



HEALTH
KwaZulu-Natal

CLIENT SATISFACTION SURVEY

2007

**ITSHELEJUBA
HOSPITAL**

**PRIVATE BAG X0047
PONGOLA
3170**

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INTRODUCTION

During 2007, a Client Satisfaction Survey was conducted at Itshelejuba Hospital. A large number of inpatients(100) and outpatients (100) were interviewed and we had their co-operation and here are the responses.

ACCESS

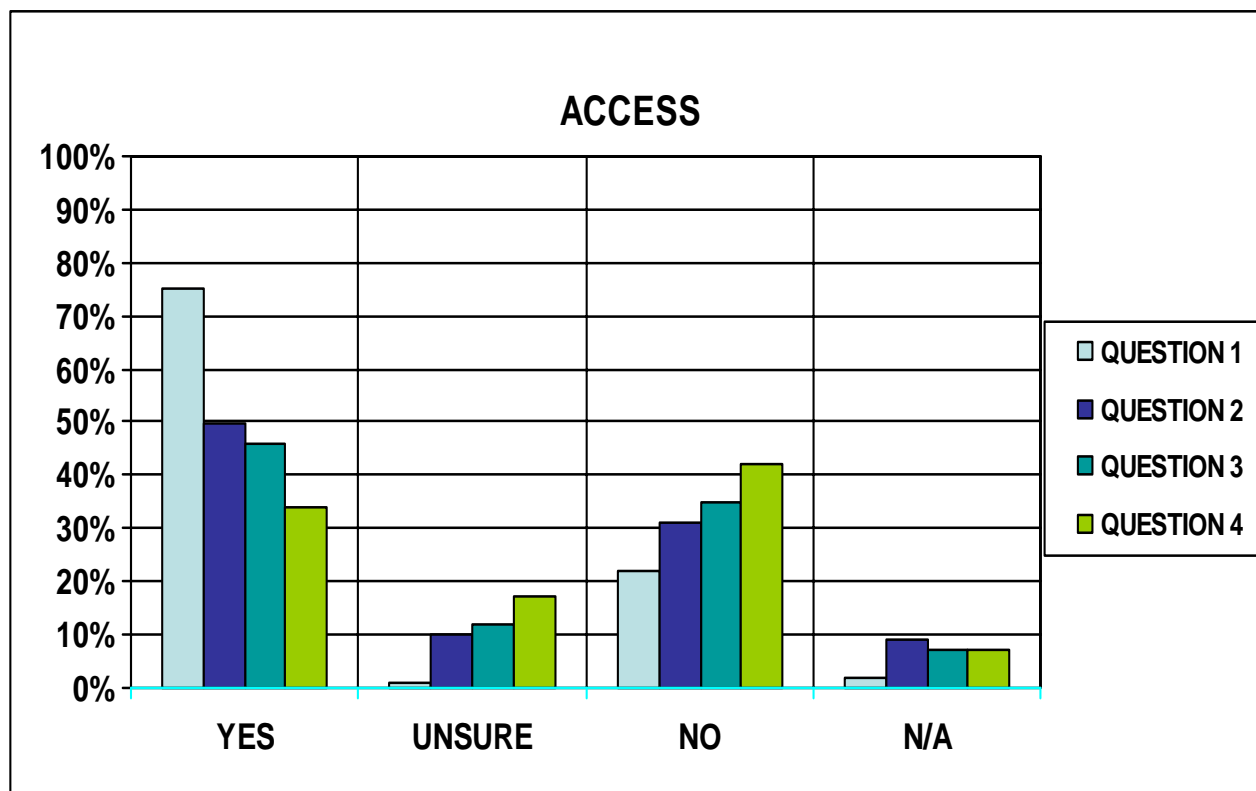
Question 1 – Is the bus/taxi stop close to the hospital?

Question 2 – Were signs to the OPD clear?

Question 3 – Were signs to the wards clear?

Question 4 – Was it easy to find the disable parking/wheel chair ramp?

	YES	UNSURE	NO	N/A
QUESTION 1	75%	1%	22%	2%
QUESTION 2	50%	10%	31%	9%
QUESTION 3	46%	12%	35%	7%
QUESTION 4	34%	17%	42%	7%



CLEANLINESS

Question 1 –Were the following areas clean

Question 1.1 – Grounds

Question 1.2 – Corridors

Question 1.3 – Buildings

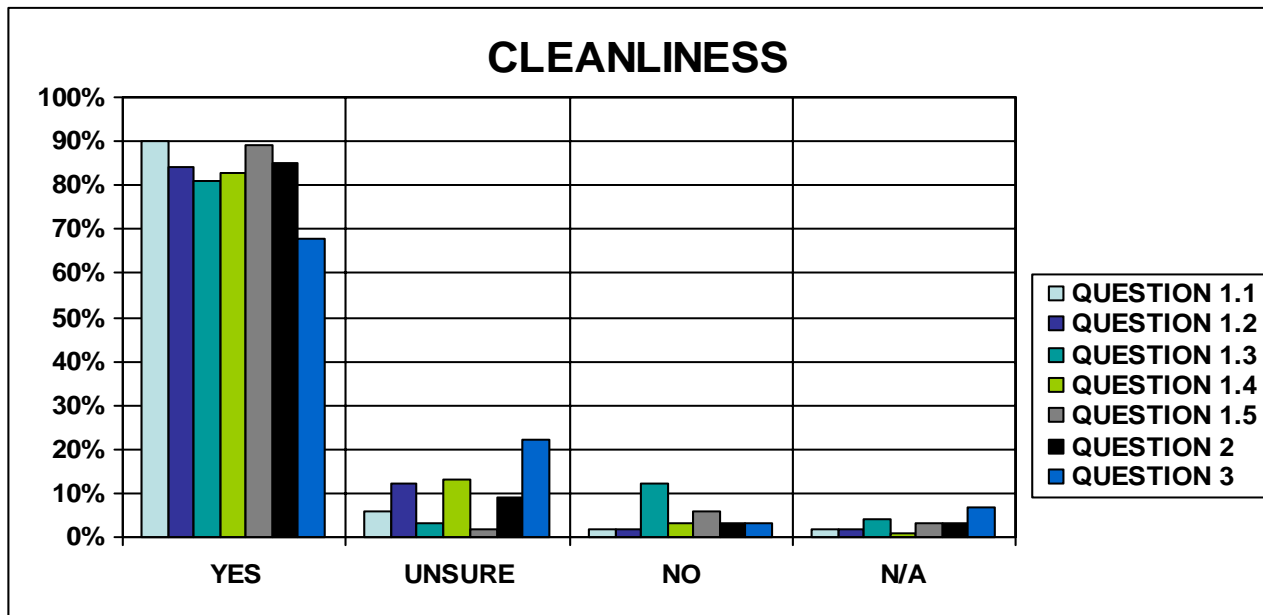
Question 1.4 – Ablution facilities

Question 1.5 – General Ward

Question 2 – Was the bed linen clean?

Question 3 – Was the ward free of pests?

	YES	UNSURE	NO	N/A
QUESTION 1.1	90%	6%	2%	2%
QUESTION 1.2	84%	12%	2%	2%
QUESTION 1.3	81%	3%	12%	4%
QUESTION 1.4	83%	13%	3%	1%
QUESTION 1.5	89%	2%	6%	3%
QUESTION 2	85%	9%	3%	3%
QUESTION 3	68%	22%	3%	7%



COMMUNICATION

Question 1 – Did the following staff that attend to you wear identification badges?

Question 1.1 – Security Personnel

Question 1.2 – Clerks

Question 1.3 – Nurses

Question 1.4 – Doctors

Question 1.5 – Pharmacy personnel

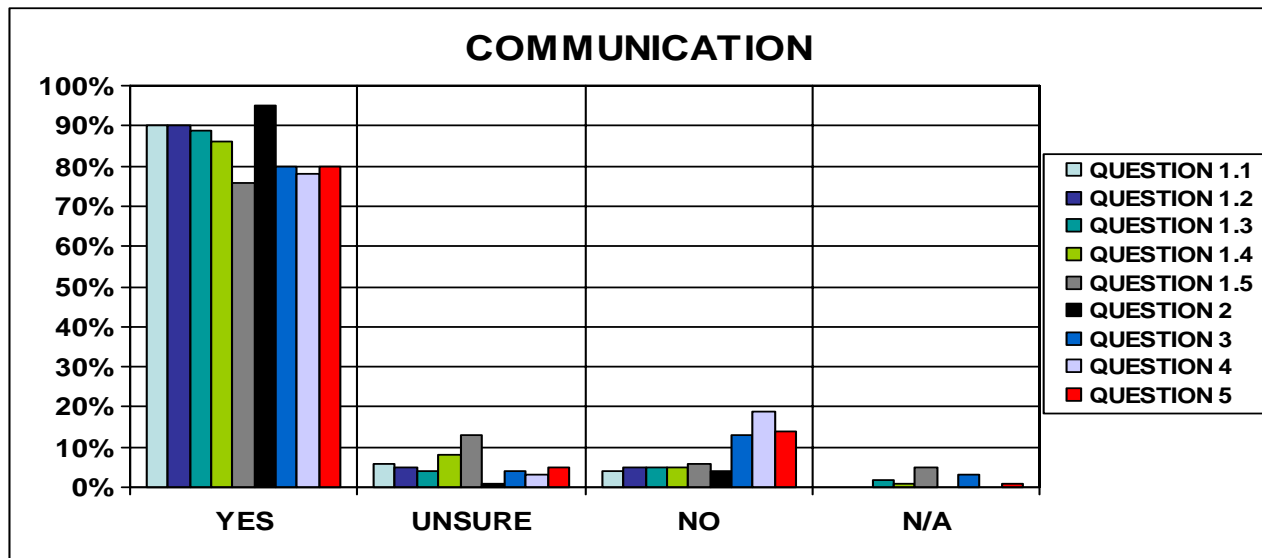
Question 2 – Were you able to communicate with staff in you language?

Question 3 – Where necessary were interpreter services arranged?

Question 4 – During your treatment were the procedures explained to you?

Question 5 – The questions and queries you made, were they dealt with satisfactory?

	YES	UNSURE	NO	N/A
QUESTION 1.1	90%	6%	4%	-
QUESTION 1.2	90%	5%	5%	-
QUESTION 1.3	89%	4%	5%	2%
QUESTION 1.4	86%	8%	5%	1%
QUESTION 1.5	76%	13%	6%	5%
QUESTION 2	95%	1%	4%	-
QUESTION 3	80%	4%	13%	3%
QUESTION 4	78%	3%	19%	-
QUESTION 5	80%	5%	14%	1%



COURTESY

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

Question 1.1 – Security personnel

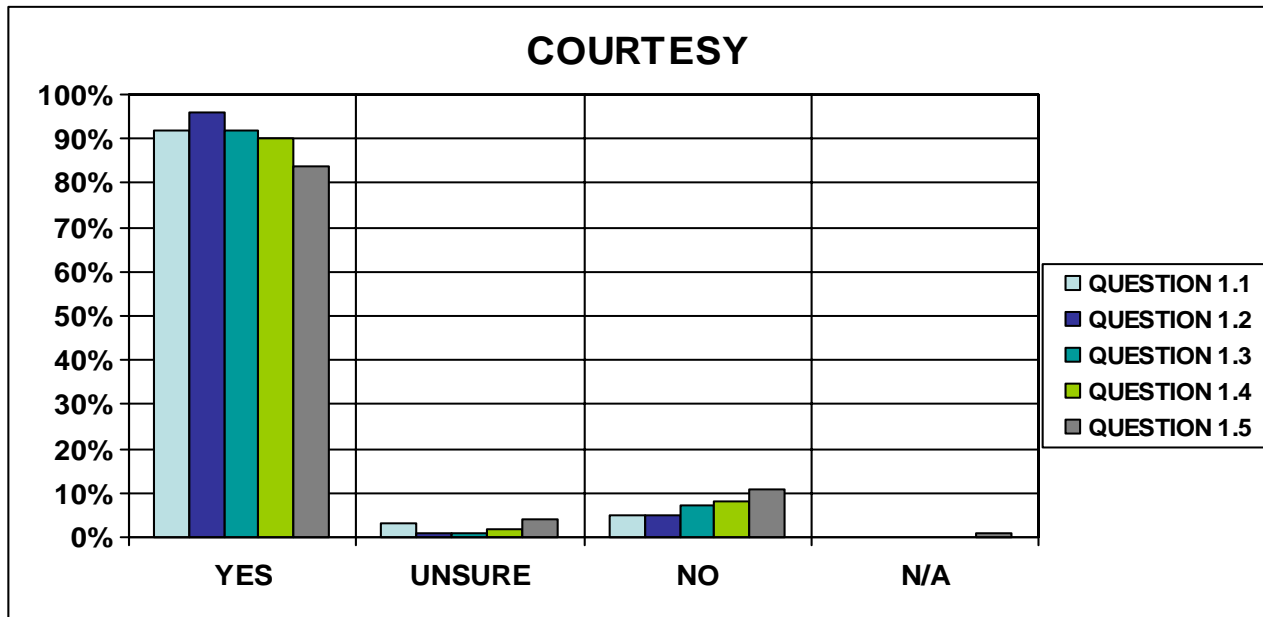
Question 1.2 – Clerks

Question 1.3 – Nurses

Question 1.4 – Doctors

Question 1.5 – Pharmacy staff

	YES	UNSURE	NO	N/A
QUESTION 1.1	92%	3%	5%	-
QUESTION 1.2	96%	1%	5%	-
QUESTION 1.3	92%	1%	7%	
QUESTION 1.4	90%	2%	8%	
QUESTION 1.5	84%	4%	11%	1%



RESPECT OF PATIENTS RIGHTS

Question 1 – Did the hospital staff draw attention to patients rights?

Question 2 – Did your consultation by the nurse or doctor take place in a private manner?

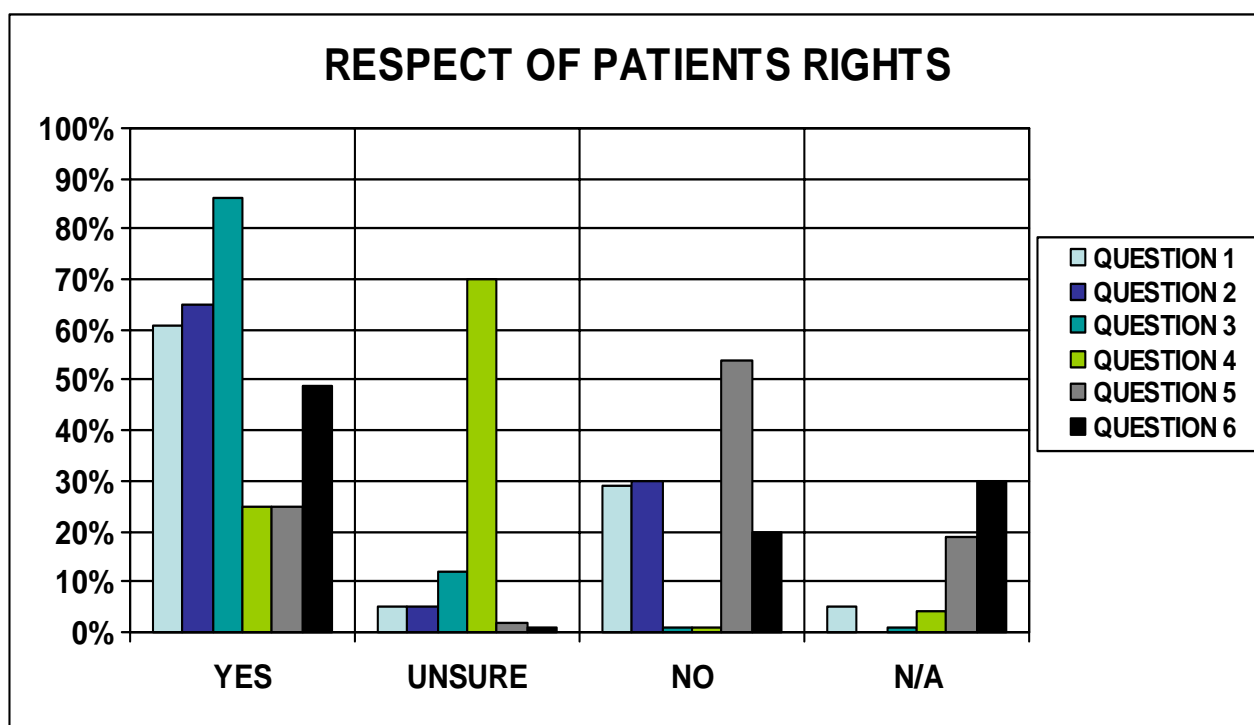
Question 3 – Was there a bench/chair provided for you to sit while you waited?

Question 4 – Did you complain?

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?

	YES	UNSURE	NO	N/A
QUESTION 1	61%	5%	29%	5%
QUESTION 2	65%	5%	30%	-
QUESTION 3	86%	12%	1%	1%
QUESTION 4	25%	70%	1%	4%
QUESTION 5	25%	2%	54%	19%
QUESTION 6	51%	1%	20%	30%



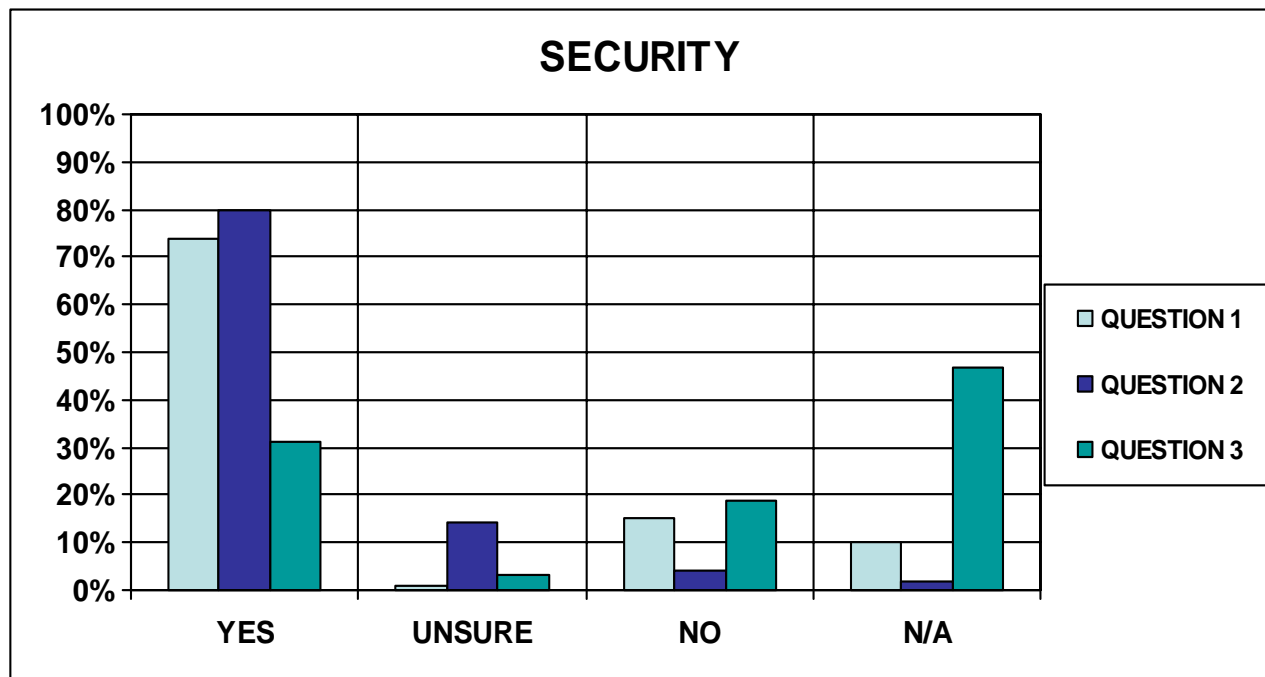
SECURITY

Question 1 – At night was the nurse available when you called?

Question 2 – Did you feel safe in the hospital?

Question 3 – If no, give reason

	YES	UNSURE	NO	N/A
QUESTION 1	74%	1%	15%	10%
QUESTION 2	80%	14%	4%	2%
QUESTION 3	31%	3%	19%	47%



GENERAL

Question 1 – Was the food good?

Question 2 – Do you think visiting hours are convenient to the community?

Question 3 – Was your family advised of changes in your condition?

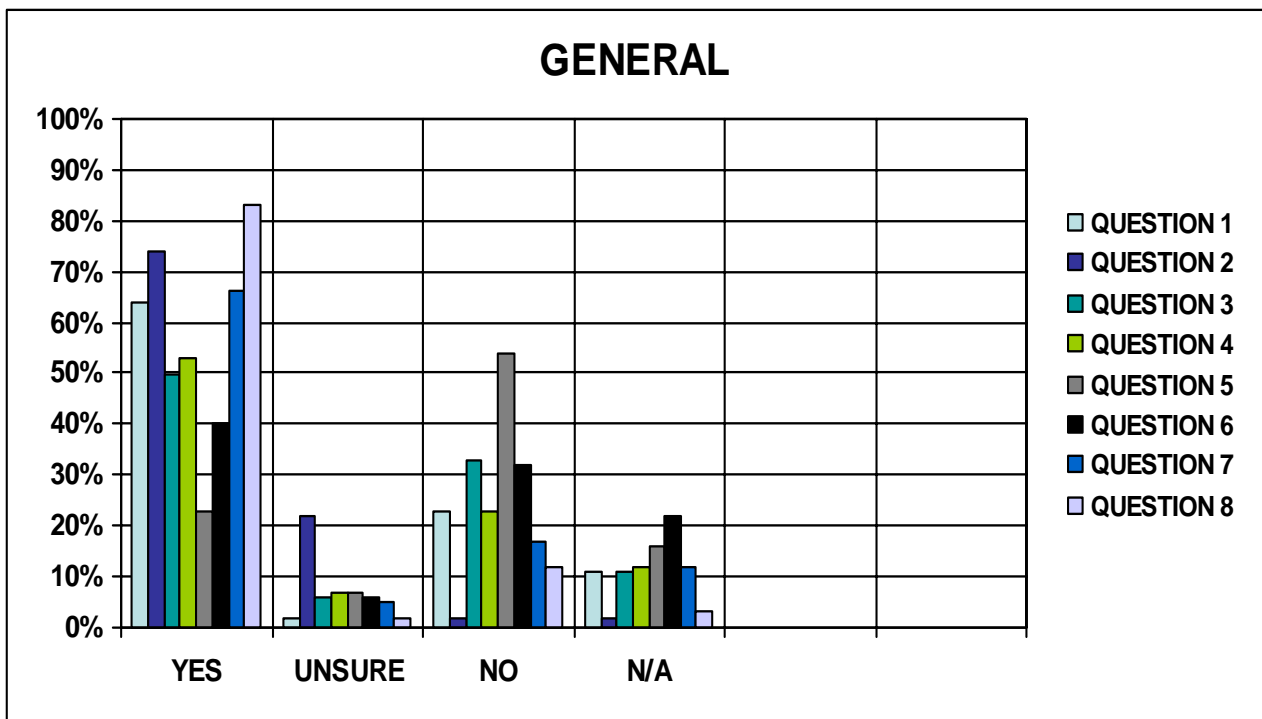
Question 4 – Did the hospital staff make arrangements for your transport?

Question 5 – Did the hospital staff make arrangements for you if you were referred?

Question 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?

Question 7 – Would you return to this hospital for treatment?

	YES	UNSURE	NO	N/A
QUESTION 1	64%	2%	23%	11%
QUESTION 2	74%	22%	2%	2%
QUESTION 3	50%	6%	33%	11%
QUESTION 4a	53%	7%	23%	12%
QUESTION 4b				
QUESTION 5	23%	7%	54%	16%
QUESTION 6	40%	6%	32%	22%
QUESTION 7	66%	5%	17%	12%
QUESTION 8	83%	2%	12%	3%



WAITING TIMES

Question 1- How long did you wait for outpatient card ?

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

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

Question 4- How long did you wait for medication in Pharmacy ?

	-30min	1 hour	2hours	3hours&more
Question 1	79%	15%	5%	1%
Question 2	59%	33%	3%	5%
Question 3	56%	19%	11%	14%
Question 4	92%	7%	-	1%

