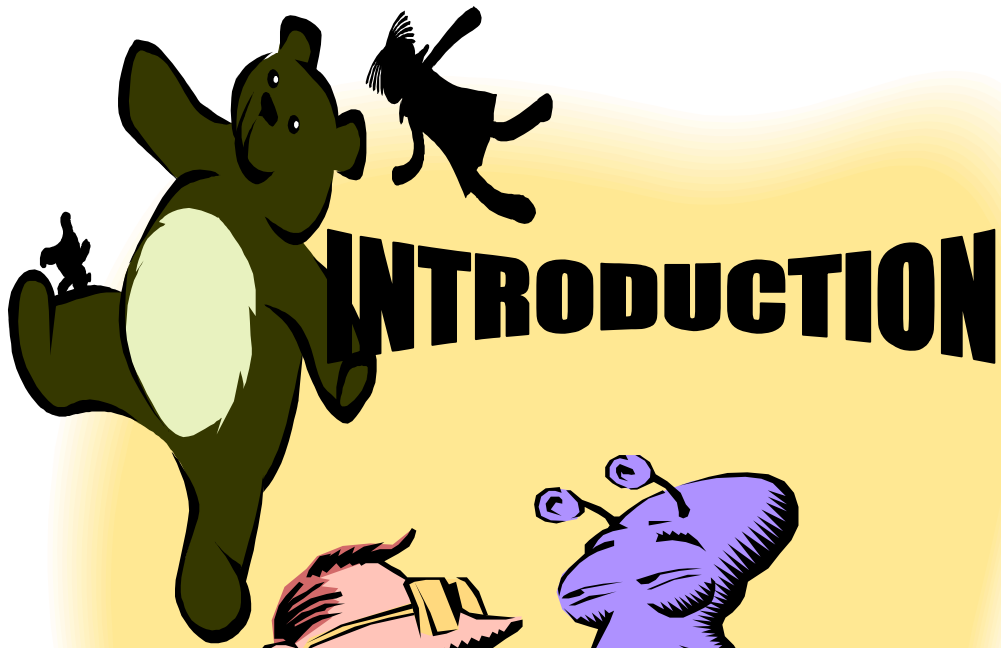


CLIENT SATISFACTION SURVEY
APRIL 2005



UNTUNJAMBILI HOSPITAL



A survey was undertaken at Untunjambili Hospital in April 2005

200 Patients were surveyed

100 In - Patients

And

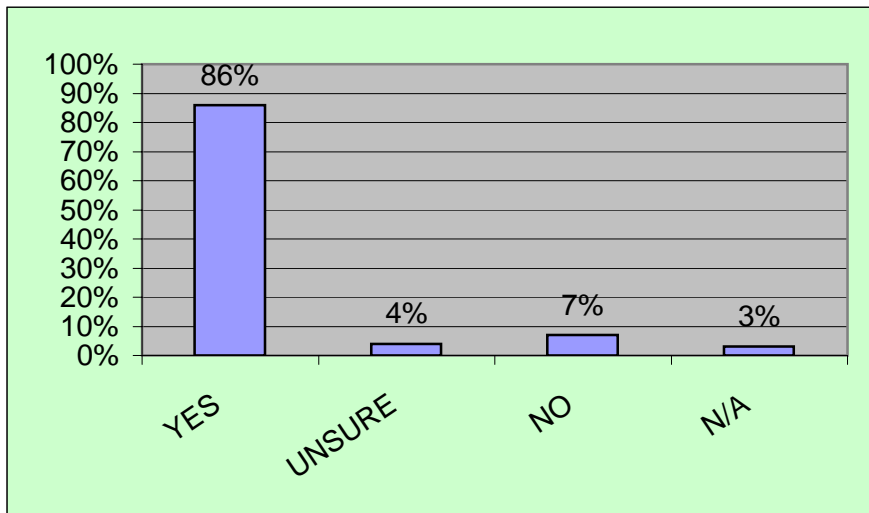
100 Out - Patients



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?

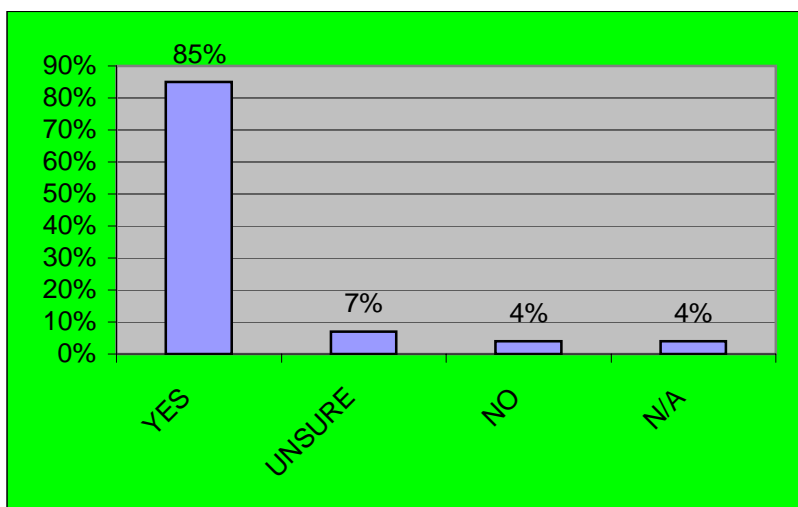
ACCESS



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?

COMMUNICATION

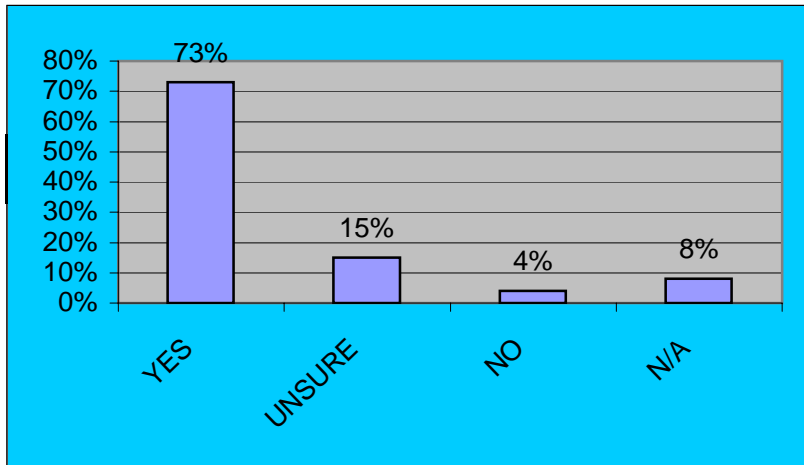


COURTESY

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

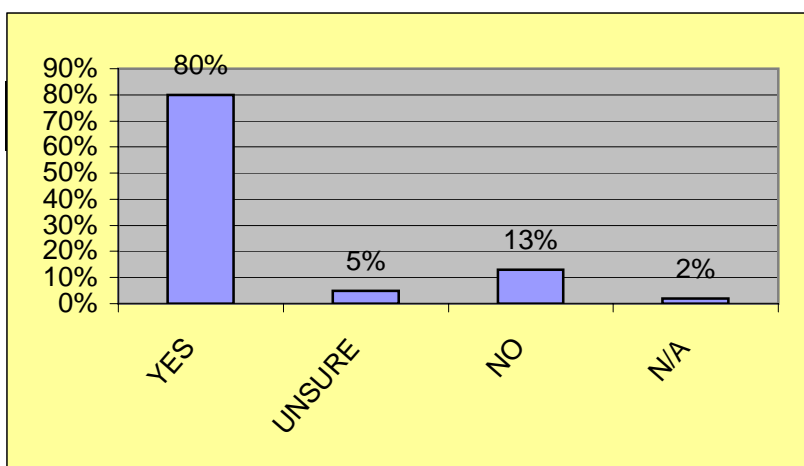
COURTESY



CLEANILINESS OF PHYSICAL ENVIRONMENT

Were the following areas clean?

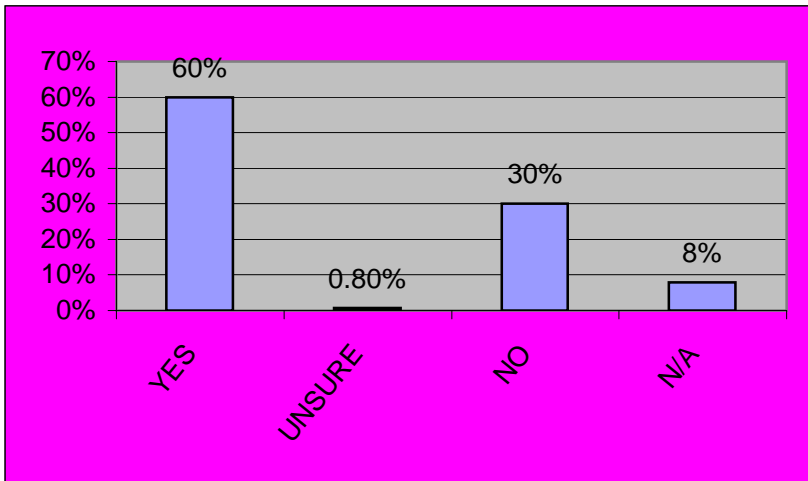
1. Grounds
2. Corridors
3. Buildings
4. Ablution facilities
5. General Ward
6. Was the Bed Linen clean?
7. Was the ward free of pests
- 7.1 Specify
8. Other sections you attended:



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?

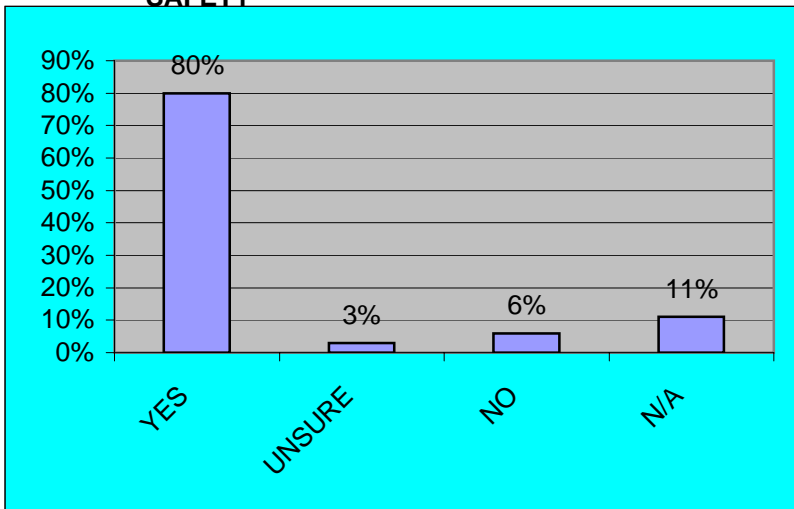
RESPECT OF PATIENT'S RIGHTS



SAFETY

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

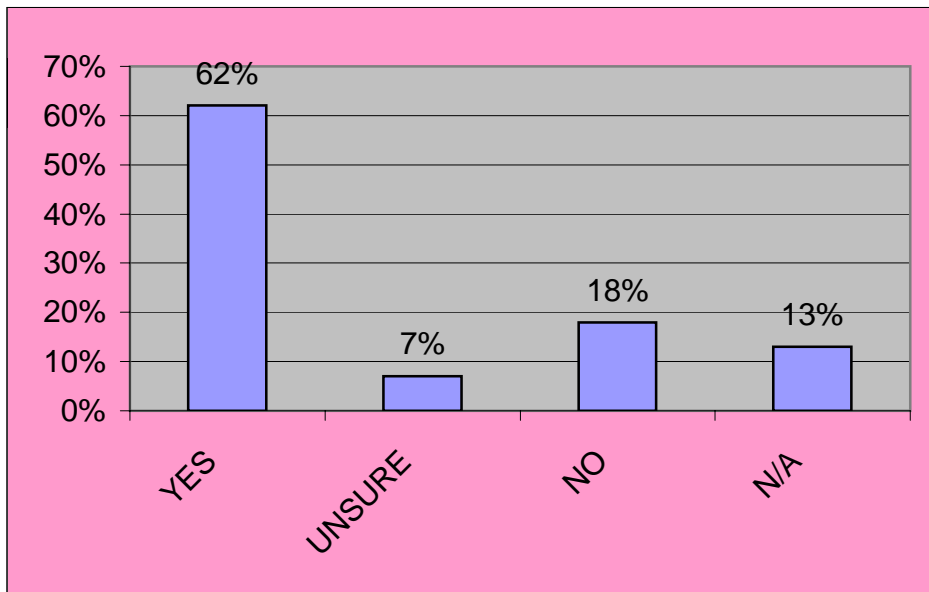
SAFETY



GENERAL

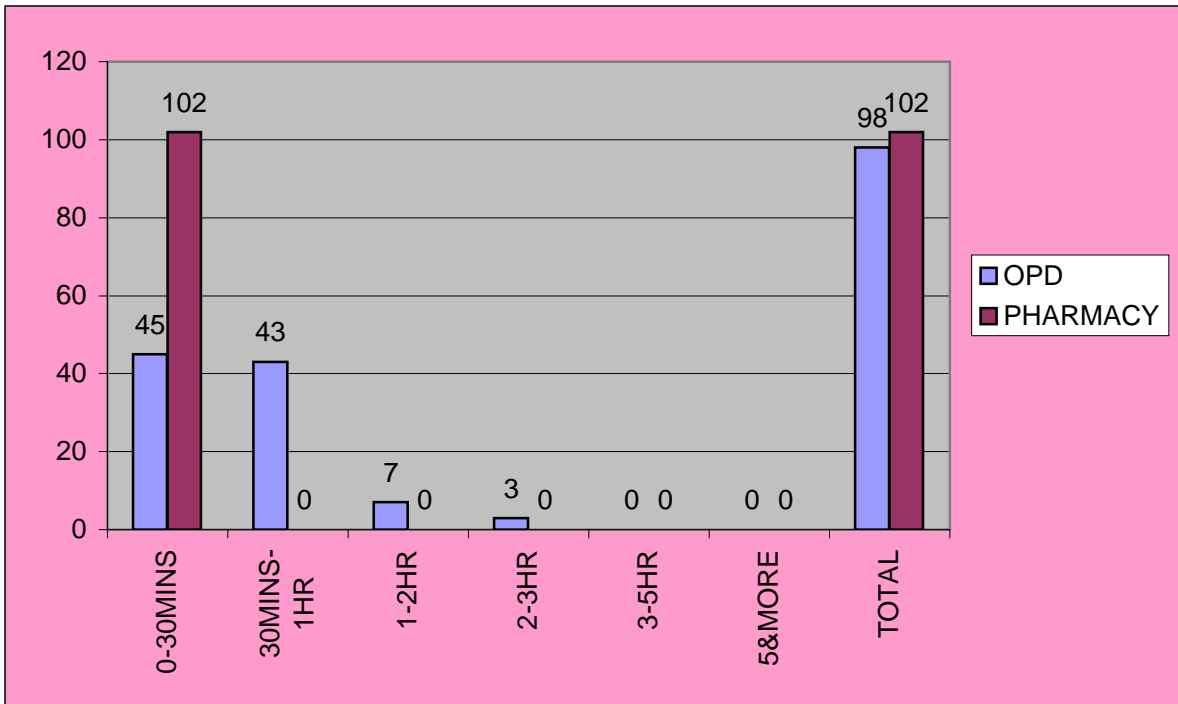
1. Was the food good?
2. Do you think visiting hours are convenient to the community?
3. Was you family advised about changed in your condition?
4. Did the hospital staff assist to make arrangement for you when you were discharged?
Transport and Referrals
5. At the time of your discharge did you feel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

GENERAL



PATIENTS WAITING TIME-MARCH 2005

	0-30MINS	30MINS-1HR	1-2HR	2-3HR	3-5HR	5&MORE	TOTAL
OPD	45	43	7	3	0	0	98
PHARMACY	102	0	0	0	0	0	102
TOTAL	147	43	7	3	0	0	200



COMMENTS

1. Shortage of doctors and the two doctors that are full time in the hospital comes at 10:00 everyday.
2. Shortage of linen
3. Complained about hygiene, bread has been served with the hands not on the plate.
4. Tea served with the plastic cups
5. Wards full of mosquitos
6. Tea served with the plastic cups
7. Food is tasteless

ACTION TAKEN

1. Posts for three doctors have been advertised
2. We going to monitor the linen book and more linen has been ordered
3. Side plates for bread have been ordered
4. Proper cups and saucers have been ordered
5. Task team has been formed to do random checks and the post for the dietician has been advertise

Compiled by: Miss D.Luthuli and Mrs B. Sishi