



ADDINGTON HOSPITAL

CLIENT SATISFACTION SURVEY OUTPATIENT DEPARTMENT 18-22 AUGUST 2008

COMPILED BY PUBLIC RELATIONS DEPARTMENT AND CAPTURED
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*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 1000 outpatients 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 all the Management and staff members for permission to undertake the Client Satisfaction Survey. We would also like express our great appreciation to the following Volunteers from Durban University of Technology and University of KwaZulu-Natal for conducting this Survey:

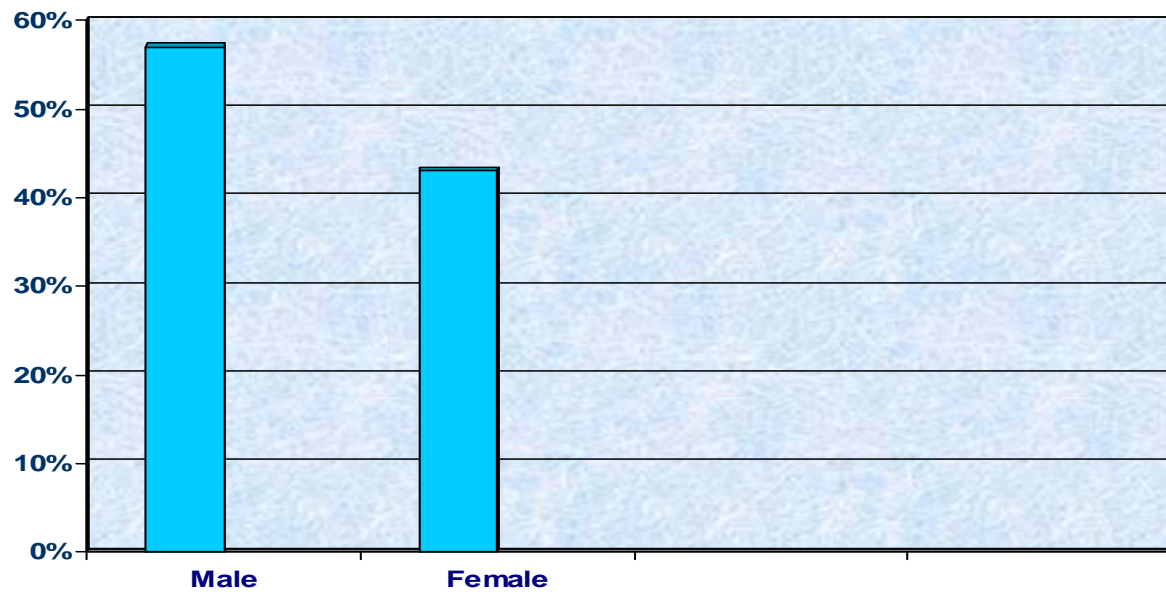
Thobeka Mtshali, Ayanda Mthethwa, Busisiwe Mtshali, Thuledu Ndlovu, Sduduzo Shelembe, Sibonelo Blose, Nombuso Nxumalo, Smangele Madida, Simphiwe Sithole, Zanele Nxumalo, Sanele Mkhwanazi, Zolile Mabhula, Khulebone Ngcobo, Njabula Mbutho, Sfundu Shandu, Phumelele Mkhungo, Kwanda Zondi, Nkosinolwazi Mabaso



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GENDER

Question 1		Male	Female
Question 1.1	Gender	57%	43%



AGE PROFILE

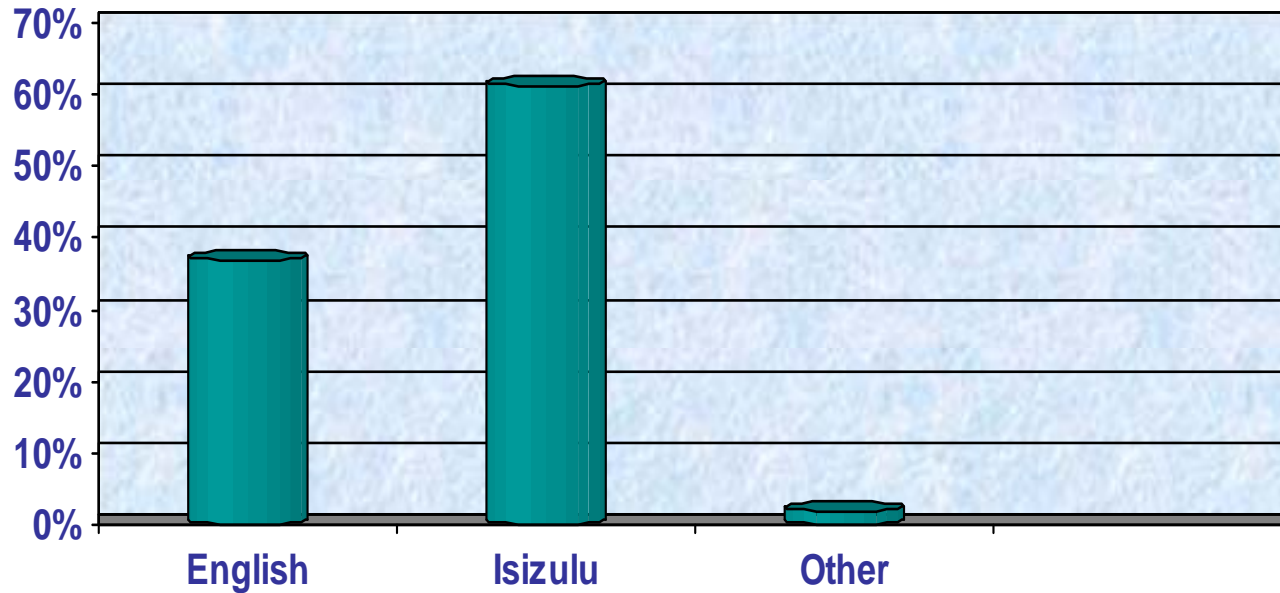
Question 2		
Question 2.1	18 – 34 Years	43%
Question 2.2	35 – 49 Years	34%
Question 2.3	50 – 59 Years	14%
Question 2.4	>60 Years	9%



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Home Language

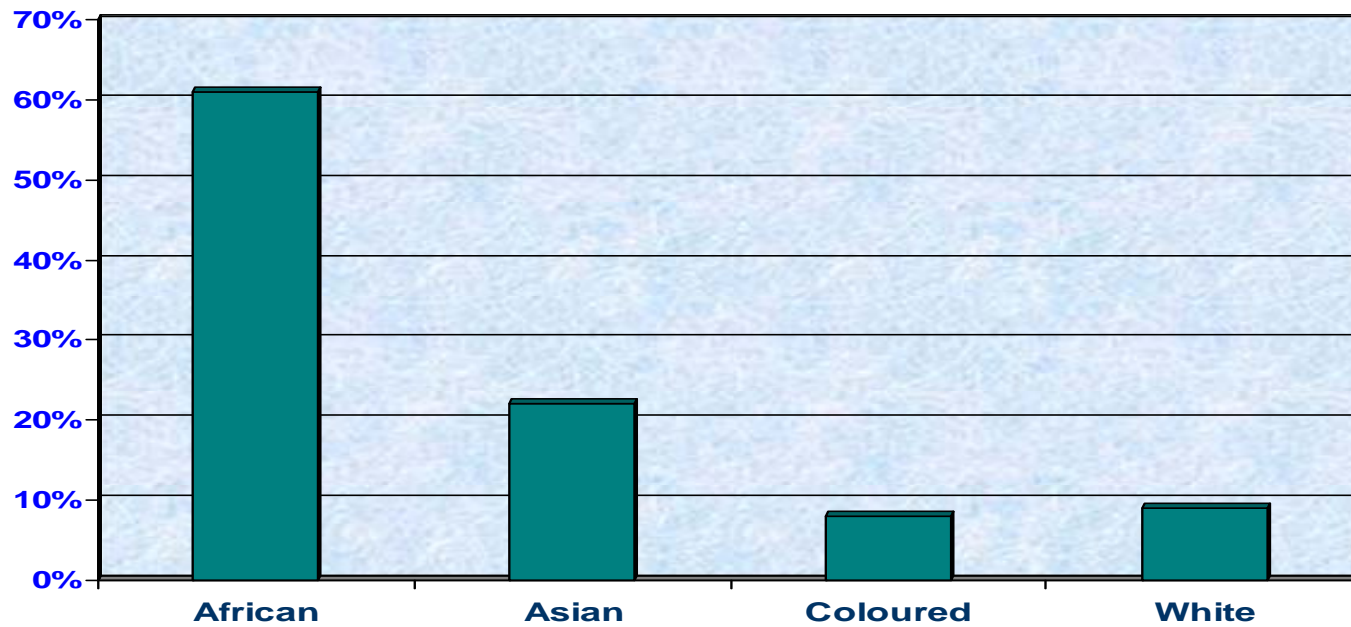
Question 3		
Question 3.1	English	37%
Question 3.2	Isizulu	61%
Question 3.3	Other	2%



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Race

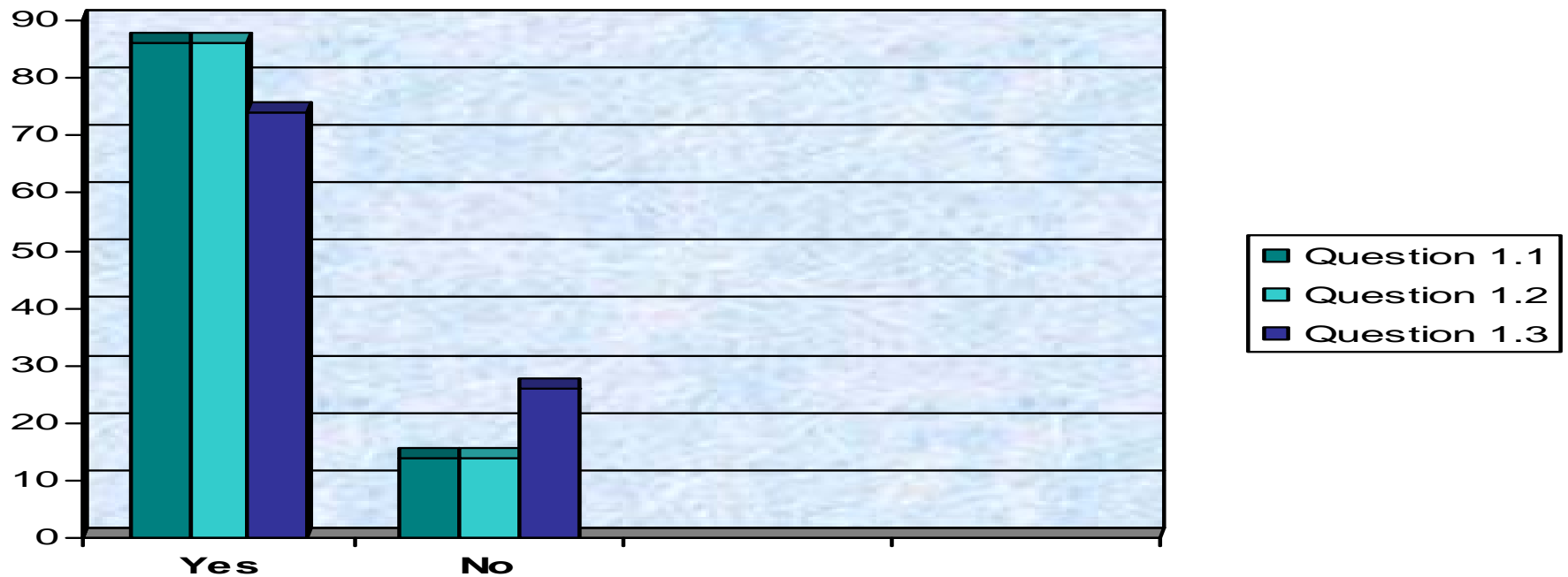
Question 4		
Question 4.1	African	61%
Question 4.2	Asian	22%
Question 4.3	Coloured	8%
Question 4.4	White	9%



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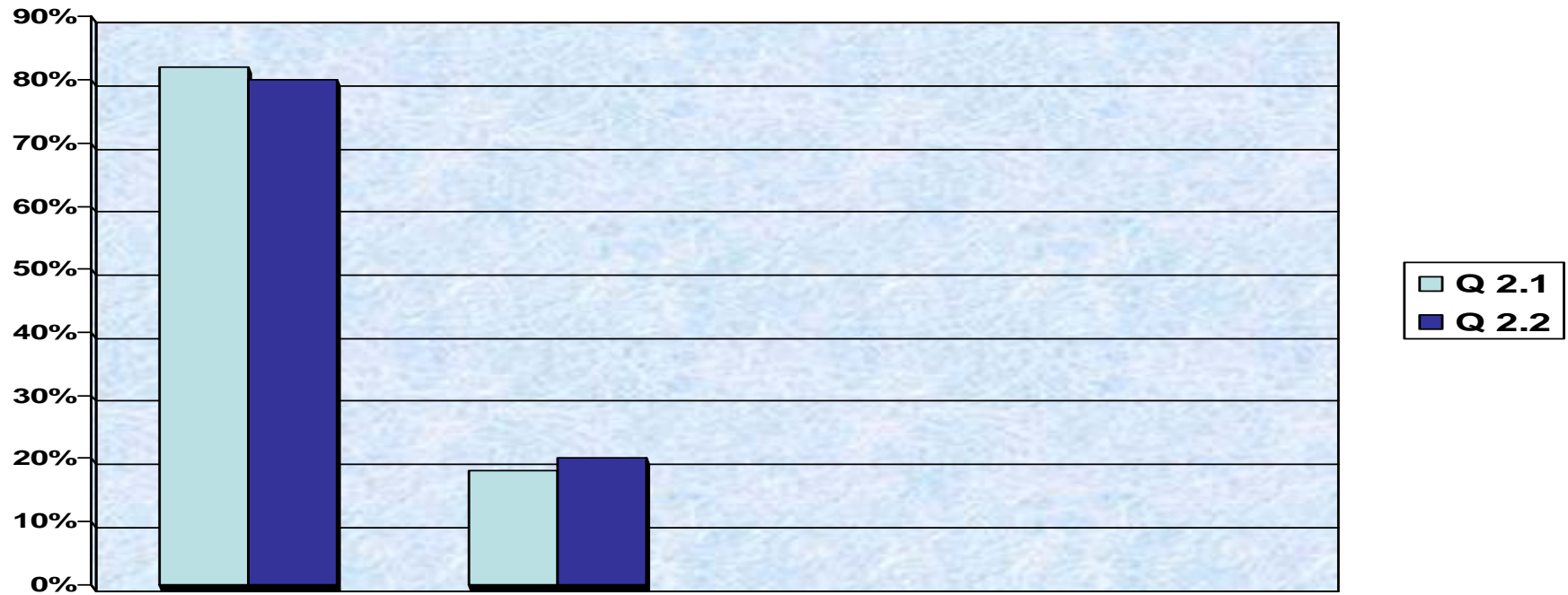
ACCESS

Questions 1		Yes	No
Question 1.1	Is a taxi rank/bus stop near the hospital?	86%	14%
Question 1.2	The route to casualty / outpatient was clearly marked from the main entrance?	86%	14%
Question 1.3	Wheelchairs were provided for disabled and extremely ill patients?	74%	26%



COURTESY

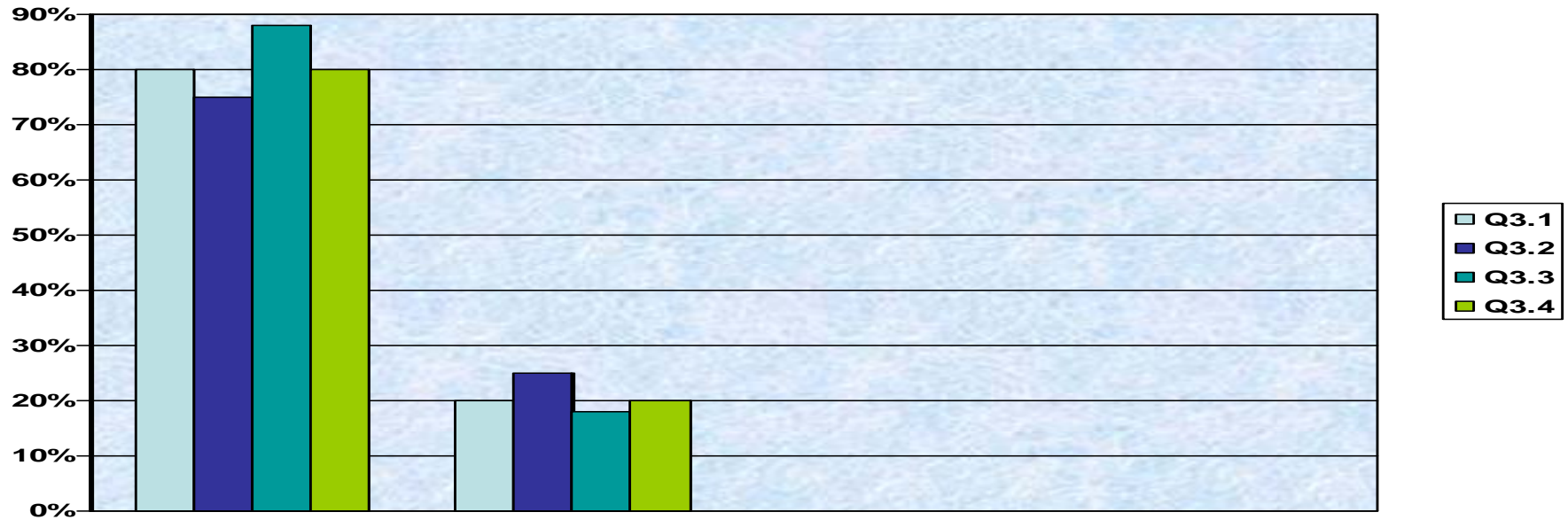
Questions 2		Yes	No
Question 2.1	There was a seat provided for me to wait for my file	82%	18%
Question 2.2	The clerk providing me my folder was courteous and helpful	80%	20%



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ENVIRONMENT

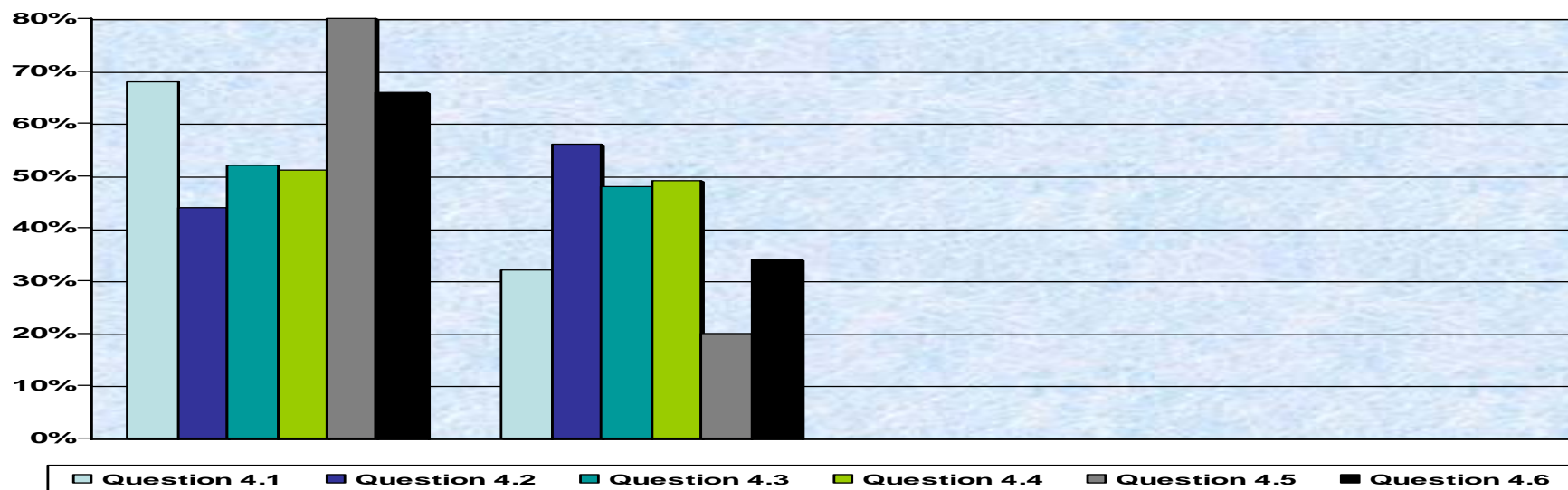
Question		Yes	No
Question 3.1	The outpatient department was clean?	80%	20%
Question 3.2	The toilets were clean?	75%	25%
Question 3.3	The consulting room was clean?	88%	18%
Question 3.4	I was examined in privacy	80%	20%



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COMMUNICATION

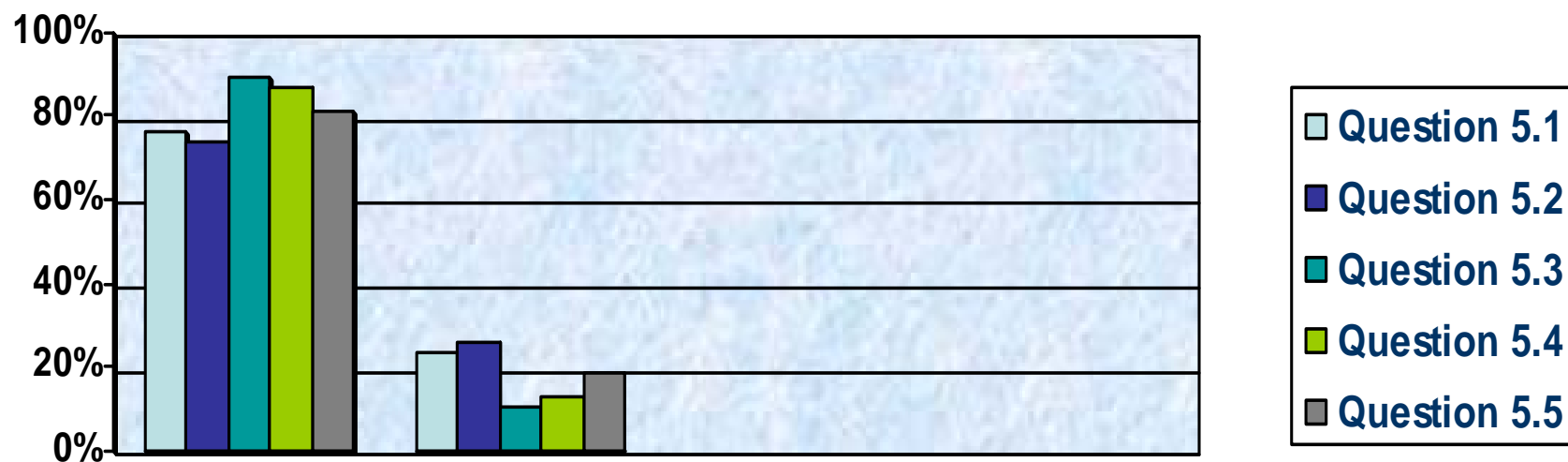
Question 4		Yes	No
Question 4.1	I was greeted by nursing sister	68%	32%
Question 4.2	The nursing sister introduced herself / himself to me	44%	56%
Question 4.3	Was an interpreter available to translate to the doctor?	52%	48%
Question 4.4	The doctor introduced herself / himself to me	51%	49%
Question 4.5	The doctor listened to my problems	80%	20%
Question 4.6	The doctor asked for my permission before examining me	66%	34%



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QUALITY OF MEDICAL CARE

Question 5		Yes	No
Question 5.1	The doctor explained to me my diagnosis	76%	24%
Question 5.2	The doctor explained to me the results of my tests in a way that I understood	74%	26%
Question 5.3	The pharmacists explained to me the use of my medication	89 %	11%
Question 5.4	I was informed of the side- effects of the medication prescribed.	87%	13%
Question 5.5	I was satisfied with the care I received.	81%^	19%



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GENERAL COMMENTS

- Doctors are sometimes negligent **x2**
- The patient requested comfortable chairs in our waiting area (Pharmacy). **x3**
- Patients are crying about the long waiting time for Doctors. **x17**
- The patients are not satisfied with quality on medical care. **x5**
- There is a delay in waiting for Doctors and medication. **x7**
- The service is very poor at Eye Clinic **x 3**
- Pharmacy to employ more staff because their service is too slow . **x1**
- Visiting hours must be extended, hours are too short. **x1**
- The trauma section is too small when there has been an accident they force patients to go in one by one which is very . **x1**
- Nurses are not friendly they should change their attitude **x4**
- The hospital to install more air conditioners because it is hot and there are no fans. **x6**
- The patients had to go themselves to check their lost file. **x1**



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- They don't explain how to take medication and nurses they do not respect patients **x2**
- They wait too long for their files **x3**

Positive Comments

- The service provided in this hospital is very good. **X 8**
- Children's outpatients Department their service is satisfactory **x1**
- Addington hospital is the best. **x3**
- The patients are so impressed with the hospital services the patient was so satisfied with everything. **x12**
- They request to have sandwiches and tea in the morning. **x1**



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