



# **Dundee Hospital**

## **Client Satisfaction Survey**

### **19<sup>th</sup> August 2009**

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**Management thanks the following people for making this survey possible.**

- 1. Miss GN Ngcobo - FIO**
- 2. Mrs B Sikhakhane - Data Capturer**
- 3. Mr A Gurudial - Quality Assurance Manager**
- 4. Mrs D Khumalo - PHC Supervisor Endumeni Municipality**
- 5. Mr S Ntombela - CHW Facilitator**

**6. Community Health workers**

- 6.1 Nelisiwe Majola**
- 6.2 Delisile Nkabinde**
- 6.3 Buyisiwe Nsibanyoni**
- 6.4 Lindwe Ndebele**
- 6.5 Sizakele Mchunu**
- 6.6 Nomthandazo Ntanzi**
- 6.7 Nokuthula Nene**
- 6.8 Fikile Thungo**
- 6.9 Xoli Xaba**
- 6.10 Nomthandazo Phungula**

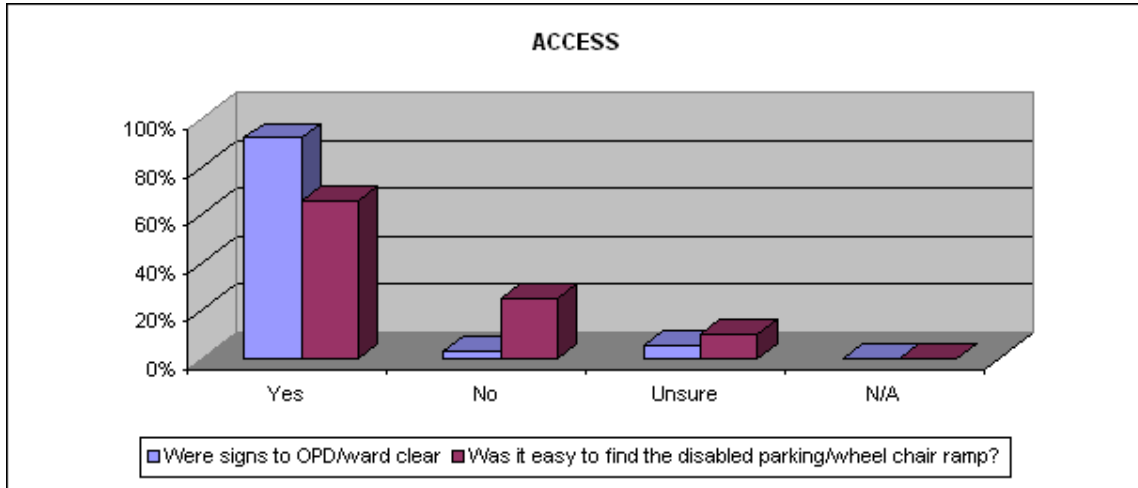
**7. The staffs of the following departments :**

- 7.1 OPD**
- 7.2 Pharmacy**
- 7.3 CDC**
- 7.4 Wards A, B, C, D, E , MAT 1, MAT2, Female TB, 3 & 7**
- 7.5 Gateway Clinic**
- 7.6 Empathe Clinic**

**Thank you**

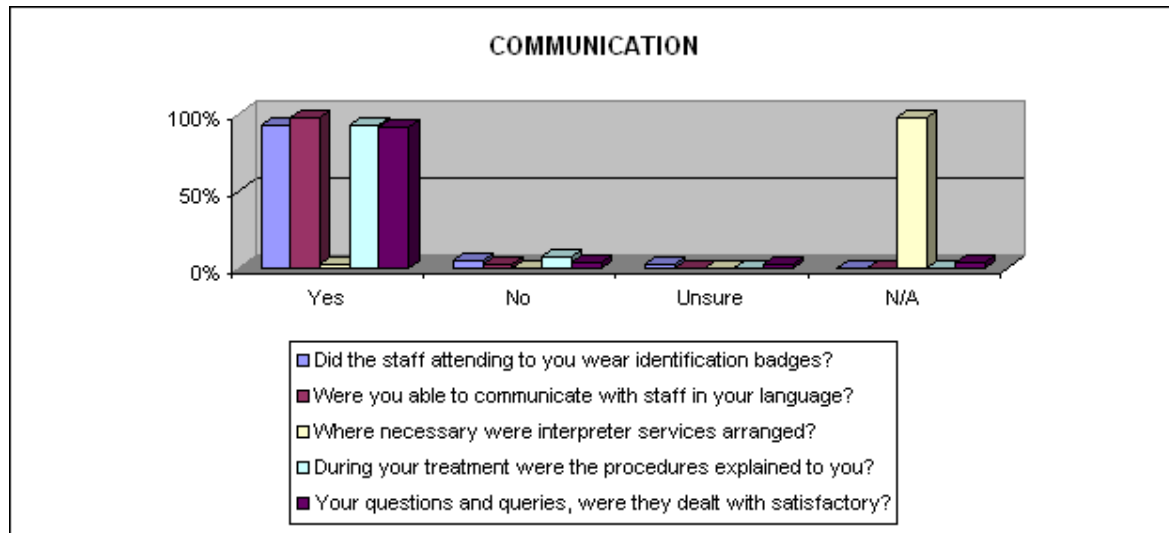
## OPD – PHARMACY CATCHMENTS

Access	Yes	No	Unsure	N/A
Were signs to OPD/ward clear	92%	3%	5%	0%
Was it easy to find the disabled parking/wheel chair ramp?	66%	25%	10%	0%



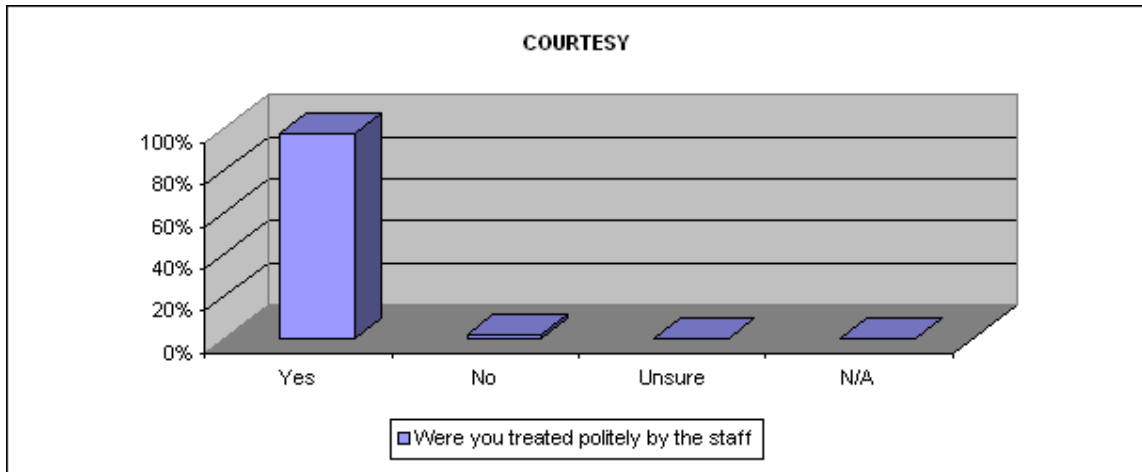
### Communication

	Yes	No	Unsure	N/A
Did the staff attending to you wear identification badges?	93%	5%	2%	0%
Were you able to communicate with staff in your language?	98%	2%	0%	0%
Where necessary were interpreter services arranged?	2%	0%	0%	98%
During your treatment were the procedures explained to you?	93%	7%	0%	0%
Your questions and queries, were they dealt with satisfactory?	92%	3%	2%	3%



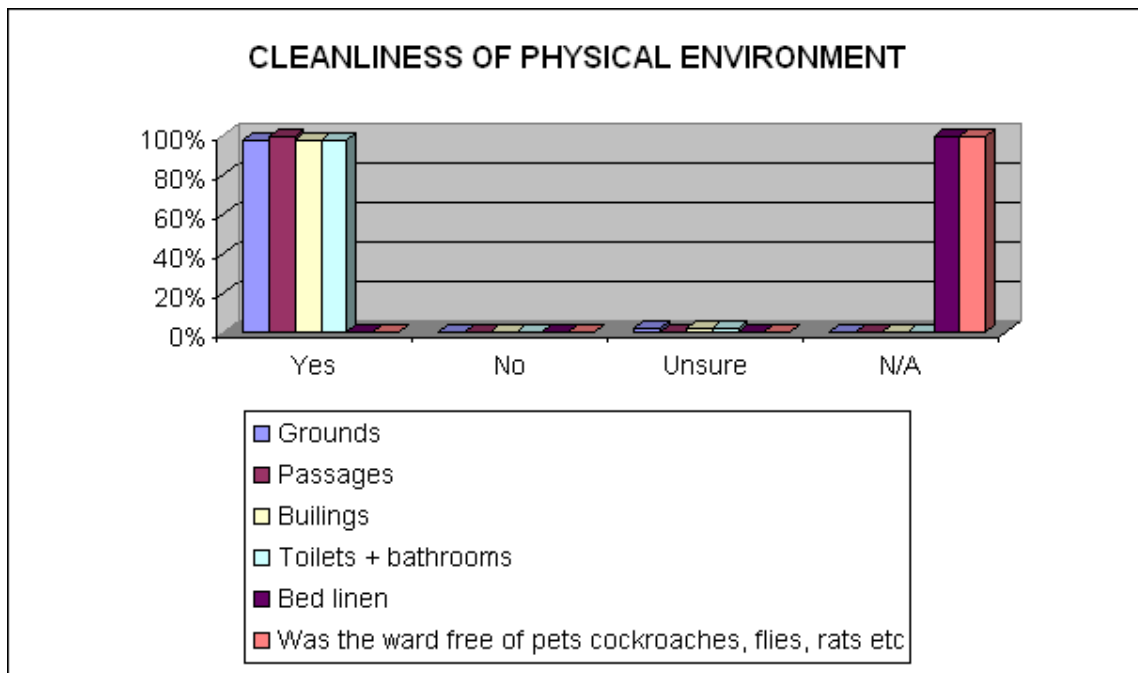
**Courtesy**

	Yes	No	Unsure	N/A
Were you treated politely by the staff	98%	2%	0%	0%



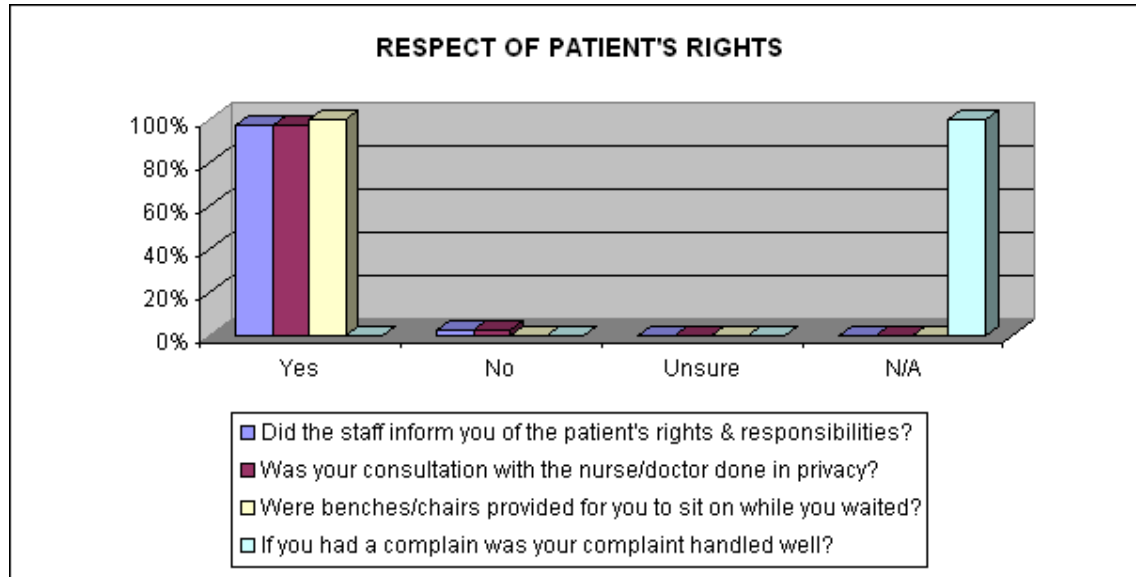
**Cleanliness of physical environment**

	Yes	No	Unsure	N/A
Grounds	98%	0%	2%	0%
Passages	100%	0%	0%	0%
Buildings	98%	0%	2%	0%
Toilets + bathrooms	98%	0%	2%	0%
Bed linen	0%	0%	0%	100%
Was the ward free of pets cockroaches, flies, rats etc	0%	0%	0%	100%



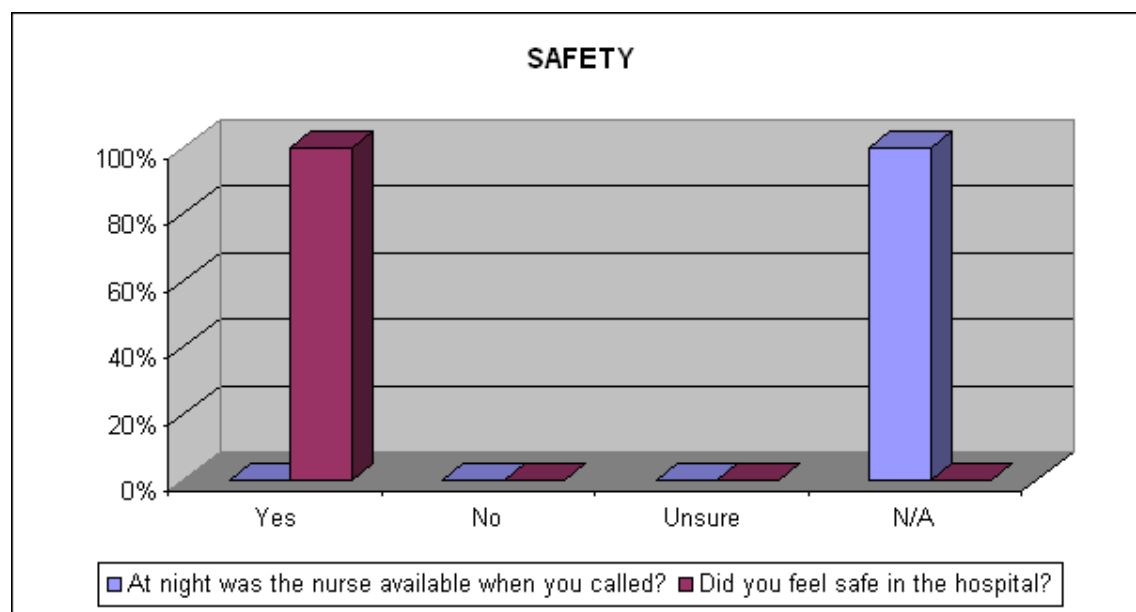
### Respect of patient's rights

	Yes	No	Unsure	N/A
Did the staff inform you of the patient's rights & responsibilities?	97%	3%	0%	0%
Was your consultation with the nurse/doctor done in privacy?	97%	3%	0%	0%
Were benches/chairs provided for you to sit on while you waited?	100%	0%	0%	0%
If you had a complaint was your complaint handled well?	0%	0%	0%	100%



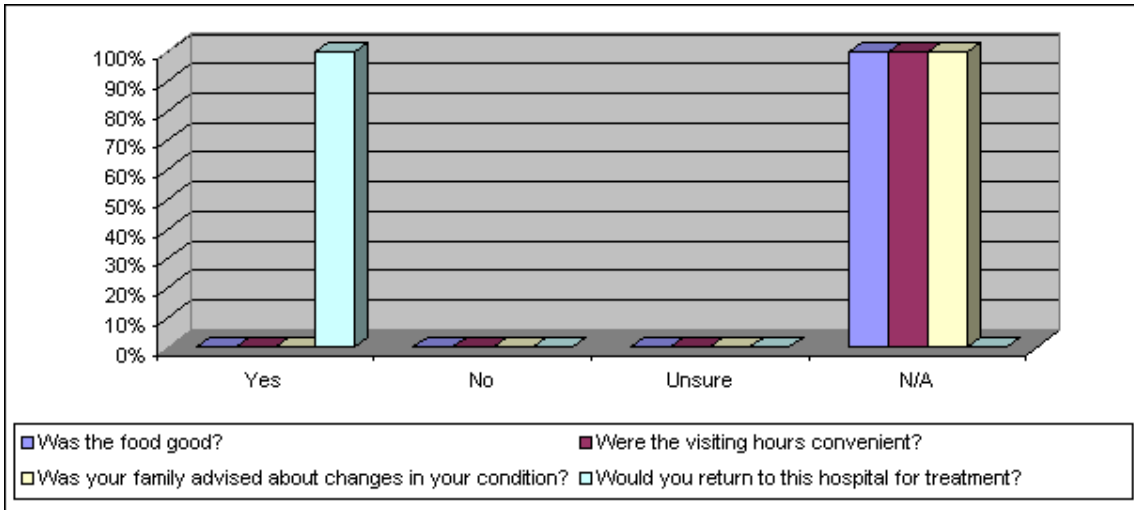
### Safety

	Yes	No	Unsure	N/A
At night was the nurse available when you called?	0%	0%	0%	100%
Did you feel safe in the hospital?	100%	0%	0%	0%



**General**

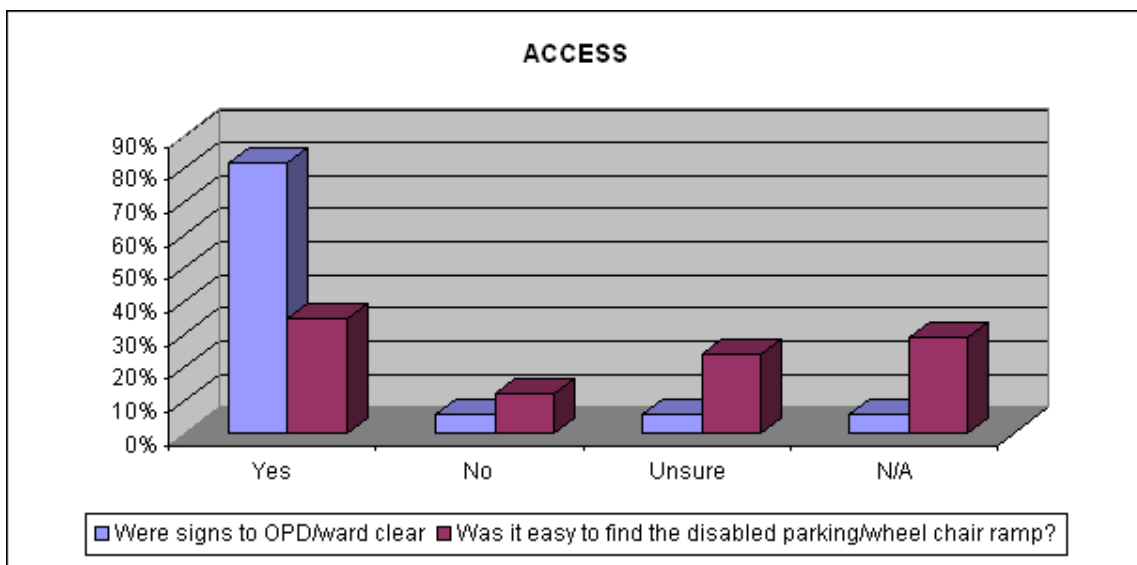
	Yes	No	Unsure	N/A
Was the food good?	0%	0%	0%	100%
Were the visiting hours convenient?	0%	0%	0%	100%
Was your family advised about changes in your condition?	0%	0%	0%	100%
Would you return to this hospital for treatment?	100%	0%	0%	0%



**All Wards**

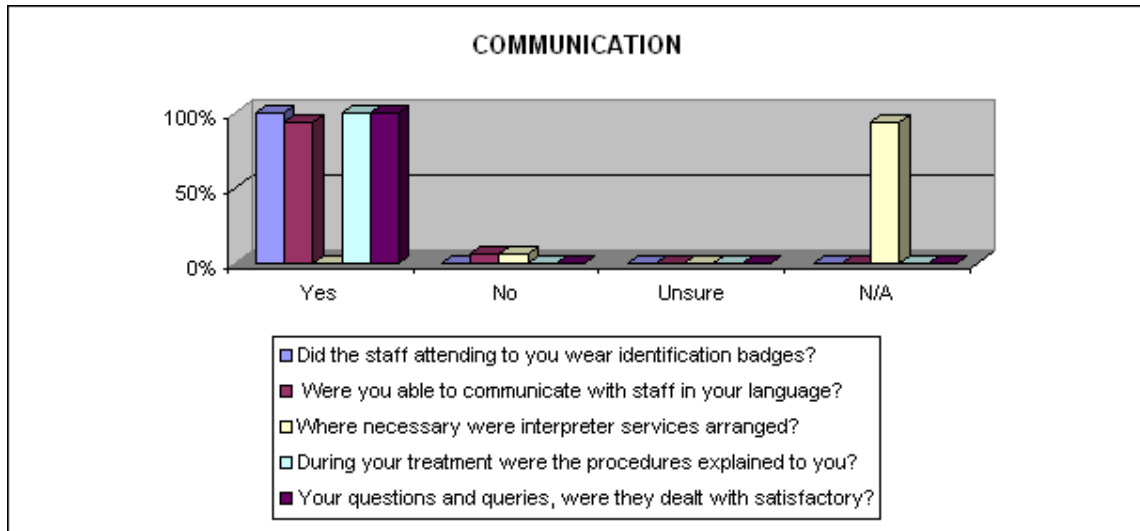
**Access**

	Yes	No	Unsure	N/A
Were signs to OPD/ward clear	82%	6%	6%	6%
Was it easy to find the disabled parking/wheel chair ramp?	35%	12%	24%	29%



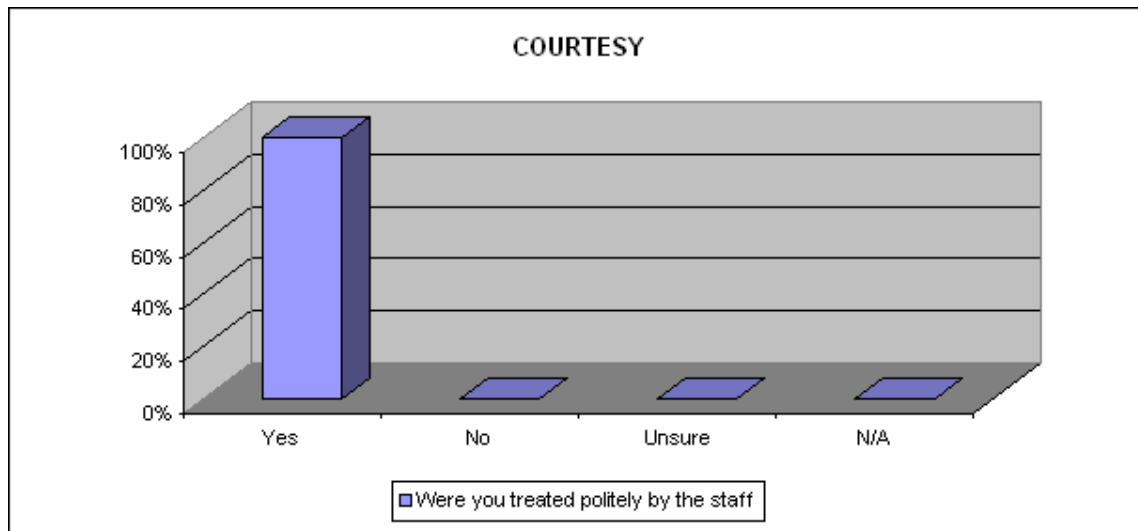
### Communication

	Yes	No	Unsure	N/A
Did the staff attending to you wear identification badges?	100%	0%	0%	0%
Were you able to communicate with staff in your language?	94%	6%	0%	0%
Where necessary were interpreter services arranged?	0%	6%	0%	94%
During your treatment were the procedures explained to you?	100%	0%	0%	0%
Your questions and queries, were they dealt with satisfactory?	100%	0%	0%	0%



### Courtesy

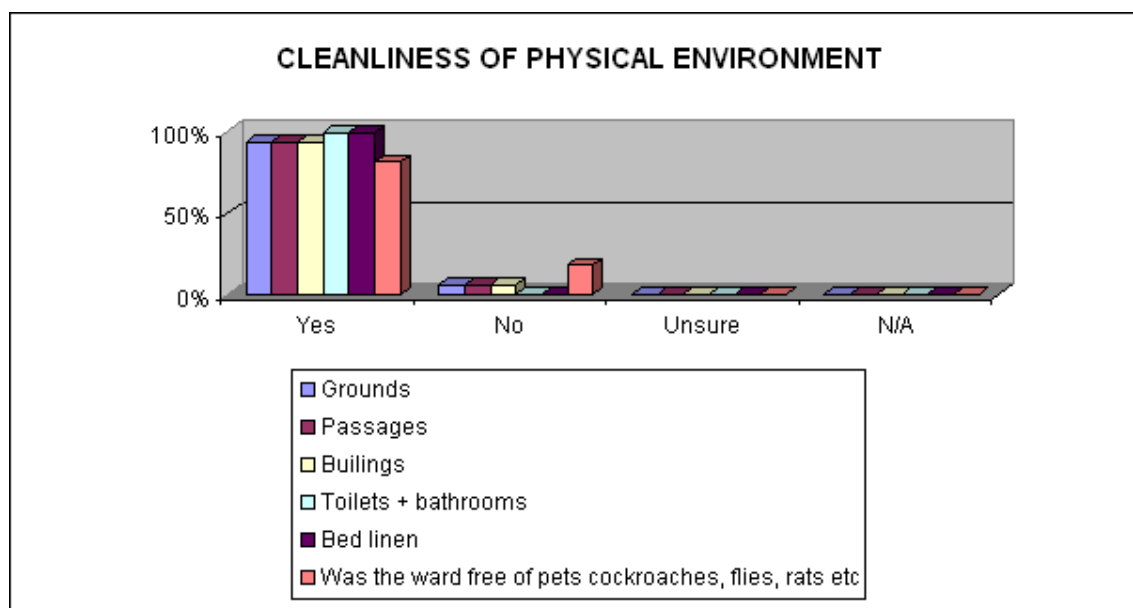
	Yes	No	Unsure	N/A
Were you treated politely by the staff	100%	0%	0%	0%





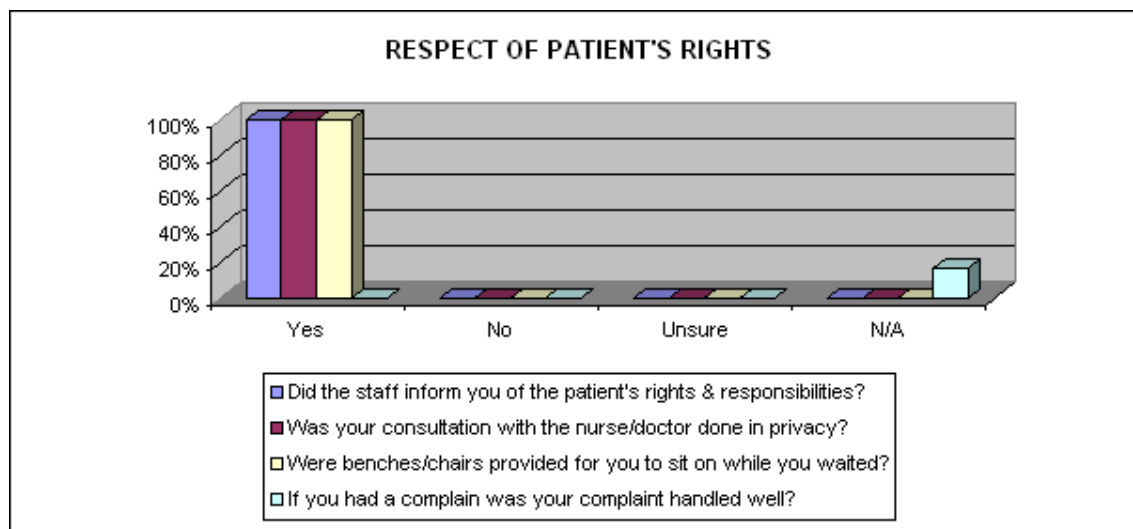
### Cleanliness of physical environment

	Yes	No	Unsure	N/A
Grounds	94%	6%	0%	0%
Passages	94%	6%	0%	0%
Builings	94%	6%	0%	0%
Toilets + bathrooms	100%	0%	0%	0%
Bed linen	100%	0%	0%	0%
Was the ward free of pets cockroaches, flies, rats etc	82%	18%	0%	0%



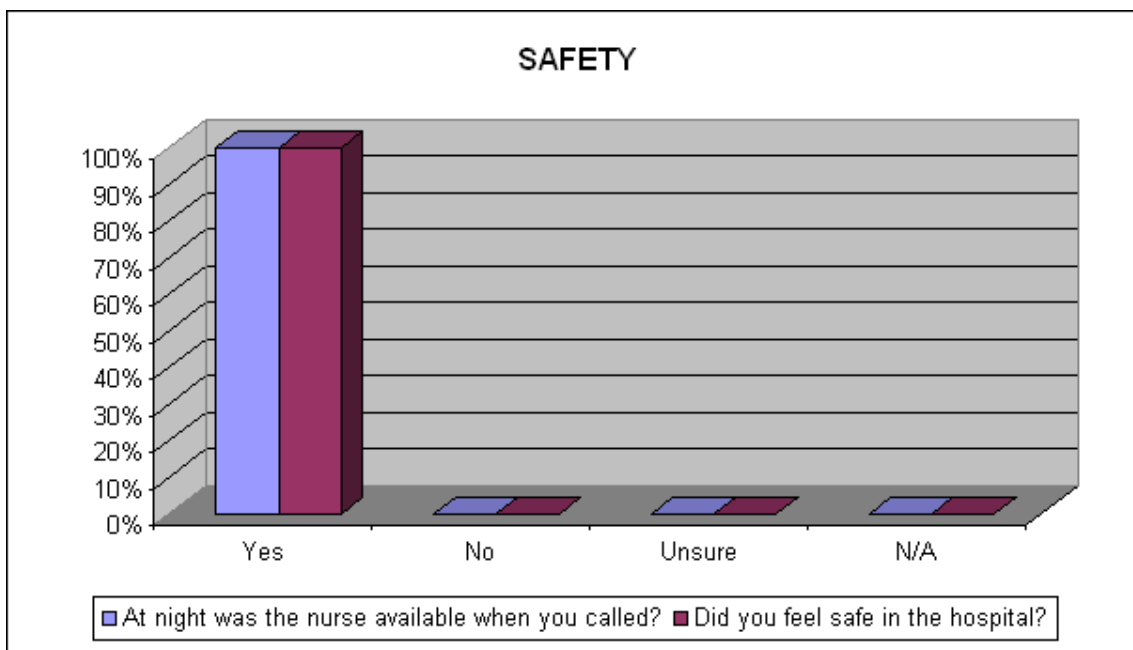
### Respect of patient's rights

	Yes	No	Unsure	N/A
Did the staff inform you of the patient's rights & responsibilities?	100%	0%	0%	0%
Was your consultation with the nurse/doctor done in privacy?	100%	0%	0%	0%
Were benches/chairs provided for you to sit on while you waited?	100%	0%	0%	0%
If you had a complain was your complaint handled well?	0%	0%	0%	17%



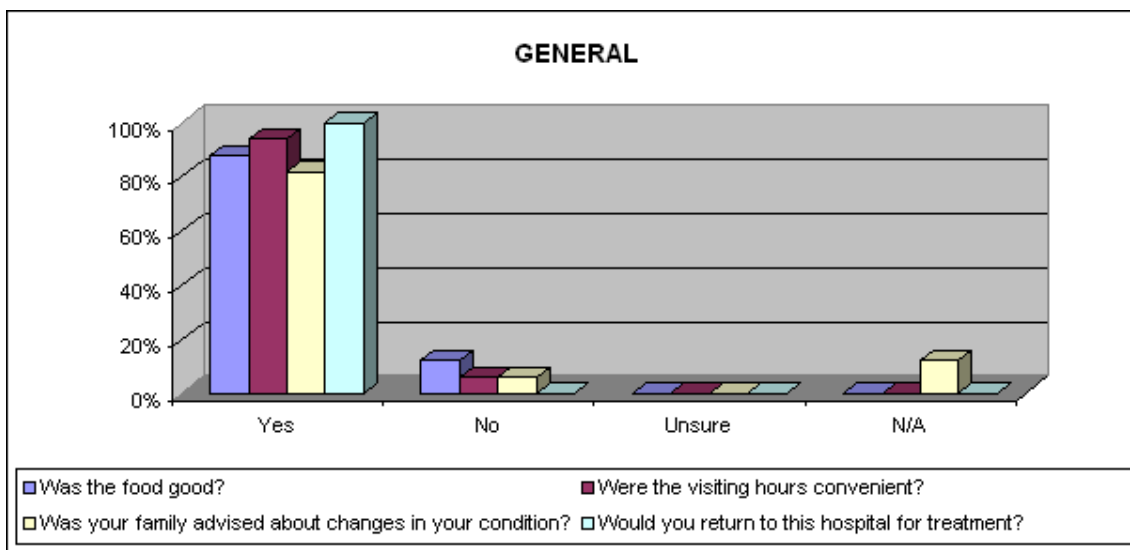
**Safety**

	Yes	No	Unsure	N/A
At night was the nurse available when you called?	100%	0%	0%	0%
Did you feel safe in the hospital?	100%	0%	0%	0%



**General**

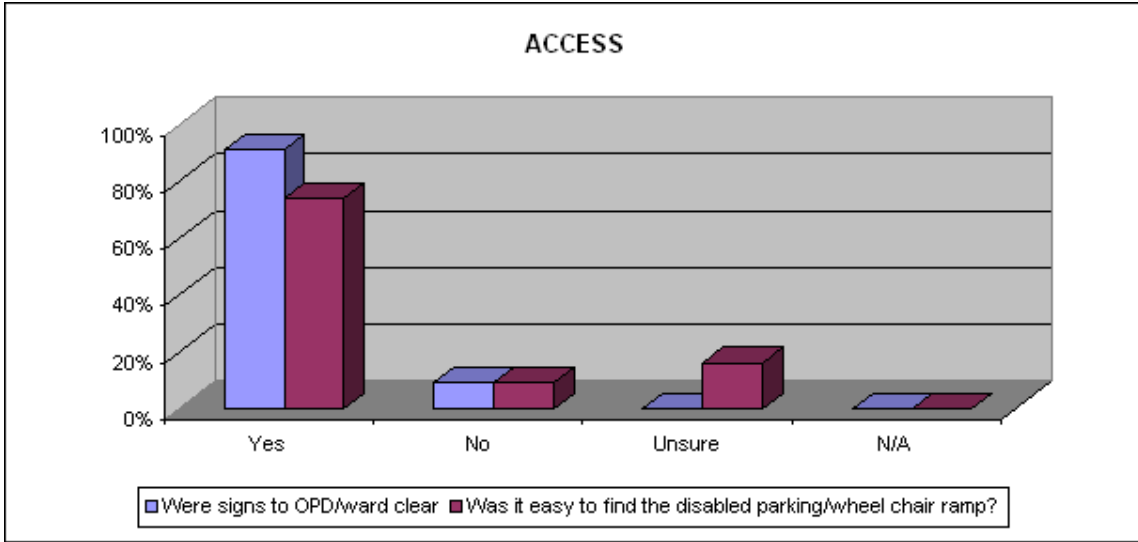
	Yes	No	Unsure	N/A
Was the food good?	88%	12%	0%	0%
Were the visiting hours convenient?	94%	6%	0%	0%
Was your family advised about changes in your condition?	82%	6%	0%	12%
Would you return to this hospital for treatment?	100%	0%	0%	0%



## GATEWAY CLINIC

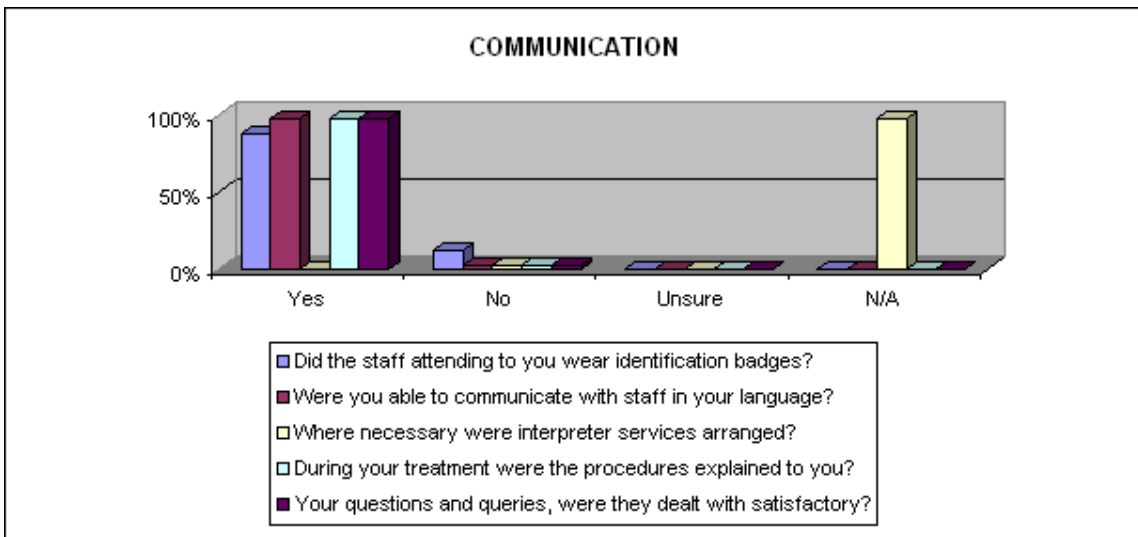
### Access

	Yes	No	Unsure	N/A
Were signs to OPD/ward clear	91%	9%	0%	0%
Was it easy to find the disabled parking/wheel chair ramp?	74%	9%	16%	0%



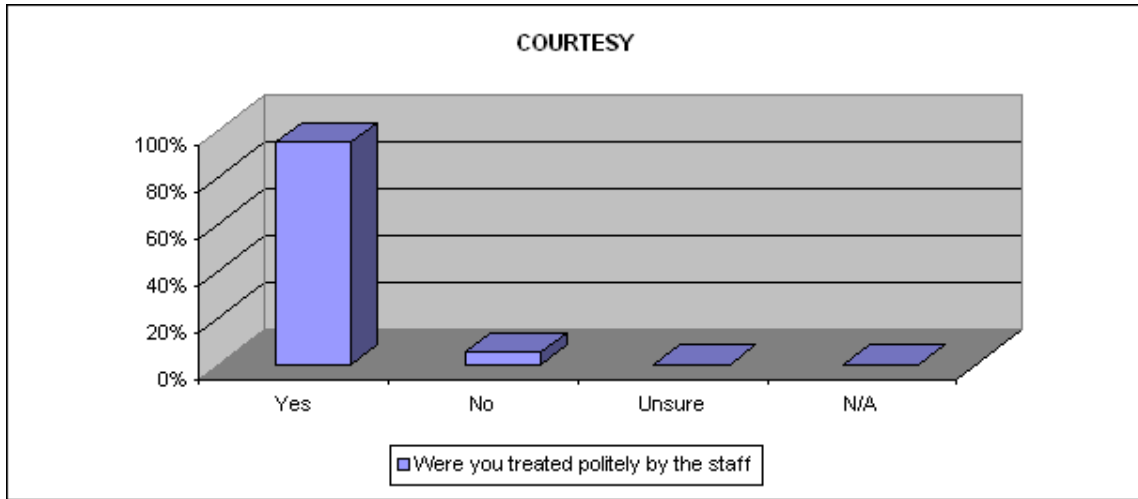
### Communication

	Yes	No	Unsure	N/A
Did the staff attending to you wear identification badges?	88%	12%	0%	0%
Were you able to communicate with staff in your language?	98%	2%	0%	0%
Where necessary were interpreter services arranged?	0%	2%	0%	98%
During your treatment were the procedures explained to you?	98%	2%	0%	0%
Your questions and queries, were they dealt with satisfactory?	98%	2%	0%	0%



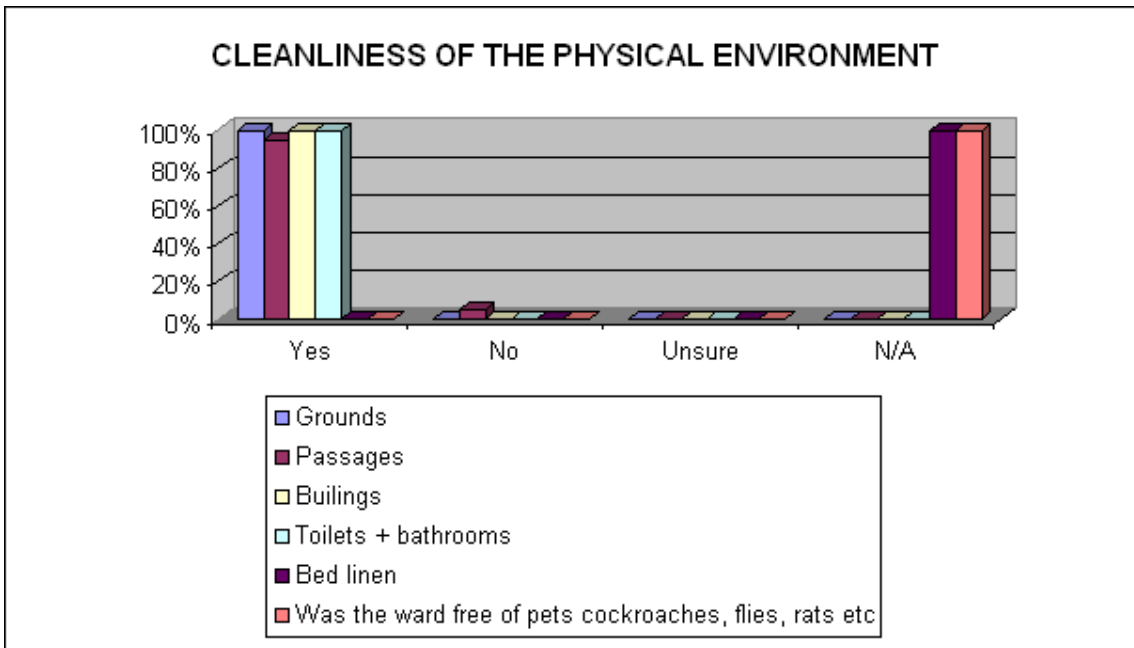
Courtesy

	Yes	No	Unsure	N/A
Were you treated politely by the staff	95%	5%	0%	0%



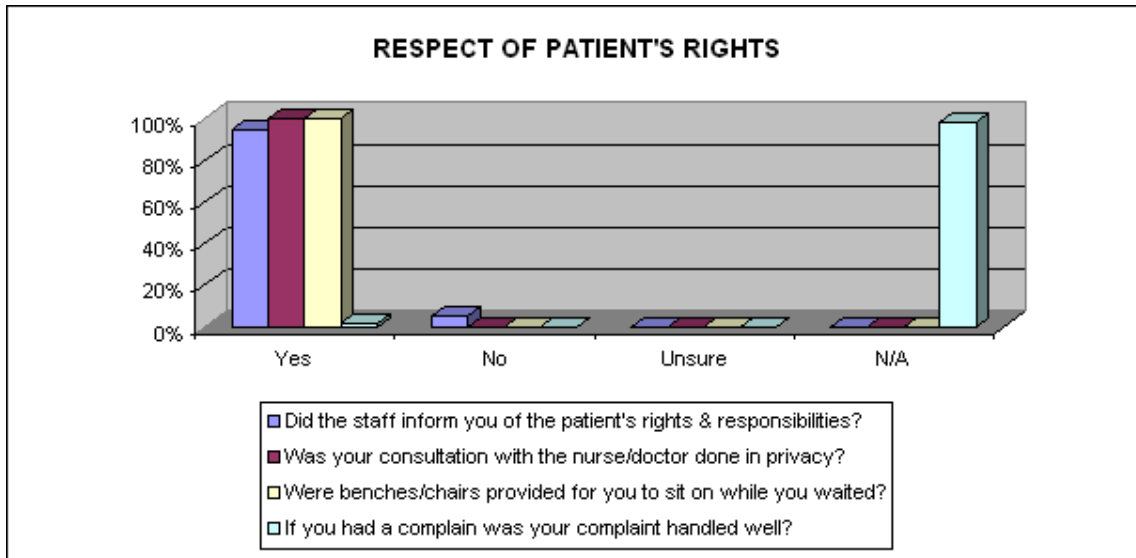
Cleanliness of physical environment

	Yes	No	Unsure	N/A
Grounds	100%	0%	0%	0%
Passages	95%	5%	0%	0%
Buildings	100%	0%	0%	0%
Toilets + bathrooms	100%	0%	0%	0%
Bed linen	0%	0%	0%	100%
Was the ward free of pets cockroaches, flies, rats etc	0%	0%	0%	100%



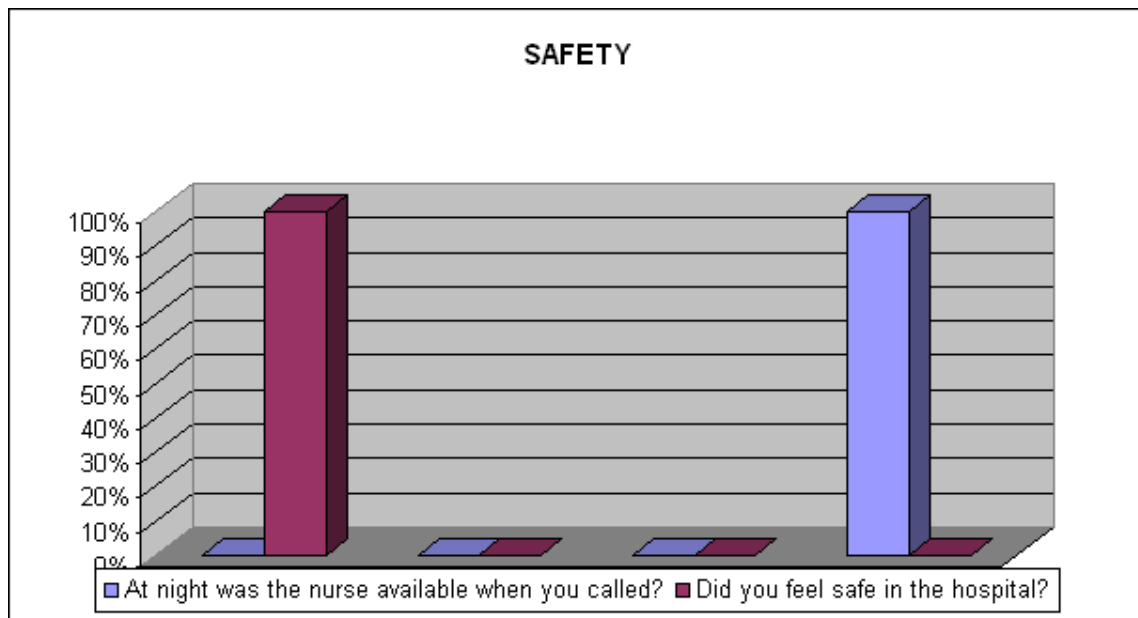
### Respect of patient's rights

	Yes	No	Unsure	N/A
Did the staff inform you of the patient's rights & responsibilities?	95%	5%	0%	0%
Was your consultation with the nurse/doctor done in privacy?	100%	0%	0%	0%
Were benches/chairs provided for you to sit on while you waited?	100%	0%	0%	0%
If you had a complain was your complaint handled well?	2%	0%	0%	98%



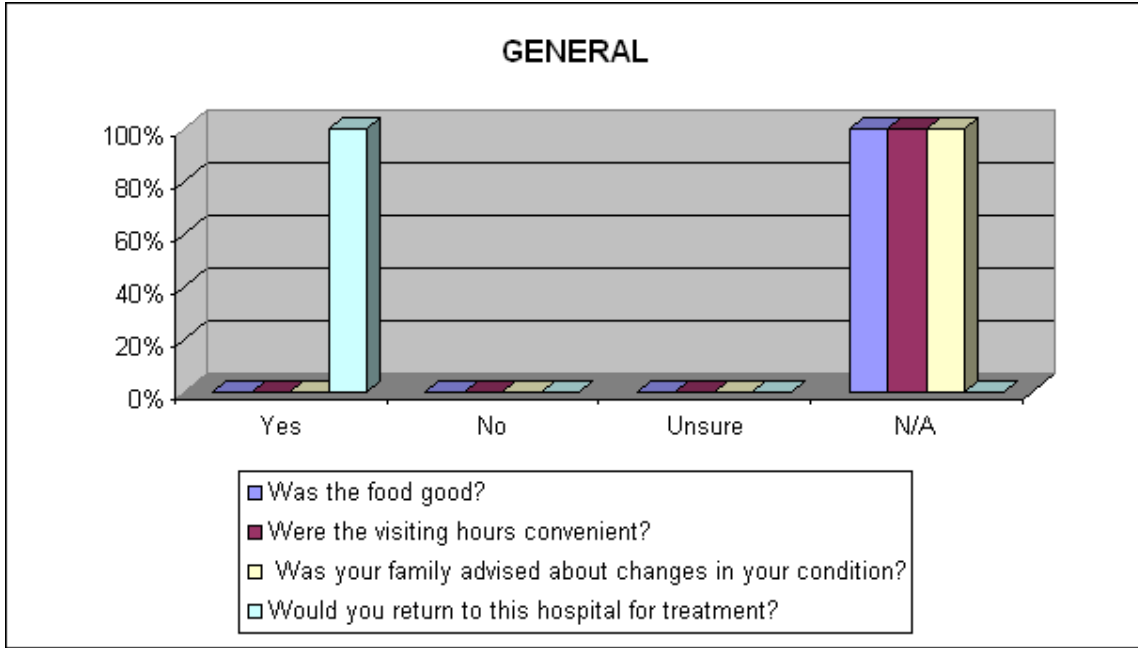
### Safety

	Yes	No	Unsure	N/A
At night was the nurse available when you called?	0%	0%	0%	100%
Did you feel safe in the hospital?	100%	0%	0%	0%



**General**

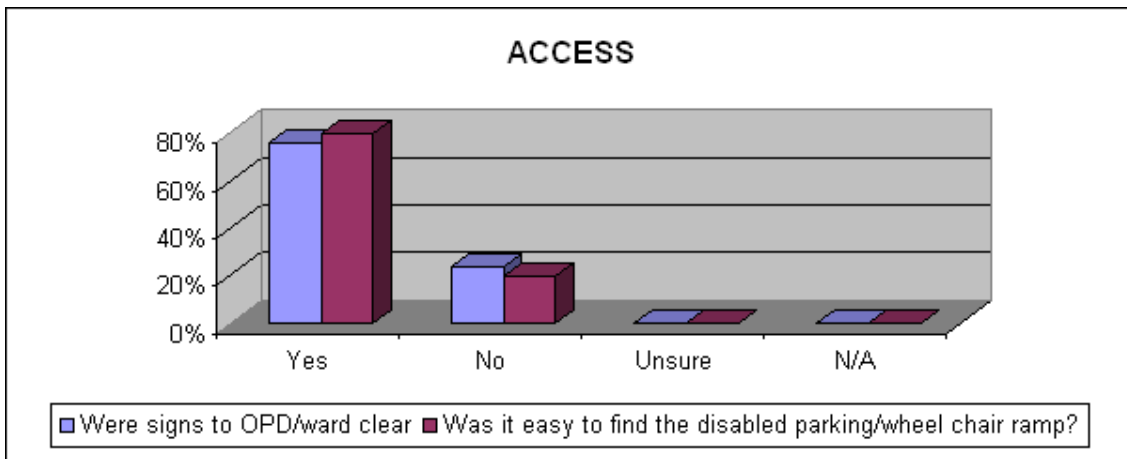
	Yes	No	Unsure	N/A
Was the food good?	0%	0%	0%	100%
Were the visiting hours convenient?	0%	0%	0%	100%
Was your family advised about changes in your condition?	0%	0%	0%	100%
Would you return to this hospital for treatment?	100%	0%	0%	0%



**CDC CLINIC**

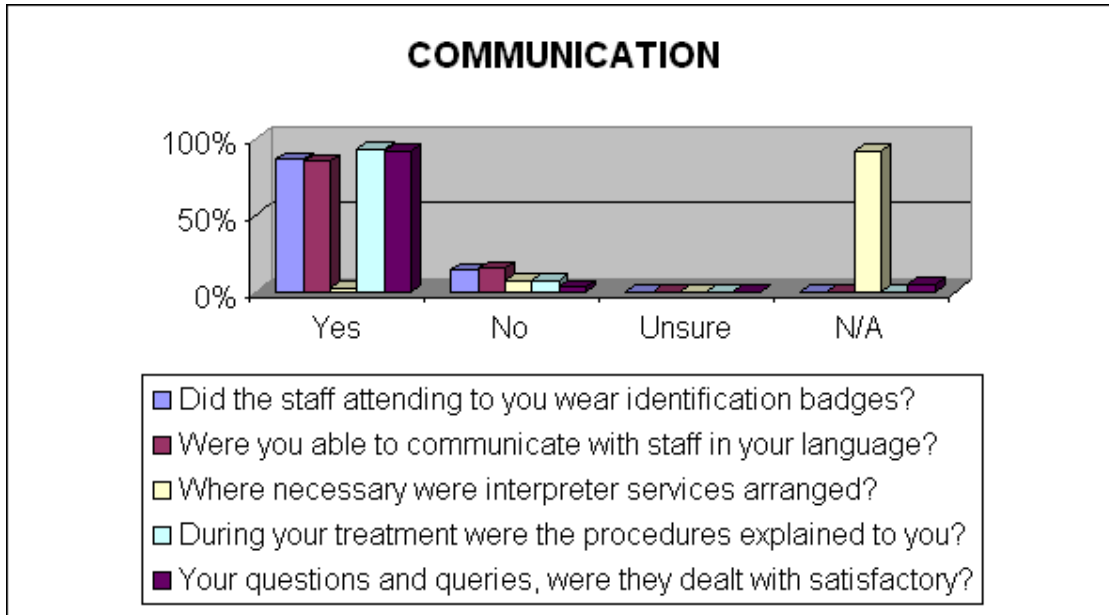
**Access**

	Yes	No	Unsure	N/A
Were signs to OPD/ward clear	76%	24%	0%	0%
Was it easy to find the disabled parking/wheel chair ramp?	80%	20%	0%	0%



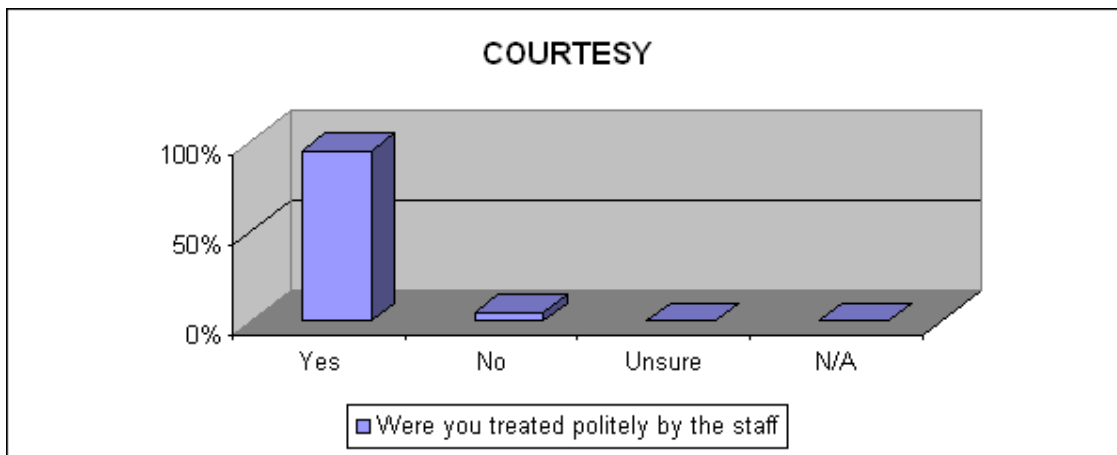
### Communication

	Yes	No	Unsure	N/A
Did the staff attending to you wear identification badges?	86%	14%	0%	0%
Were you able to communicate with staff in your language?	85%	15%	0%	0%
Where necessary were interpreter services arranged?	2%	7%	0%	92%
During your treatment were the procedures explained to you?	93%	7%	0%	0%
Your questions and queries, were they dealt with satisfactory?	92%	3%	0%	5%



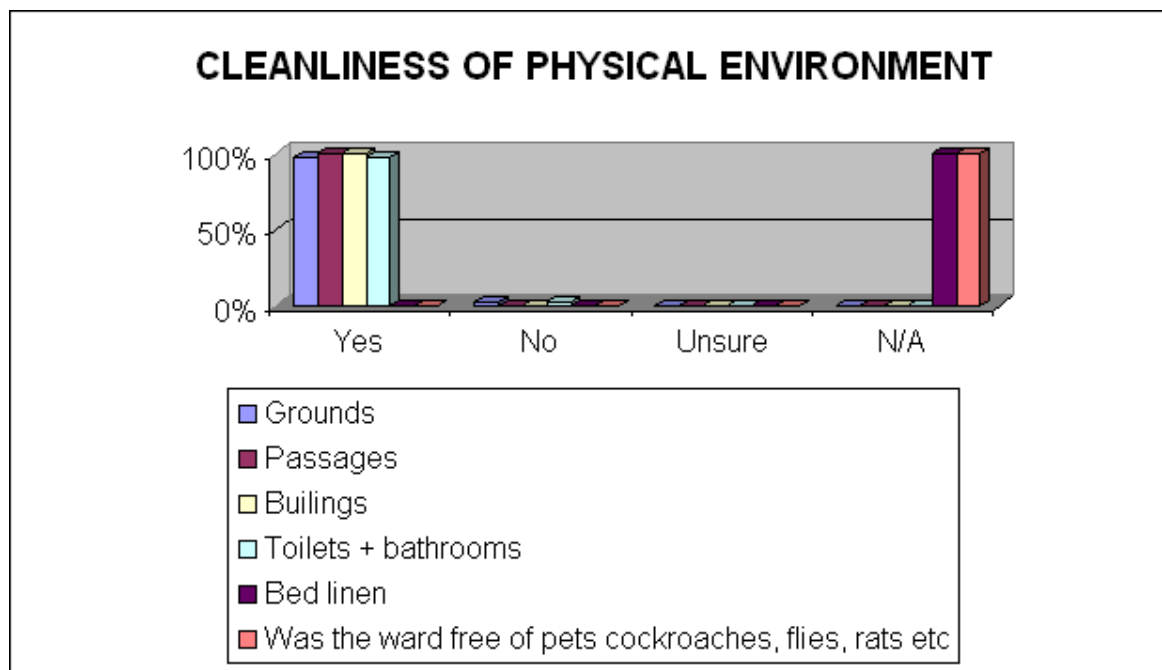
### Courtesy

	Yes	No	Unsure	N/A
Were you treated politely by the staff	95%	5%	0%	0%



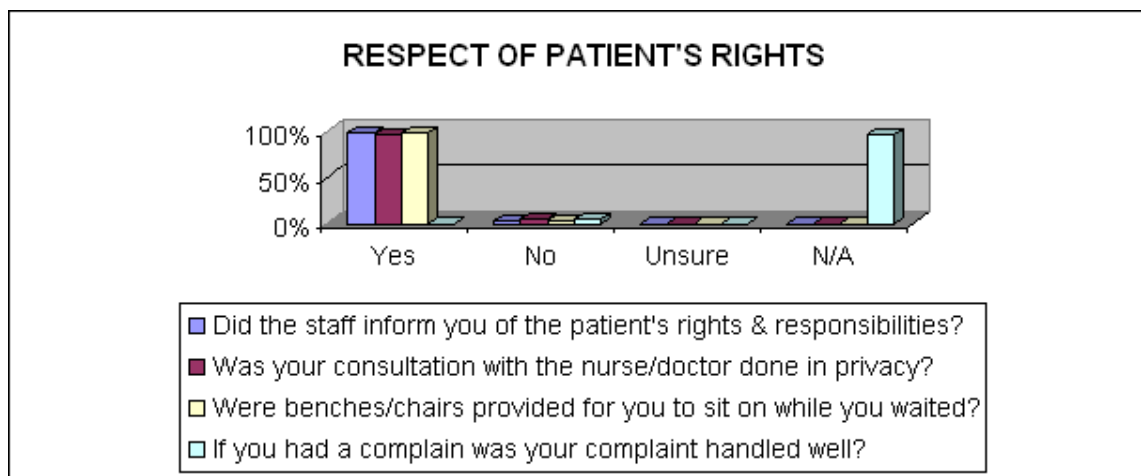
### Cleanliness of physical environment

	Yes	No	Unsure	N/A
Grounds	98%	2%	0%	0%
Passages	100%	0%	0%	0%
Builings	100%	0%	0%	0%
Toilets + bathrooms	98%	2%	0%	0%
Bed linen	0%	0%	0%	100%
Was the ward free of pets cockroaches, flies, rats etc	0%	0%	0%	100%



### Respect of patient's rights

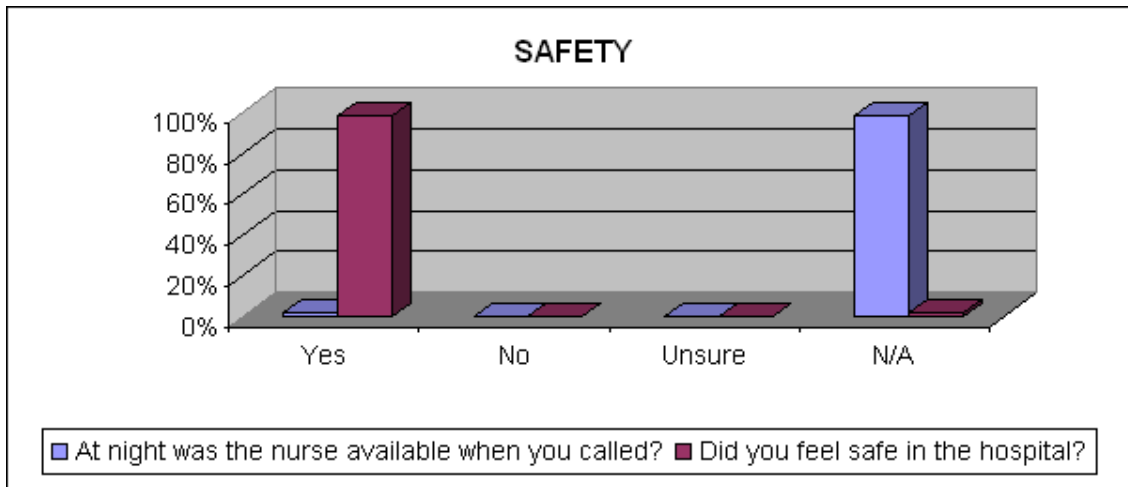
	Yes	No	Unsure	N/A
Did the staff inform you of the patient's rights & responsibilities?	97%	3%	0%	0%
Was your consultation with the nurse/doctor done in privacy?	95%	5%	0%	0%
Were benches/chairs provided for you to sit on while you waited?	97%	3%	0%	0%
If you had a complain was your complaint handled well?	0%	5%	0%	95%





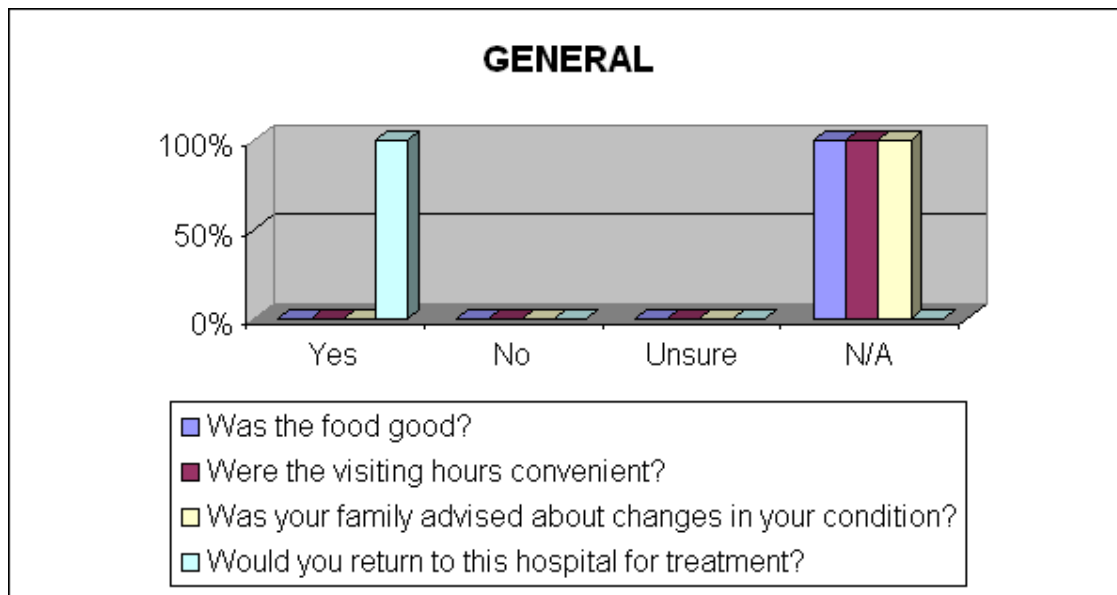
**Safety**

	Yes	No	Unsure	N/A
At night was the nurse available when you called?	2%	0%	0%	98%
Did you feel safe in the hospital?	98%	0%	0%	2%



**General**

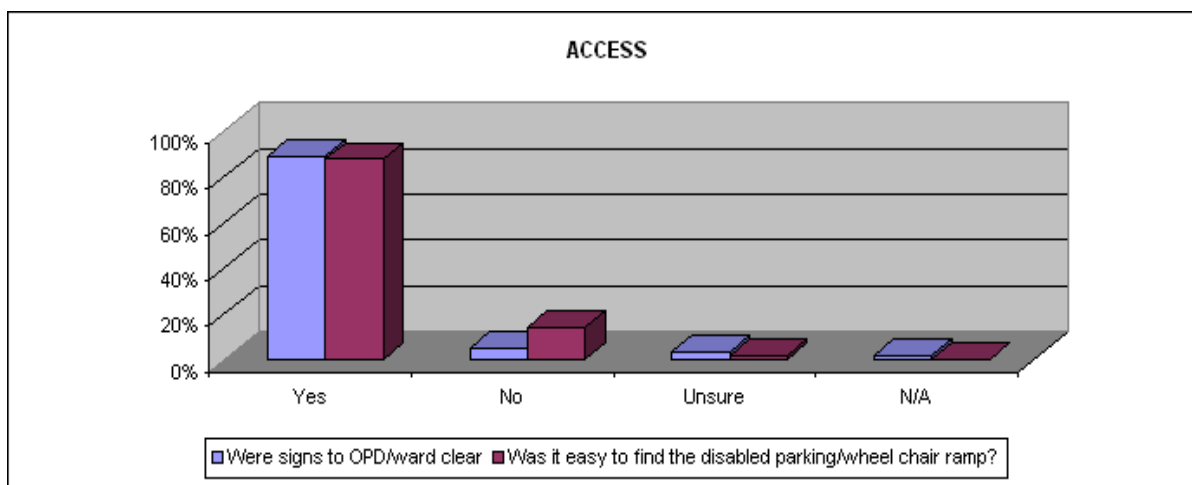
	Yes	No	Unsure	N/A
Was the food good?	0%	0%	0%	100%
Were the visiting hours convenient?	0%	0%	0%	100%
Was your family advised about changes in your condition?	0%	0%	0%	100%
Would you return to this hospital for treatment?	100%	0%	0%	0%



## EMPATHE CLINIC

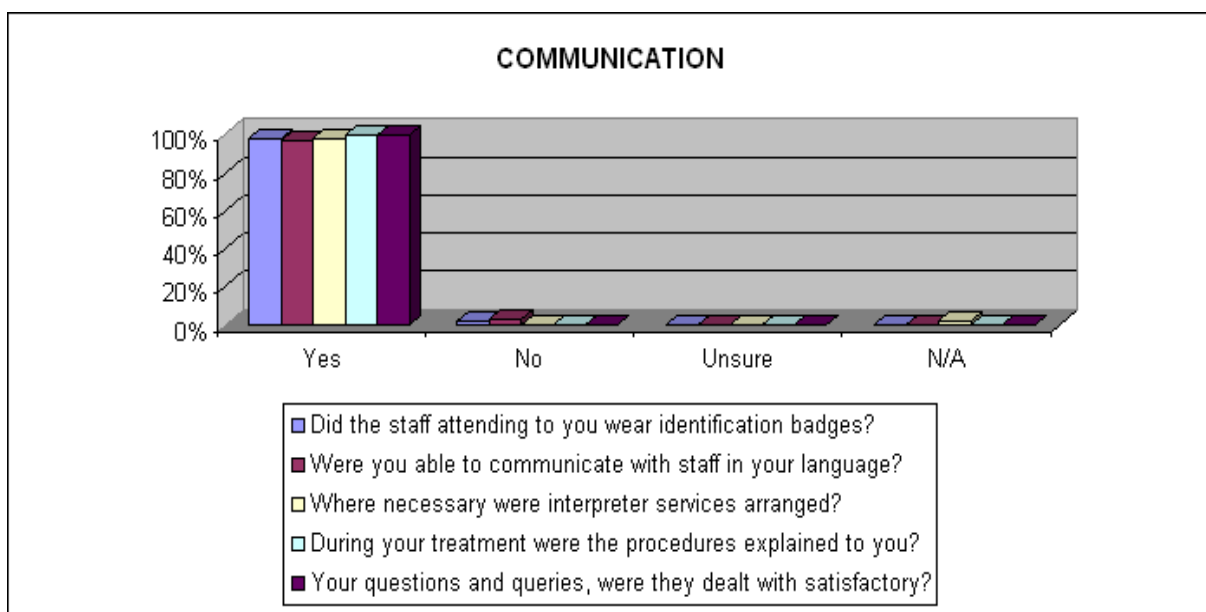
### Access

	Yes	No	Unsure	N/A
Were signs to OPD/ward clear	89%	5%	3%	2%
Was it easy to find the disabled parking/wheel chair ramp?	88%	14%	2%	0%



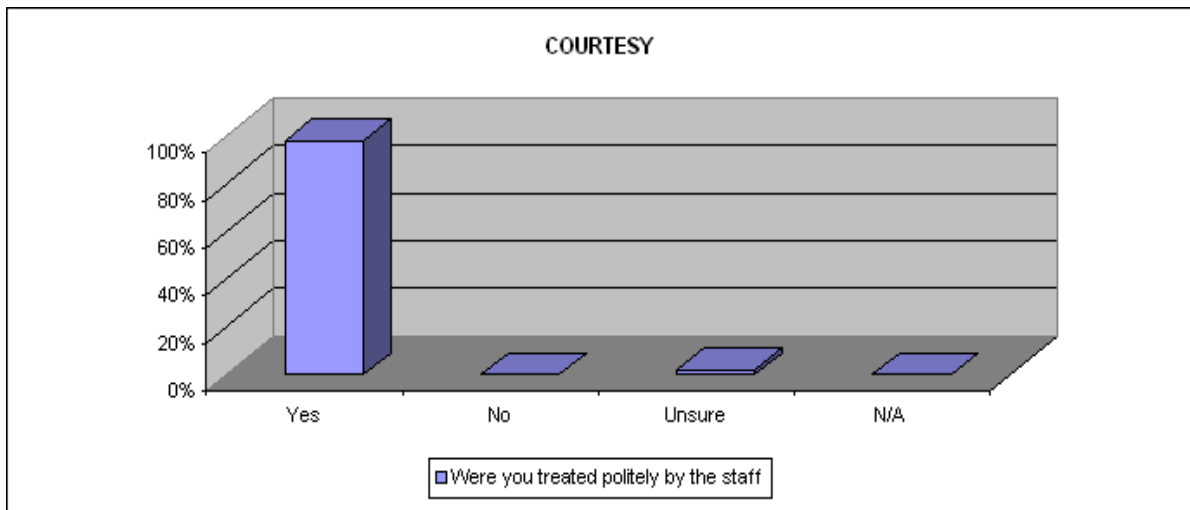
### Communication

	Yes	No	Unsure	N/A
Did the staff attending to you wear identification badges?	98%	2%	0%	0%
Were you able to communicate with staff in your language?	97%	3%	0%	0%
Where necessary were interpreter services arranged?	98%	0%	0%	2%
During your treatment were the procedures explained to you?	100%	0%	0%	0%
Your questions and queries, were they dealt with satisfactory?	100%	0%	0%	0%



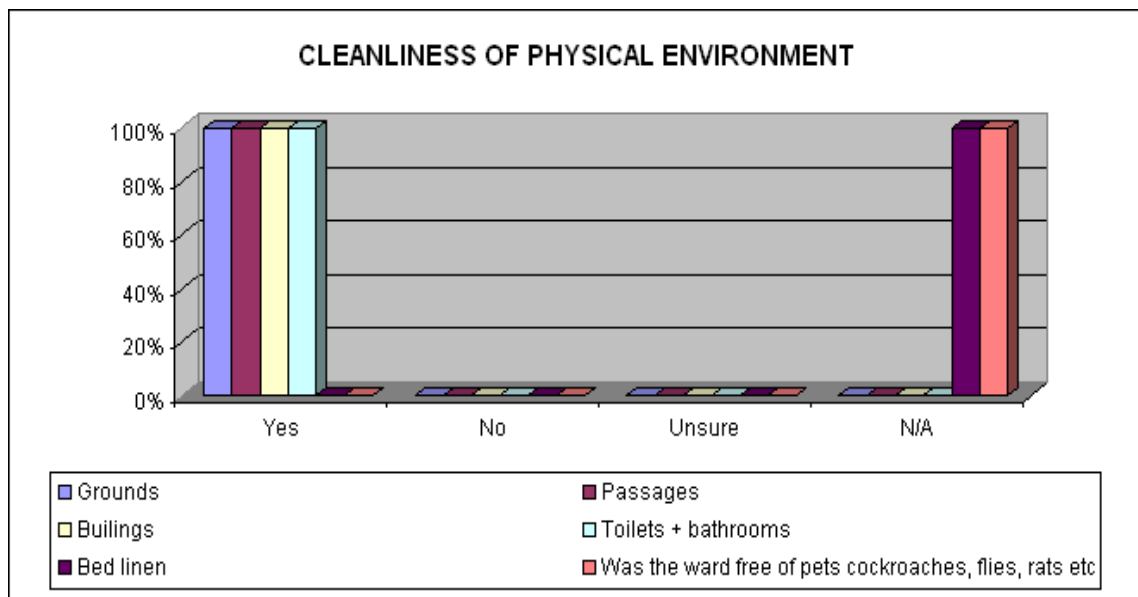
### Courtesy

	Yes	No	Unsure	N/A
Were you treated politely by the staff	98%	0%	2%	0%



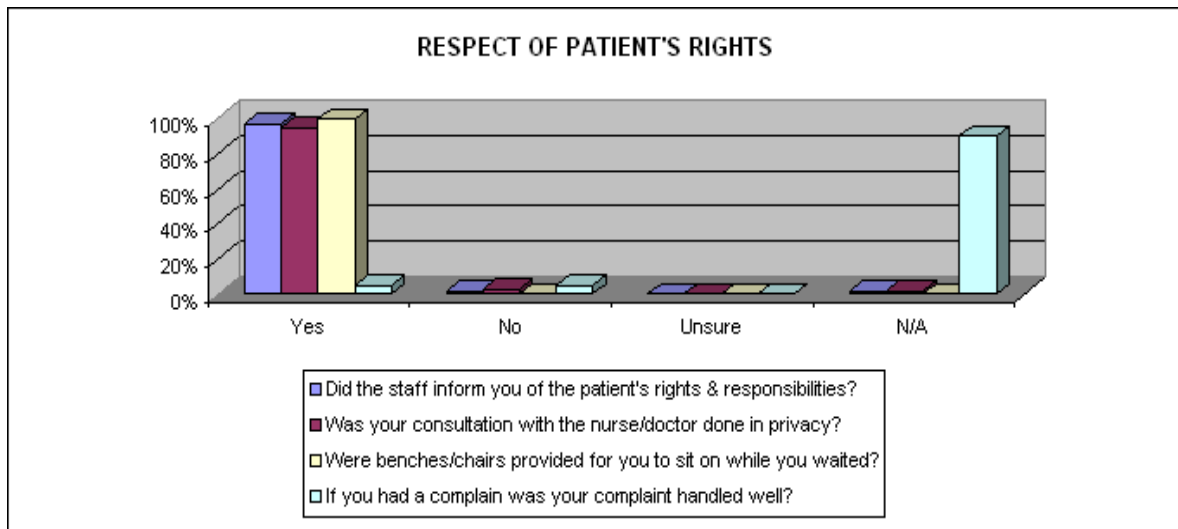
### Cleanliness of physical environment

	Yes	No	Unsure	N/A
Grounds	100%	0%	0%	0%
Passages	100%	0%	0%	0%
Builings	100%	0%	0%	0%
Toilets + bathrooms	100%	0%	0%	0%
Bed linen	0%	0%	0%	100%
Was the ward free of pets cockroaches, flies, rats etc	0%	0%	0%	100%



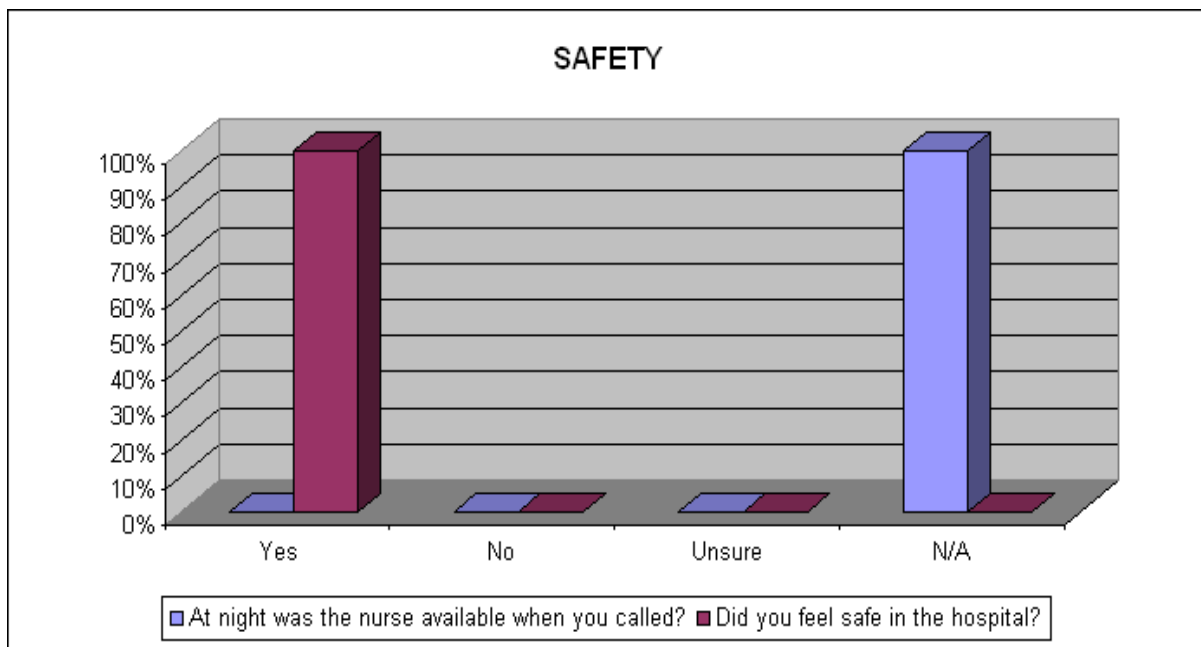
### Respect of patient's rights

	Yes	No	Unsure	N/A
Did the staff inform you of the patient's rights & responsibilities?	97%	2%	0%	2%
Was your consultation with the nurse/doctor done in privacy?	95%	3%	0%	2%
Were benches/chairs provided for you to sit on while you waited?	100%	0%	0%	0%
If you had a complain was your complaint handled well?	5%	5%	0%	90%



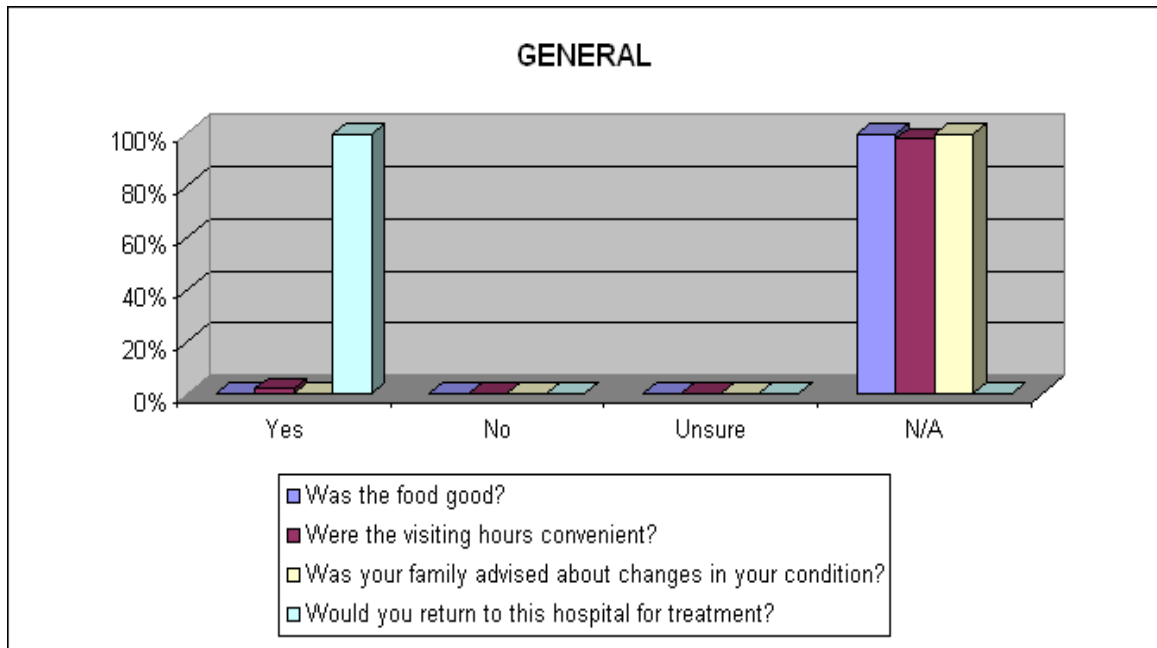
### Safety

	Yes	No	Unsure	N/A
At night was the nurse available when you called?	0%	0%	0%	100%
Did you feel safe in the hospital?	100%	0%	0%	0%



**General**

	Yes	No	Unsure	N/A
Was the food good?	0%	0%	0%	100%
Were the visiting hours convenient?	2%	0%	0%	98%
Was your family advised about changes in your condition?	0%	0%	0%	100%
Would you return to this hospital for treatment?	100%	0%	0%	0%



## MANAGEMENT RESPONSES

A target of 60% was set.

### Concerns

Disabled facilities especially in wards = 35%. Unfortunately the planning and infra structure of the past did not cater for disabled facilities. Only OPD and Maternity wards have disabled ablutions. As and when renovations occur disabled facilities will be catered for.

### Achievements

Wards achieved the highest score of 95%.  
All areas surpassed the target of 60%  
Of note the lowest score was CDC 75%

OPD Pharmacy Patient flow	85
Wards	95
Gateway	80
CDC	75
Empathe Clinic	85

