



**HEALTH**  
KwaZulu-Natal

**King George V Hospital  
Client satisfaction survey**

**King George V Hospital**

**2009**

## **Acknowledgements**

I would like to express my appreciation to all the patients/members of the public and the Hospital CEO for permission to undertake the survey. I would also like to express my appreciation to all the members of the field team who participated in the survey.

## **Background**

King George V hospital is undergoing an extensive revitalization programme, which will result in the commissioning of a 400-bed District hospital, 320 beds MDR/XDR Unit. 80 bed surgical unit for TB Spinal and Thoracic surgery, 130 bedded Psychiatric Unit and Oral Dental Training Unit. The redevelopment commenced in 1999 and is scheduled for completion in 2010. King George V Hospital is situated in Springfield in Ward 25 of the Ethekewini Council.

## **King George V hospital**

### **Vision**

To be a centre of excellence for the delivery of district, specialized and selected tertiary levels of health care service within the designated areas.

### **Mission**

To provide an integrated health care service within available resource utilizing the Batho Pele Principle and Patient Rights Charter

### **Core values**

- Integrity
- Commitment to performance
- Professionalism
- Innovation leadership
- Good governance within an environment of respect, compassion and trust
- Positive attitude to learning and change.

## **Contents**

INTRODUCTION  
 ACCESS  
 COMMUNICATION  
 COURTESY  
 CLEANLINESS  
 RESPECT  
 SAFETY  
 GENERAL  
 WAITING TIMES

**Satisfaction surveys are conducted annually.**

**Access**

1. Is the bus / taxi stop close to the hospital?
2. Where signs to OPD clear?
3. Where the signs to wards clear?
4. Was it easy to find disabled parking bay / wheelchair ramps?

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>	<b>UNSURE</b>	<b>N/A</b>
Question 1	0%	100%	0%	0%
Question 2	75%	19.0%	6%	1%
Question 3	80%	15.0%	5.0%	0%
Question 4	10%	1% 1.	5%	88%
Overall	66%	9%	3%	22%

**Communication**

2. Did staff that attended to you wear identification badges?
  - 1.1 Clerks?
  - 1.2 Nurses
  - 1.3 Doctors
  - 1.4 Pharmacy
  - 1.5 Other
2. Where 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 satisfactorily?

<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>	<b>UNSURE</b>	<b>N/A</b>
Question 1	76%	5%	20%	0%
1.1 Clerks	89%	4%	7%	1%
1.2 Nurses	90%	4%	7%	0%
1.3 Doctors	74%	6%	18%	3%

1.4 Pharmacy	77%	5%	18%	0%
1.5 Other	90%	3%	8%	0%
Question 2	100%	1%	0%	0%
Question 3	92%	3%	0.0%	5.5%
Question 4	92%	6%	0.0%	2%
Question 5	51%	32%	0.5%	17%
Overall	83%	7%	8%	3%

Were you treated politely by the following staff categories: Security

Personnel?

3.1 Security Personnel

3.2 Clerks

3.3 Nurses

3.4 Doctors

3.5 Pharmacy Staff

3.6 Other

Questions	YES	NO	UNSURE	N/A
SECURITY	98%	2%	0%	0%
CLERKS	100%	1%	0%	0%
NURSES	99%	1%	0%	0%
DOCTORS	98%	1%	1%	1%
PHARMACY	100%	1%	0%	0%
OTHER	100%	1%	0%	0%
Overall	99%	1%	0%	0%

### **3. COURTESY Communication**

COMMENT:

This is our ongoing quality improvement project no. 3 since 2009, each and every appointed staff member attends orientation and induction programme which incorporates also the Batho Pele Principles, that helps a lot since this is reflected by the higher percentage of yes portion. All clients were satisfied of the staff attitude in this hospital. We have suggestion boxes for clients to lodge their complaints everywhere in the

institution. Committee EXCO meets every Monday to attend to complaints, notices on mechanism for lodging complaints are displayed everywhere in the hospital that is why we have that 99%.

#### 4. CLEANLINESS OF PHYSICAL ENVIRONMENT

Were the following areas clean?

Questions	YES	NO	UNSURE	N/A
GROUND	96%	0%	3%	1%
CORRIDORS	99%	0%	1%	1%
BUILDINGS	97%	2%	1%	1%
ABLUTION	86%	9%	3%	2%
GENERAL WARD	51%	1%	0%	48%
BED LINEN	51%	0%	0%	49%
FREE OF PESTS	37%	14%	0%	49%
OTHER SECTIONS	0%	0%	0%	0%
Overall	74%	4%	1%	21%

#### 5. RESPECT OF PATIENTS RIGHTS

1. Did the hospital staff draw your attention to patient's rights & responsibilities?
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 on 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?

Questions	YES	NO	UNSURE	N/A
Question 1	71%	29%	0%	1%
Question 2	100%	0%	0%	0%
Question 3	100%	0%	0%	0%
Question 4	17%	83%	0%	0%
Question 5	13%	8%	0%	79%
Question 6	11%	4%	0%	85%
Overall	52%	21%	0%	27%

#### 6. SAFETY

##### COMMENT:

This is our ongoing Quality Improvement Project No. 4 to improve the cleanliness.

9% of the people interviewed mentioned that they found our ablution facilities not clean & 14% said they noticed Some monkey around the hospital.

1. Was the food good?

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

Transport:

Referrals:

5. At the time of your discharge did you feel that you had enough knowledge about your illness to take care of yourself at home?
6. Would you return to this hospital for treatment?

<b>Questions</b>	<b>YES</b>	<b>NO</b>	<b>UNSURE</b>	<b>N/A</b>
Question 1	49%	1%	1%	50%
Question 2	49%	1%	1%	49%
Question 3	5%	35%	0%	51%
Q 4	1%	0%	0%	99%
Q4 (Referrals)	%	1%	0%	98%
Question 5	8%	4%	0%	49%
Question 6	98%	1%	0%	2%
Overall	37%	6%	0%	57%

8.

<b>WAITING TIMES</b>	<b>30min</b>	<b>1hrs</b>	<b>2hrd</b>	<b>3hrs</b>
1. How long did you wait for your out-patient card?	86%	12%	2%	1%
2. How long did you wait to be treated by a Nurse?	88%	11%	1%	1%
3. How long did you wait to be treated by a Doctor?	70%	13%	12%	6%
4. How long did you wait for medication in Pharmacy	88%	11%	1%	0%
Overall	83%	12%	4%	2%

7. GENERAL

COMMENTS:



