

# CLIENT SATISFACTION SURVEY 2008



# HLABISA HOSPITAL



## Background on Survey

The survey was conducted at Hlabisa Hospital on the 29 September 2008. There was a team of employees who conducted the **Client Satisfaction Survey**.

The Management of Hlabisa Hospital likes to extend their appreciation to the following people for making the survey possible and successful.

1. Surveys Co-ordinator : Zonal Matron T.M. Nxumalo
2. Acting FIO : Ms C.N. Mathabela
3. Intern FIO : Mr. B.B. Mathenjwa
4. Q.A. Manager : Mr. S.C. Nene
5. PRO : Ms N.H. Mvubu
6. H&S Officer : Ms N.N. Luthuli
7. Operational Managers : Sir Mthiyane(OPD)  
: Sr. Perumal (HCU)  
: Sr. Khumalo (Maternity)  
: Sr. Maphumulo (Paeds)  
: Sr. Sithole (F Medical)  
: Sr. Ntombela (T Ward)

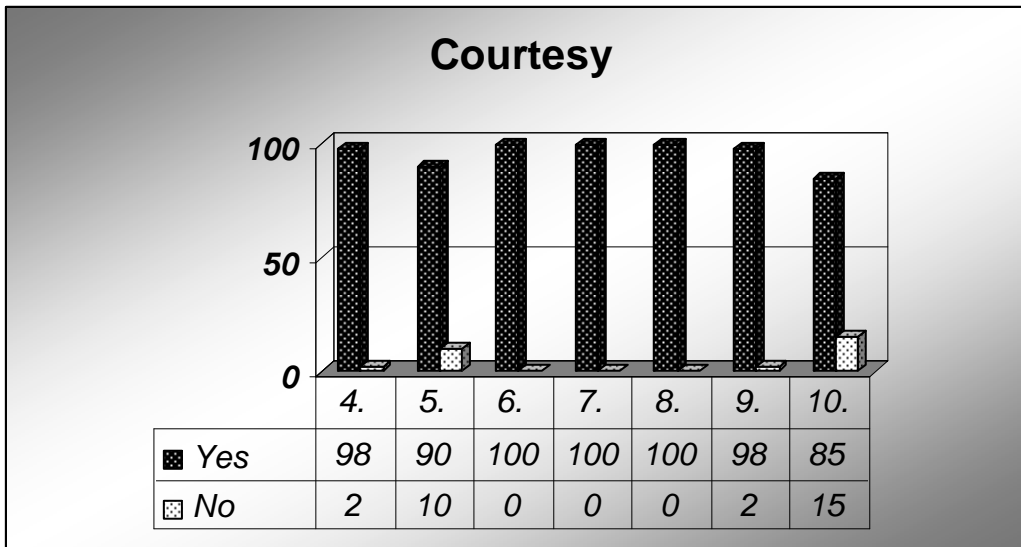
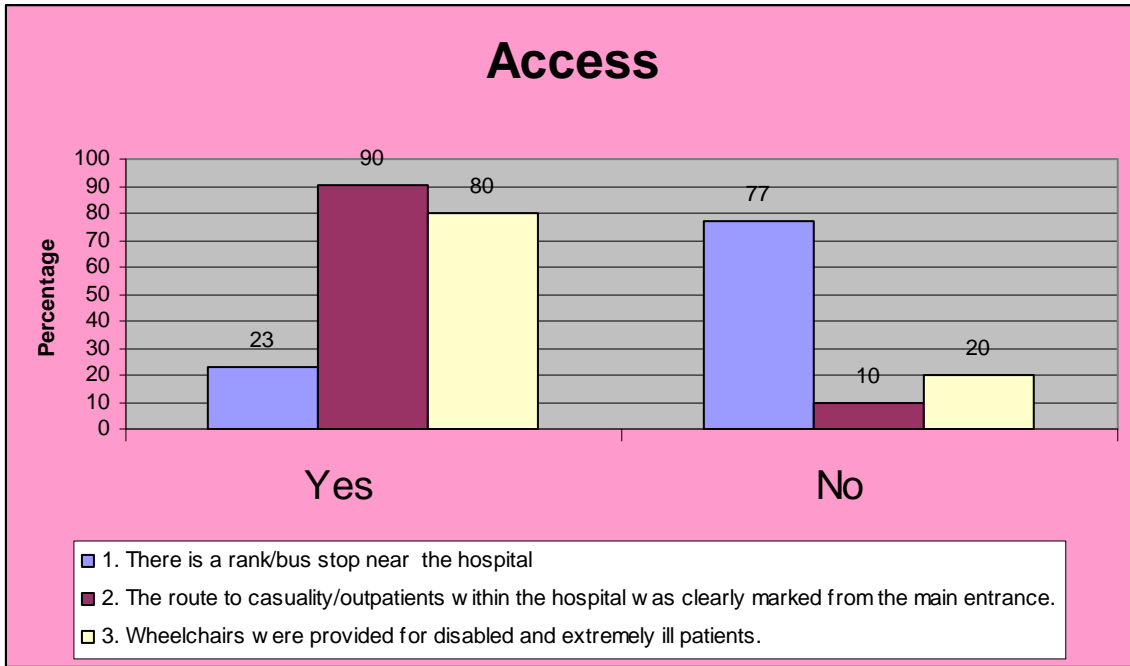
8. The staff of the following departments/ wards for the cooperation during the survey:
  - OPD
  - Maternity
  - S Ward
  - C Ward
  - H Ward
  - HCU
  - Pharmacy
  - Philanjalo
  - T ward

The clients who participated on the survey because without their involvement, the survey was not going to be successful.

### Survey Forms

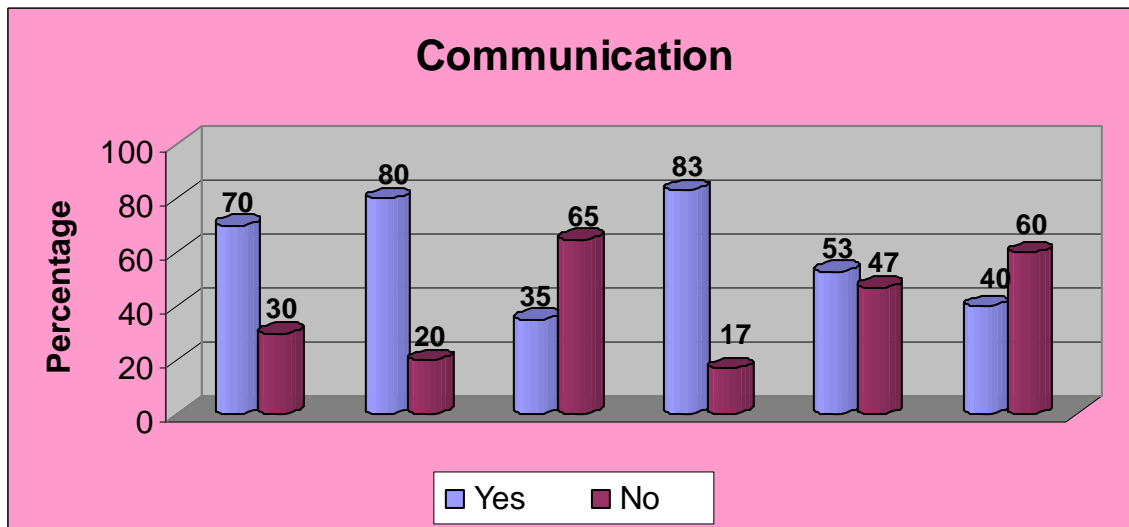
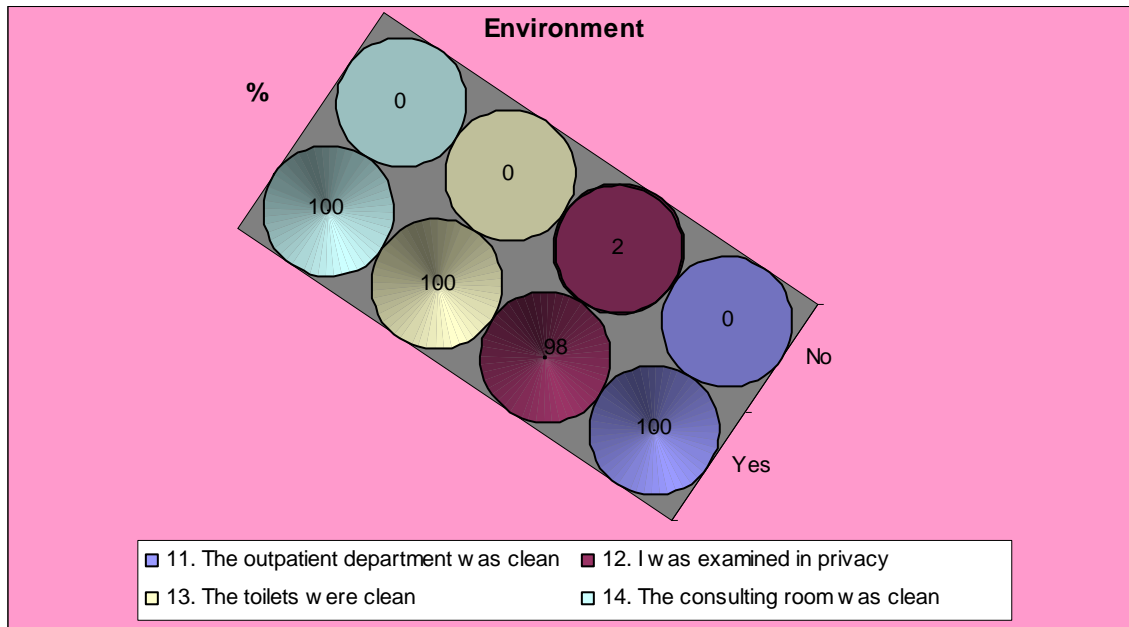
- 100 Survey Forms were used for both Inpatients and Outpatients.
- 60 forms for Inpatients and 40 forms for Outpatients
- All 100 forms returned.

## Outpatients Results



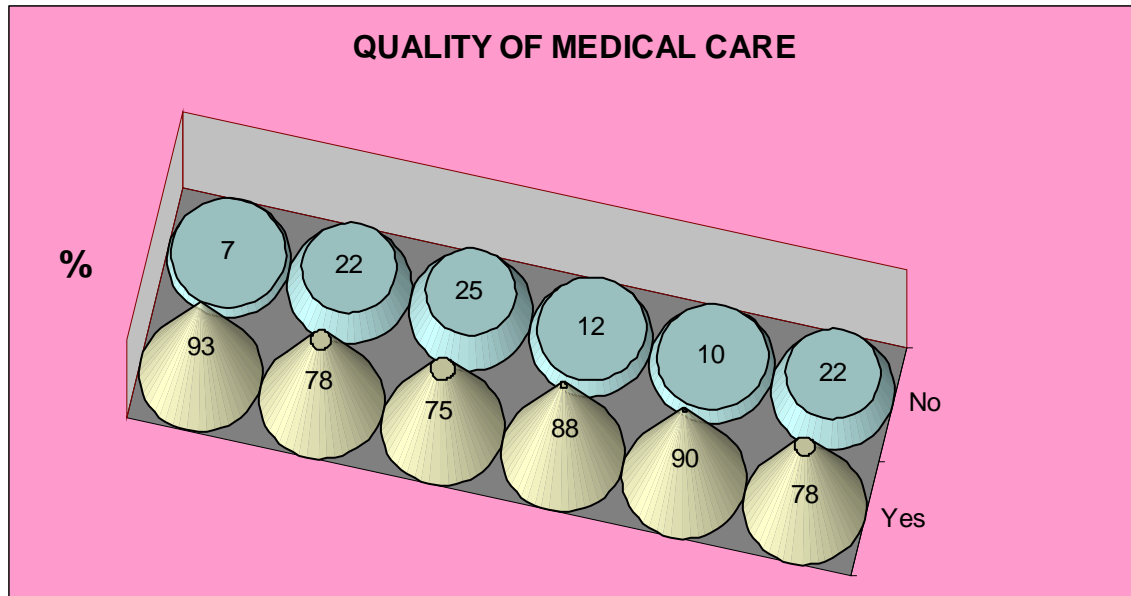
#### B. COURTESY

4. There was a seat provided for me whilst waiting for my file/folder
5. There was a seat provided for me in the waiting areas for consultation and pharmacy.
6. The security at all entrance treated me courteously.
7. The clerk providing me with my folder was courteous and helpful
8. The nurse treated me courteously
9. The doctor treated me courteously
10. The pharmacist treated me courteously

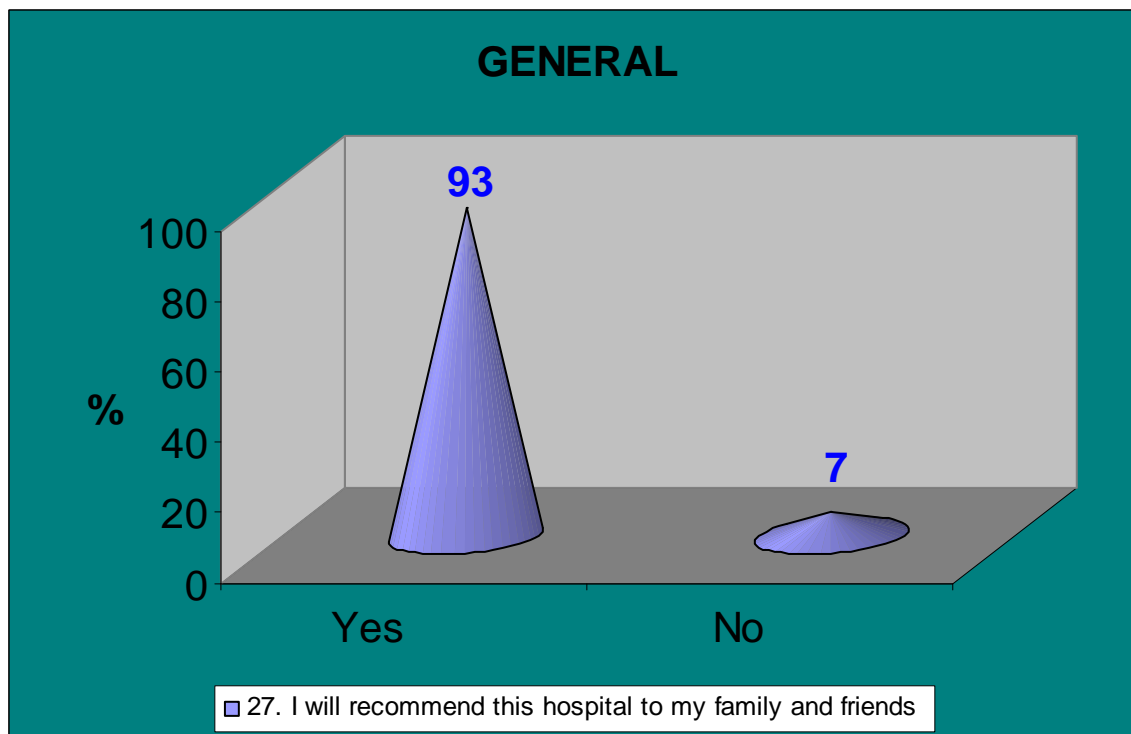


#### D. COMMUNICATION

- 15. The doctor asked my permission before examining me.
- 16. There was an interpreter available to the doctor
- 17. The doctor introduced himself/herself to me
- 18. The doctor listened to my problems
- 19. I was greeted by a nursing sister
- 20. The nursing sister introduced her/himself to me



- E. QUALITY OF MEDICAL CARE**
- 21. The pharmacist explained to me the use of my medication
  - 22. The doctor explained to me my diagnosis
  - 23. The doctor explained to me the results of my tests in a way that I understood.
  - 24. I was informed of the side-effects of the medication prescribed.
  - 25. I was satisfied with the care I received
  - 26. I was satisfied with health education and health promotion material in the hospital.



**COMMENTS MADE BY CLIENTS DURING THE SURVEY**  
**OUTPATIENTS**

1. The Taxi Rank/ Bus Stop is too far for a critical ill patient.
2. The waiting time at Pharmacy is too long especially during the lunch time (13h00 to 14h00)
3. The waiting area at pharmacy is too cold and the sitting area provided is also cold and not comfortable to sit on.
4. There are few doctors then we have to wait long hours or sometimes sleep over in order to be seen by doctor.
5. The direction from main gate to OPD is not clear.
6. Please hire more doctors
7. There is a lot of improvement on the hospital since I last used the hospital 5 years ago.



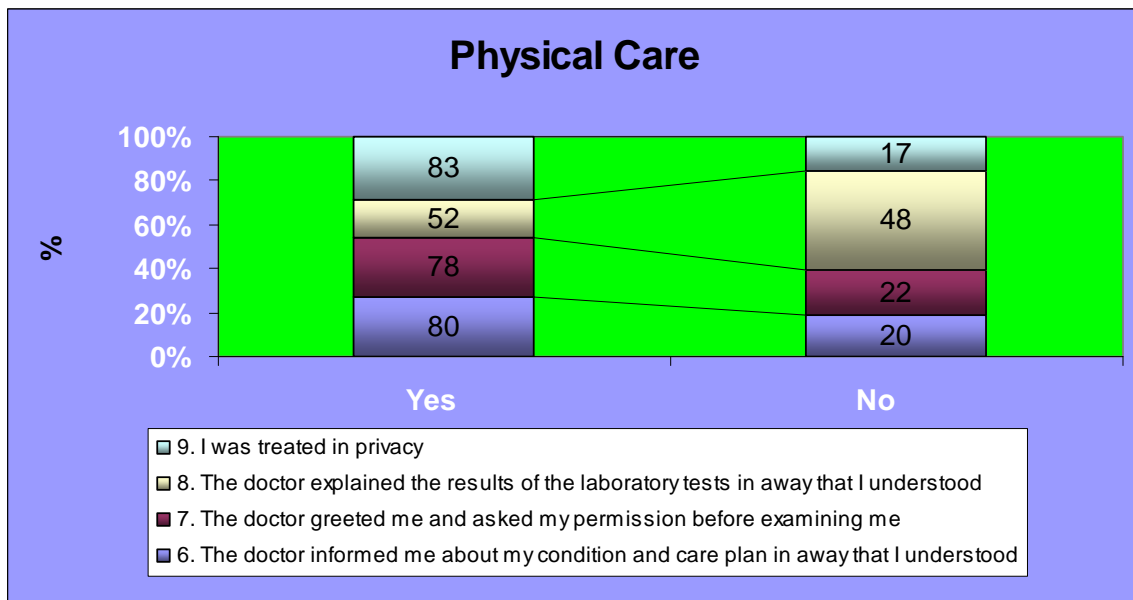
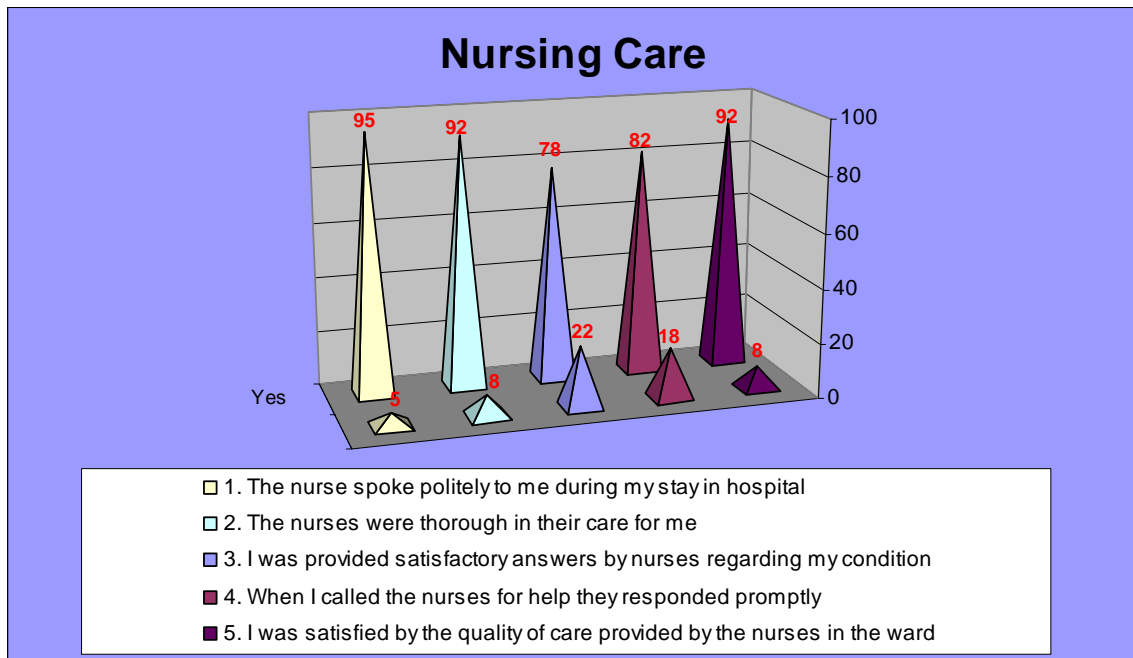
**ACTION PLANS**  
**OUTPATIENTS**

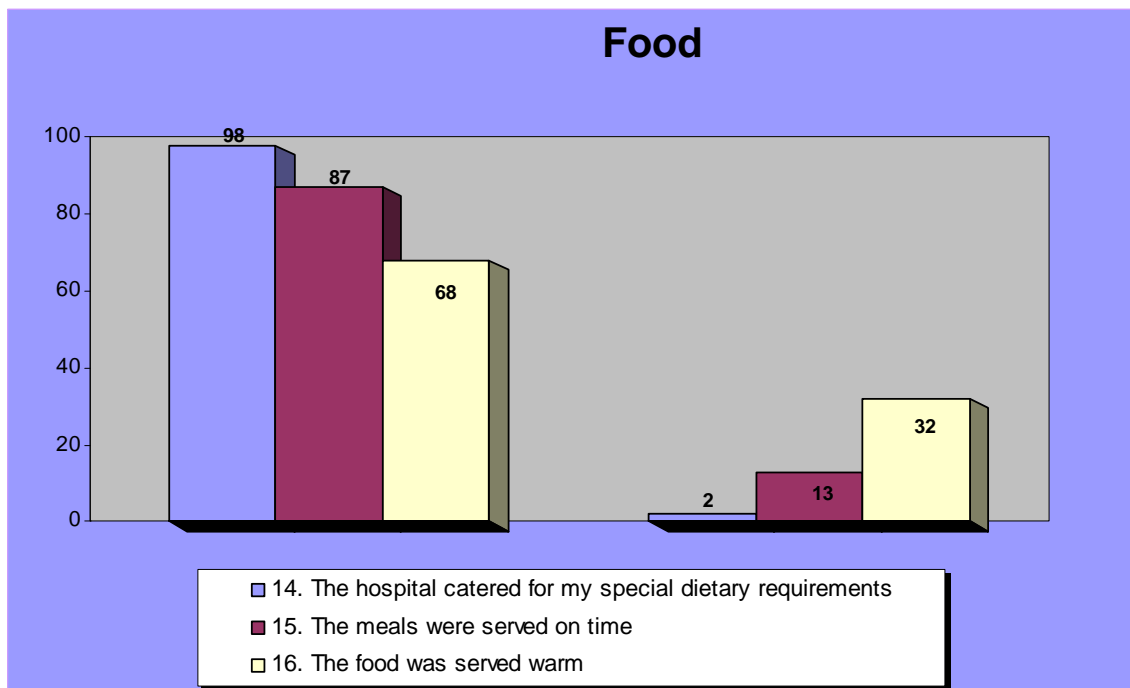
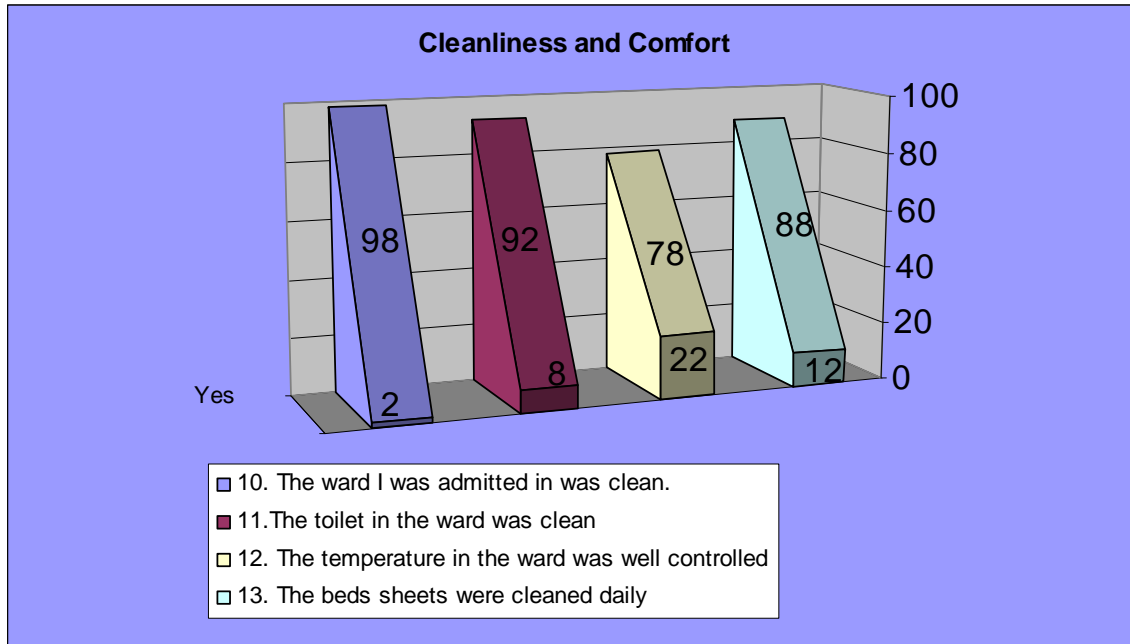
Focus	Challenges	Action Plan	Resp. Person(S)	Time-frame
<b>ACCESS</b>				
1. There is a rank/bus stop near the hospital.	- The taxi/bus stop is far from the hospital	- To have an arrangement with the taxi association, for all taxis from different places to drop clients/patients at the main gate. - To have one taxi hourly taking rounds in the hospital for discharged patients.	1. PRO 2. Quality Assurance Manager.	30 November 2008
<b>COURTESY</b>				
1. Waiting Time @ pharmacy during lunch time.	- There is no person working at the pharmacy between 13h00 to 14h00.	- To negotiate with the Pharmacy Manager to have somebody during the lunch hour ( Flexi Lunch)	- Pharmacy Manager - CEO - Quality Assurance Manager - Zonal Matrons. - PRO	30 November 2008
2. Waiting Area @ Pharmacy.	- The waiting area at pharmacy is very cold, so as the sitting area.	- To motivate to completely cover the waiting area with Mesonite. - To organize chairs.	- Pharmacy Manager - Maintenance Manager - CEO - S & F Manager	31 December 2008

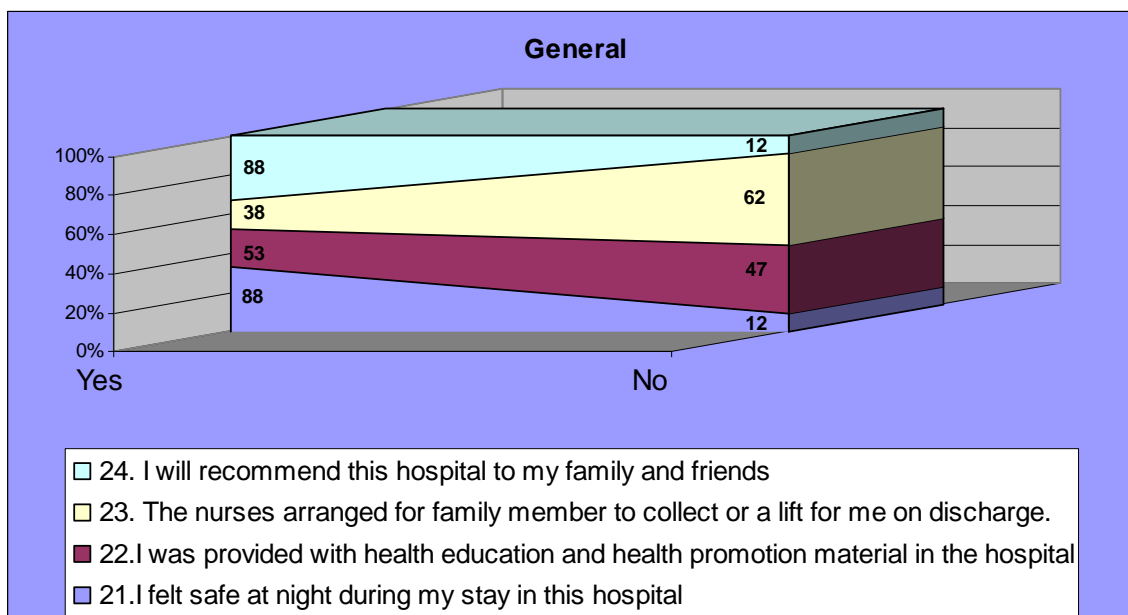
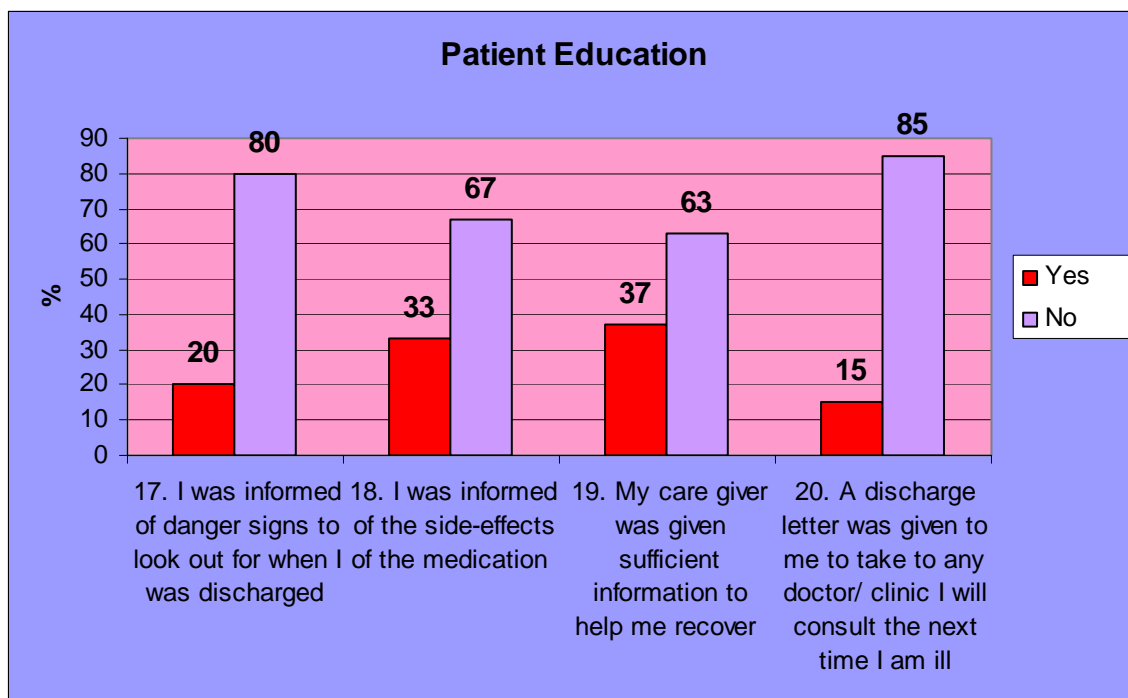
Focus	Challenges	Action Plan	Resp. Person(S)	Time-frame
COMMUNICATION				
1. The doctor introduced him/herself to me.	- The doctors do not introduce themselves to clients.	- To inform Medical Manager to educate and in-service them on the matter.	- Medical Manager - Quality Assurance Manager - PRO	30 November 2008
2. I was greeted by the nursing sister	- The nurses do not greet and introduced themselves to the clients.	- To inform Nursing Manager about the issue.	- Nursing Manager - Area Managers - Quality Assurance Manager - PRO	30 November 2008



## Inpatients Results







**COMMENTS MADE BY CLIENTS DURING THE SURVEY**  
**INPATIENTS**

1. The temperature of water for bathing is cold.
2. The beds sheets are not cleaned daily. The linen I am using is dirty as well as the gown.
3. During the night we have a problem of Mosquitoes. They are all over the place.
4. Sometimes food is served warm and sometimes very cold.
5. Patients are not treated well.
6. Night nurses are a problem, if you called them, they scolded at you.
7. Sometimes ward toilets are clean.
8. Night nurses sleep.
9. Night nurses said I passed urine on purpose and scolded me.
10. We are served rice almost daily.
11. Day nurses treat me well.
12. Meals are tasteless.



**ACTION PLANS**  
**INPATIENTS**

Focus	Challenges	Action Plan	Resp. Person(S)	Time-frame
<b>NURSING CARE</b>				
1. Night Nurses Sleep	<ul style="list-style-type: none"> <li>- Sleeping of the night nurses during working hours.</li> <li>- Bad treatment of patients by at night</li> </ul>	<ul style="list-style-type: none"> <li>- To inform the Nursing Manager to take steps towards the matter.</li> </ul>	<ul style="list-style-type: none"> <li>- Nursing Manager</li> <li>- Night Supervisor</li> <li>- Q.A. Manager</li> <li>- PRO</li> </ul>	30 November 2008
<b>PHYSICAL CARE</b>				
1. Laboratory Tests	<ul style="list-style-type: none"> <li>- Clients do not understand the explanation of results.</li> </ul>	<ul style="list-style-type: none"> <li>- To improve the system of interpreting the results to the clients.</li> </ul>	<ul style="list-style-type: none"> <li>- Operational Managers</li> <li>- Doctors</li> </ul>	30 November 2008
2. Changing of linen and gowns.	<ul style="list-style-type: none"> <li>- Clients used linen for 2 weeks at Maternity Sick ward as well as gowns.</li> </ul>	<ul style="list-style-type: none"> <li>- To do the spot check to all wards to monitor this incident that it does happen again.</li> <li>- Operational Managers to see to it that bed linen is changed daily.</li> </ul>	<ul style="list-style-type: none"> <li>- Operational Managers</li> <li>- Quality Team</li> </ul>	30 November 2008
<b>FOOD</b>				
1. Food is served warm	<ul style="list-style-type: none"> <li>- Food was served cold</li> </ul>	<ul style="list-style-type: none"> <li>- To motivate for proper food trolleys to it warm.</li> </ul>	<ul style="list-style-type: none"> <li>- Kitchen Manager</li> <li>- Nursing Manager</li> <li>- Quality Team</li> </ul>	31 December 2008

