



HEALTH
KwaZulu-Natal

**Charles Johnson
Memorial Hospital**

**CLIENT SATISFACTION SURVEY
OUTPATIENT DEPARTMENT
31 August – 02 Sept. 2009**

COMPILED AND CAPTURED BY PUBLIC RELATIONS OFFICER



KwaZulu-Natal Department of Health

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INTRODUCTION

During 31 August-01 September 2009, a Client Satisfaction Survey was conducted at Charles Johnson Memorial Hospital 200 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 Mgazi Secondary School for conducting this Survey:

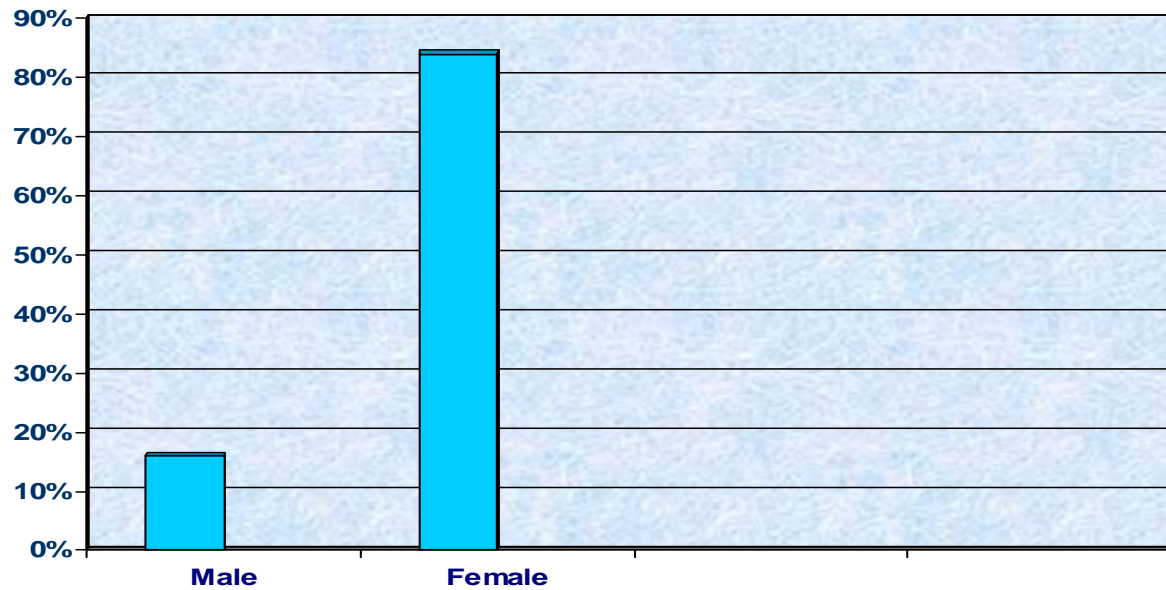
Ziphokuhle Khumalo, Khethokuhle Buthelezi, Nonhlanhla Nkosingiphile Madondo, Sipehelele Khoza and Andile Nsibande (Hospital Care Giver)



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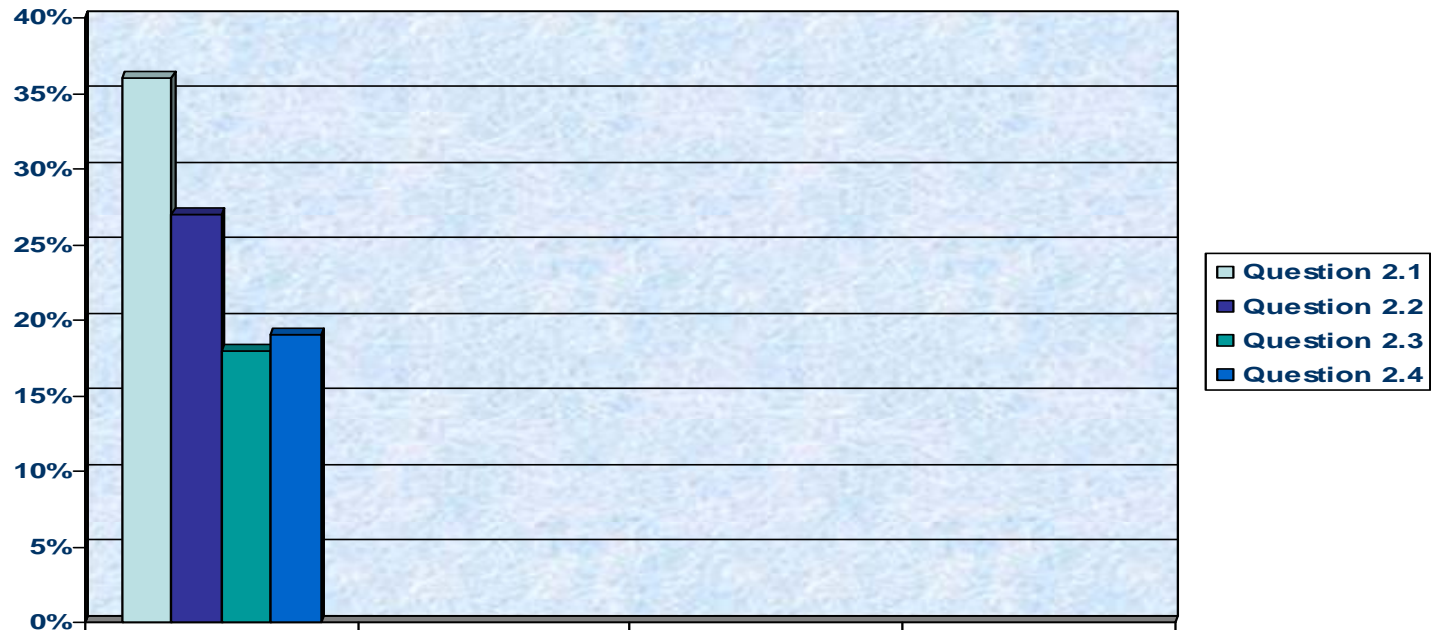
GENDER

Question 1		Male	Female
Question 1.1	Gender	16%	84%



AGE PROFILE

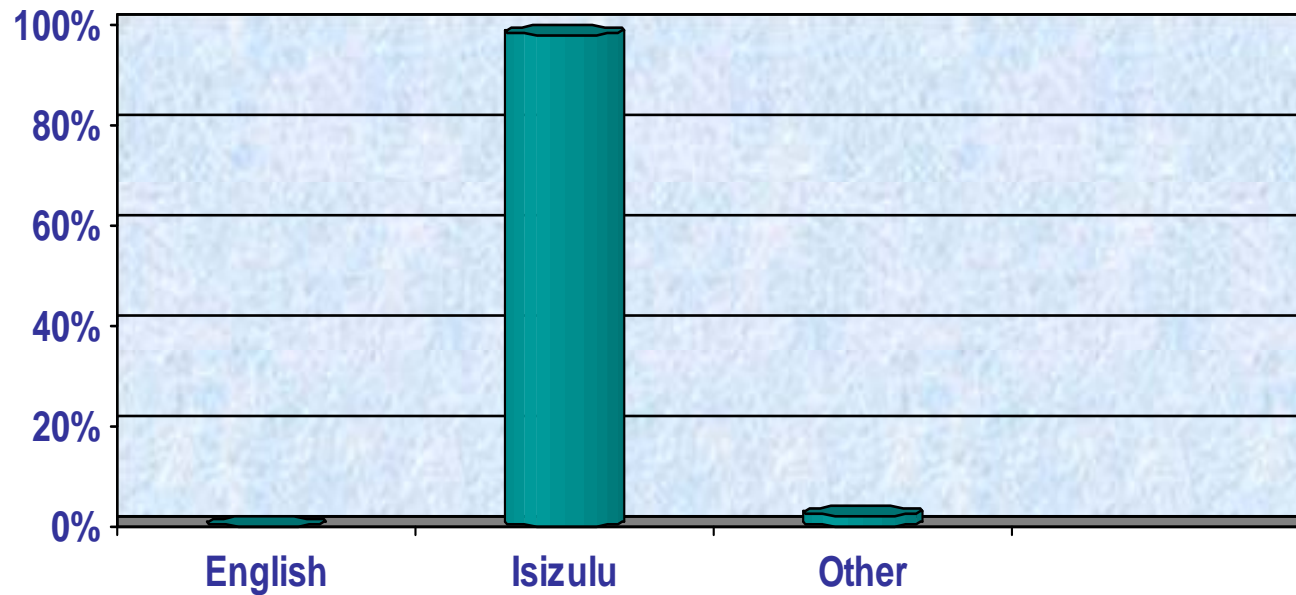
Question 2		
Question 2.1	18 – 34 Years	36%
Question 2.2	35 – 49 Years	27%
Question 2.3	50 – 59 Years	18%
Question 2.4	>60 Years	19%



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Home Language

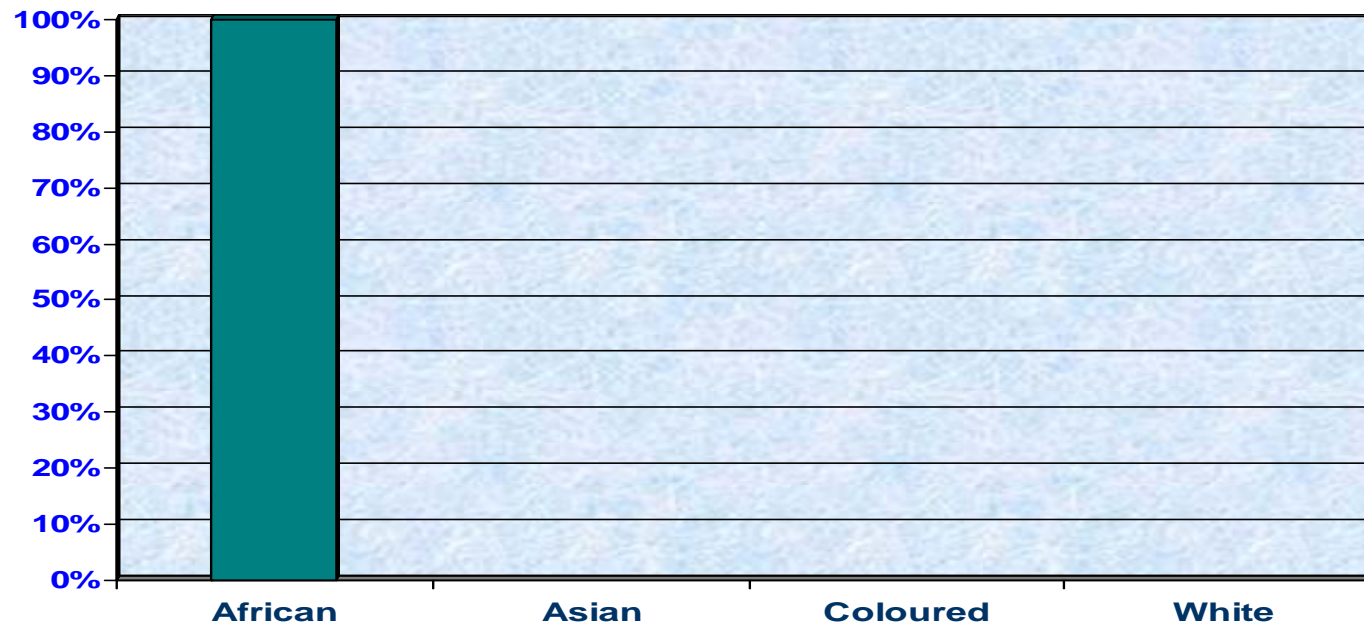
Question 3		
Question 3.1	English	0%
Question 3.2	Isizulu	98%
Question 3.3	Other	2%



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Race

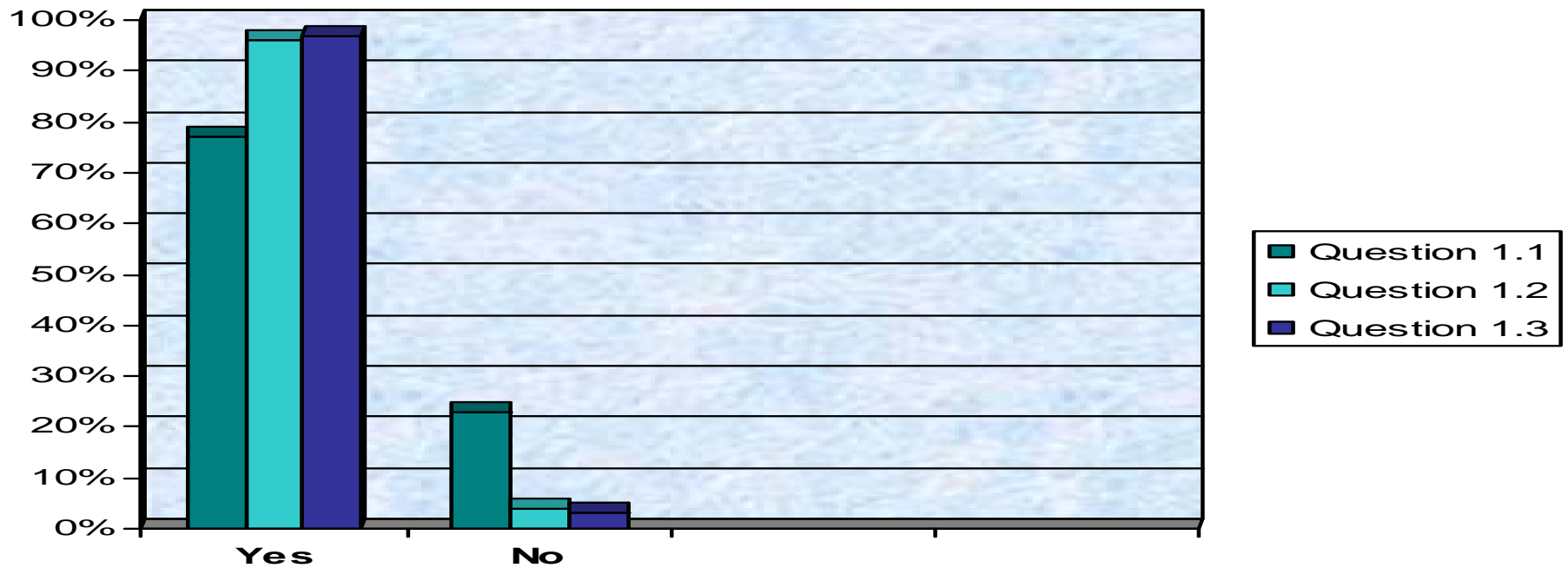
Question 4		
Question 4.1	African	100%
Question 4.2	Asian	0%
Question 4.3	Coloured	0%
Question 4.4	White	0%



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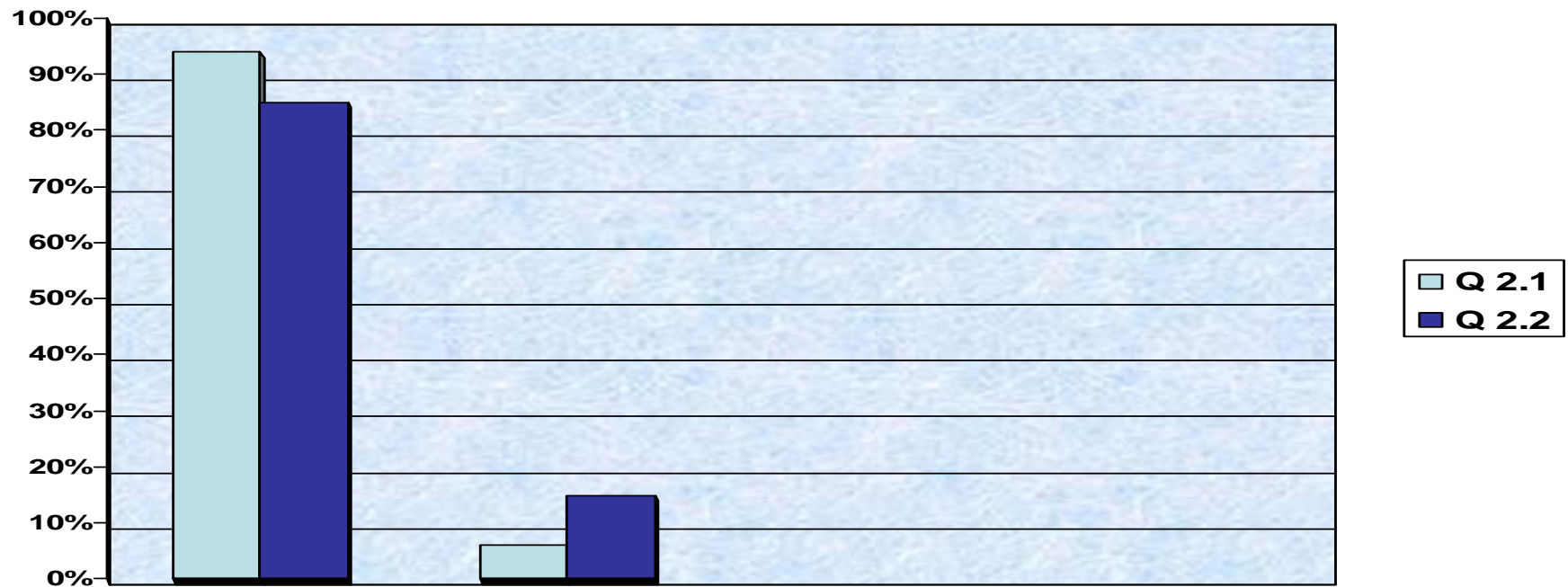
ACCESS

Questions 1		Yes	No
Question 1.1	Is a taxi rank/bus stop near the hospital?	77%	23%
Question 1.2	The route to casualty / outpatient was clearly marked from the main entrance?	96%	4%
Question 1.3	Wheelchairs were provided for disabled and extremely ill patients?	97%	3%



COURTESY

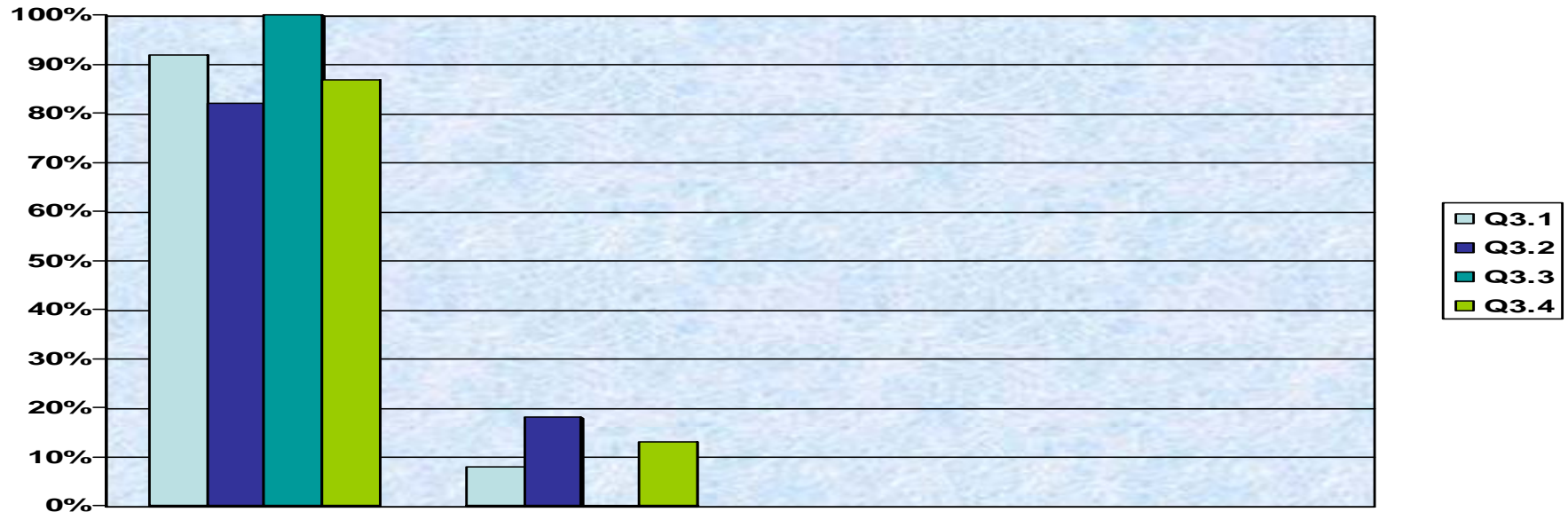
Questions 2		Yes	No
Question 2.1	There was a seat provided for me to wait for my file	94%	6%
Question 2.2	The clerk providing me my folder was courteous and helpful	85%	15%



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ENVIRONMENT

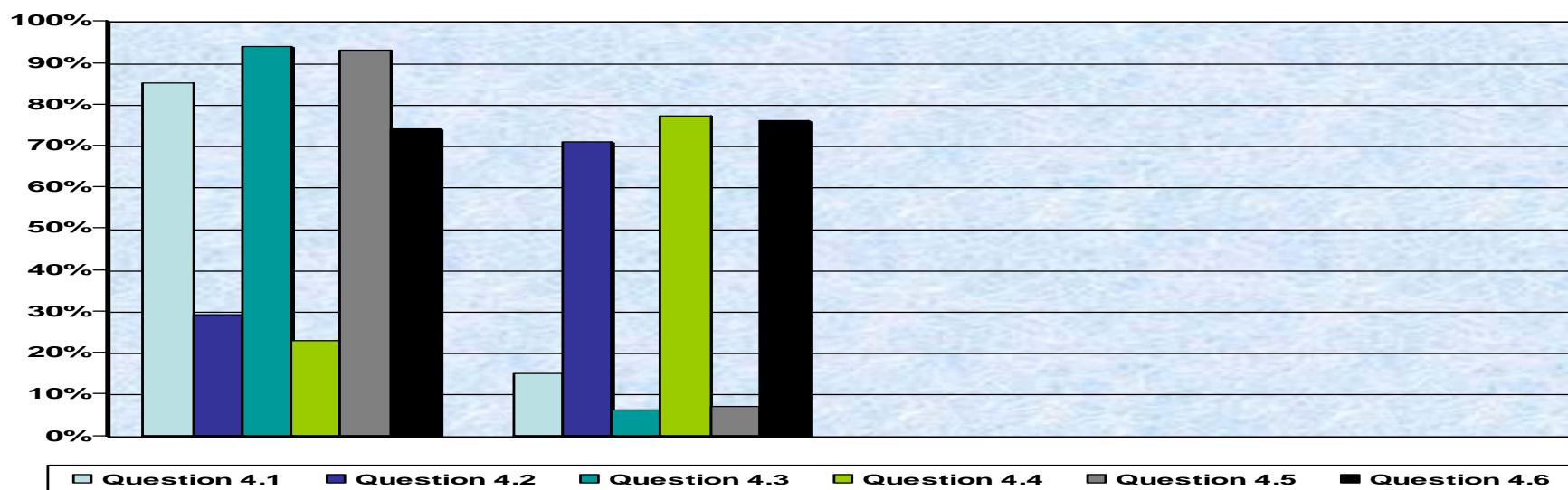
Question		Yes	No
Question 3.1	The outpatient department was clean?	92%	3%
Question 3.2	The toilets were clean?	82%	5%
Question 3.3	The consulting room was clean?	100%	0%
Question 3.4	I was examined in privacy	87%	13%



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COMMUNICATION

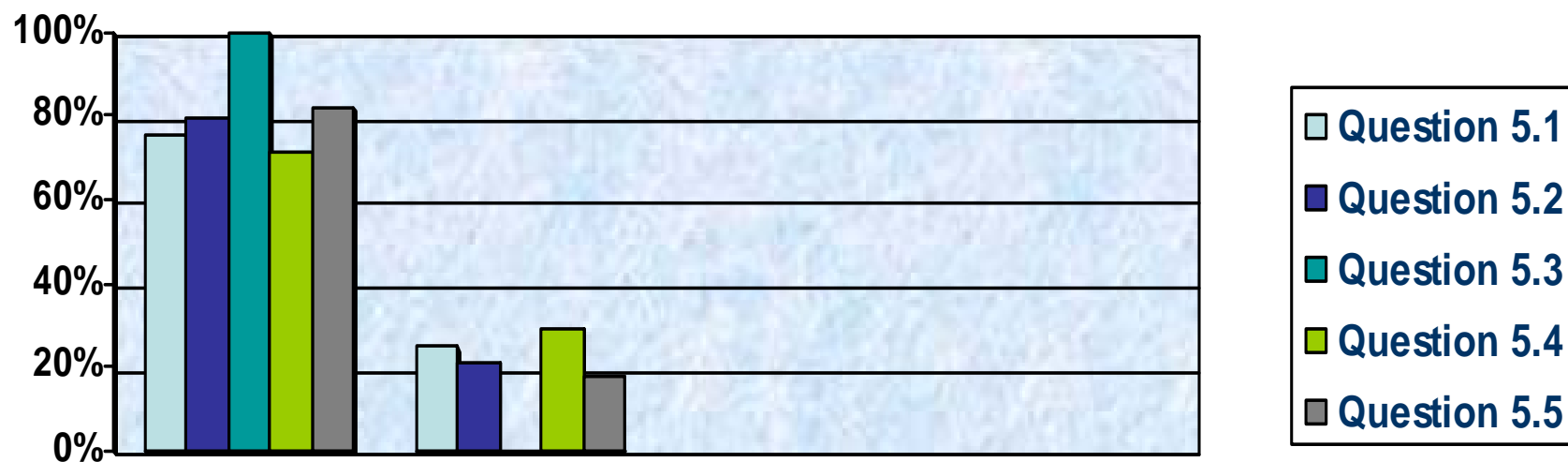
Question 4		Yes	No
Question 4.1	I was greeted by nursing sister	85%	15%
Question 4.2	The nursing sister introduced herself / himself to me	29%	71%
Question 4.3	Was an interpreter available to translate to the doctor?	94%	6%
Question 4.4	The doctor introduced herself / himself to me	23%	77%
Question 4.5	The doctor listened to my problems	93%	7%
Question 4.6	The doctor asked for my permission before examining me	74%	26%



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QUALITY OF MEDICAL CARE

Question 5		Yes	No
Question 5.1	The doctor explained to me my diagnosis	75%	15%
Question 5.2	The doctor explained to me the results of my tests in a way that I understood	79%	21%
Question 5.3	The pharmacists explained to me the use of my medication	100%	0%
Question 5.4	I was informed of the side- effects of the medication prescribed.	71%	29%
Question 5.5	I was satisfied with the care I received.	82%	18%



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GENERAL COMMENTS

Negative Comments

- Not getting Health services in time
- Shortage of doctors x 11
- Shortage of wheelchairs
- Pharmacy does not issue out all medication prescribed by the doctors x3
- Long waiting time x4
- Discharging of patients while on critical condition
- Staff members must stop taking extended lunch
- Admission staff are slow and they are losing our files x2
- To remove all squatter camps outside the hospital .
- Doctors are not starting their duties on time and are leaving early x2
- Service delivery is too slow
- The service provided is not worth for money
- Issuing of medication in Pharmacy is too slow
- Shouting of patients
- Learners should be given first priority



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- They wait too long for their files **x3**

Positive Comments

- The service provided in this hospital is very good. **X 9**
- Keep it up the good work CJM Hospital staff

THANK YOU



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