



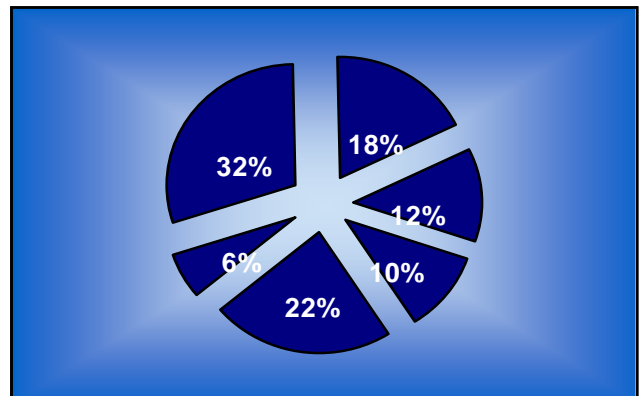
**HEALTH**  
KwaZulu-Natal

# Fort Napier Psychiatric Hospital

## CLIENT SATISFACTION SURVEY



JUNE 2008



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## INTRODUCTION

The Client Satisfaction Survey was conducted in June by Hospital Staff. A total of 200 patients were interviewed, both languages were used i.e. English and IsiZulu. The analyzing committee decided to analyze 1 in 5 forms.

Areas surveyed were:

- Access
- Communication
- Courtesy
- Cleanliness and Physical Environment
- Respect of Patients Rights
- Safety
- General

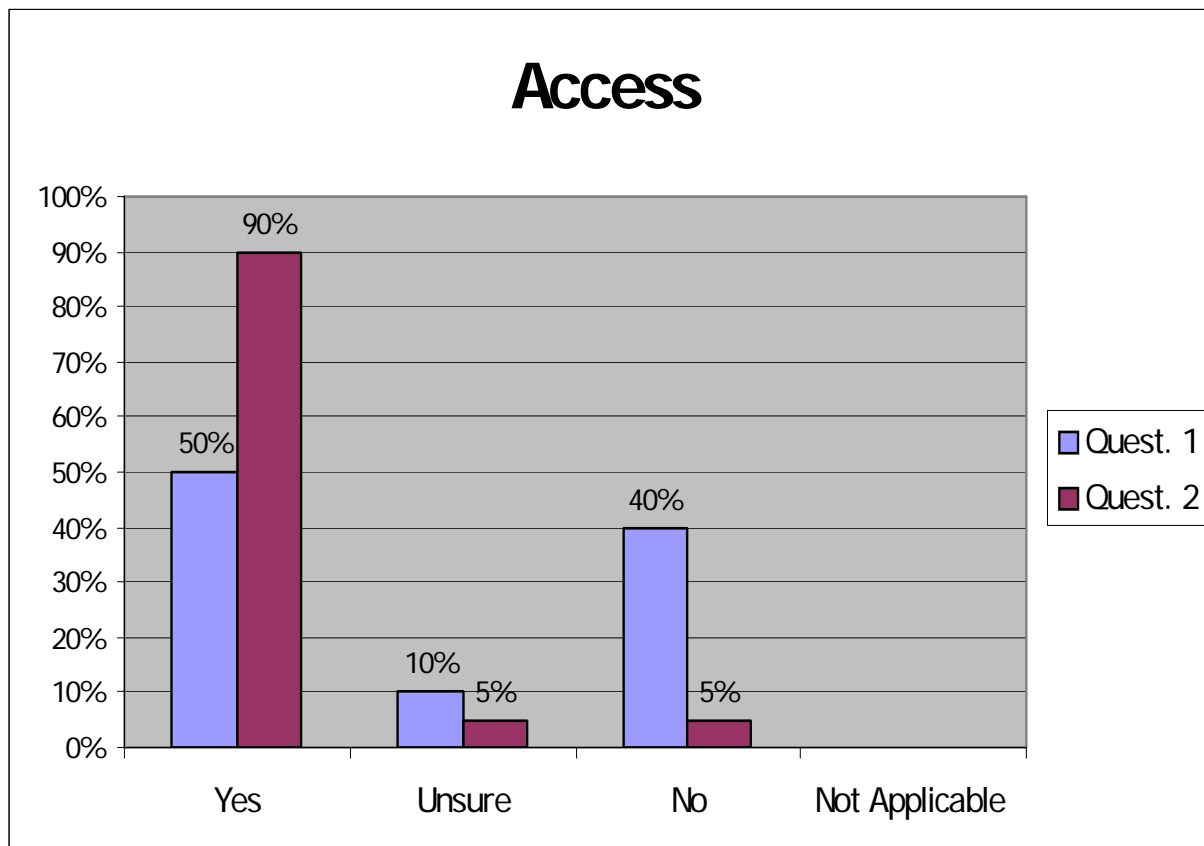
Thanks to all staff and patients who effectively participated in conducting the survey.

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## Access

1. Is the bus/taxi stop close to Hospital
2. Are signs showing different wards & departments clear

Question	Yes	Unsure	No	Not Applicable
Quest. 1	50%	10%	40%	0%
Quest. 2	90%	5%	5%	0%

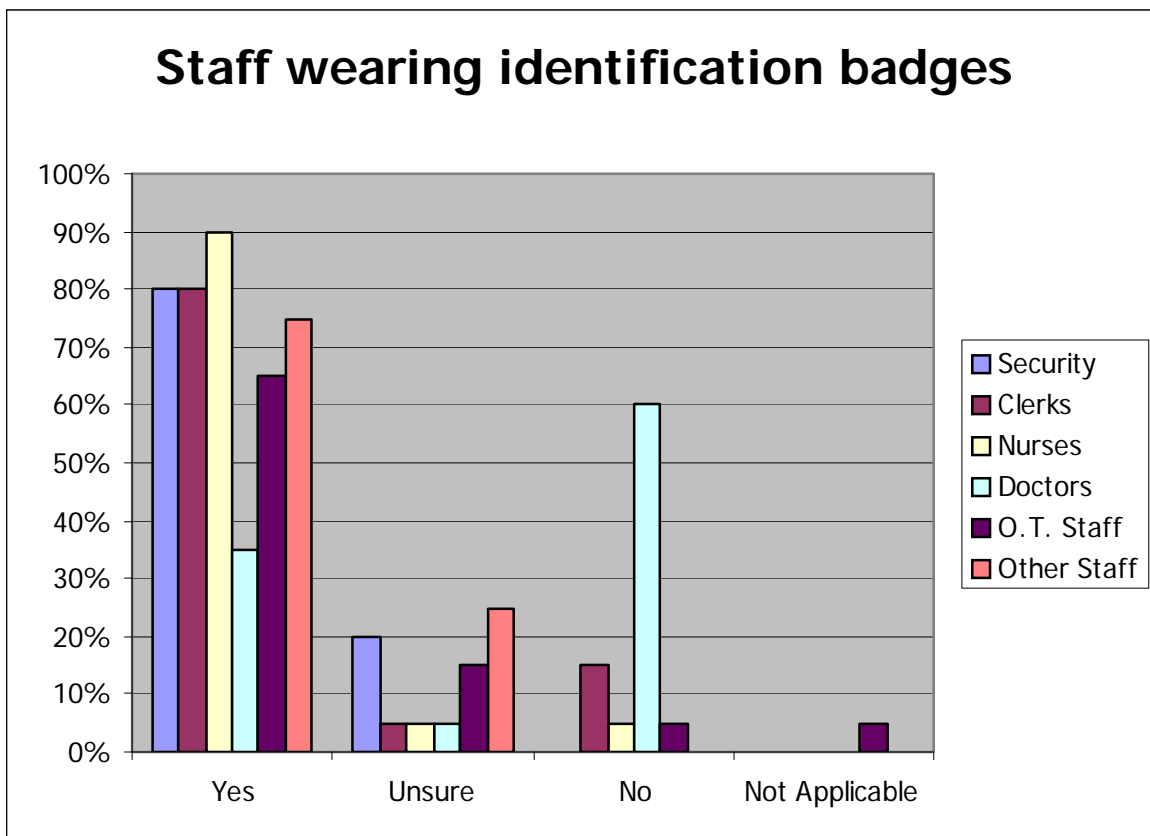


## Communication

Did the staff who attended to you wear identification badges?

Security  
 Clerks  
 Nurses  
 Doctors  
 O.T. Staff  
 Other Staff

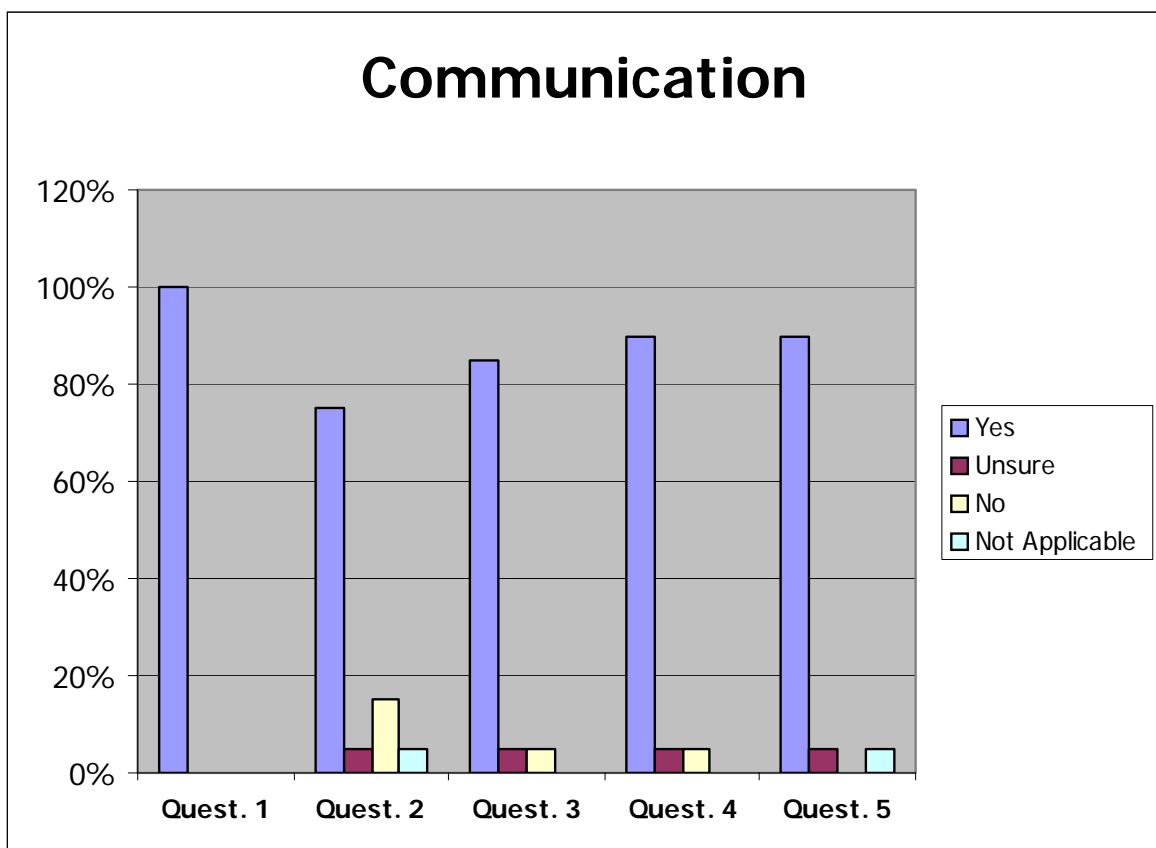
Question	Yes	Unsure	No	Not Applicable
Security	80%	20%	0 %	0%
Clerks	80%	5%	15%	0%
Nurses	90%	5%	5%	0%
Doctors	35%	5%	60%	0%
O.T. Staff	65%	15%	5%	5%
Other Staff	75%	25%	0%	0%



## Communication

1. Were you able to communicate in your own language
2. Where necessary were interpreter services arranged
3. During your treatment, were the procedures explained to you
4. Questions and queries you made were they dealt with
5. Are you attended to promptly, If you need any staff member are you attended to.

Question	Yes	Unsure	No	Not Applicable
Quest. 1	100%			
Quest. 2	75%	5%	15%	5%
Quest. 3	85%	5%	5%	0%
Quest. 4	90%	5%	5%	0%
Quest. 5	90%	5%	0%	5%

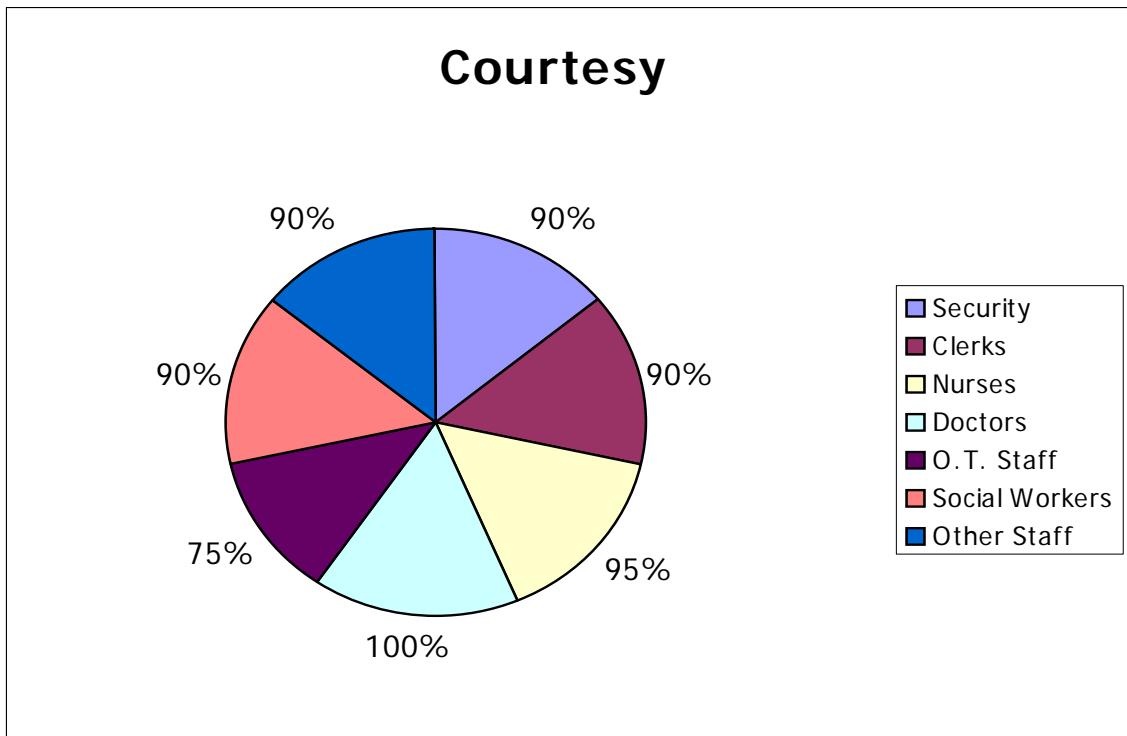


## Courtesy

Were you treated politely by the following staff categories

Security  
 Clerks  
 Nurses  
 Doctors  
 O.T. Staff  
 Other Staff

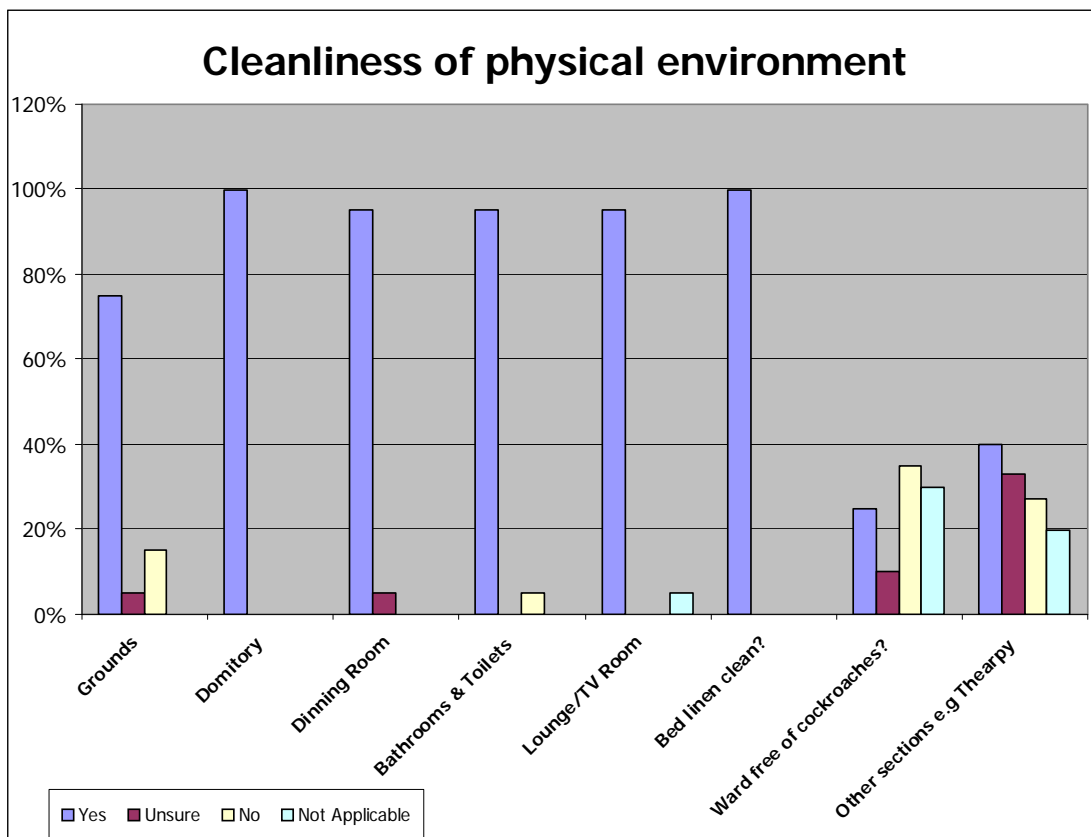
Question	Yes	Unsure	No	Not Applicable
Security	90%	5%	0%	5%
Clerks	90%	5%	0%	5%
Nurses	95%	0%	5%	0%
Doctors	100%	0%	0%	0%
O.T. Staff	75%	10%	10%	0%
Social Workers	90%	0%	5%	5%
Other Staff	90%	5%	5%	0%



## Cleanliness of physical environment

Are the following areas clean?

Question	Yes	Unsure	No	Not Applicable
Grounds	75%	5%	15%	0%
Dormitory	100%	0%	0%	0%
Dinning Room	95%	5%	0%	0%
Bathrooms & Toilets	95%	0%	5%	0%
Lounge/TV Room	95%	0%	0%	5%
Bed linen clean?	100%	0%	0%	0%
Ward free of cockroaches?	25%	10%	35%	30%
Other sections e.g. Therapy	40%	33%	27%	20%

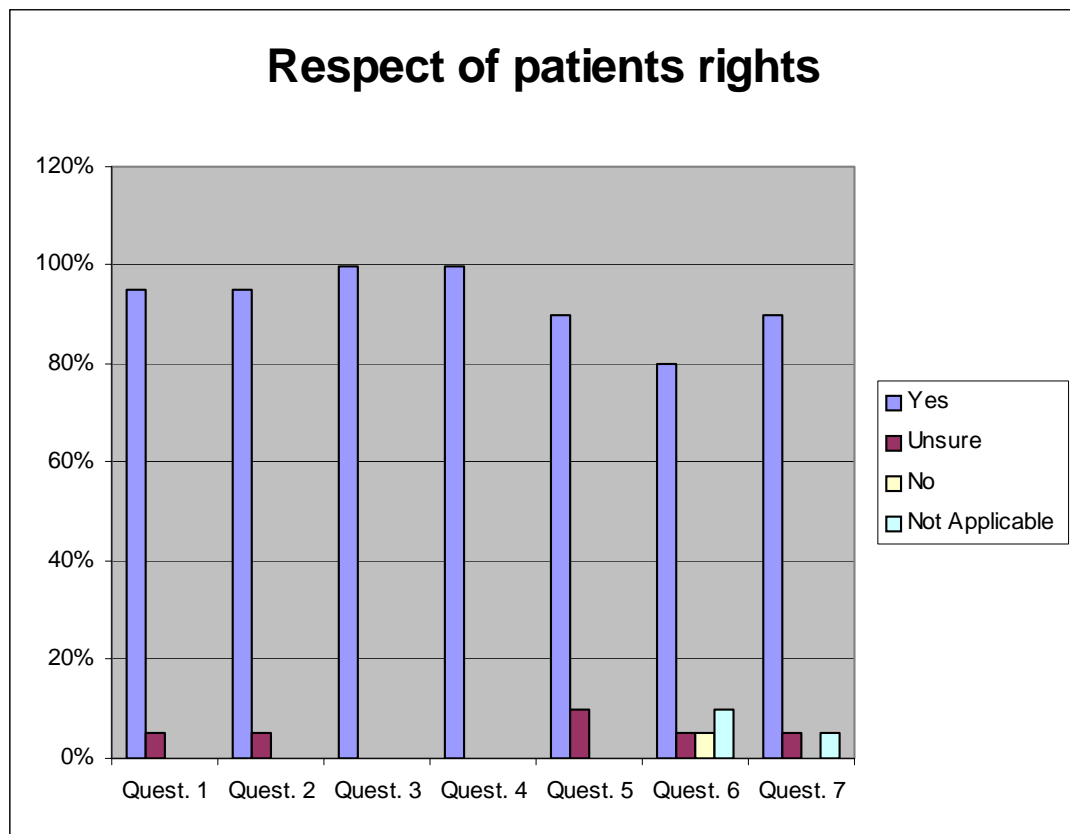




## Respect of patients rights

1. Do the hospital staff inform you about your right?
2. Is there privacy when seen by health professionals?
3. Is there chair/bench to sit on whilst waiting to be seen?
4. Do you have a right to complain?
5. Do you know how to lodge a complain?
6. If you had a complain did you report it?
7. If you had a complain were you satisfied with the way it was handled

Question	Yes	Unsure	No	Not Applicable
Quest. 1	95%	5%	0%	0%
Quest. 2	95%	5%	0%	0%
Quest. 3	100%	0%	0%	0%
Quest. 4	100%	0%	0%	0%
Quest. 5	90%	10%	0%	0%
Quest. 6	80%	5%	5%	10%
Quest. 7	90%	5%	0%	5%

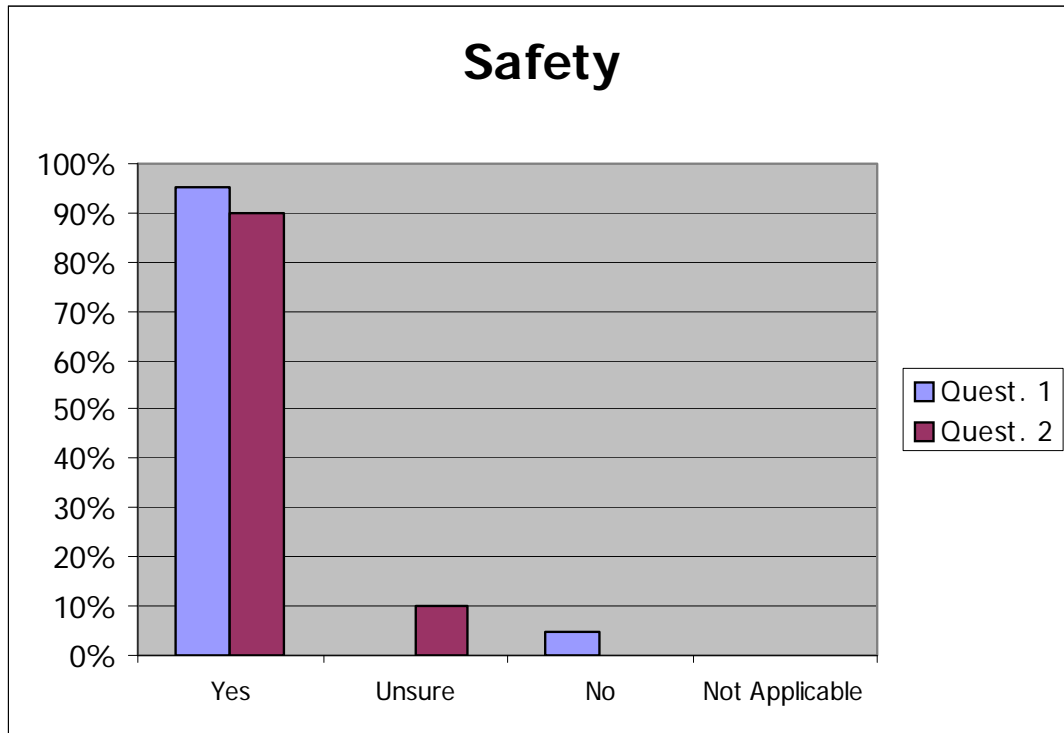


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## Safety

1. At night was the nurse available when you called
2. Did you feel safe in the hospital

Question	Yes	Unsure	No	Not Applicable
Quest. 1	95%	0%	5%	0%
Quest. 2	90%	10%	0%	0%

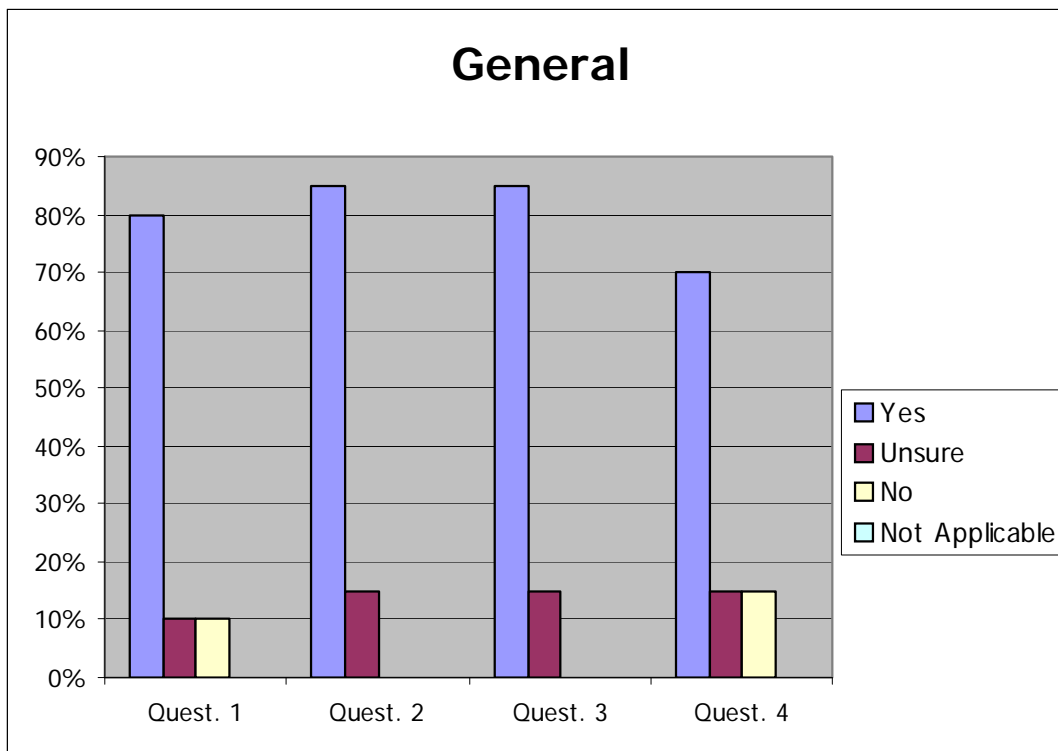


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## General

1. Does the food cater for your needs?
2. Is the food tasty and well prepared?
3. Do you think visiting hours are convenient for your family?
4. Is your family informed about changes in your condition?

Question	Yes	Unsure	No	Not Applicable
Quest. 1	80%	10%	10%	0%
Quest. 2	85%	15%	0%	0%
Quest. 3	85%	15%	0%	0%
Quest. 4	70%	15%	15%	0%



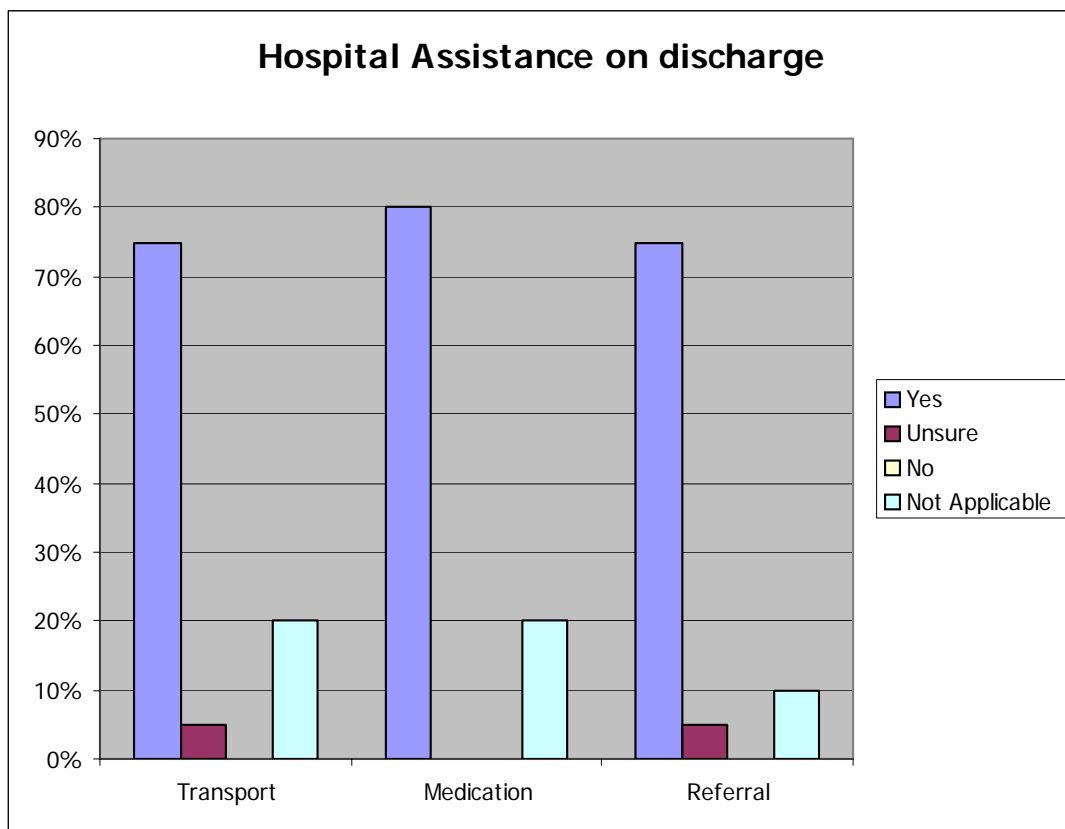
5. Do the hospital staff assist to make arrangements for you go on leave and discharged?

\*Transport

\*Medication

\*Referral

Question	Yes	Unsure	No	Not Applicable
Transport	75%	5%	0%	20%
Medication	80%	0%	0%	20%
Referral	75%	5%	0%	10%

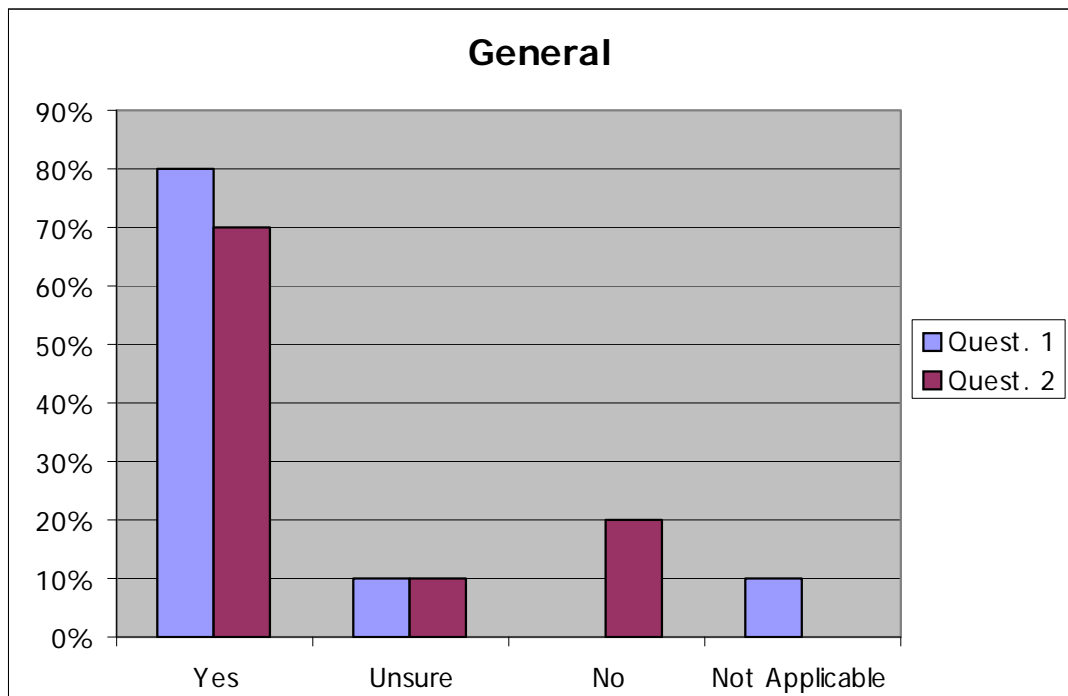


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## General

1. Do you feel that you have enough knowledge about illness to take care of yourself at home if discharged  
2. Would you return to this hospital for treatment

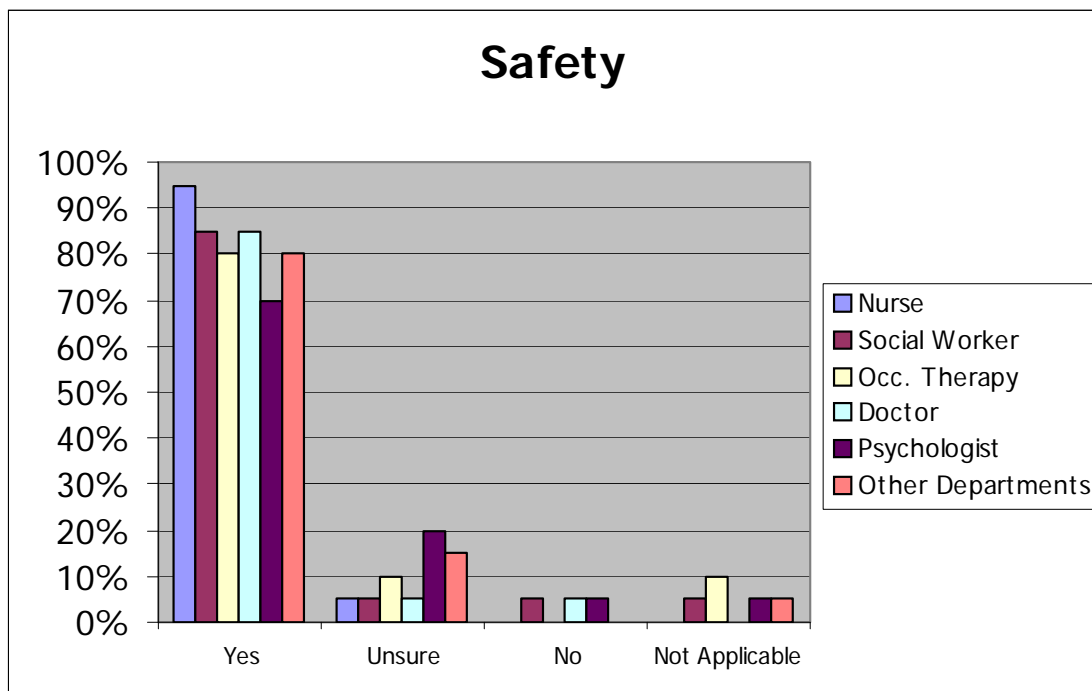
Question	Yes	Unsure	No	Not Applicable
Quest. 1	80%	10%	0%	10%
Quest. 2	70%	10%	20%	0%



## Safety

1. Do you think the following are helping you in your rehabilitation

Question	Yes	Unsure	No	Not Applicable
Nurse	95%	5%	0%	0%
Social Worker	85%	5%	5%	5%
Occ. Therapy	80%	10%	0%	10%
Doctor	85%	5%	5%	0%
Psychologist	70%	20%	5%	5%
Other Departments	80%	15%	0%	5%



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THANK  
YOU!!