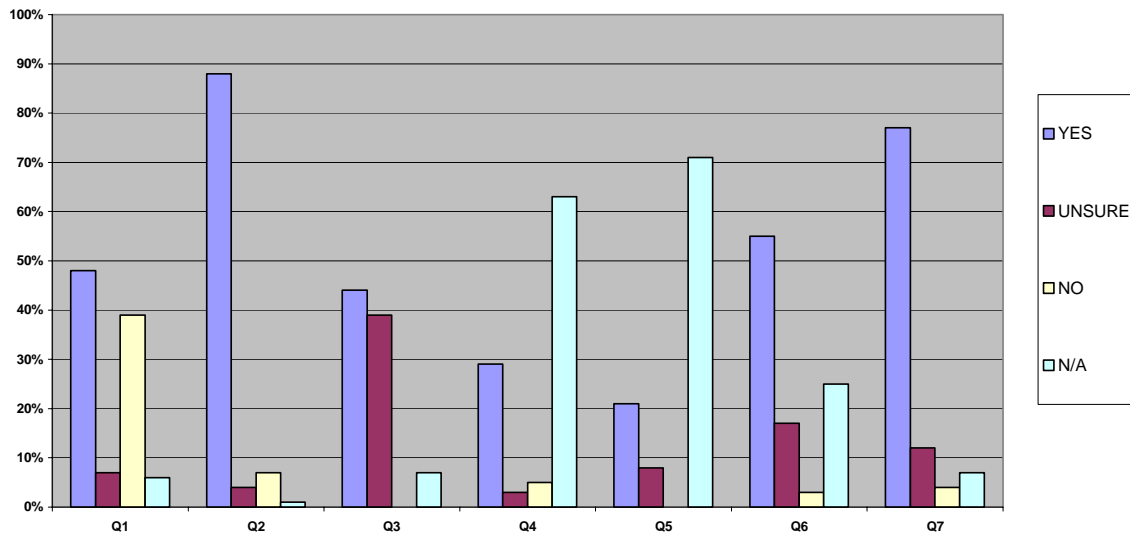
Question 5 – Did the hospital assist to make arrangements for you when you were referred?

Question 6 – At the time of your discharge, did you feel that you have enough knowledge about your 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
(CALCULATED BY PERCENTAGE)

	Yes	Unsure	No	N/A
Question 1	48%	7%	39%	6%
Question 2	88%	4%	7%	1%
Question 3	44%	39%	0%	7%
Question 4	29%	3%	5%	63%
Question 5	21%	8%	0%	71%
Question 6	55%	17%	3%	25%
Question 7	77%	12%	4%	7%

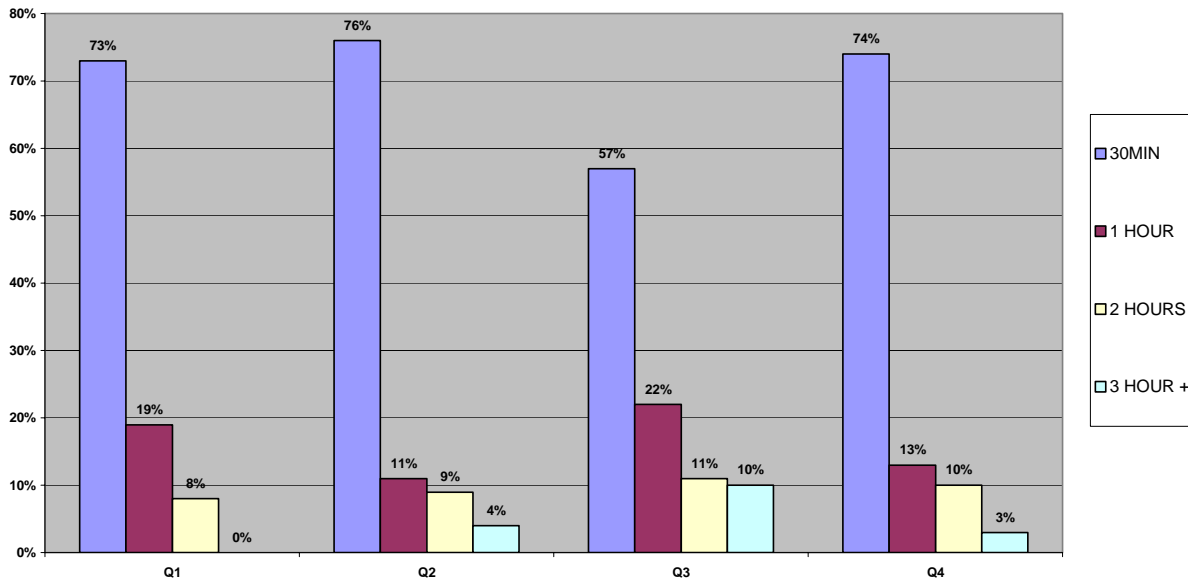


WAITING TIMES

- Question 1 – How long did you wait for your out-patient card?**
- Question 2 – How long did you wait to be treated by a Nurse?**
- Question 3 – How long did you wait to be treated by a Doctor?**
- Question 4 – How long did you wait for your medication in Pharmacy?**

TABLE 8 – DEPICTING QUESTIONS AS MENTIONED ABOVE
Consists of patients waiting 30 minutes, one hour, 2 hours, 3 hours & more
(CALCULATED BY PERCENTAGE)

	30 Mins	1 hour	2 hours	3 hours +
Question 1	73%	19%	8%	0%
Question 2	76%	11%	9%	4%
Question 3	57%	22%	11%	10%
Question 4	74%	13%	10%	3%



CLIENTS COMMENTS

At the end of the survey, patients were given the opportunity to comment, in their own words, on the treatment they received at Eshowe Hospital as well as their views of service delivery.

Hereunder I have listed the positive and negative comments:

IN-PATIENTS

40 % of in-patients commented on the service they had received. Of these 20% were positive comments and 80% negative comments.

In-Patients – Positive Comments

8 positive comments were received from in-patients.

- 3 patients stated that they were satisfied with the services provided.
- 2 patients stated that the hospital staff were friendly and co-operative.
- 2 patients commented that the nurses took good care.
- 1 patient stated that the floors in the ward glitters.

In-Patients – Negative Comments

In total 32 negative comments were received from in-patients. The negative comments were as such:

- 12 patients commented that the food is of poor quality,not tasty,too cold.
- 3 patients commented that nurses take too long,when called for assistance.
- 5 patients commented that doctors need to do ward rounds more often,cos the conditions cannot be the same until his/her next visit.
- 10 patients commented that over weekends,they like to watch soccer,but no television,management must come up with some kind of TV room so that there is no disturbance in the ward.
- 2 patients commented that ,they were not well explained about the medication they have received on discharge,but was given in a brown packet and simply told to take it.

CLIENTS COMMENTS

OUT-PATIENTS

18 % of the out-patients commented on the service they had received. All unfortunately commented negatively.

Out-Patients – comments from 18 patients

- 2 patients commented on few doctors and nurses at MOPD & Casualty.
- 3 patients commented on the rudeness of a black female clerk at Outpatients Department.
- 1 patient stated that he waited too long to be attended by a doctor and for his medication.
- 2 patient stated that doctors arrive late at clinics and all leave at the same time for lunch,why not split the lunch break so that many patients could be seen within that hour?
- 2 patients complained that they are receiving new medical records,which is not acceptable as their treatment is not properly investigated and controlled.
- 2 patients complained about the smelly gowns that they have to wear at X-Ray department.
- 1 patient stated that the nurses are talking with disrespect to the patients,not knowing that the patient is also a nurse at another institution,by using medical terms.
- 1 patient complained that the nurses at Casualty do not take care of us ,once they are told that we belong to a Medical Aid society.
- 4 patients request management of this institution to motivate for more nurses and doctors as they could see the influx of patients.

ALL RELATED QUESTIONERS TO THE SURVEY IS WITH THE FACILITY INFORMATION OFFICER FOR INSPECTION IF NEEDED