

## **CLIENT SATISFACTION**

### **1. Survey**

The Public Relations Department conducted the above survey on the 13/04/2005. The targeted group was inpatients e.g. male ward and female ward.

### **2. Objectives**

To assess the level of client satisfaction in our institution.  
To utilize data collected to improve service delivery.

### **3. Access**

Yes	62	53%
No	29	24%
Unsure	27	23%
Total	118	100%

### **4. Communication**

Yes	172	77%
No	26	12%
Unsure	25	11%
Total	223	100%

### **5. Courtesy**

Yes	98	89%
No	06	6%
Unsure	05	5%
Total	109	100%

### **6. Cleanness**

Yes	170	75%
No	36	16%
Unsure	20	9%
Total	226	100%

## 7. Respect of Patient Right

Yes	49	27%
No	126	70%
Unsure	05	3%
Total	180	100%

## 8. Safety

Yes	47	80%
No	9	15%
Unsure	3	5%
Total	59	100%

## 9. General

Yes	112	61%
No	61	33%
Unsure	10	6%
Total	183	100%

## Conclusion

- 1) Consultation should be done in a private area with patients at ward level.
- 2) Nursing staff should inform patient about their right and responsibility in wards.
- 3) There is a great need in increasing the access into our health services.