



ADDINGTON HOSPITAL

INPATIENT CLIENT SATISFACTION SURVEY 18-22 AUGUST 2008

COMPILED BY PUBLIC RELATIONS DEPARTMENT AND
CAPTURED BY NOZIPHO LEMBETHE (FIO)



*K*waZulu-Natal Department of Health

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INTRODUCTION

During 18-22 August 2008, a client Satisfaction Survey was conducted at Addington hospital 200 Inpatients were interviewed and we had their co-operation and here are the responses.



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Acknowledgements

We would like to express our appreciation to the management and staff members for permission to undertake the Client. Satisfaction Survey . We would like to express our great appreciation to the following Volunteers from Durban University of Technology and students from University of kwaZulu-Natal for conducting this Survey .

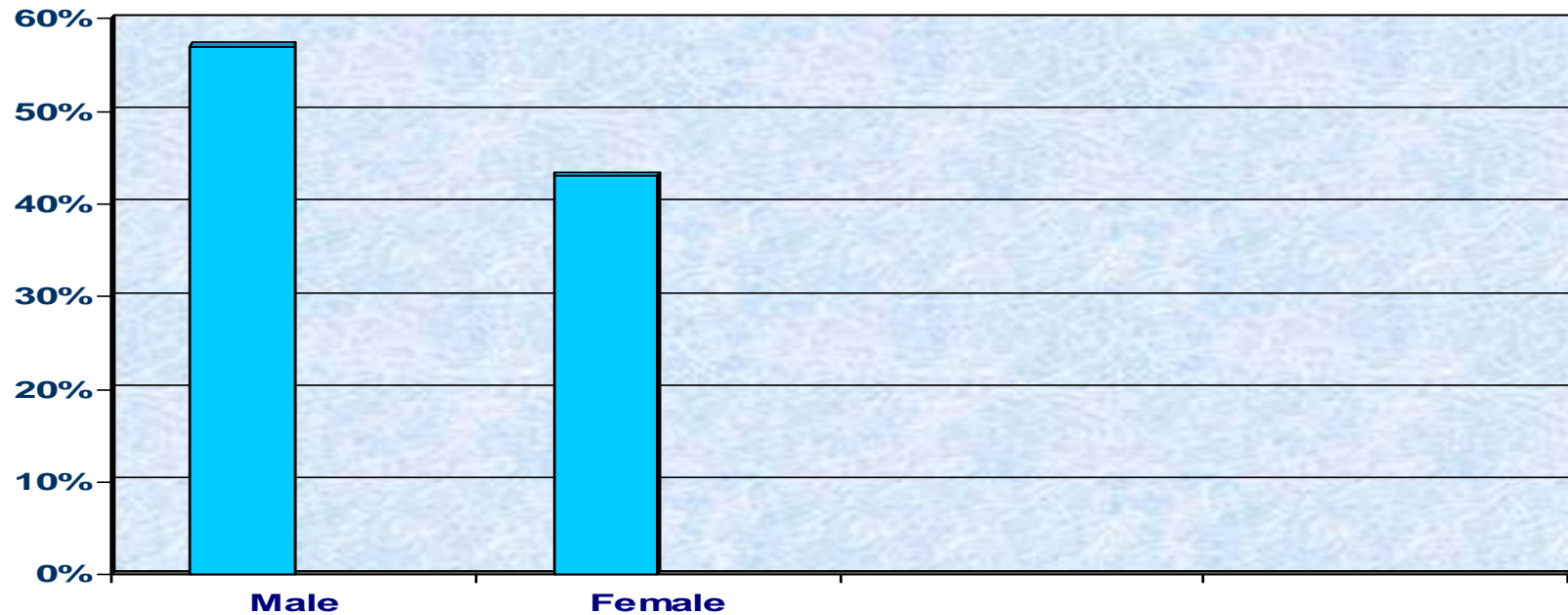
Thobeka Mtshali, Ayanda Mthethwa, Busisiwe Mtshali, Thuledu Ndlovu, Sduduzo Shelembe, Sibonelo Blose , Nombuso Nxumalo, Smangele Madida, Simphiwe Sithole, Zanele Nxumalo, Sanele Mkhwanazi, Zolile Mabhula , Khulebona Ngcobo, Njabulo Mbutho, Sfundu Shandu, Phumelele Mkhungo, Kwanda Zondi, Nkos'inolwazi Mabaso



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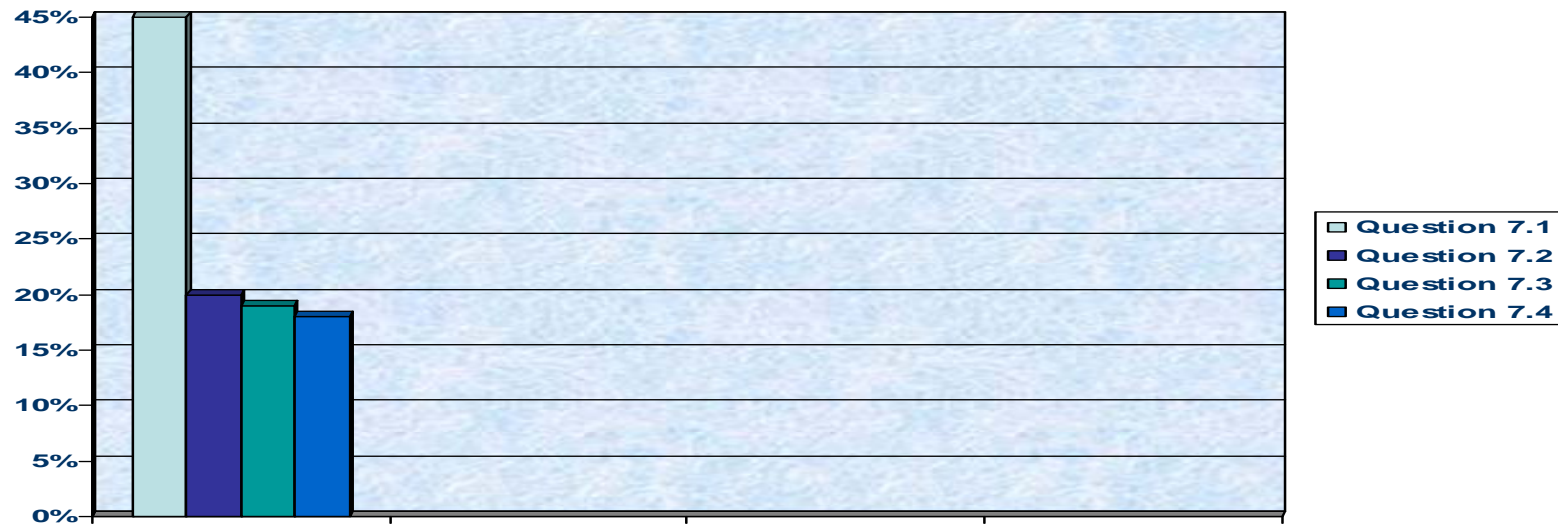
GENDER

Question 1		Male	Female
Question 1.1	Gender	57%	43%



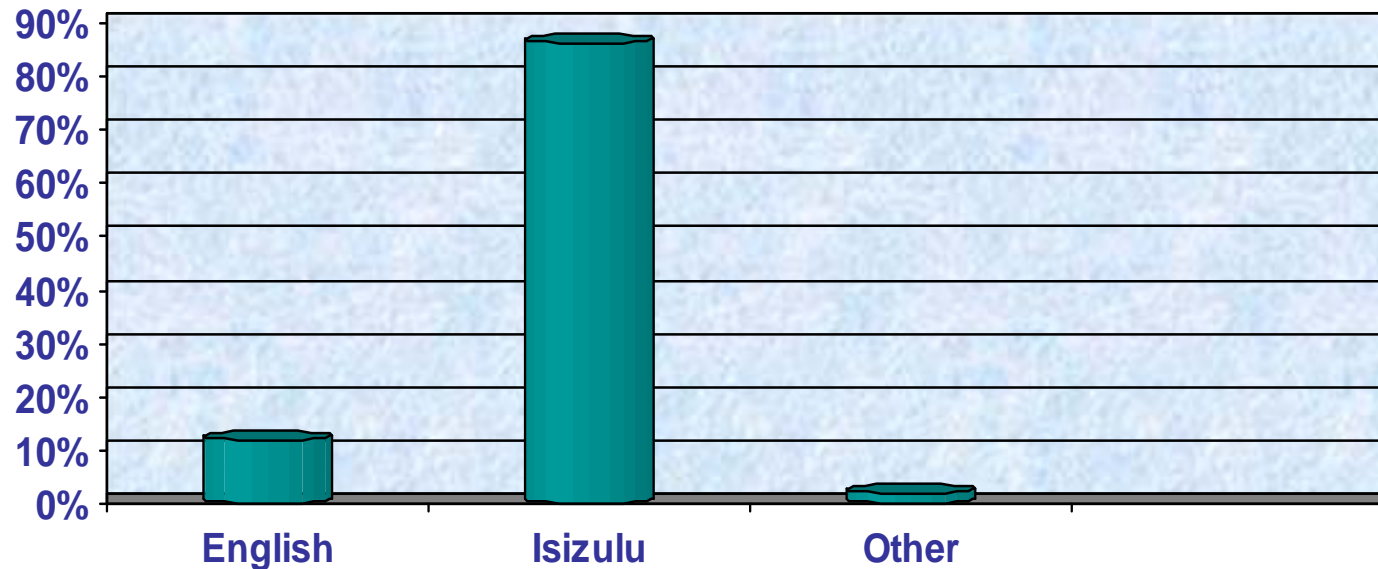
AGE PROFILE

Question 2		
Question 2.1	18 – 34 Years	45%
Question 2.2	35 – 49 Years	20%
Question 2.3	50 – 59 Years	19%
Question 2.4	>60 Years	18%



Home Language

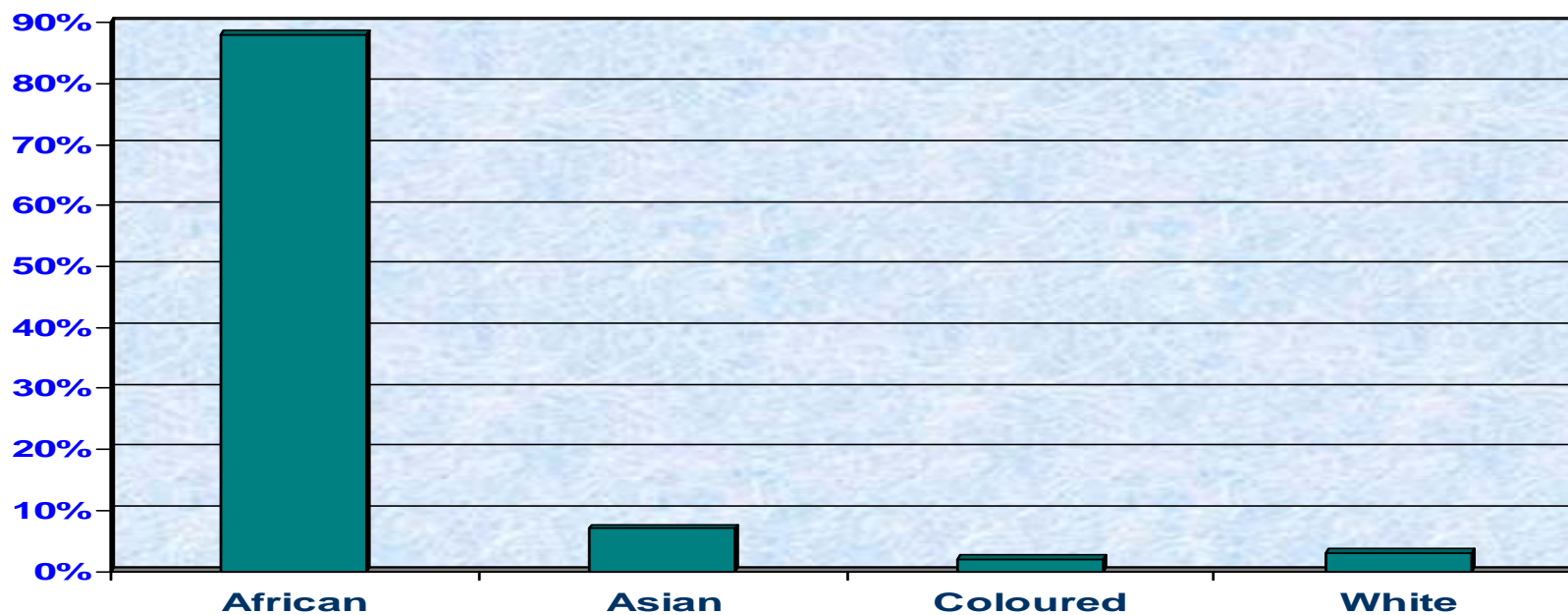
Question 3		
Question 3.1	English	12%
Question 3.2	Isizulu	86%
Question 3.3	Other	2%



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Race

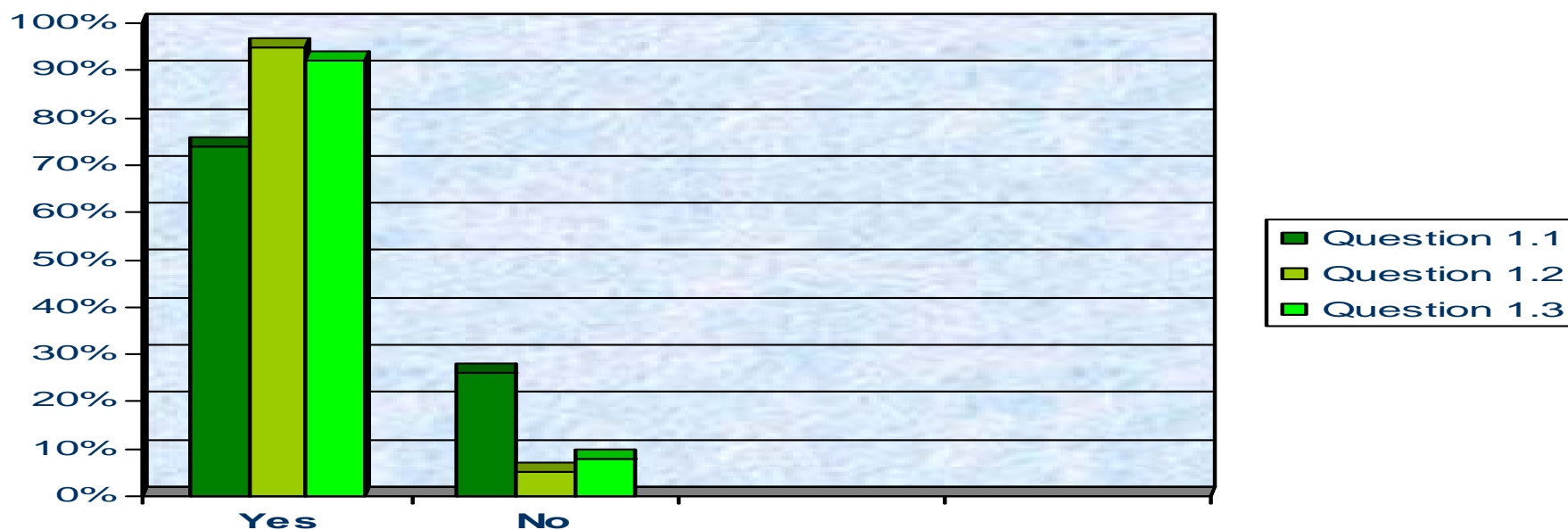
Question 4		
Question 4.1	African	78%
Question 4.2	Asian	11%
Question 4.3	Coloured	8%
Question 4.4	White	3%



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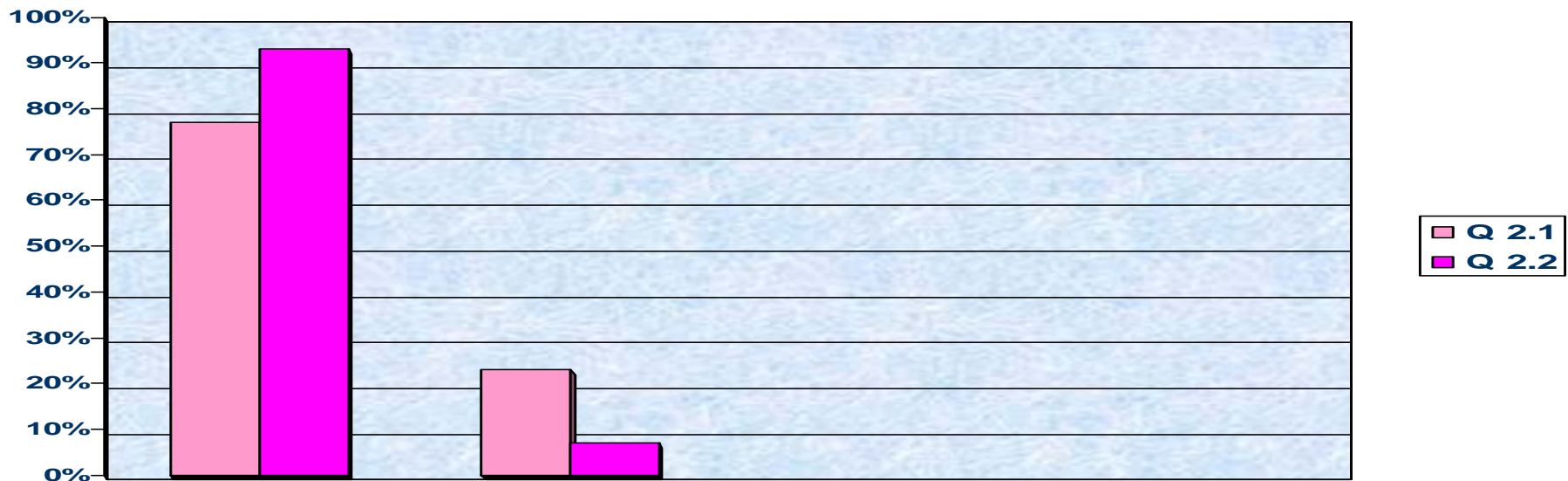
Nursing care

Questions 5		Yes	No
Question 5.1	The nurses spoke politely to me during my stay in hospital?	98%	2%
Question 5.2	The nurses were thorough in their care for me?	93%	7%
Question 5.3	I was provided satisfactory answers by the nurses regarding my condition?	93%	7%
Question 5.4	When I called the nurses for help they responded promptly?	89%	11%
Question 5.5	I was satisfied by the quality of care provided by the nurses in the ward?	90%	10%



Physician care

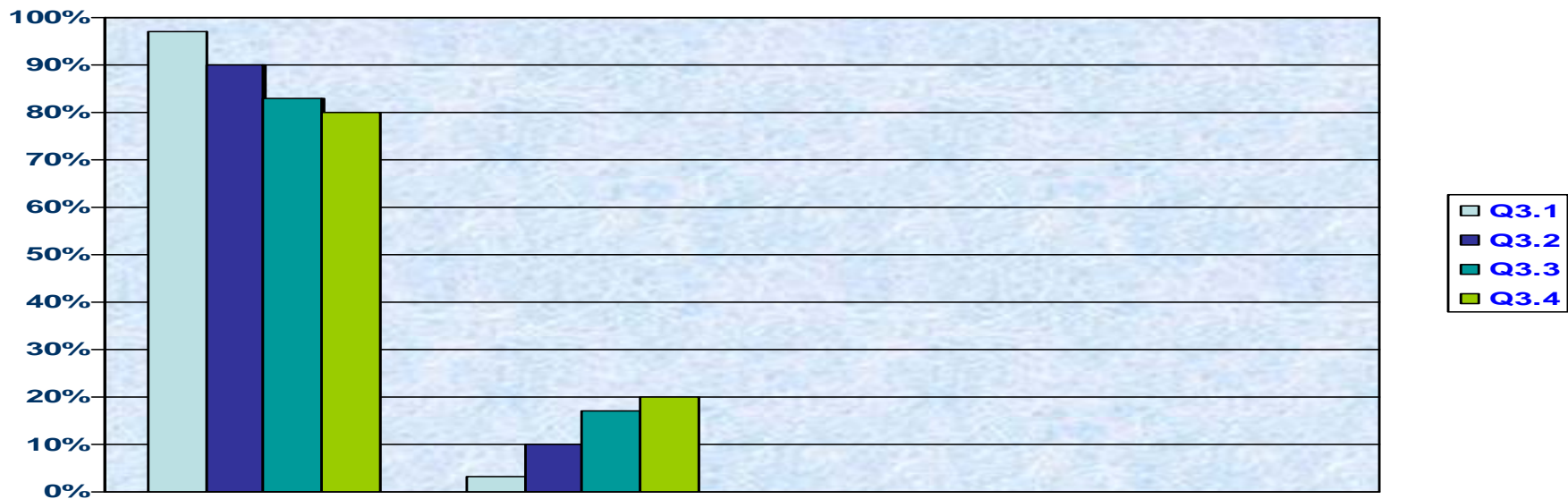
Questions 6		Yes	No
Question 6.1	The doctor greeted me and asked my permission before examining me?	90%	10%
Question 6.2	The doctor informed me about my condition and care plan in a way that I understood?	85%	15%
Question 6.3	The doctor explained to me the results of the laboratory tests in a way that I understood?	77%	23%
Question 6.4	I was treated in privacy?	93%	7%



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Cleanliness and comfort

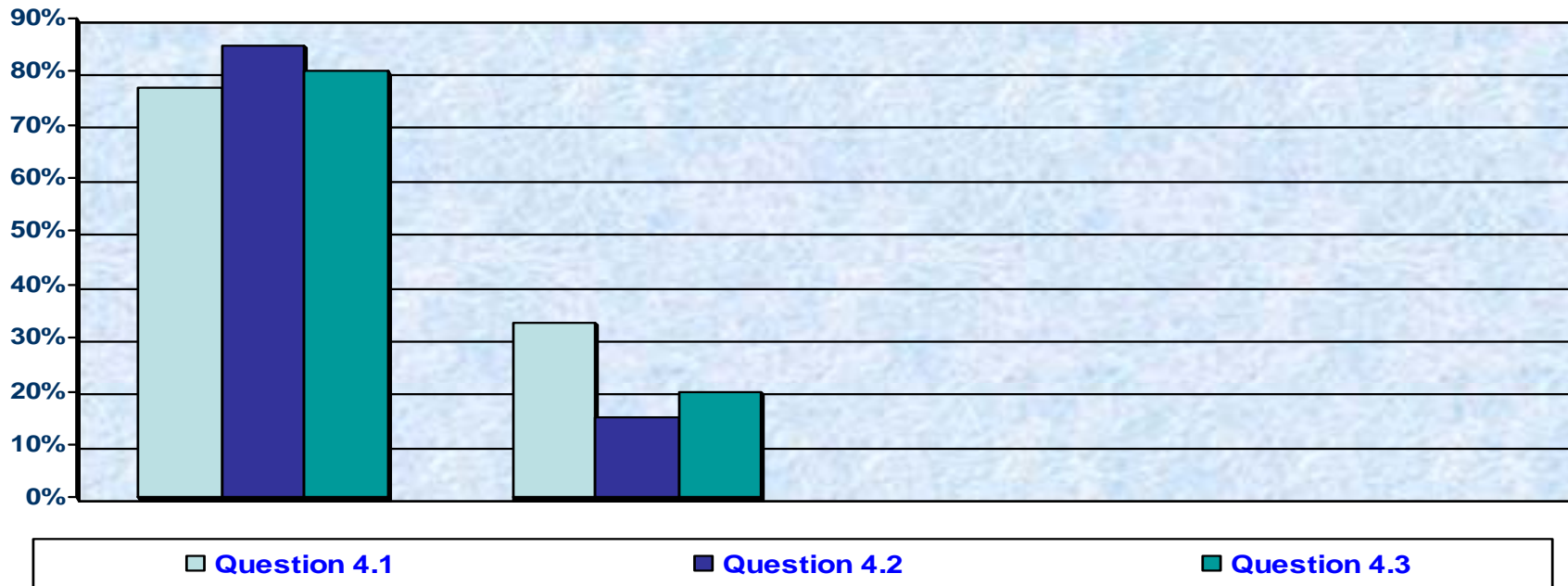
Question 7		Yes	No
Question 7.1	The ward I was admitted in was clean?	97%	3%
Question 7.2	The toilets were clean?	90%	10%
Question 7.3	The temperate in the ward was well controlled?	83%	17%
Question 7.4	The beds sheets were cleaned daily?	80%	20%



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Food

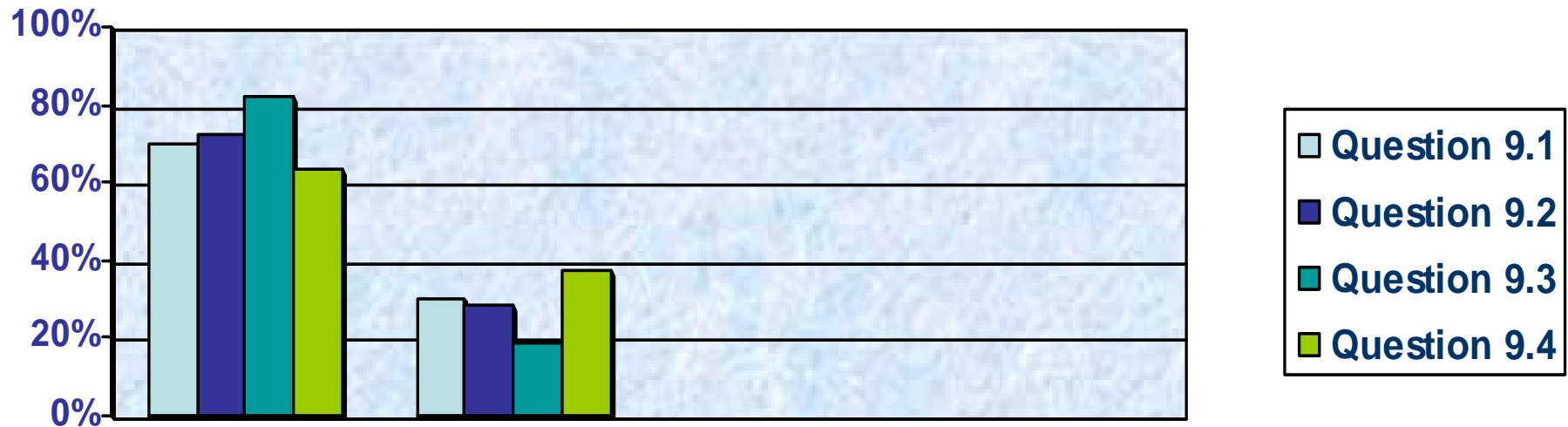
Question 8		Yes	No
Question 8.1	The hospital catered for my special dietary?	77%	33%
Question 8.2	The meals were served on time?	85%	15%
Question 8.3	The food were served warm?	80%	20%



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Patient Education

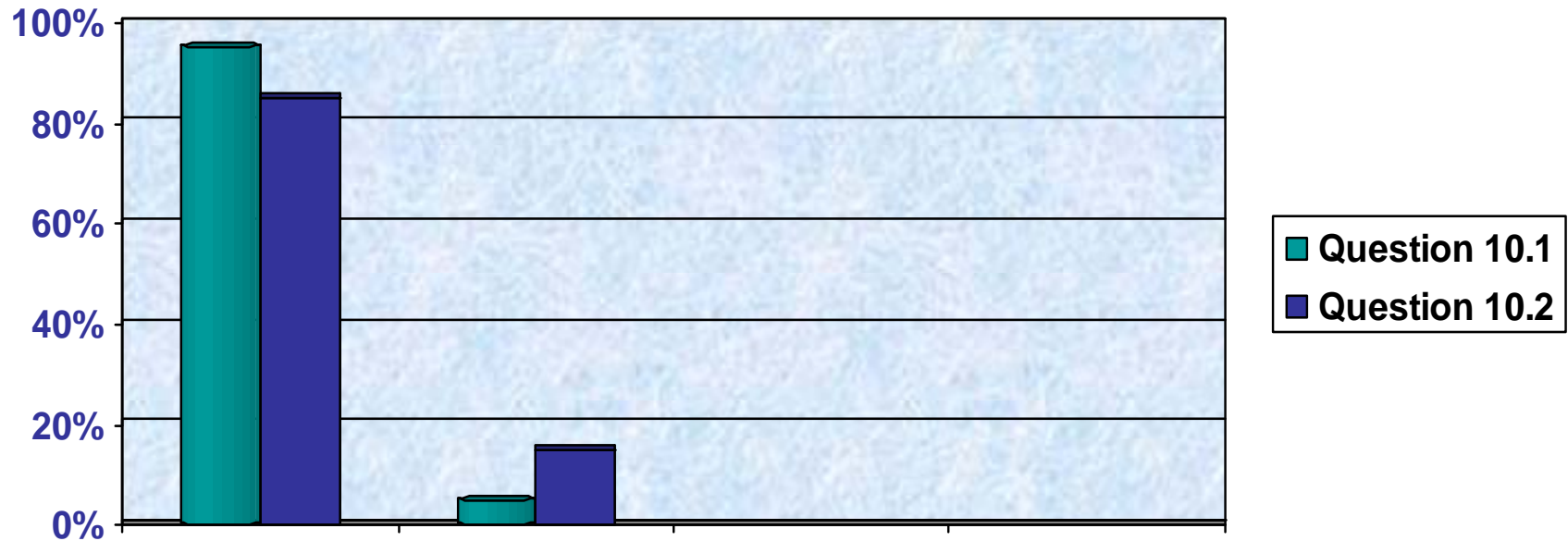
Question 9		Yes	No
Question 9.1	I was informed of the danger signs to look out for when I was discharged?	70%	30%
Question 9.2	I was informed of the side- effects of the medication?	97%	3%
Question 9.3	My care giver was given sufficient information to help me recover?	82 %	28%
Question 9.4	A discharge letter was given to me to take to any doctor or clinic I will consult the next time I am ill	63%	37%



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General

Question 10			
Question 10.1	I felt safe at night during my stay in hospital?	95%	5%
Question 10.2	I was provided with health education	85%	15%



GENERAL COMMENTS

- Linen sometimes is not changed. **x4**
- Food is served cold, it is not tasty and it is not enough . **x9**
- Nurses are not enough at night. **x3**
- Some patients smoke inside the ward and no one is always on. **x1**
- They don't know the serving time for the meal. **x4**
- They need more bathrooms and toilets and other toilets are filthy . **x2**
- The wards are very cold. **x6**
- Doctors they don't explain my condition to me. **x2**
- Bed linen is not enough **x1**
- Night duty nurses , they do not do their work , they spent a lot of their time in gossiping. **x1**
- They don't put ointment on my wound, they just put a bandage on the wound itself. **x1**
- When you ask for assistance , the staff just ignore us. **x1**
- Nurses are always good are dealing with patients politely. **x7**
- The hospital wards are always clean.**x9**

All the suggested comments will be forwarded to Steering Committee for remedial Actions



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