



HEALTH
KwaZulu-Natal

ITSHELEJUBA HOSPITAL

CLIENT SATISFACTION SURVEY

2009/10

Conducted in November 2009

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Introduction

The survey was conducted in November 2009. The questionnaire used was based on Batho Pele principles, Patient's Rights as well as general comments from the clients.

Key objectives of the survey are as follows:

- a. to determine patient experiences at Outpatient department
- b. to determine patient experiences for inpatient stay at hospitals
- c. to identify areas of strengths and best practices.
- d. to identify areas of weakness in fulfilling patients expectation
- e. to make recommendations based on the results.

Acknowledgment

We would like to thank the team who participated and offered their time to conduct this survey. We also thank the Unit Managers and staff of the sections where the survey was conducted.

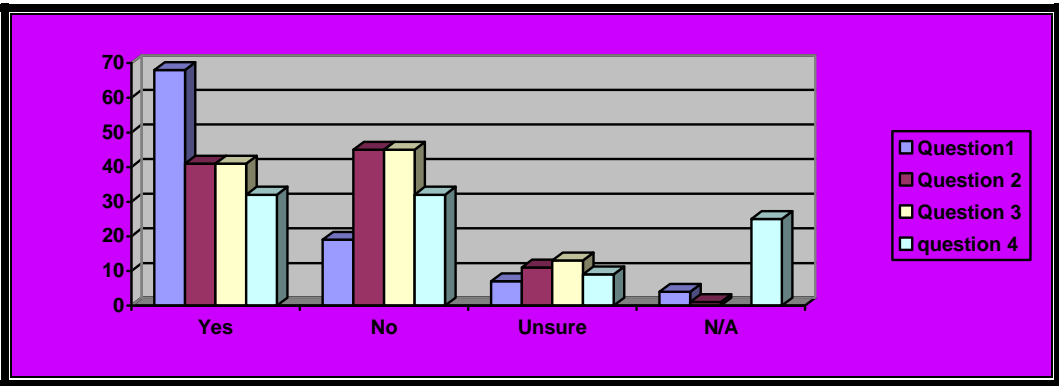
Our special gratitude to clients for allowing us to interview them. For quality service delivery we will always need them to tell us where we are lacking and doing good.

Hospital Management, we thank you for the support and direction.

A. ACCESS

1. Is the bus/taxi close to the hospital?
2. Were signs clear to OPD?
3. Were signs clear to wards?
4. Was it easy to find the disabled parking bay / wheel chair ramp?

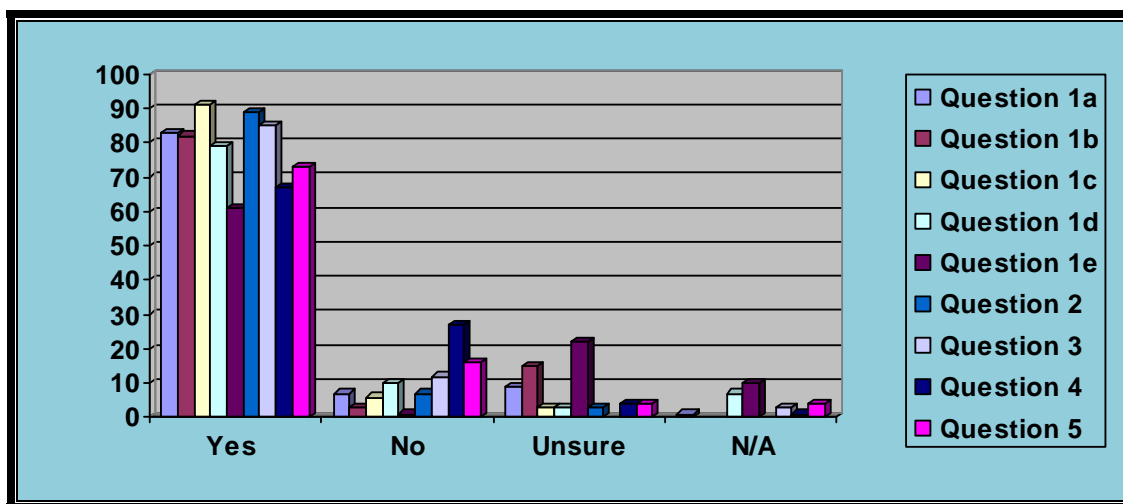
	Yes	No	Unsure	N/A
Question 1	68%	19%	7%	4%
Question 2	41%	45%	11%	1%
Question 3	41%	45%	13%	-
Question 4	32%	32%	9%	25%



B. COMMUNICATION

1. Did the staff who attend to you wear identification badges?
 - 1a. Security Personnel
 - 1b. Clerks
 - 1c. Nurses
 - 1d. Doctors
 - 1e. Pharmacy Personnel
 - 1f. Other: specify
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 satisfactory?

Questions	Yes	No	Unsure	N/A
Question 1a	83%	7%	9%	1%
Question 1b	82%	3%	15%	-
Question 1c	91%	6%	3%	-
Question 1d	79%	10%	3%	7%
Question 1e	61%	1%	22%	10%
Question 2	89%	7%	3%	-
Question 3	85%	12%	-	3%
Question 4	67%	27%	4%	1%
Question 5	73%	16%	4%	4%



C. COURTESY

1. Were you treated politely by the following staff categories?

1a. Security personnel

1b. Clerks

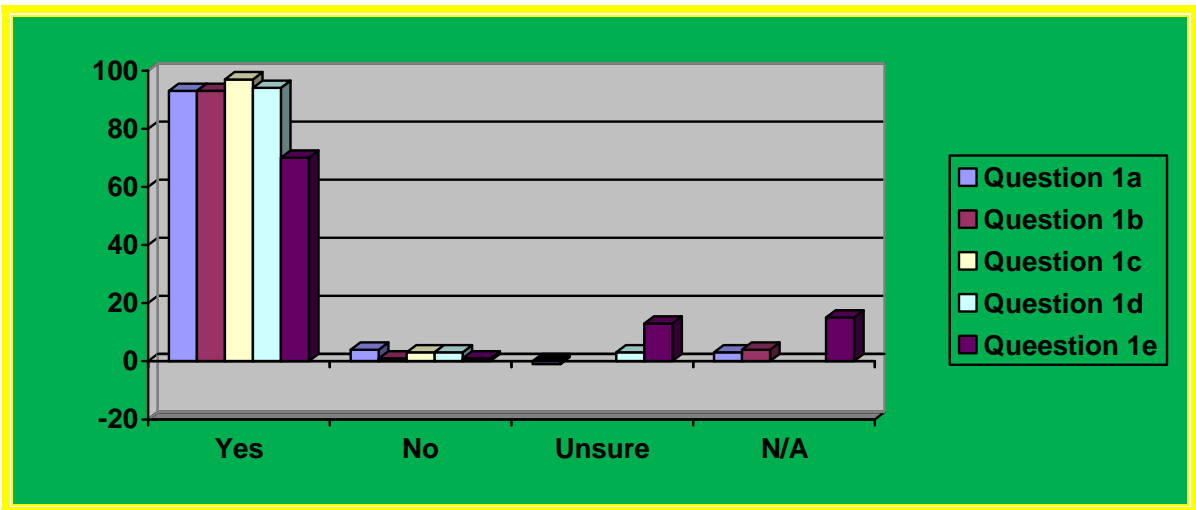
1c. Nurses

1d. Doctors

1e. Pharmacy personnel

1f. Other: Specify - Security guards are cheeky

Questions	Yes	No	Unsure	N/A
Question 1a	93%	4%	-	3%
Question 1b	93%	1%	1%	4%
Question 1c	97%	3%	-	-
Question 1d	94%	3%	3%	-
Question 1e	70%	1%	13%	15%

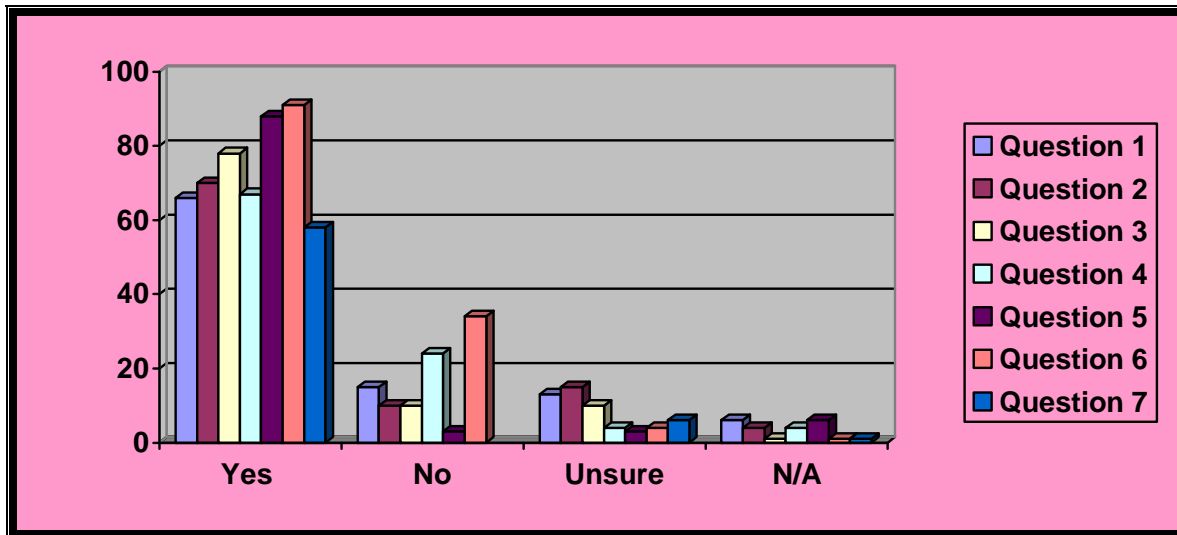


D. CLEANLINESS OF PHYSICAL ENVIRONMENT

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?
8. If no please specify
9. Specify other section you attended

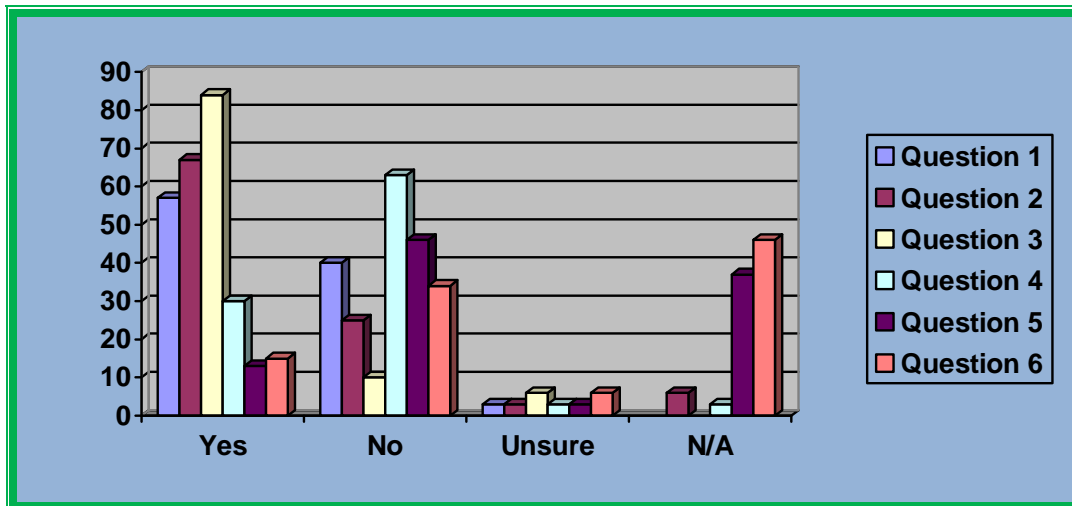
Questions	Yes	No	Unsure	N/A
Question 1	66%	15%	13%	6%
Question 2	70%	10%	15%	4%
Question 3	78%	10%	10%	1%
Question 4	67%	24%	4%	4%
Question 5	88%	3%	3%	6%
Question 6	91%	3%	4%	1%
Question 7	58%	34%	6%	1%



E. RESPECT OF PATIENT'S RIGHTS

1. Did the hospital staff draw your attention to patient's rights and responsibilities?
2. Did your consultation by the nurse 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 complain?
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?

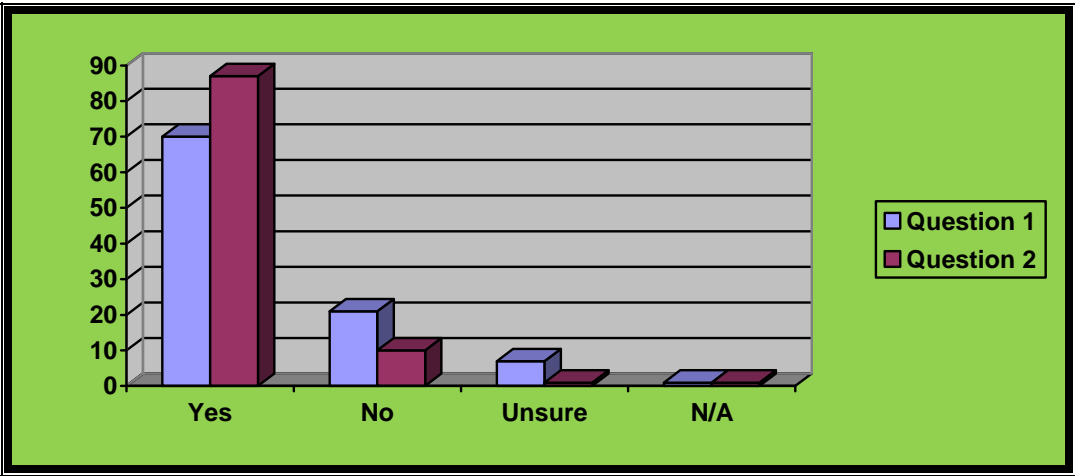
Questions	Yes	No	Unsure	N/A
Question 1	57%	40%	3%	-
Question 2	67%	25%	3%	6%
Question 3	84%	10%	6%	-
Question 4	30%	63%	3%	3%
Question 5	13%	46%	3%	37%
Question 6	15%	34%	6%	46%



F. SAFETY

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

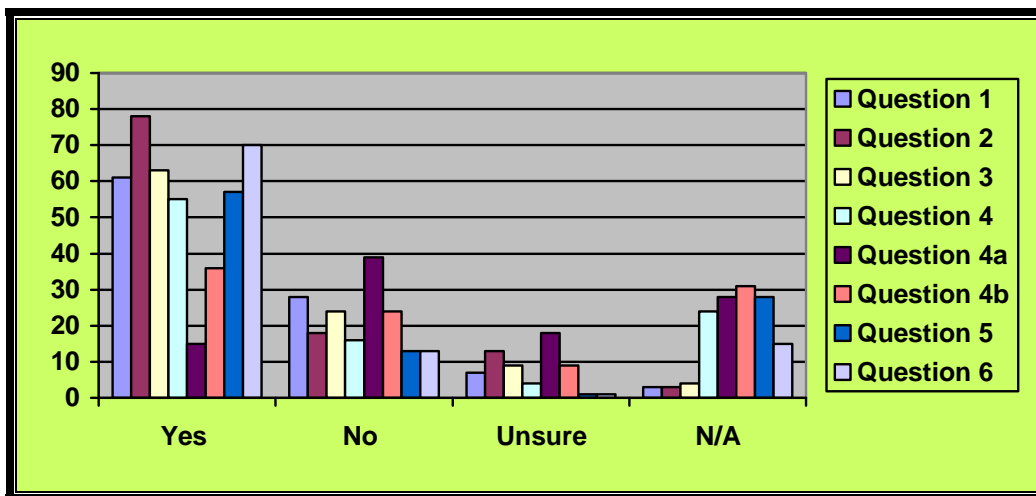
Questions	Yes	No	Unsure	N/A
Question 1	70%	21%	7%	1%
Question 2	87%	10%	1%	1%



G. GENERAL

- a. Was the food good?
- b. Do you think visiting hours are convenient to the community?
- c. Was your family advised about changes in your condition?
- d. Did the hospital staff assist to make arrangements for you when you were discharged?
 - 4a. Transport
 - 4b. Referrals
- 6. At the time of your discharge did you feel that you had enough knowledge about your illness to take care of yourself at home?
- 7. Would you return to this hospital for treatment?

Questions	Yes	No	Unsure	N/A
Question 1	61%	28%	7%	3%
Question 2	78%	18%	13%	3%
Question 3	63%	24%	9%	4%
Question 4	55%	16%	4%	24%
Question 4a	15%	39%	18%	28%
Question 4b	36%	24%	9%	31%
Question 5	57%	13%	1%	28%
Question 6	70%	13%	1%	15%

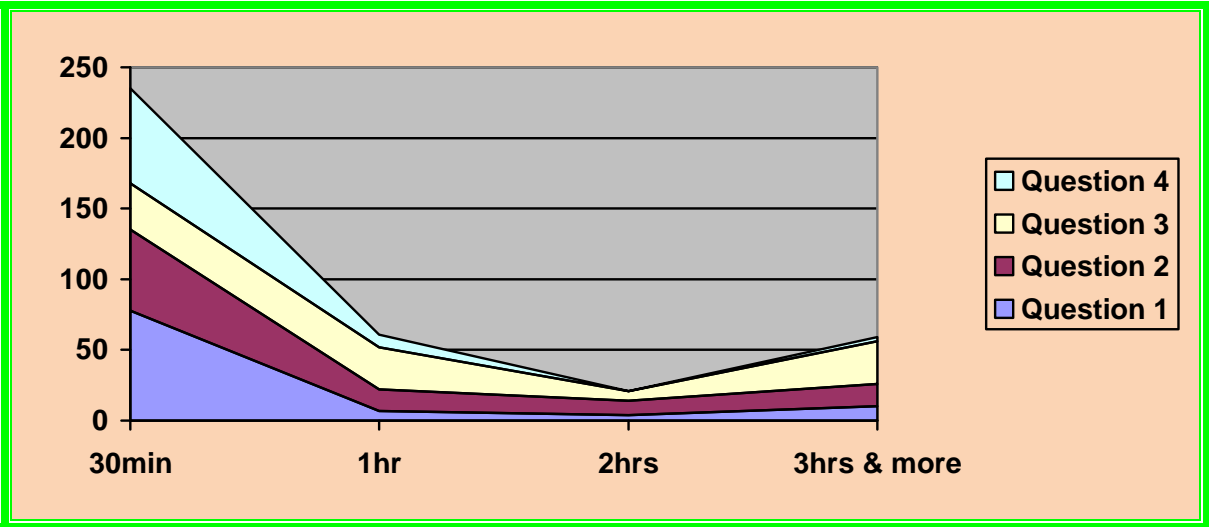


H. WAITING TIMES

1. How long did you wait for your out patient's card?
2. How long did you wait to be treated by a nurse?
3. How long did you wait to be treated by a doctor?
4. How long did you wait for medication in pharmacy?

Questions	30min	1hr	2hrs	3hrs & more
Question 1	78%	7%	4%	10%
Question 2	57%	15%	10%	16%
Question 3	33%	30%	7%	30%
Question 4	67%	9%	-	3%

5- n/a



OTHER COMMENTS FROM PATIENTS

1. Food not enough
2. Breakfast should be served in time for morning treatment. Sometimes there is no bread paste and sugar for tea.
3. Doctors are short especially in OPD
4. Request that doctors should do evening rounds in the wards
5. TB ward to be reconstructed as the current does not comply
6. Signage inadequate.
7. Good nursing care though some nurses take long t respond to patients calls especially at night.
8. Nursery to be separated from the main Maternity ward.

THE END

*Done by Quality Manager- T.G. Msibi
PRO-Acting- F.P. Simelane*