



CLIENT SATISFACTION SURVEY REPORT 2008

HLENGISIZWE CHC

COORDINATED BY: MS. SBOH TSHABALALA

PUBLIC RELATION OFFICER

MRS. V.Z NDABA: QUALITY COORDINATOR

COMPILED BY: MR. MNDENI NKALA
FACILITY INFORMATION OFFICER

TABLE OF CONTENTS

Page Number	Description	Table	Graph
1.	Cover Page	-	-
2.	Contents	-	-
3.	Introduction	-	-
4.	Courtesy	1	1
5.	Access	1	1
6.	Communication	1	1
7.	Respect of Patient Rights	1	1
8.	Safety	1	1
9.	Waiting Times	1	1
10.	Cleanliness	1	1
11.	General	1	1

INTRODUCTION

A Survey was undertaken at Hlengisizwe Community Health Centre on the 21 May 2008.

Survey forms were handed out to the various departments within the institution.

Total Number of Survey Forms Issued : 140

Total Number of Survey Forms Returned :136

COURTESY

Question 1-Were you treated politely by the following staff categories?

Question 1.1-Security Personnel?

Question 1.2-Clerks

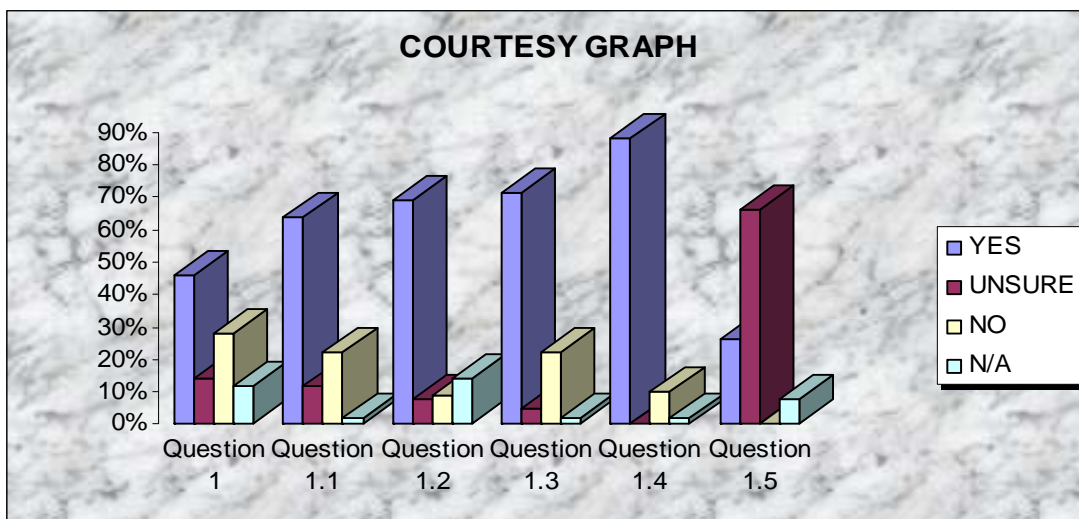
Question 1.3-Nurses

Question 1.4-Doctors

Question 1.5-Other

TABLE 1. DESPICING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	YES	UNSURE	NO	N/A
Question 1	46%	14%	28%	12%
Question 1.1	64%	12%	22%	2%
Question 1.2	69%	8%	9%	14%
Question 1.3	71%	5%	22%	2%
Question 1.4	88%	-	10%	2%
Question 1.5	26%	66%	-	8%



COMMENTS: None

ACCESS

Question 1-Is the bus/taxi stop close to the Clinic?

Question 2-Were the signs to OPD Clear?

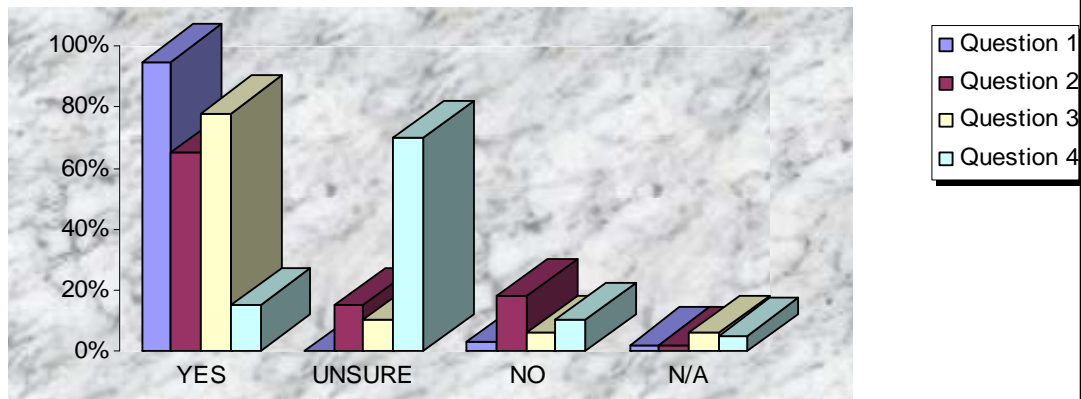
Question 3-Were signs to wards clear?

Question 4- Was is easy to find disable parking bay/wheel chair ramp?

TABLE 2. DESPICING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	YES	UNSURE	NO	N/A
Question 1	95%	-	3%	2%
Question 2	65%	15%	18%	2%
Question 3	78%	10%	6%	6%
Question 4	15%	70%	10%	5%

ACCESS GRAPH



COMMENTS: If there can be parking for disability
More space for patients parking

COMMUNICATION

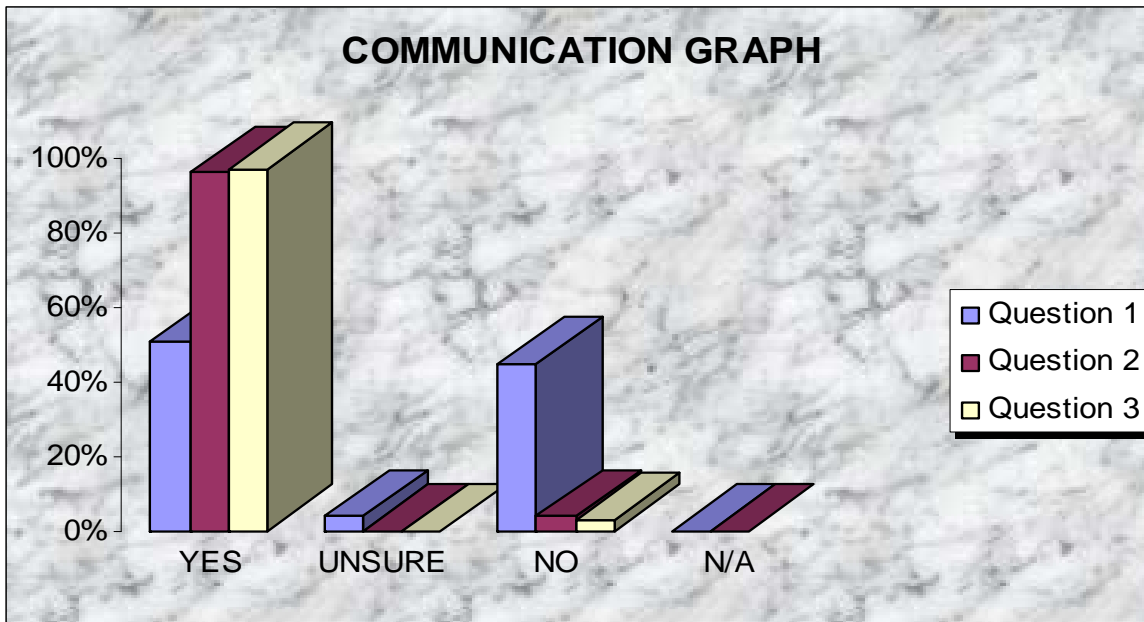
Question 1-Did the staff who attended to you wear identification badges?

Question 2-Were you able to communicate with staff in your own language?

Question 3-Where necessary were interpreter services arranged?

TABLE 3. DESPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	YES	UNSURE	NO	N/A
Question 1	51%	4%	45%	-
Question 2	96%	-	4%	-
Question 3	97%	-	3%	



COMMENTS: Some staff members hide their identity

RESPECT OF PATIENTS RIGHTS

Question 1-Did the Clinic draw attention to patient's right?

Question 2-Did your consultation by the nurse or Doctor took place in a private manner?

Question 3-Was there a bench/chair provided for you to sit while you waited?

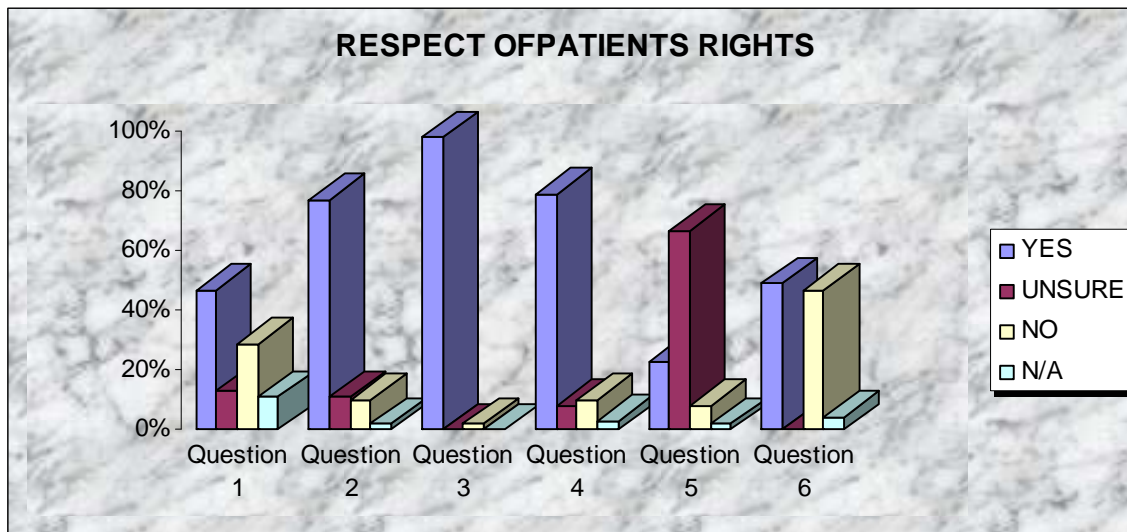
Question 4-Did you have a complaint?

Question 5-If you had a complaint did you report it?

Question 6-If you had a complaint were you satisfied with the way it was handled?

TABLE 4. DESPICING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	YES	UNSURE	NO	N/A
Question 1	47%	13%	29%	11%
Question 2	77%	11%	10%	2%
Question 3	98%	-	2%	-
Question 4	79%	8%	10%	3%
Question 5	23%	67%	8%	2%
Question 6	49%	-	47%	4%



COMMENTS: Some of the patients are afraid to come forward with their complaints.

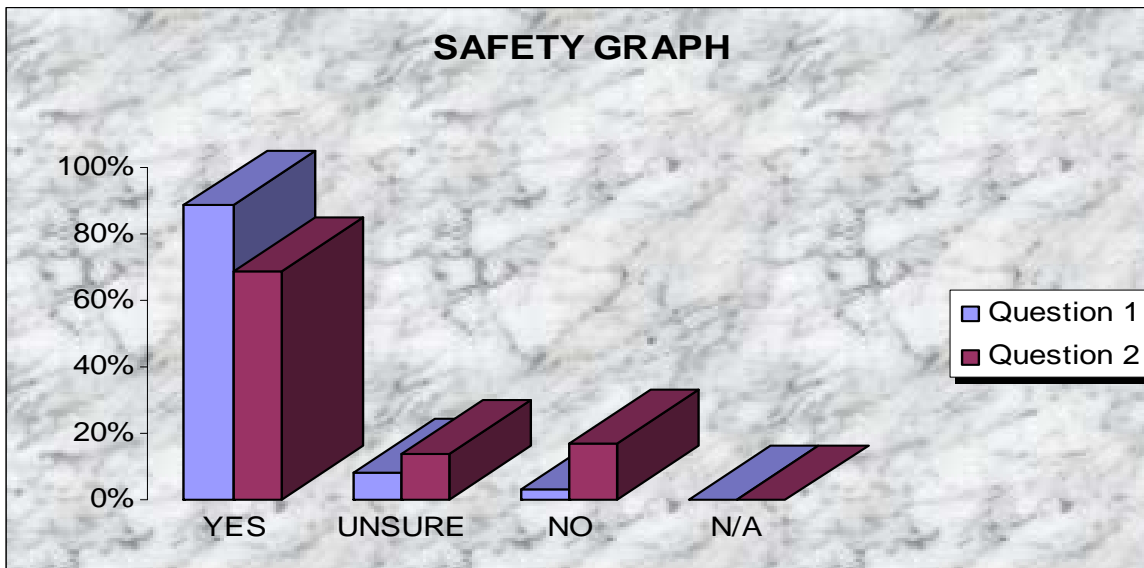
SAFETY

Question 1-At night was the nurse available when you came/called?

Question 2-Did you feel safe in the Community Health Centre?

TABLE 5. DESPICING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	YES	UNSURE	NO	N/A
Question 1	89%	8%	3%	-
Question 2	69%	14%	17%	-



WAITING TIMES

Question 1-How long did you wait for your out patient card?

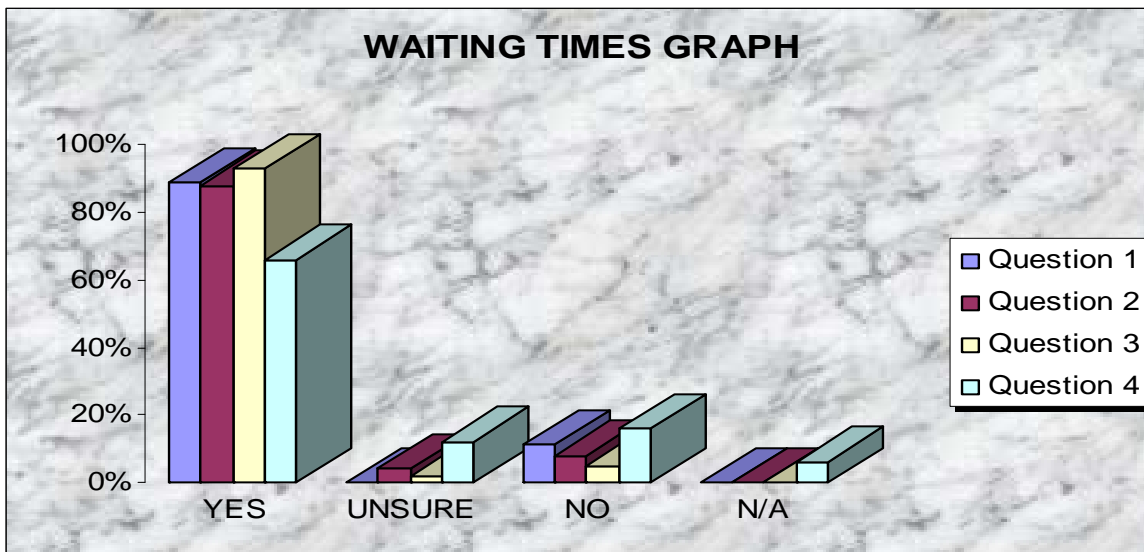
Question 2-How long did you wait to be treated by the nurse?

Question 3-How long did you wait to be treated by the doctor?

Question 4-How long did you wait for medication?

TABLE 6. DESPICING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	30 MINS	1 HOUR	2 HOURS	3 HOURS
Question 1	80%	5%	10%	5%
Question 2	15%	10%	35%	40%
Question 3	-	-	25%	75%
Question 4	88%	12%	-	-



COMMENTS: We wait long hours to be treated by nurses

- We wait long hours to be treated by a doctor since there is no doctor appointed for Hlengisizwe CHC

CLEANILINESS

Question 1-Were the following arrears clean?

Question 1.1-Grounds

Question 1.2-Corridors

Question 1.3-Buildings

Question 1.4-Ablution facilities

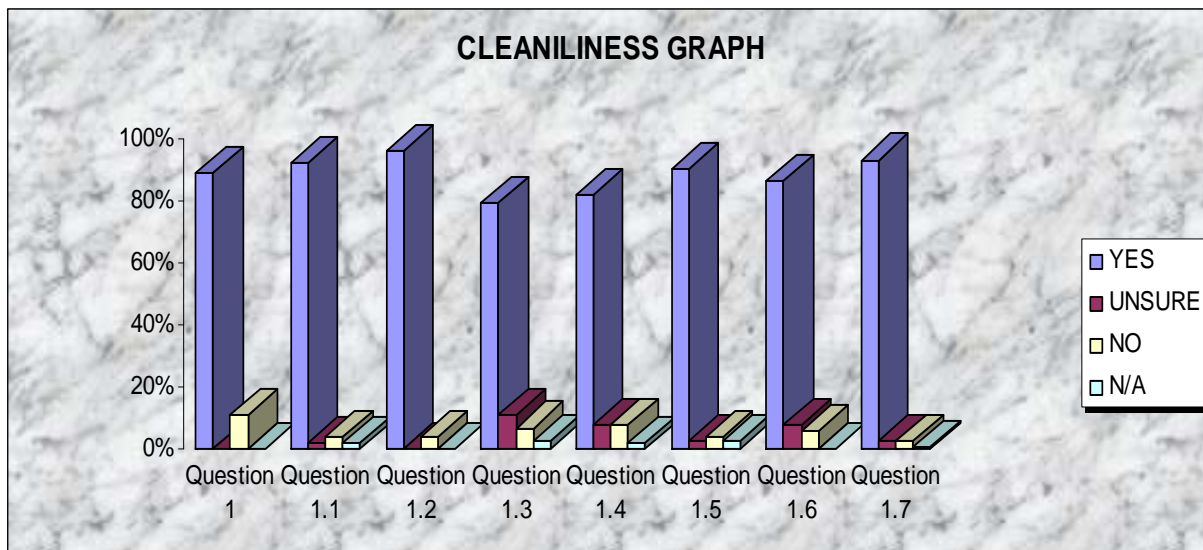
Question 1.5-General ward

Question 1.6-Was the bed linen clean?

Question 1.7-Was the ward free of Pests?

TABLE 7. DESPICTING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCENTAGE)

	YES	UNSURE	NO	N/A
Question 1	89%	-	11%	-
Question 1.1	92%	2%	4%	2%
Question 1.2	96%	-	4%	-
Question 1.3	79%	11%	7%	3%
Question 1.4	82%	8%	8%	2%
Question 1.5	90%	3%	4%	3%
Question 1.6	86%	8%	6%	-
Question 1.7	93%	3%	3%	1%



GENERAL

Question 1- Was your family advised about the changes in your condition?

Question 2- Would you return to this Community Health Centre for treatment?

Question 3- Did the staff assist to make transport arrangements for you when you were

Referred?

TABLE 8. DESPICING QUESTIONS AS MENTIONED ABOVE
(CALCULATED BY PERCANTAGE)

	YES	UNSURE	NO	N/A
Question 1	43%	17%	33%	7%
Question 2	89%	4%	5%	2%
Question 3	97%	-	2%	1%

