

**CLIENT
SATISFACTION
SURVEY
2004**



SIPHOKOPHELA IQOPHELO ELIPHEZULU

**ITSHELEJUBA HOSPITAL
PONGOLA
3170**

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TABLE OF CONTENTS

PAGE NUMBER	ITEM
1	Cover page
2	Table of Contents
3	Access
4	Communication
5	Courtesy
6	Cleanliness
7	Respect of Patients Rights
8	Safety
9	General
10	Comments

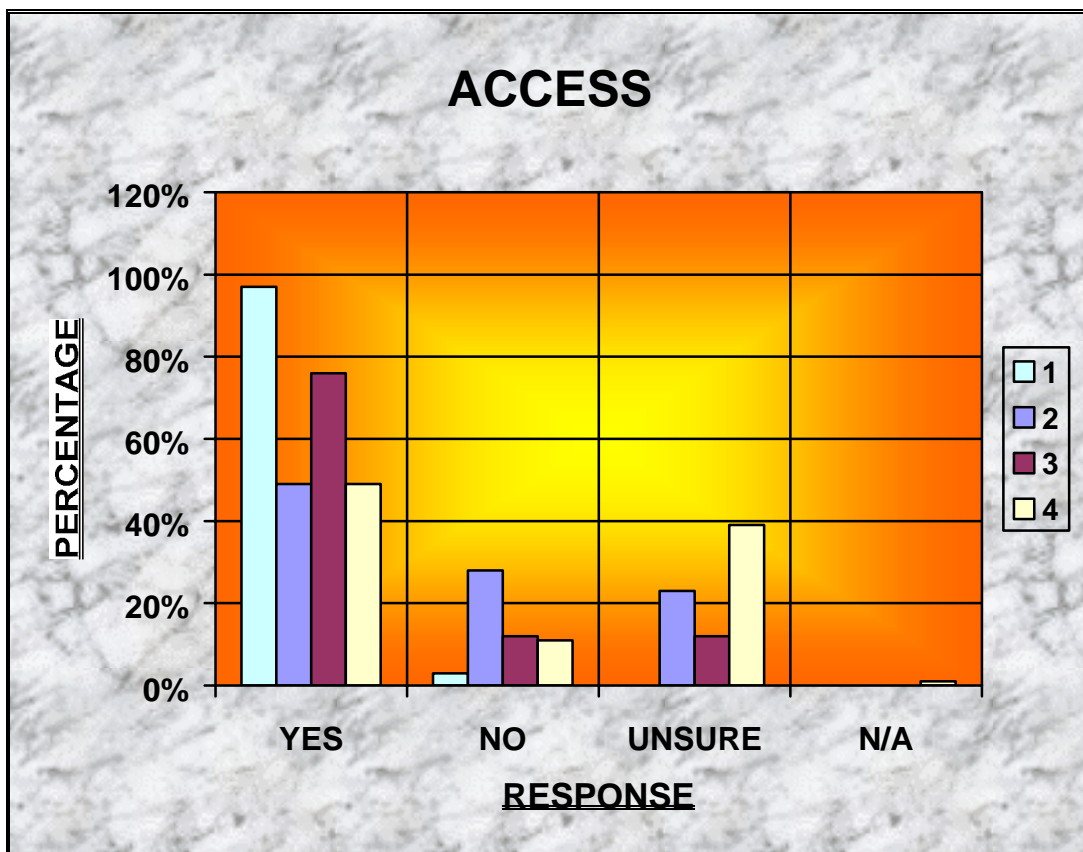
ACCESS

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

TABLE FOR ACCESS

QUESTION	YES	NO	UNSURE	N/A
1.	97%	3%	-	-
2.	49%	28%	23%	-
3.	76%	12%	12%	-
4.	49%	11%	39%	1%

GRAPH FOR ACCESS



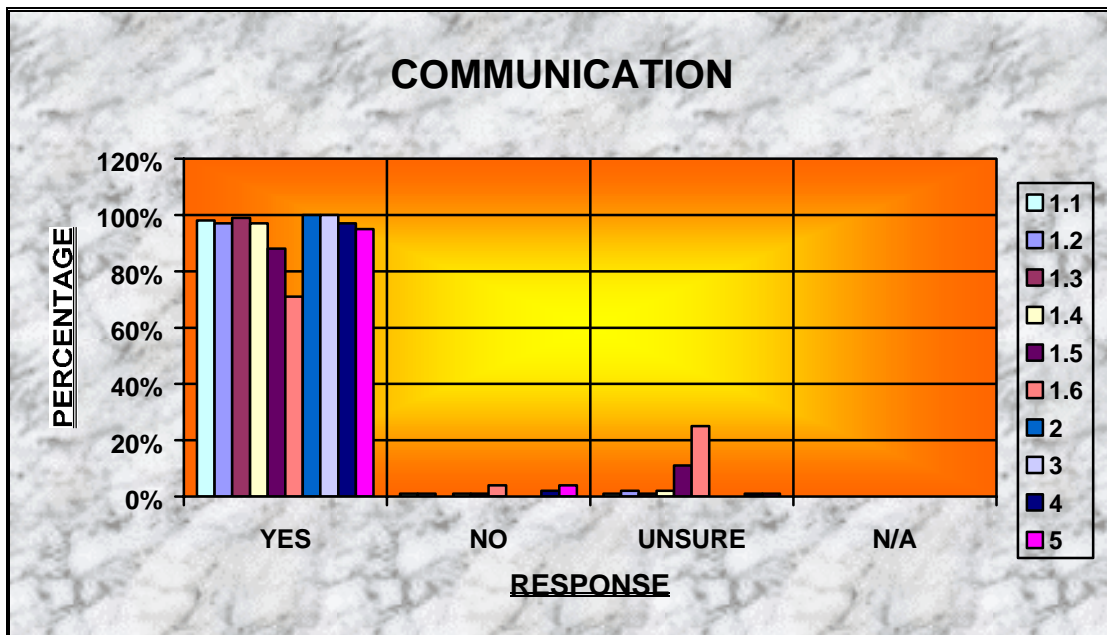
COMMUNICATION

1. Did the staff that attended to you wear identification badges?
 - 1.1 – Security Personnel
 - 1.2 – Clerks
 - 1.3 – Nurses
 - 1.4 – Doctors
 - 1.5 – Pharmacy Personnel
 - 1.6 – Other
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. Questions and queries you made were dealt with satisfactory?

TABLE FOR COMMUNICATION

QUESTION	YES	NO	UNSURE	N/A
1.1	98%	1%	1%	-
1.2	97%	1%	2%	-
1.3	99%	-	1%	-
1.4	97%	1%	2%	-
1.5	88%	1%	11%	-
1.6	71%	4%	25%	-
2.	100%	-	-	-
3.	100%	-	-	-
4.	97%	2%	1%	-
5.	95%	4%	1%	-

GRAPH FOR COMMUNICATION



COURTESY

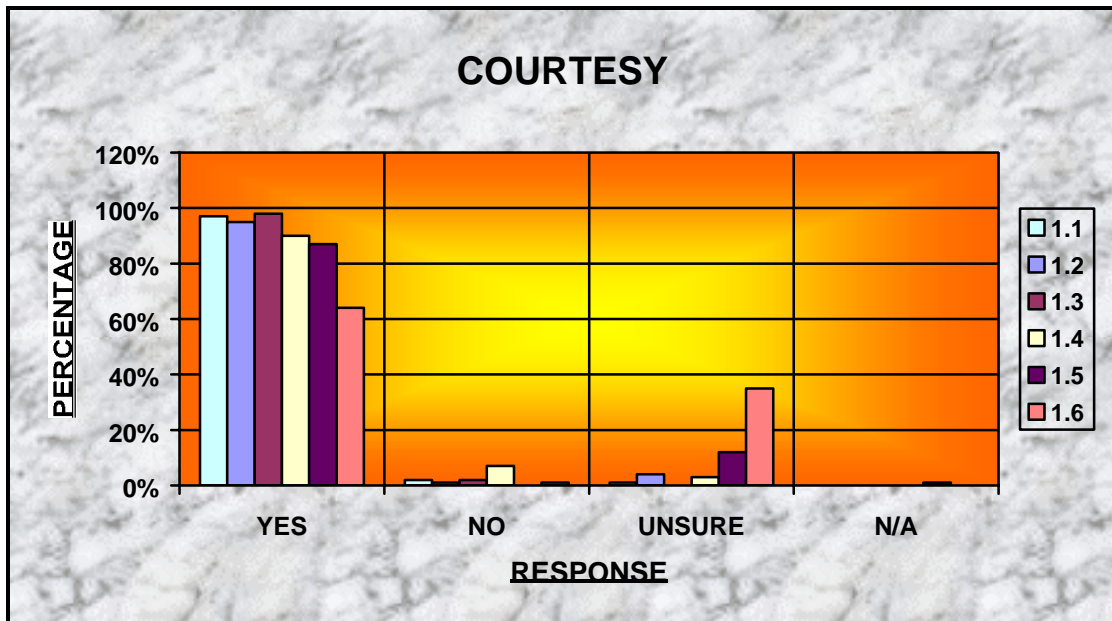
1. Did the staff that attended to you wear identification badges?

- 1.1 – Security Personnel
- 1.2 – Clerks
- 1.3 – Nurses
- 1.4 – Doctors
- 1.5 – Pharmacy Staff
- 1.6 – Other

TABLE FOR COURTESY

QUESTION	YES	NO	UNSURE	N/A
1.1	97%	2%	1%	-
1.2	95%	1%	4%	-
1.3	98%	2%	-	-
1.4	90%	7%	3%	-
1.5	87%	-	12%	1%
1.6	64%	1%	35%	-

GRAPH FOR COURTESY



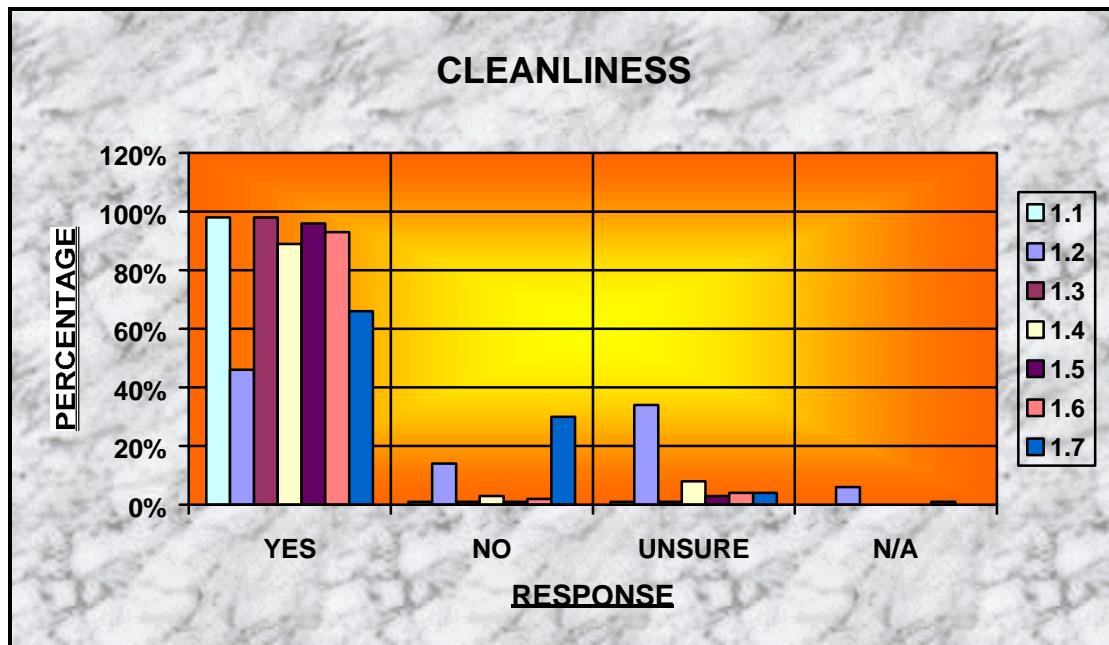
CLEANLINESS

1. Were the following areas clean?
 - 1.1 – Grounds
 - 1.2 – Corridors
 - 1.3 – Buildings
 - 1.4 – Ablution Facilities
 - 1.5 – General Ward
 - 1.6 – Was the bed linen clean
 - 1.7 – Was the ward free of pests

TABLE FOR CLEANLINESS

QUESTION	YES	NO	UNSURE	N/A
1.1	98%	1%	1%	-
1.2	46%	14%	34%	6%
1.3	98%	1%	1%	-
1.4	89%	3%	8%	-
1.5	96%	1%	3%	-
1.6	93%	2%	4%	1%
1.7	66%	30%	4%	-

GRAPH FOR CLEANLINESS



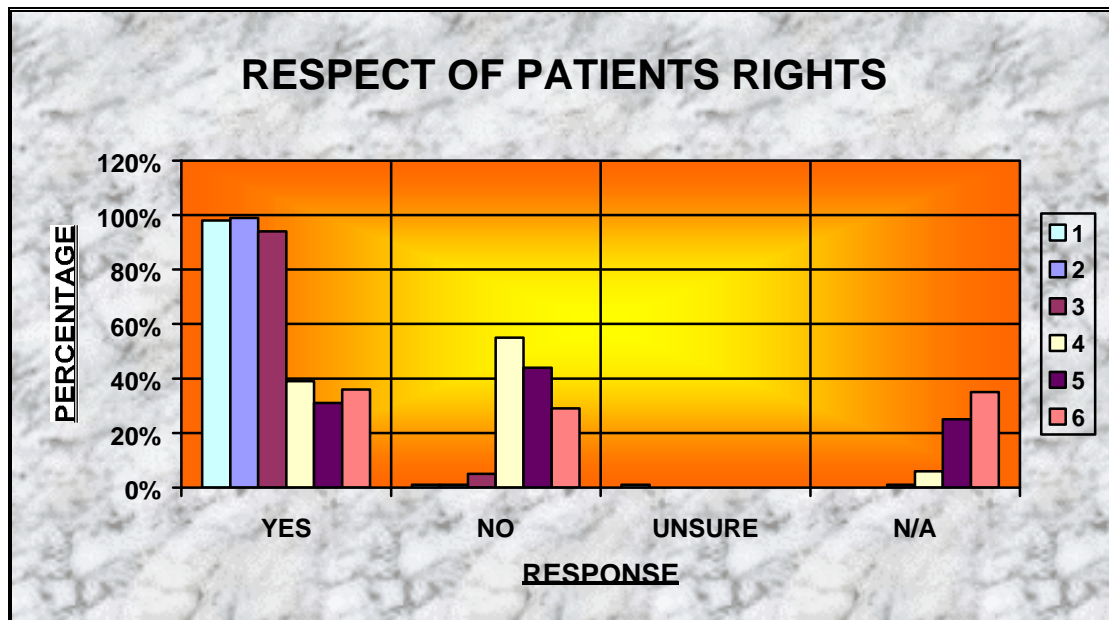
RESPECT OF PATIENTS RIGHTS

1. Did the hospital staff draw attention to patients' rights?
2. Did your consultation by the nurse or doctor take place in a private manner?
3. Was there a bench/chair provided for you to sit while you waited?
4. Did you have a complaint?
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?

TABLE FOR RESPECT OF PATIENTS RIGHTS

QUESTION	YES	NO	UNSURE	N/A
1.	98%	1%	1%	-
2.	99%	1%	-	-
3.	94%	5%	-	1%
4.	39%	55%	-	6%
5.	31%	44%	-	25%
6.	36%	29%	-	35%

GRAPH FOR RESPECT OF PATIENTS RIGHTS



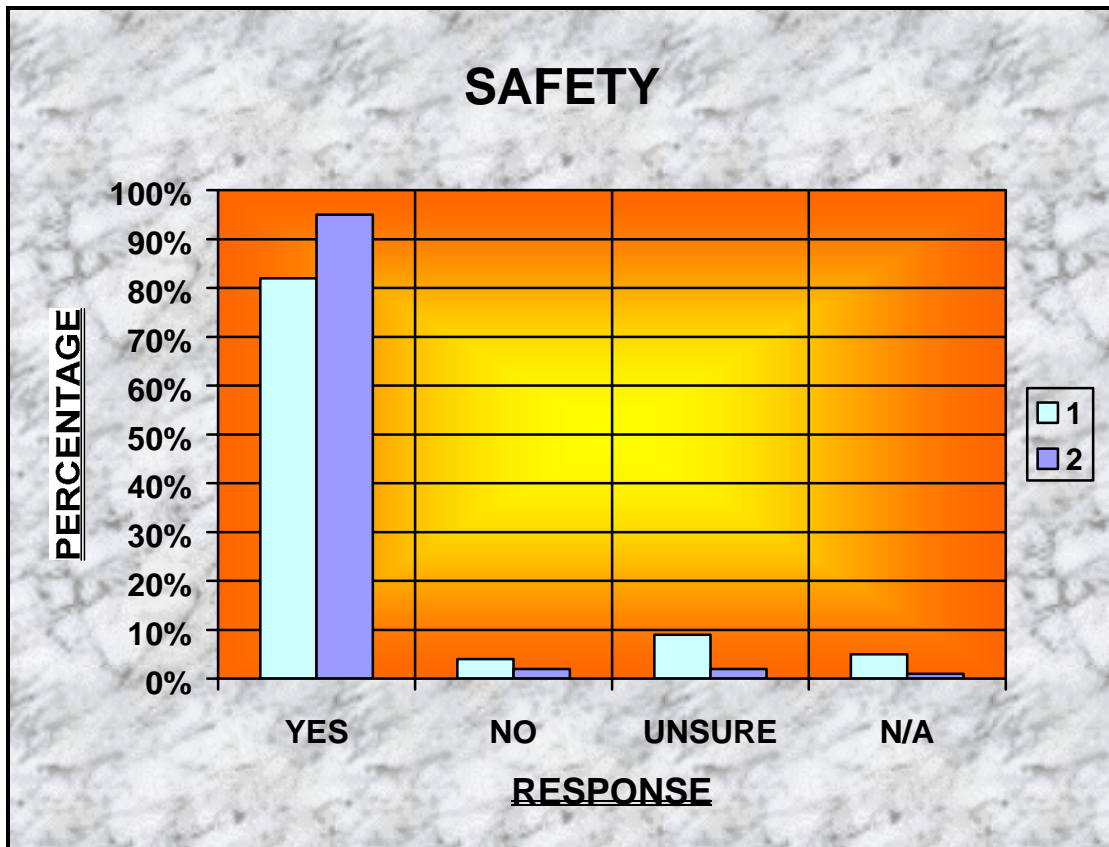
SAFETY

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

TABLE FOR SAFETY

QUESTION	YES	NO	UNSURE	N/A
1.	82%	4%	9%	5%
2.	95%	2%	2%	1%

GRAPH FOR ACCESS



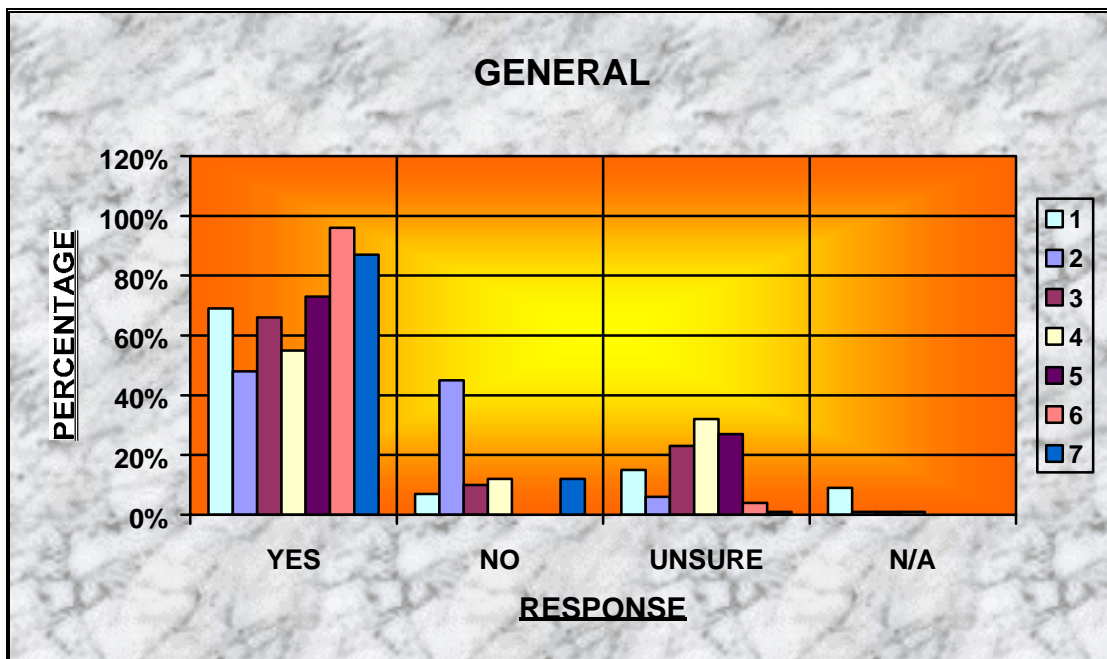
GENERAL

1. Was the food good?
2. Do you think visiting hours are good to the community?
3. Was your family advised about changes in your condition?
4. Did the hospital staff assist to make transport arrangements for you when you were discharged?
5. Did the hospital staff make arrangements for you when you were referred?
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?

TABLE FOR GENERAL QUESTIONS

QUESTION	YES	NO	UNSURE	N/A
1.	69%	7%	15%	9%
2.	48%	45%	6%	1%
3.	66%	10%	23%	1%
4.	55%	12%	32%	1%
5.	73%	-	27%	-
6.	96%	-	4%	-
7.	87%	12%	1%	-

GRAPH FOR GENERAL QUESTIONS



COMMENTS

After interviewing some of the patients at the hospital, these are some of the comments and suggestions that they had for us.

NEGATIVE

- The medical staffs don't attend to the patients in time.
- The toilets are not clean.
- The patients are not satisfied with the food because it is too little.

POSITIVE

- The nurse's take good care of them.
- They feel more comfortable because the nurses communicate with them in their languages.
- The wards are clean.

SUGGESTIONS

- If the medical staff can be increased, they will feel more comfortable.