

CLIENT SATISFACTION SURVEY

2005



CHARLES JOHNSON MEMORIAL HOSPITAL

PRIVATE BAG X 5503

NQUTU

3135

CONDUCTED AND MONITORED BY : MR J. BUTHELEZI (F.I.O)

CAPTURED BY : MISS F.S.G. JELE

ANALYZED, COMPILED AND PRESENTED BY : JAPHET BUTHELEZI (F.I.O.)

INTRODUCTION



CUSTOMER SATISFACTION SURVEY IS CONDUCTED ANNUALLY TO MONITOR THE CLIENT SATISFACTION IN OUR INSTITUTION.

A SURVEY WAS UNDERTAKEN AT CHARLES JOHNSON MEMORIAL HOSPITAL

200 PATIENTS WERE INTERVIEWED

ALL PATIENTS INTERVIEWED WERE IN PATIENTS

ACCESS

QUESTION	YES	UNSURE	NO	N/A
Is the bus/taxi stop close to the hospital?	88%	11%	1%	-
Were signs to OPD clear?	90%	5%	5%	-
Were signs to the Wards clear?	79%	14%	7%	2%
Was it easy to find the disabled parking bay/wheel chair ramp?	49%	10%	10%	31%

COMMUNICATION

QUESTION	YES	UNSURE	NO	N/A
Did the staff that attended you wear identification badges?				
Security personnel	90%	5%	5%	-
Clerks	82%	13%	5%	-
Nurses	91%	7%	2%	-
Doctors	86%	9%	5%	-
Pharmacy personnel	62%	11%	7%	20%
Other:	60%	4%	14%	22%

COMMUNICATION

QUESTION				
Were you able to communicate with staff in your language?	93%	4%	1%	2%
Where necessary were interpreter services arranged?	88%	6%	4%	2%
During your treatment were the procedures explained to you?	94%	3%	2%	1%
The questions and queries you made, were they dealt with satisfactorily	90%	5%	4%	1%

COURTESY

QUESTION	YES	UNSURE	NO	N/A
Were you treated politely by the following staff category?				
Security personnel	8%	88%	4%	-
Clerks	9%	86%	5%	-
Nurses	11%	86%	3%	-
Doctors	2%	95%	3%	-
Pharmacy personnel	2%	71%	7%	20%
Other:	2%	64%	12%	22%

CLEANLINESS OF PHYSICAL ENVIRONMENT

QUESTION	YES	UNSURE	NO	N/A
Were the following areas clean?				
Grounds	90%	5%	5%	-
Corridors	87%	6%	7%	-
Building	87%	8%	5%	-
Ablution facilities	76%	15%	9%	-
General wards	75%	9%	11%	5%
Was the bed linen clean?	83%	2%	15%	-
Was the ward free of pest?	78%	8%	7%	7%
If No specify: Cockroaches				

RESPECT OF PATIENTS RIGHTS

QUESTION	YES	UNSURE	NO	N/A
Did the hospital staff draw your attention to patients' rights and responsibilities?	82%	14%	4%	-
Did your consultation by the Nurse or Doctor take place in a private manner?	91%	5%	3%	1%
Was there a bench/chair provided for you to sit on while you waited?	94%	3%	2%	1%
Did you have a complaint?	50%	42%	3%	5%
If you have a complaint did you report it?	50%	16%	2%	32%
If you had a complaint were you satisfied with the way it was handled?	48%	15%	4%	33%

SAFETY

QUESTION	YES	UNSURE	NO	N/A
At night was the Nurse available when you called?	75%	11%	3%	11%
Did you feel safe In the hospital?	81%	5%	2%	12%

If No give reasons:

- Nurses are sleeping at night
- Nurses do not have time for patients, they are rude when you ask for assistance at night

GENERAL

QUESTION	YES	UNSURE	NO	N/A
Was the food good?	75%	10%	5%	10%
Do you think visiting hours are convenient to the community?	86%	4%	2%	8%
Was your family advised about changes in your conditions?	63%	21%	6%	10%
Did the hospital staff assist to make arrangements for you when you were discharged?	20%	28%	6%	46%
Transport:	27%	12%	8%	53%
Referrals:				

GENERAL

QUESTION	YES	UNSURE	NO	N/A
At the time of your discharge did you feel that you had enough knowledge about your illness to take care of yourself at home?	81%	4%	4%	11%
Would you return to this hospital for treatment?	88%	3%	2%	7%

WAITING TIMES

QUESTION	30 Min	1 Hour	2 Hours	3 Hours and above
How long did you wait for you're out patient card?	73%	23%	2%	2%
How long did you wait to be treated by a nurse?	61%	28%	9%	2%
How long did you wait to be treated by the Doctor?	49%	23%	14%	14%
How long did you wait for medication in pharmacy?	71%	19%	6%	4%