

PORT SHEPSTONE REGIONAL HOSPITAL



CLIENT SATISFACTION SURVEY JUNE 2007

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INTRODUCTION

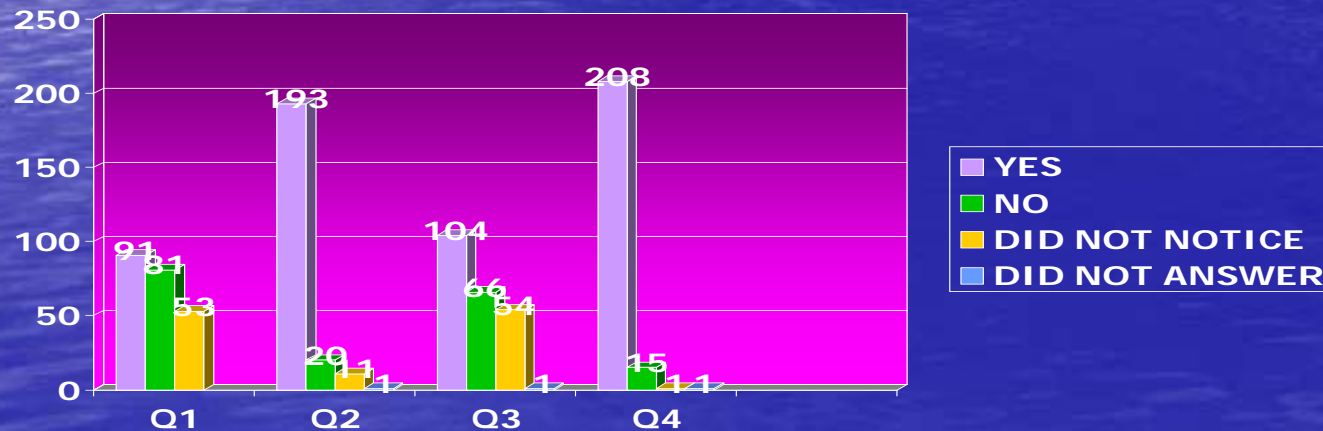
- Client satisfaction survey was conducted in June 2007
- We intended to interview 400 patients in the ff. departments
- OPD – 100 Patients targeted
- Wards 5 to 1 In Patients - 100
- Pharmacy – 50 patients
- Ethembeni Clinic – 50 patients
- Casualty - 50 patients
- This report consists of tables and graphs

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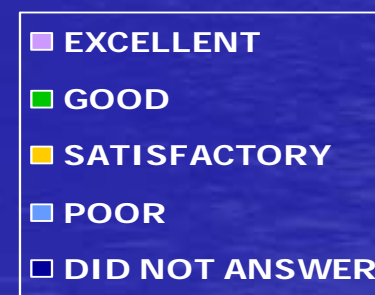
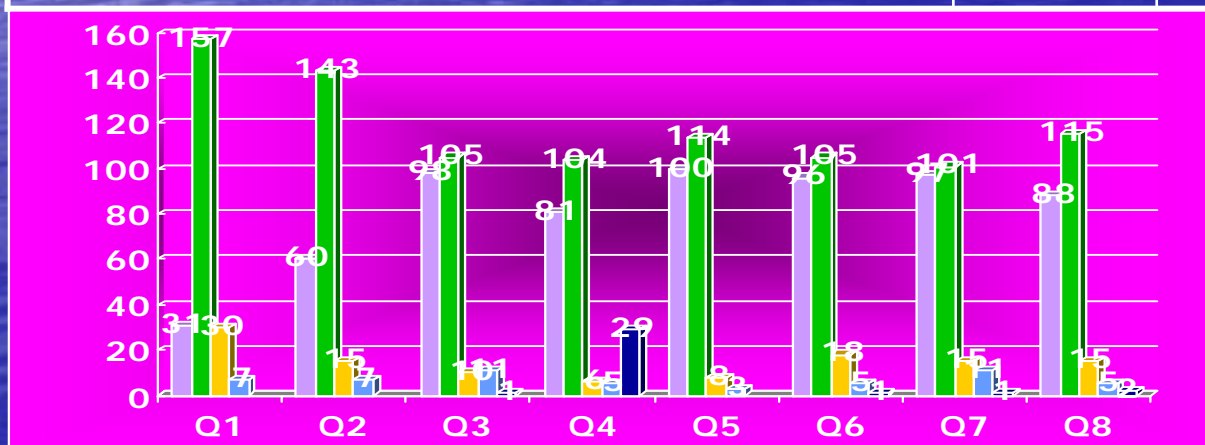
ACCESS

QUESTIONS	YES	NO	DID NOT NOTICE	NO ANSWER
• Did you see any hospital sign on the road when you were coming to the hospital ?	91	81	53	-
• Were signs to the department you visited clear ?	193	20	11	1
• Was it easy to find disabled parking bay/ wheel chair ramp?	104	66	54	1
• Was it easy to see where toilets are?	208	15	1	1
• TOTAL	596	182	119	3
• PERCENTAGE	66%	20%	13%	0,3%



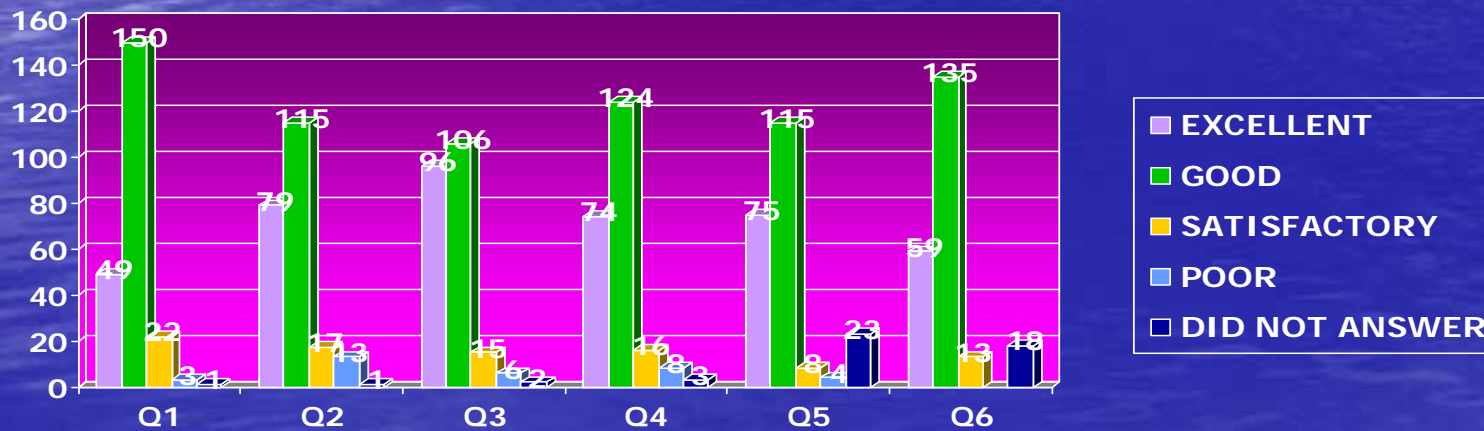
COMMUNICATION

QUESTIONS	EXCELENT	GOOD	SATISFACTORY	POOR	DID NOT ANSWER
•How did securities at the gate talk to you?	31	157	30	7	-
•Did clerks give you clear explanations ?	60	143	15	7	-
•Did doctors talk & explain your illness to you ?	98	105	10	11	1
• Did Pharmacy staff explain about the medication they gave you ?	81	104	6	5	29
•Were you able to communicate with staff in your language ?	100	114	8	3	-
•During your treatment were procedures explained to you ?	96	105	18	5	1
•In the department you visited were procedures explained ?	97	101	15	11	1
•Have the questions and queries you made been dealt with satisfactorily ?	88	115	15	05	2
•TOTAL	651	944	117	54	34
•PERCENTAGE	36%	52%	7%	3%	2%



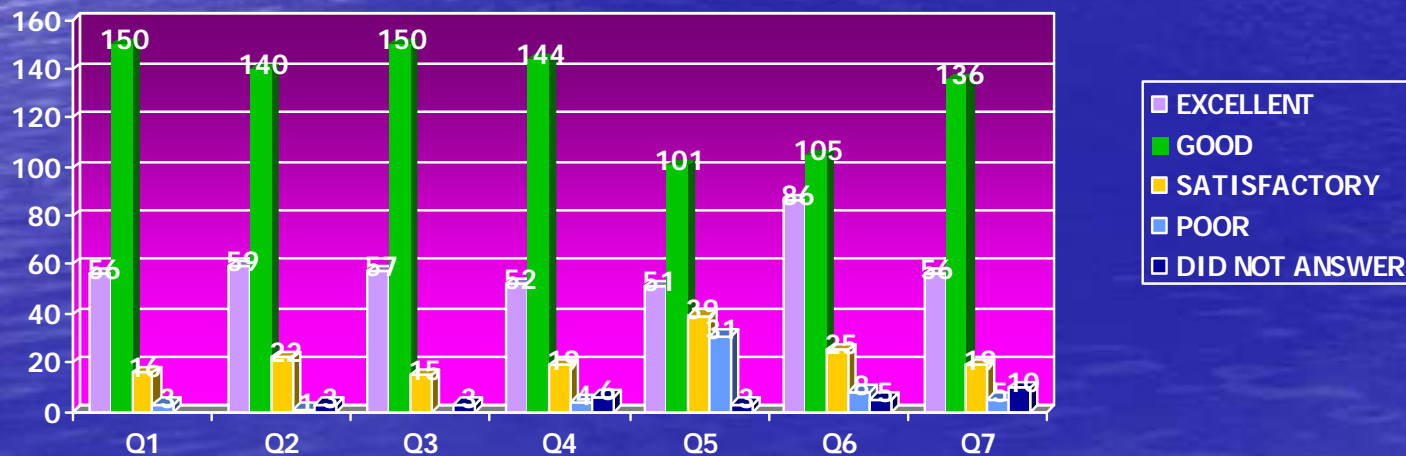
COURTESY

QUESTIONS	EXCELLENT	GOOD	SATISFACTORY	POOR	DID NOT ANSWER
• WERE YOU TREATED POLITELY IN THE FOLLOWING CATEGORIES :					
• Security Personnel	49	150	22	3	1
• Nurses	79	115	17	13	1
• Doctors	96	106	15	6	2
• Clerks	74	124	16	8	3
• Pharmacy	75	115	8	04	23
• Other	59	135	13	-	18
• TOTAL	432	745	91	34	48
• PERCENTAGE	32%	55%	7%	3%	4%



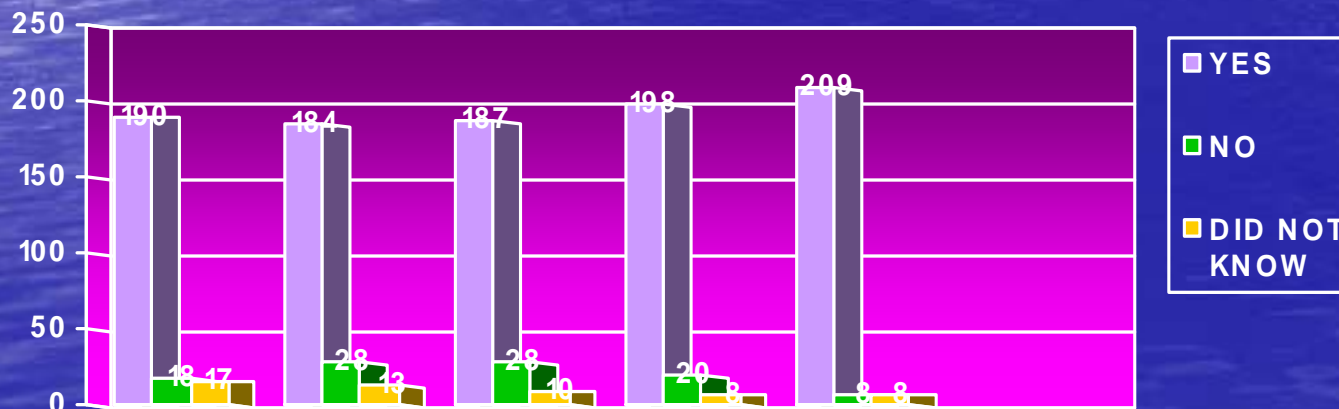
TIDINESS OF PHYSICAL ENVIRONMENT

QUESTIONS	EXCELLENT	GOOD	SATISFACTORY	POOR	DID NOT ANSWER
WERE THE FOLLOWING AREAS CLEAN?					
•Grounds	56	150	16	3	-
•Corridors	59	140	22	1	3
•Buildings	57	150	15	-	3
•Ablution facilities	52	144	19	4	6
•Bed linen	51	101	39	31	3
•Was the ward free of pests	86	105	25	8	5
•Other sections you attended	56	136	19	5	10
•TOTAL	417	926	155	52	30
•PERCENTAGE	26%	58%	10%	3%	2%



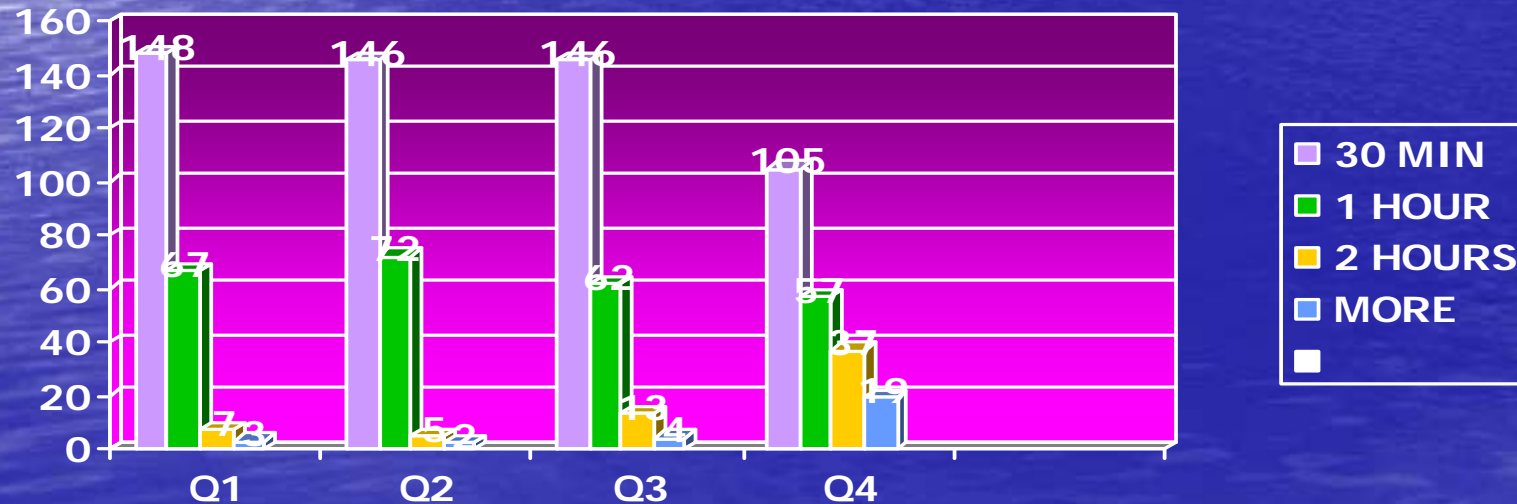
RESPECT OF PATIENT RIGHTS

QUESTIONS	Yes	No	Not know
•DID YOU KNOW ?			
•You have a right to lay a complaint	190	18	17
•You have a right to compliment	184	28	13
•You have a right for confidentiality	187	28	10
•You have a right for a privacy	198	20	8
•You have a right to be attended and treated well	209	8	8
TOTAL	968	102	56
PERCENTAGE	86%	9%	5%



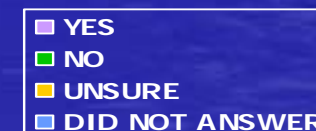
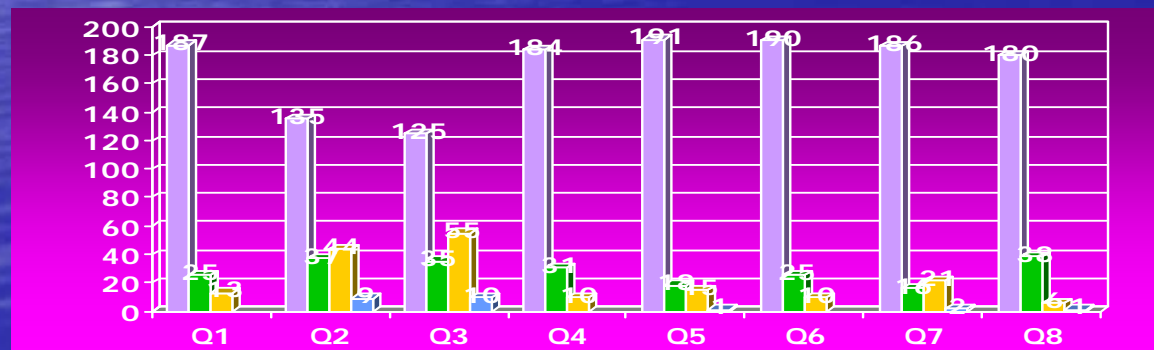
WAITING TIMES

QUESTIONS	30 minutes	1-hour	2-hours	More than 2-hours
•How long did you wait for your outpatient card	148	67	7	3
•How long did you wait to be treated by a nurse	146	72	5	2
•How long did you wait to be treated by a doctor	146	62	13	4
•How long did you wait for your medication in pharmacy	105	57	37	19
•TOTAL	545	258	62	28
•PERCENTAGE	61%	28%	7%	3%



INFORMATION

QUESTIONS	Yes	No	Unsure	Did not answer
•Do you think visiting hours are known and convenient to the community?	187	25	13	-
•Was your family advised about changes in your condition?	135	37	44	9
•Did the hospital staff assist to make arrangements for you when you were discharged	125	35	55	10
• Were you taken seriously when you asked questions	184	31	10	-
• Do you know about the referral pattern	191	18	15	1
•Did you feel that you have enough knowledge about your illness to take care of yourself at home?	190	25	10	-
•Would you return to this hospital for treatment	186	16	21	2
•Were you orientated	180	38	6	1
•TOTAL	1378	225	174	23
•PERCENTAGE	77%	13%	10%	1%



CONCLUSION

- Due to very cold and rainy weather conditions we were unable to reach our targeted numbers of patients, however we conducted the survey because it was scheduled to take place on that day.
- The following departments were interviewed; G ward, Ethembeni clinic, Pharmacy, OPD and ward 1-5.

- RESULTS

In almost all the topics and questions asked, responses from patients were positive and there is only a small percentage that is unhappy. Briefly, according to the findings of this survey a greater percentage of our clients are satisfied, nevertheless, great consideration should be given to the negatives ones as well and improve our services .

Well done!! Well Done!! Well Done!! Shepie