

**INANDA COMMUNITY HEALTH CENTRE
CLIENT SATISFACTION SURVEY REPORT
AUGUST 2008**



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INTRODUCTION:

This survey was undertaken at Inanda Community Health Centre on 29 August 2008.

Methodology:

- Data was collected manually using the standardized tool
- Home Based Care students interviewed clients from GOPD adult section
- In anticipation for hiccoughs, since the tool was never used before a small number of clients was targeted
- 100 client were interviewed

Demographic Information of clients interviewed

- 28 were males
- 78 were females
 - Age Profile
- Ages 18-34= 32
- Ages 35-49=28
- Ages 50-54=28
- Ages >60 =12
 - All clients were Zulu speaking African clients.

Number of out patient visits in the past four weeks

2visits=57 clients

4 visits=0

3visits=21

1 visit=22

1. Aims of the Survey

To determine client experience at Inanda Community Health Centre in respect of the following;

- Access
- Courtesy
- Environment
- Communication
- Quality of medical care and
- General

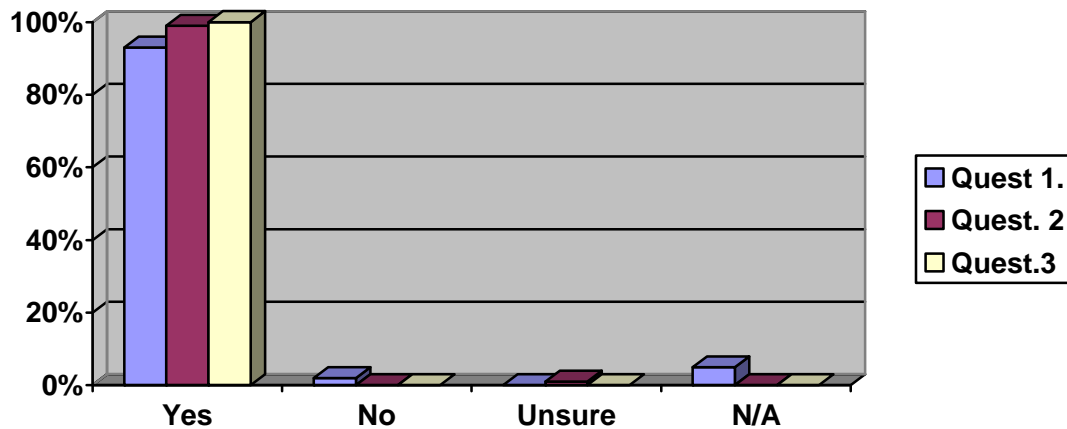
2. Objectives

- To monitor and evaluate the quality of the service delivery.
- To improve the quality of care.

A. Access

1. There is a rank /bus stop near the hospital
2. The route to casualty/outpatients within the hospital was clearly marked from the main entrance.
3. Wheelchairs were provided for the disabled and extremely ill patients.

| Question | Yes | No | Unsure | Not Applicable |
|----------|------|----|--------|----------------|
| Quest. 1 | 93% | 2% | 0% | 5% |
| Quest. 2 | 99% | 0% | 1% | 0% |
| Quest.3 | 100% | 0% | 0% | 0% |

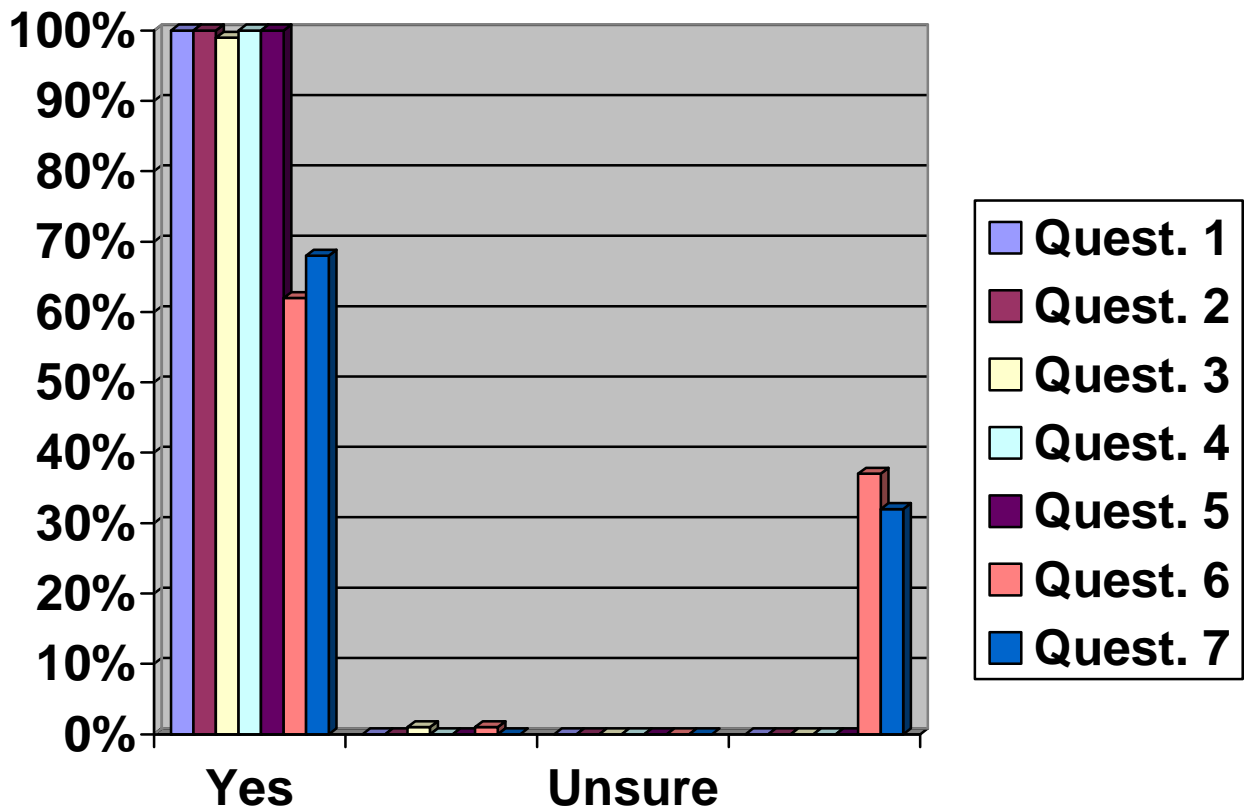


B. Courtesy

Questions:

1. There was a seat provided for me whilst waiting for my file/folder.
2. There was a seat provided for me in the waiting areas for consultation and pharmacy
3. The security at all entrance treated me courteously.
4. The clerk providing me with my folder was courteous and helpful.
5. The nurse treated me courteously.
6. The doctor treated me courteously.
7. The pharmacist treated me courteously.

| Question | Yes | No | Unsure | Not Applicable |
|----------|------|----|--------|----------------|
| Quest. 1 | 100% | 0% | 0% | 0% |
| Quest. 2 | 100% | 0% | 0% | 0% |
| Quest. 3 | 99% | 1% | 0% | 0% |
| Quest. 4 | 100% | 0% | 0% | 0% |
| Quest. 5 | 100% | 0% | 0% | 0% |
| Quest. 6 | 62% | 1% | 0% | 37% |
| Quest. 7 | 68% | 0% | 0% | 32% |

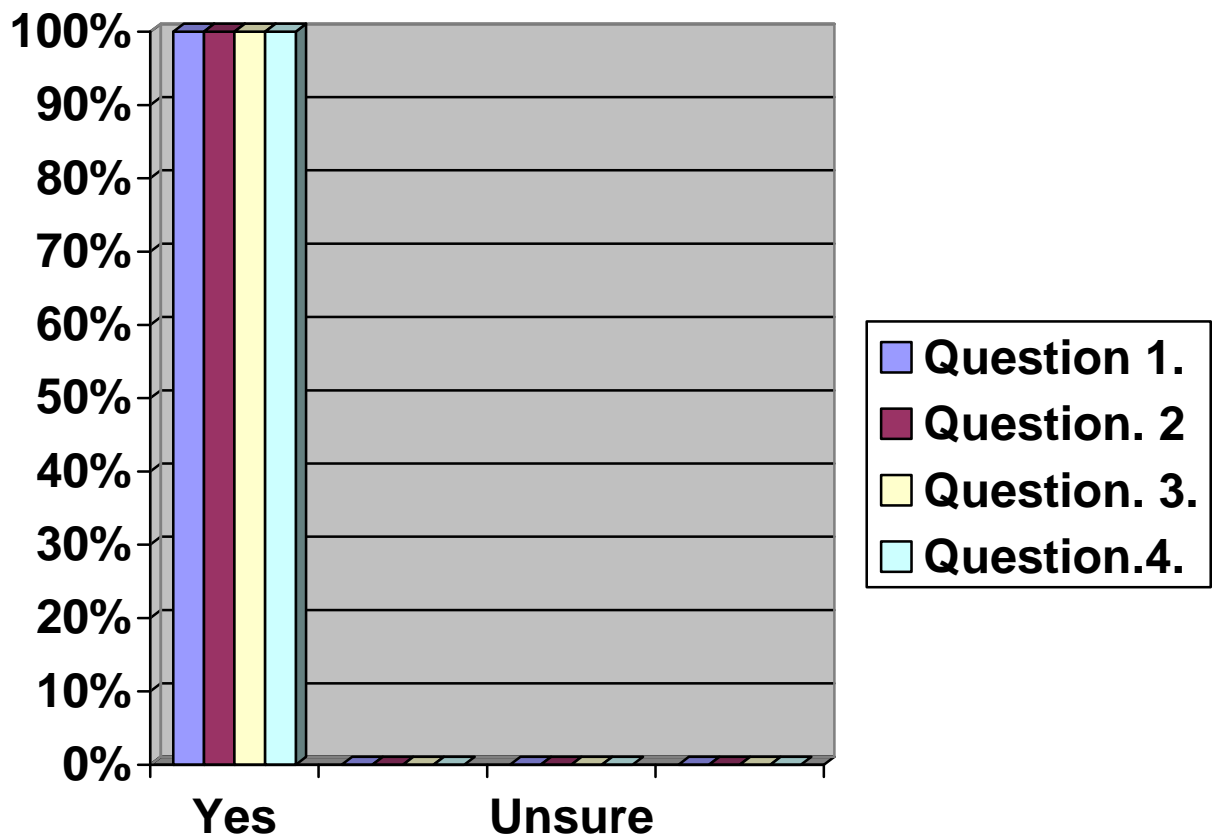


C. Environment:

Questions:

1. The outpatient department was clean
2. I was examined in privacy
3. The toilets were clean
4. The consulting room was clean.

| Question | Yes | No | Unsure | Not Applicable |
|--------------|------|----|--------|----------------|
| Question 1. | 100% | 0% | 0% | 0% |
| Question. 2 | 100% | 0% | 0% | 0% |
| Question. 3. | 100% | 0% | 0% | 0% |
| Question.4. | 100% | 0% | 0% | 0% |

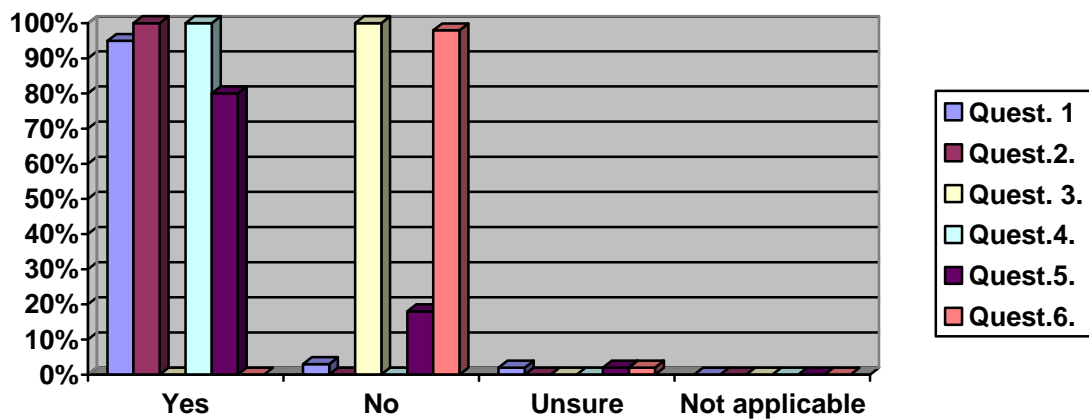


D. Communication:

Questions

1. The doctor asked my permission before examining me.
2. There was an interpreter available to translate to the doctor.
3. The doctor introduced himself/herself to me.
4. The doctor listened to my problems
5. I was greeted by the nursing sister.
6. The nursing sister introduced herself/himself to me.

| Question | Yes | No | Unsure | Not applicable |
|-----------|------|------|--------|----------------|
| Quest. 1 | 95% | 3% | 2% | 0% |
| Quest.2. | 100% | 0% | 0% | 0% |
| Quest. 3. | 0% | 100% | 0% | 0% |
| Quest.4. | 100% | 0% | 0% | 0% |
| Quest.5. | 80% | 18% | 2% | 0% |
| Quest.6. | 0% | 98% | 2% | 0% |

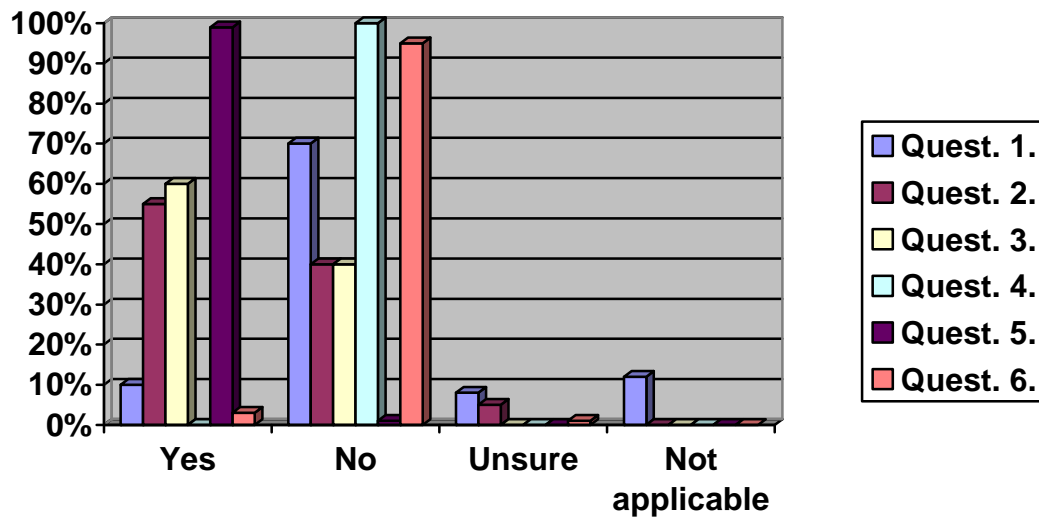


E. Quality of Medical Care:

Questions:

1. The Pharmacist explained to me the use of my medication
2. The doctor explained to me my diagnosis
3. The doctor explained to me the results of my tests
4. I was informed of the side effects of the medication prescribed
5. I was satisfied with the care I received
6. I was provided with health education and health promotion material in the hospital

| Question | Yes | No | Unsure | Not applicable |
|-----------|-----|------|--------|----------------|
| Quest. 1. | 10% | 70% | 8% | 12% |
| Quest. 2. | 55% | 40% | 5% | 0% |
| Quest. 3. | 60% | 40% | 0% | 0% |
| Quest. 4. | 0% | 100% | 0% | 0% |
| Quest. 5. | 99% | 1% | 0% | 0% |
| Quest. 6. | 3% | 95% | 1% | 0% |



General

1. I will recommend this hospital to my family and friends

| General | Yes | No | Unsure | N/A |
|----------------|------------|-----------|---------------|------------|
| Question 1 | 100% | 0% | 0% | 0% |

COMMENTS:

Challenges:

- The doctors and nurses examining clients did not introduce themselves to the clients
- Some doctors and nurses failed to request the clients' permission to examine them.
- Some clients were not informed about findings after examination by Doctor/Nurse
- Some clients were not informed about the use of medication prescribed to them by Pharmacist.
- Only 3% clients had Health Education and Health Promotion information on the day
- All clients interviewed were not informed about the side effects of drugs dispensed to them.

Action Plan:

- The report to be presented to the Senior Management team for remedial action plans to be developed.

Time Frame: 30.09.08

Responsibility: Q.A. Manager

Report compiled and captured by: Thembelihle Hlatshwayo
Q.A.Manager(acting)

Approved by: Mrs Z.R.Gcabashe
(Acting CEO)

Signature: _____

Date: 12.09.08