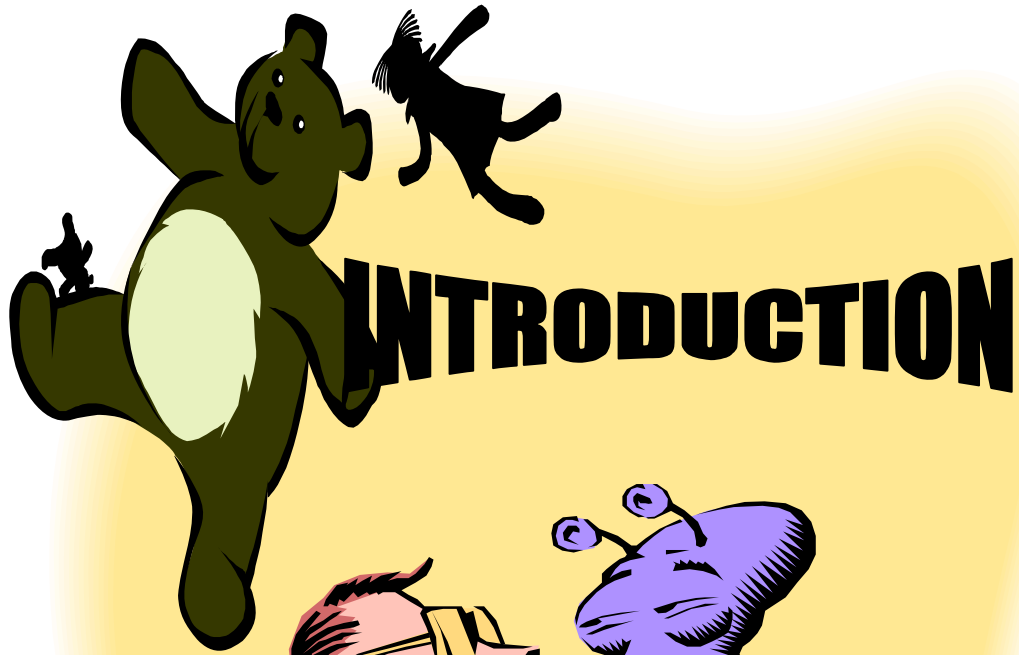


**CLIENT SATISFACTION SURVEY
2006**



UNTUNJAMBILI HOSPITAL



A survey was undertaken at Untunjambili Hospital in April 2006

196 Patients were surveyed

76 In - Patients

And

120 Out - Patients

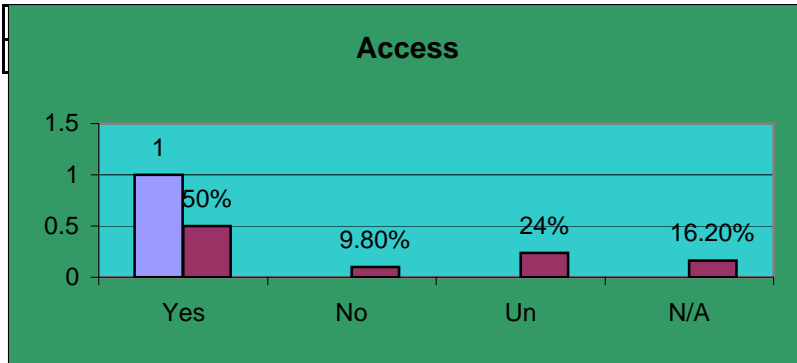


ACCESS

1. Is the bus/taxi close to the hospital?
2. Were signs to OPD clear?
3. Were signs to wards clear?
4. Was it easy to find the disabled parking bay/wheel chair ramp?

ACCESS

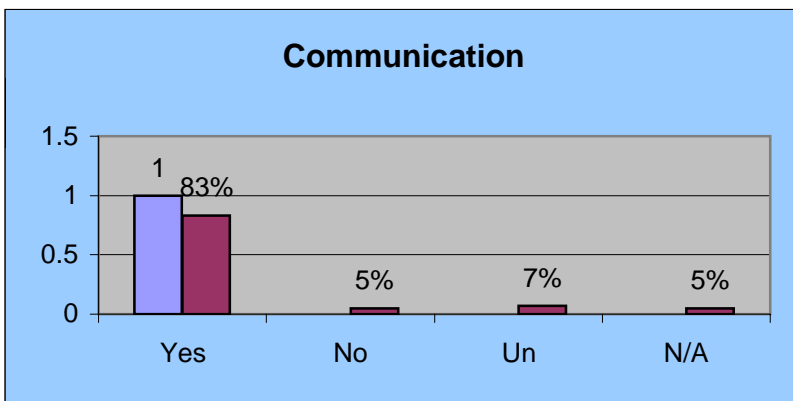
Yes	No	Unsure	N/A
50%	9.80%	24%	16.20%



COMMUNICATION

1. Did the staff who attended to you wear identification badges:
 - 1.1 Security Personnel, clerks, Nurses, Doctors, Pharmacy Personnel
 - 1.2 Other
2. Were you able to communicate with staff in your language?
3. Where necessary were interpreter services arranged?
4. During your treatment were the procedures explained to you?
5. The questions and queries you made, were they dealt with satisfactorily?

Yes	No	Unsure	N/A
83%	5%	7%	5%

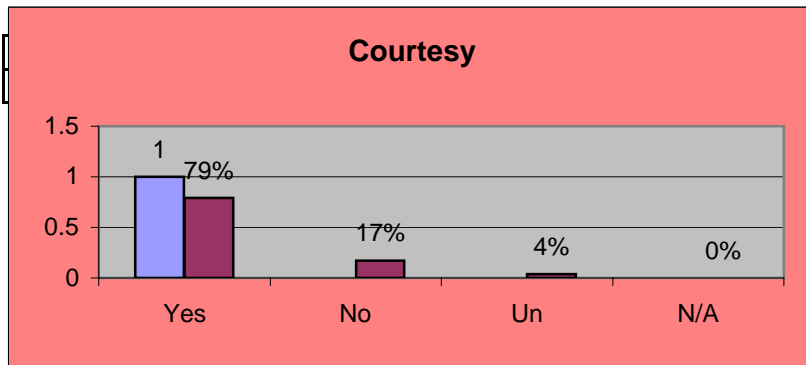


COURTESY

1. Were you treated politely by the following staff categories:

- 1.1 Security personnel
- 1.2 Clerks
- 1.3 Nurses
- 1.4 Doctors
- 1.5 Pharmacy Staff
- 1.6 Other

Yes	No	Unsure	N/A
79%	17%	4%	0%

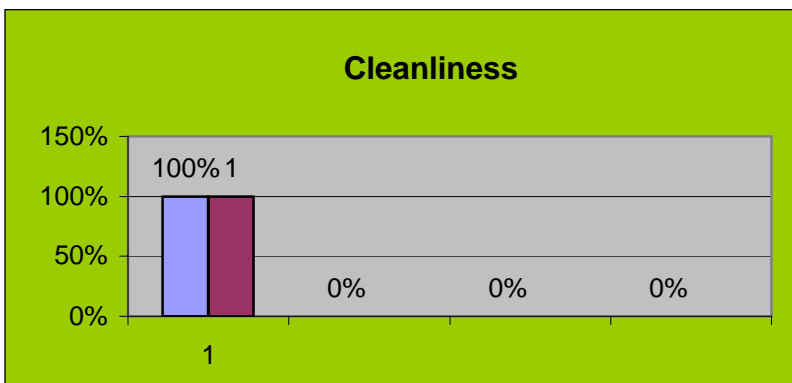


CLEANILINESS OF PHYSICAL ENVIRONMENT

Were the following areas clean?

- 1. Grounds
- 2. Corridors
- 3. Buildings
- 4. Ablution facilities
- 5. General Ward
- 6. Was the Bed Linen clean?
- 7. Was the ward free of pests
- 7.1 Specify
- 8. Other sections you attended:

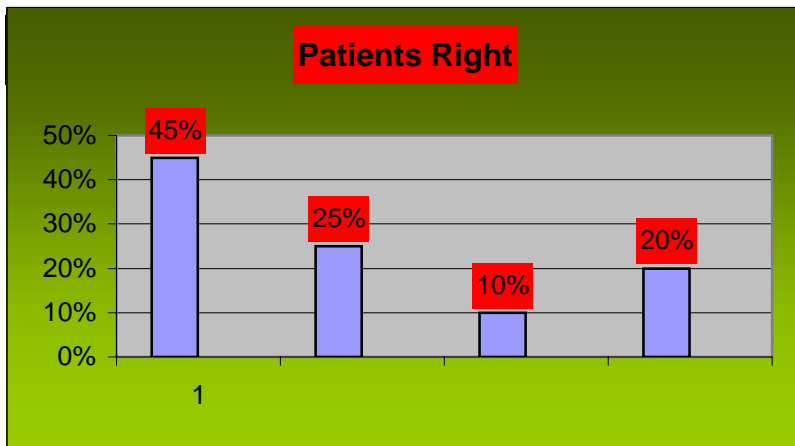
Yes	No	Unsure	N/A
100%	0%	0%	0%



RESPECT OF PATIENT'S RIGHTS

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

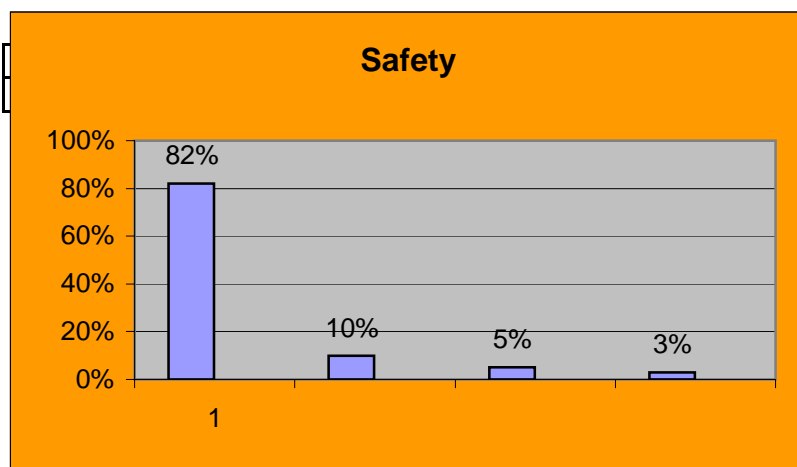
Yes	No	Unsure	N/A
45%	25%	10%	20%



SAFETY

1. At night was the nurse available when you called?
2. Did you feel safe in the hospital?
3. If no give reason:

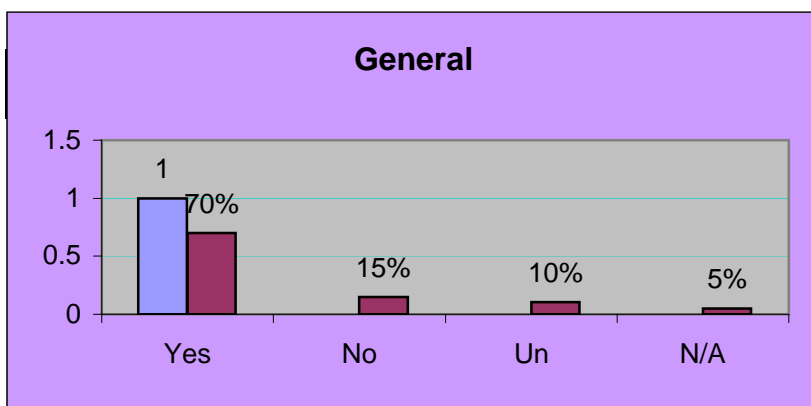
Yes	No	Unsure	N/A
82%	10%	5%	3%



GENERAL

1. Was the food good?
2. Do you think visiting hours are convenient to the community?
3. Was you family advised about changed in your condition?
4. Did the hospital staff assist to make arragement for you when you were discharged?
Transport and Referrals
5. At the time of your discharge did you feel that you had enough knowledge about you illness to take care of yourself at home?
6. Would you return to this hospital for treatment?
5. At the time of your discharge did you feel that you had enough knowledge about you illness to take care of yourself at home?
6. Would you return to this hospital for treatment?

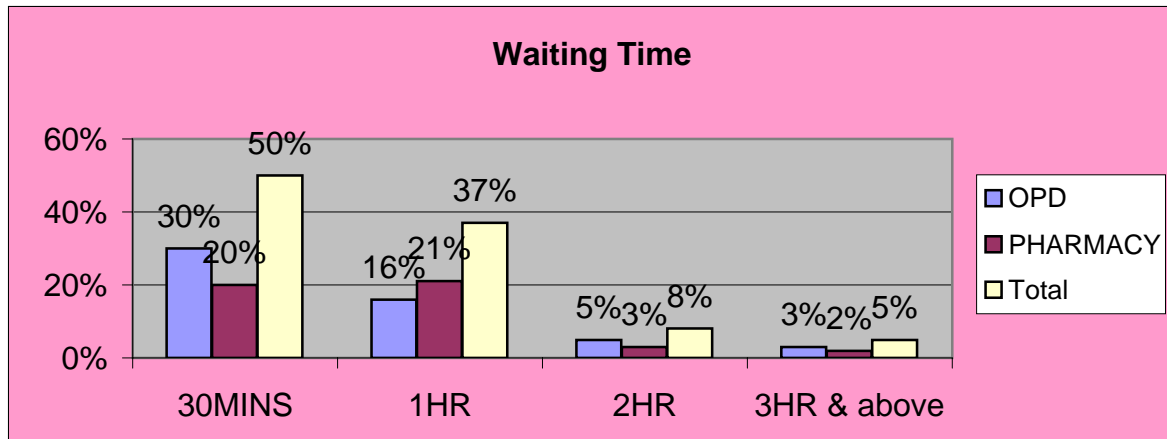
Yes	No	Unsure	N/A
70%	15%	10%	5%



PATIENT WAITING TIME-MARCH 2005

1. How long to wait for your out patient card
2. How long did you wait to be treated by a Nurse
3. How long did you wait to be treated by a Doctor
4. How long did you wait for Medication in Pharmacy

	30MINS	1HR	2HR	3HR & above
OPD	30%	16%	5%	3%
PHARMACY	20%	21%	3%	2%
Total	50%	37%	8%	5%



Comments

1. Waiting time for doctors are too long
2. Visiting hours to be added
3. They should start with patients who have serious sickness
4. Shortage of doctors
5. The bus or tax stop is too far for the patients who have serious sickness