

# **ESTCOURT PROVINCIAL HOSPITAL**



## **CLIENT SATISFACTION SURVEY JULY 2005**

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Public Relations Officer

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Facility Information Officer

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# Foreword

The Estcourt Provincial Hospital wish to present the findings of the Client Satisfaction Survey, which was undertaken by the Hospital in July 2005.

The hospital's mandate includes promoting the efficient and effective use of resources and public participation. In line with this mandate, the hospital conducted client satisfaction survey that will promote the incorporation of the views and concerns of patients in the process of service delivery. This report comments on the delivery of services by Inpatients and Outpatients.

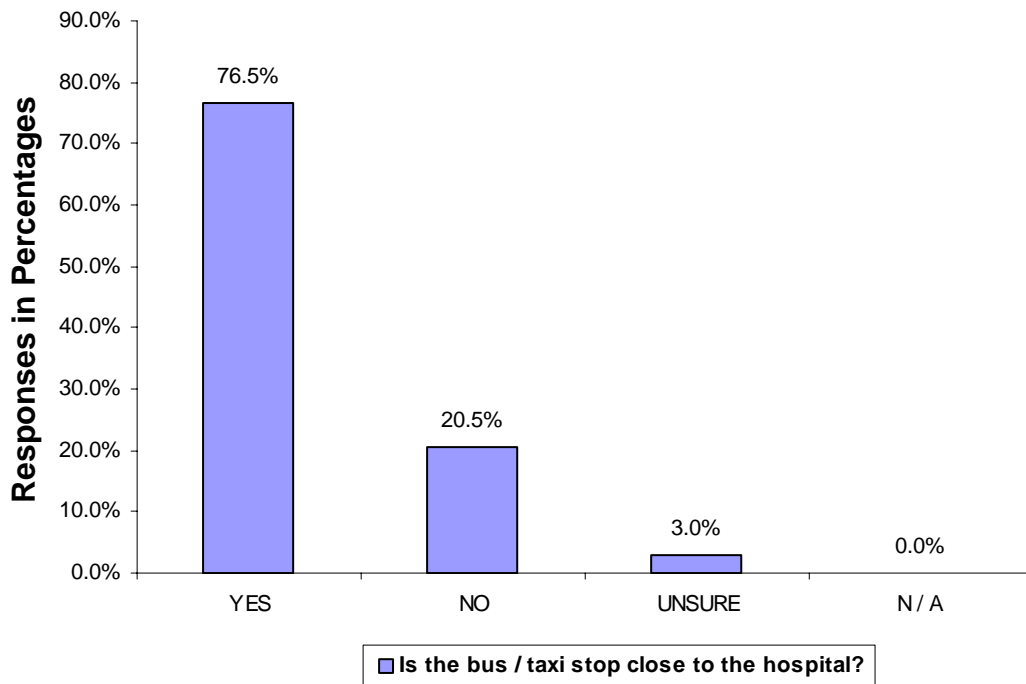
To ensure that the above is achieved there was a need to gather, analyse and use information to be able to evaluate how good or bad the hospital is performing.

This report gives results of the Client Satisfaction Survey, which highlights a number of specific aspects of service delivery which each department scored well on: the perceived strengths in terms of service delivery, and areas in which the departments scored low: the perceived weaknesses in terms of service delivery.

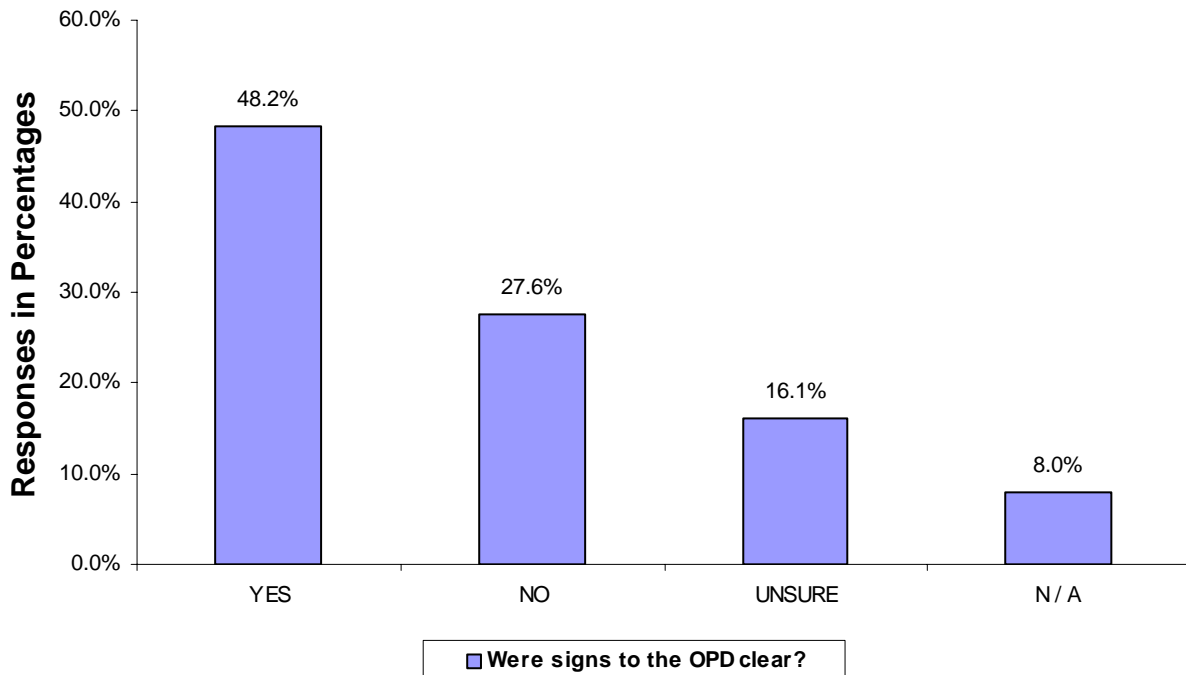
I would like to thank all those made this survey possible. In particular I would like to thank patients who participated in the study without whom the survey would not have been possible.

Ms. Nonhlanhla Sosiba  
Facility Information Officer  
Estcourt Provincial Hospital

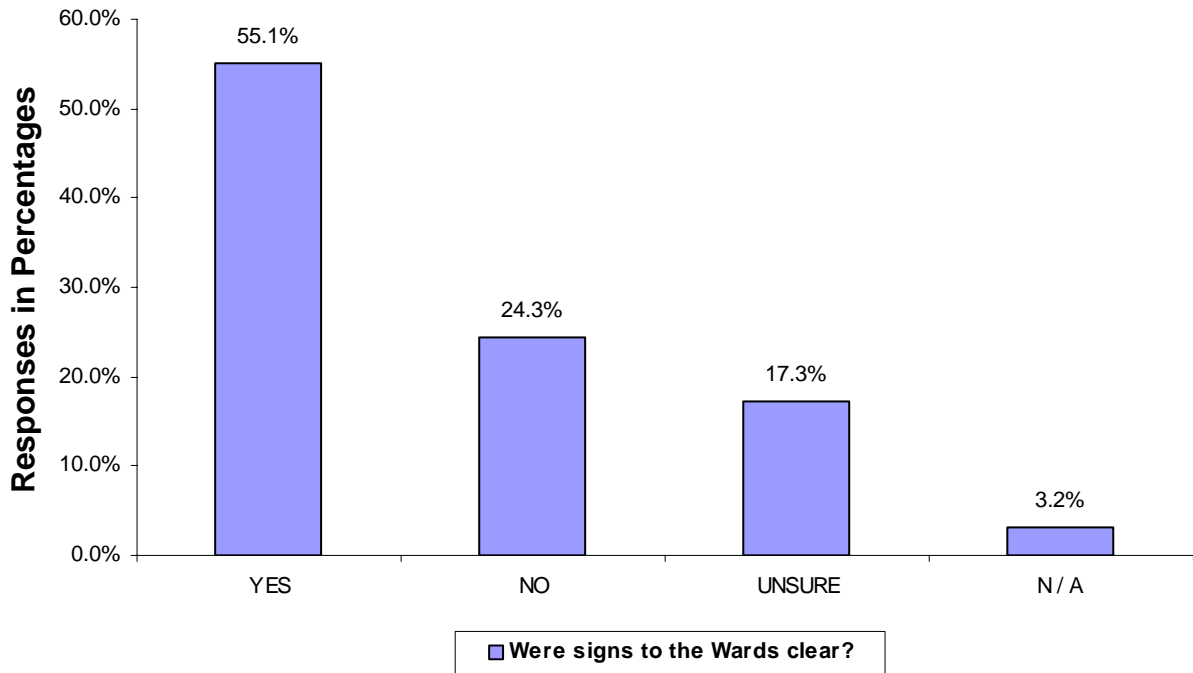
### Access: Bus / Taxi stop



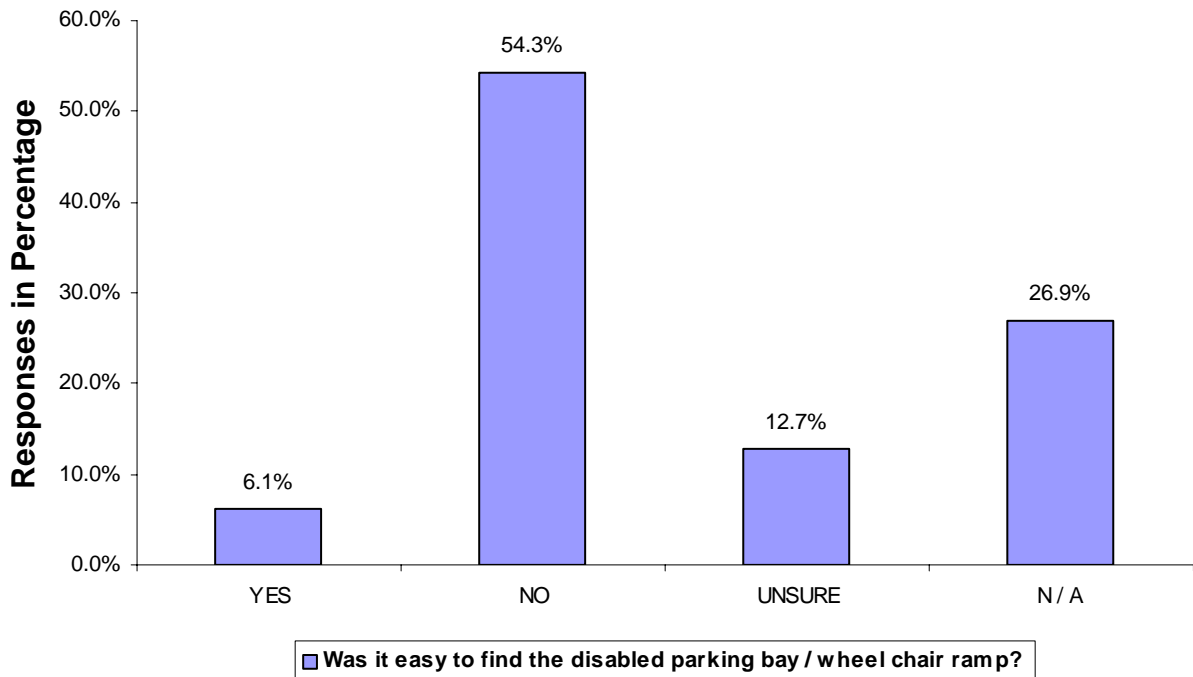
### Access: Signs to OPD



### Access: Signs to the Wards

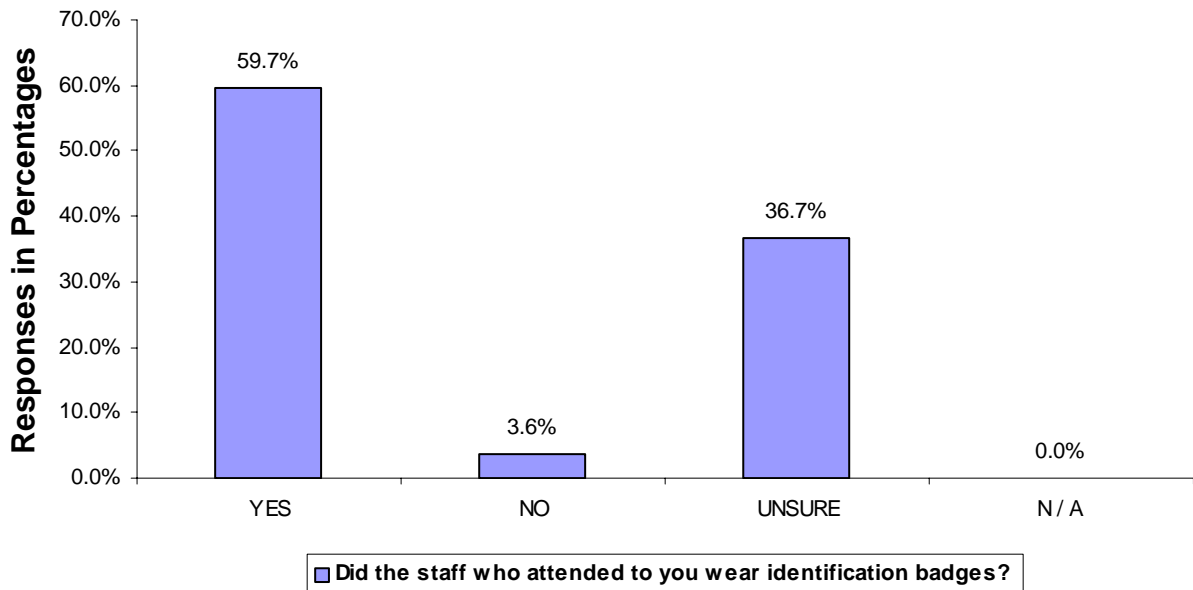


### Access: Disabled parking bay / wheel chair ramp?



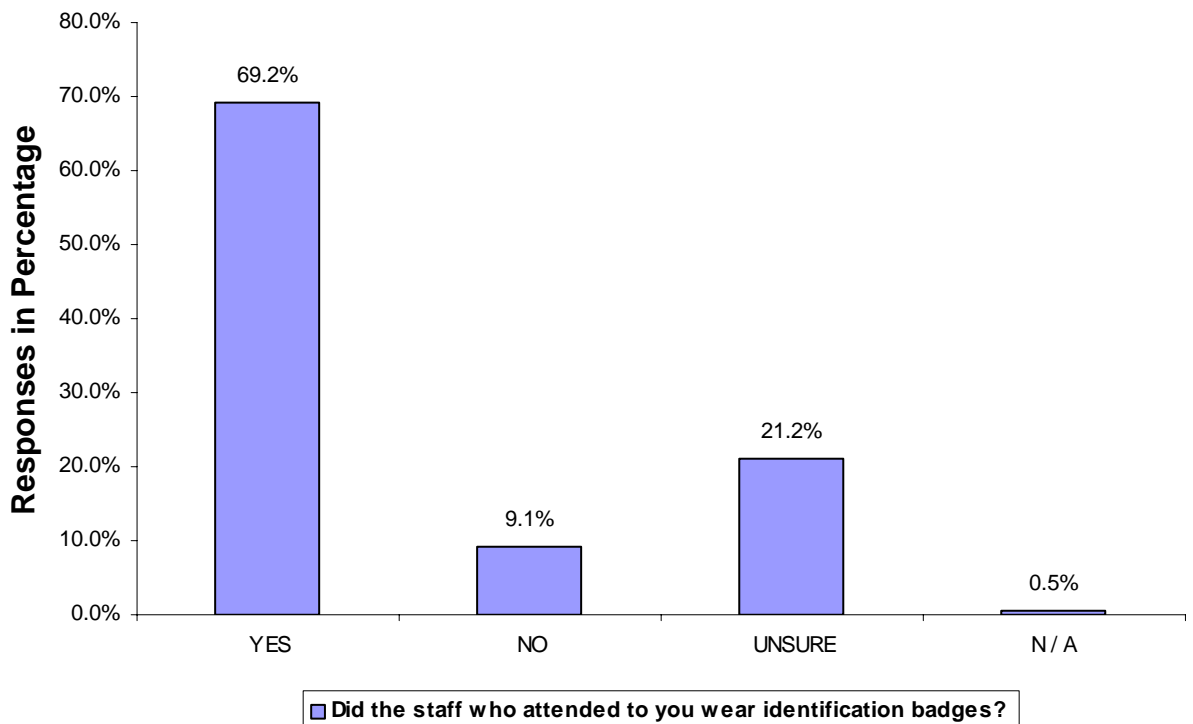
## Communication: Identification Badges

### Security Personnel



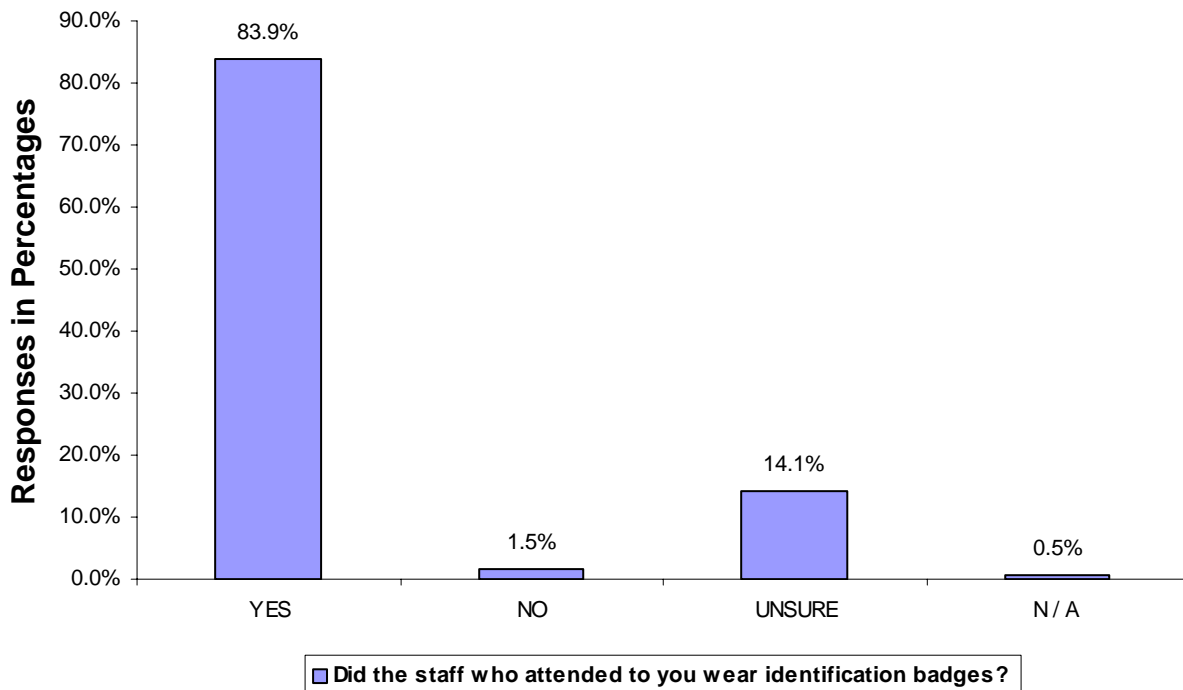
## Communication: Identification Badges

### Clerks



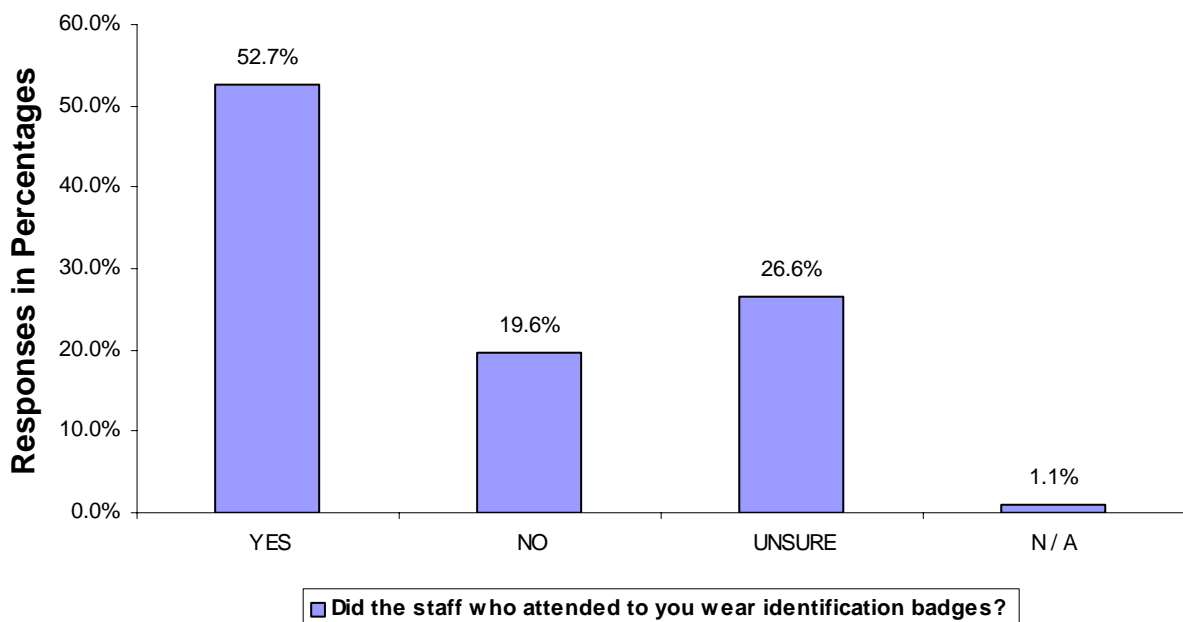
### Communication: Identification Badges

#### Nurses



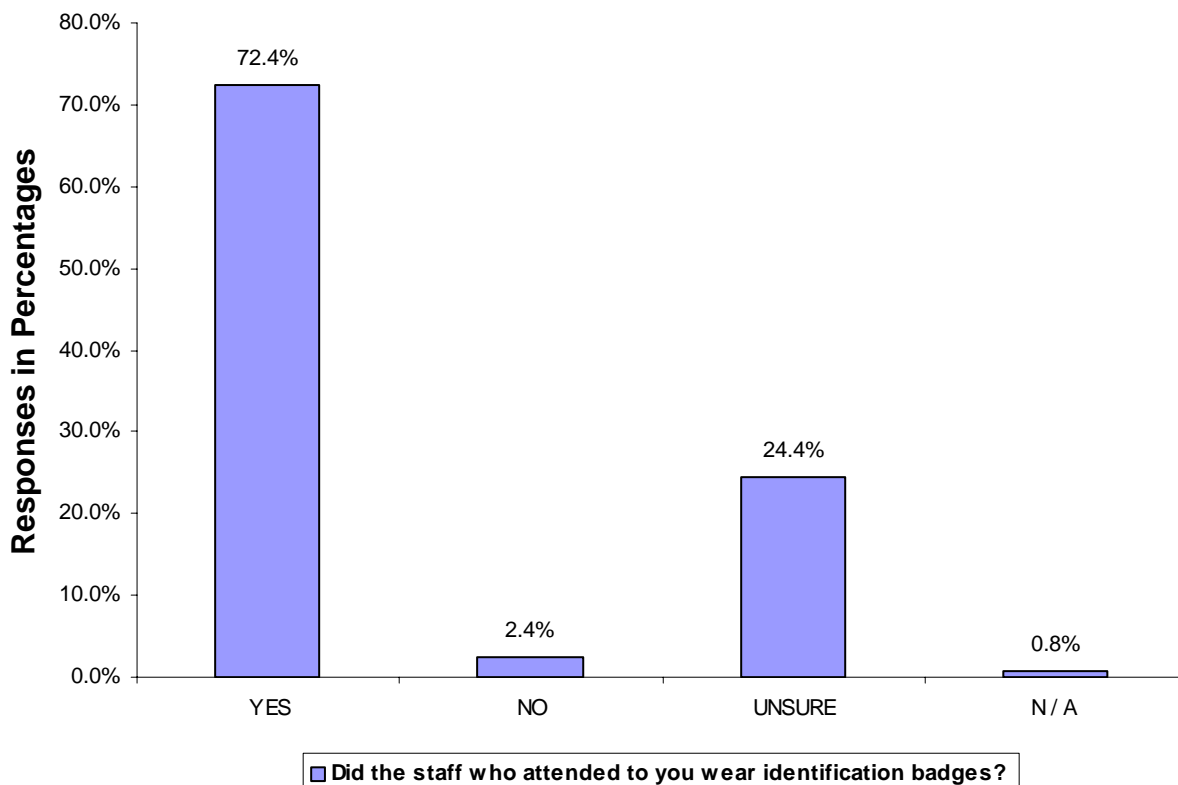
### Communication: Identification Badges

#### Doctors



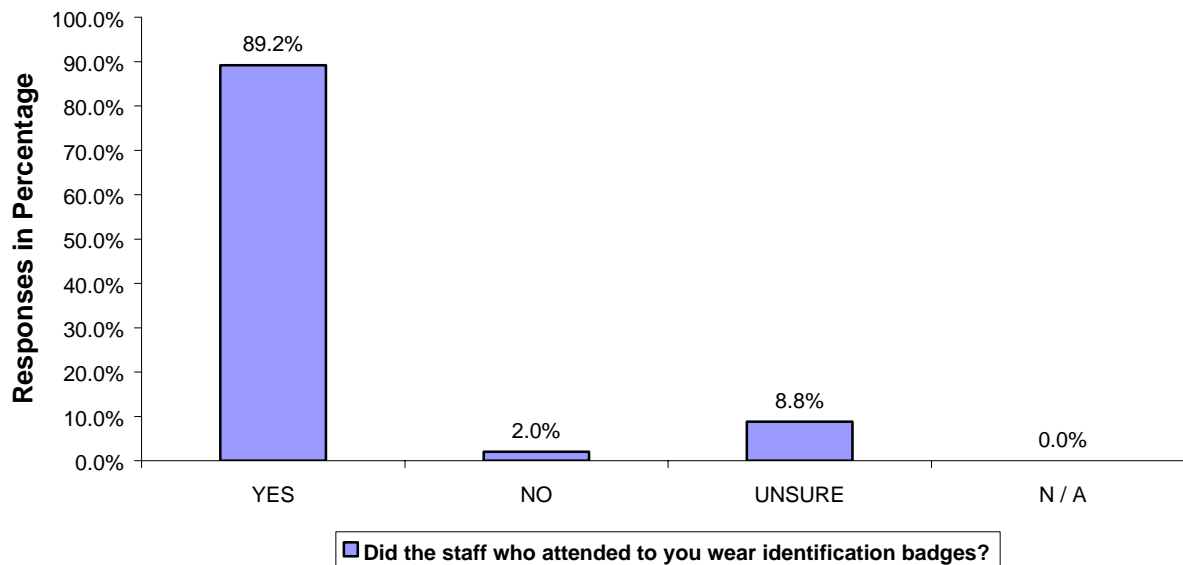
### Communication: Identification Badges

#### Pharmacy Personnel



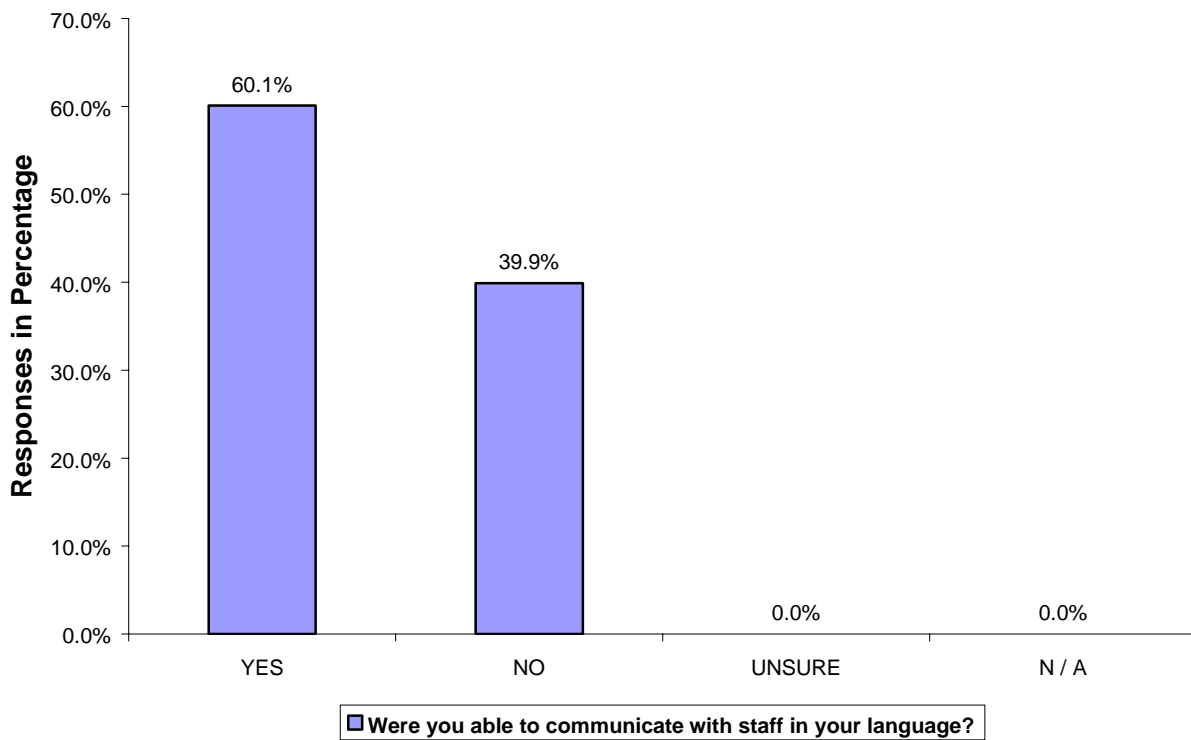
### Communication: Identification Badges

#### Other

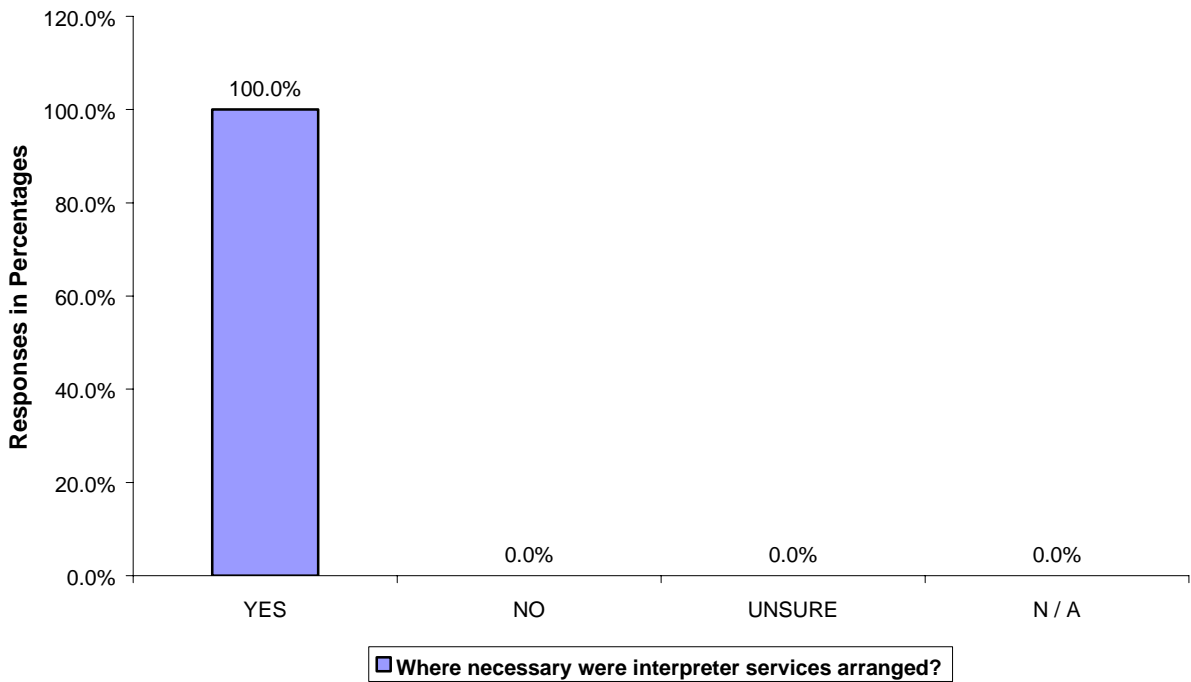




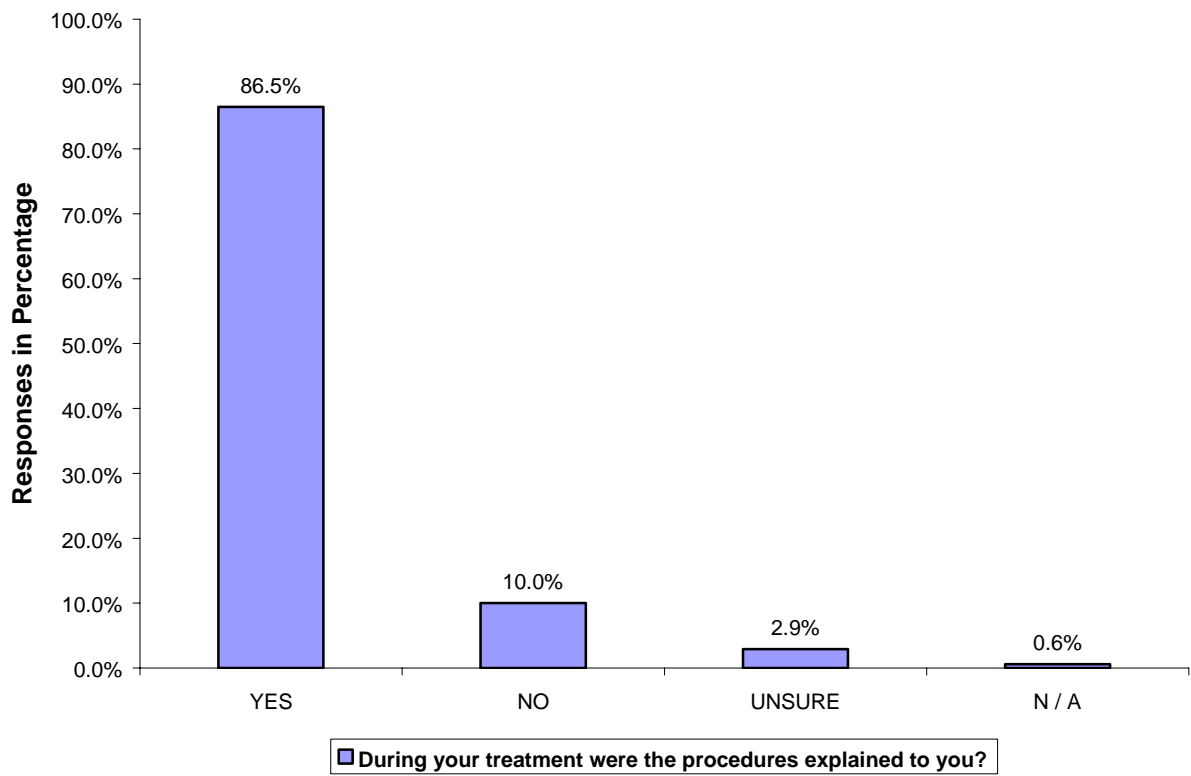
### Communication: Language



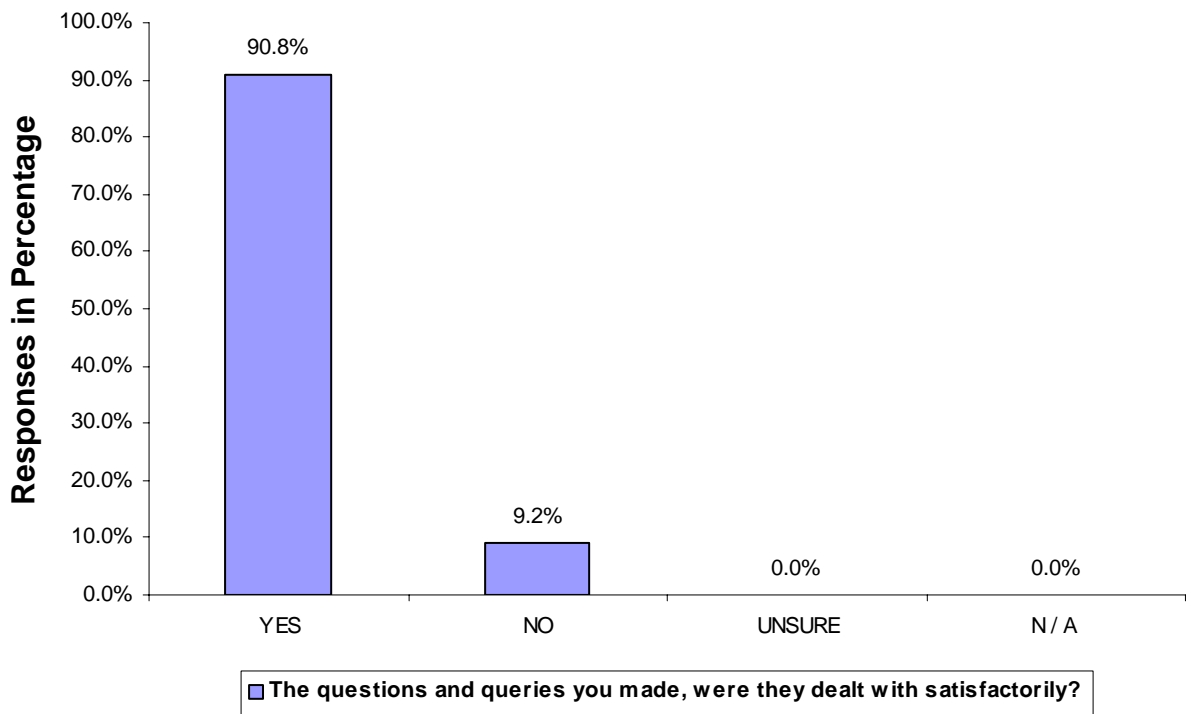
### Communication: Interpreter services



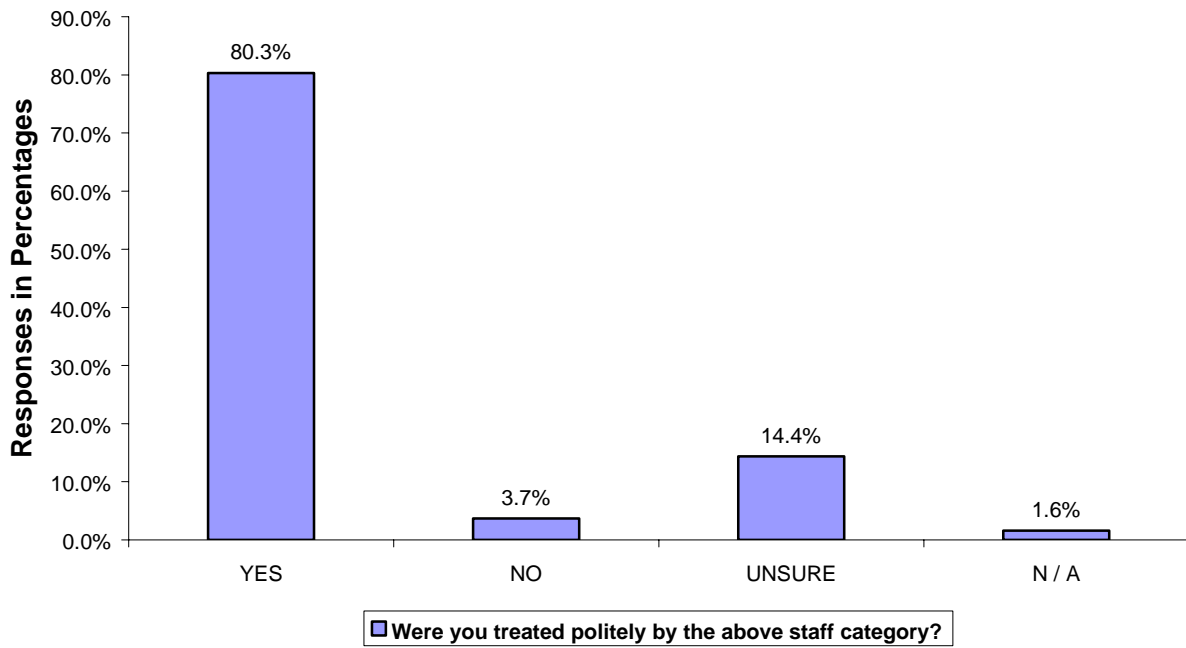
### Communication: Procedures



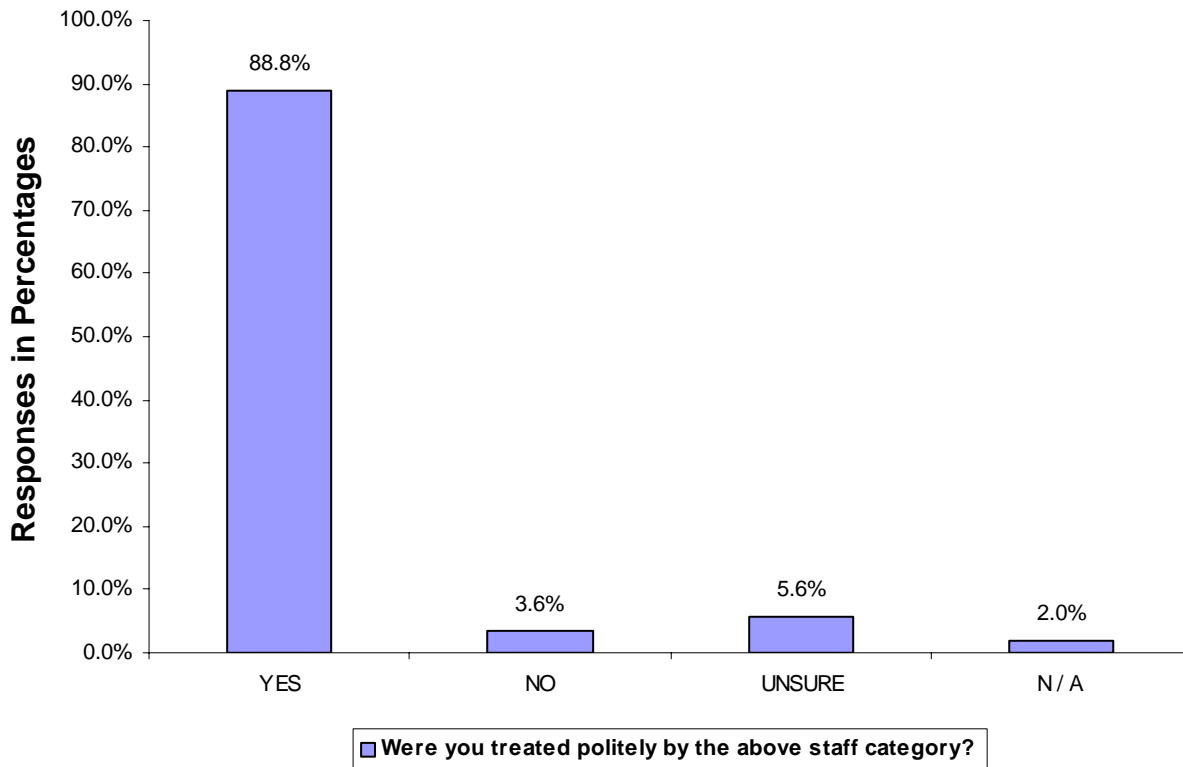
### Communication: Satisfaction



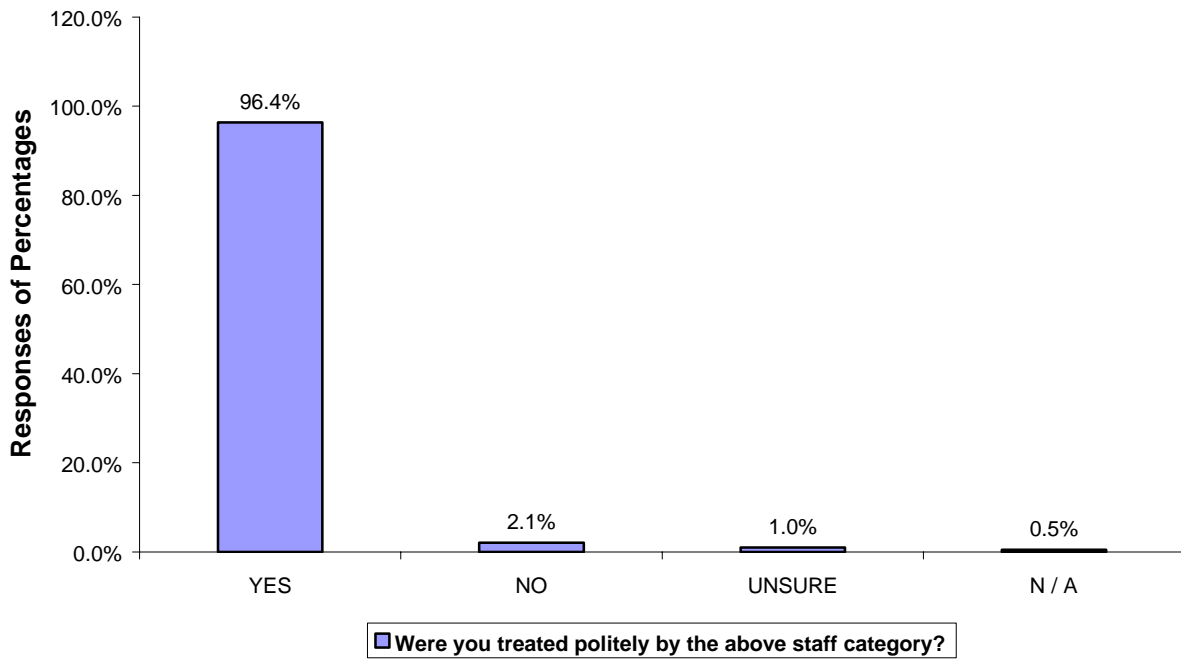
### Courtesy: Treatment Security Personnel



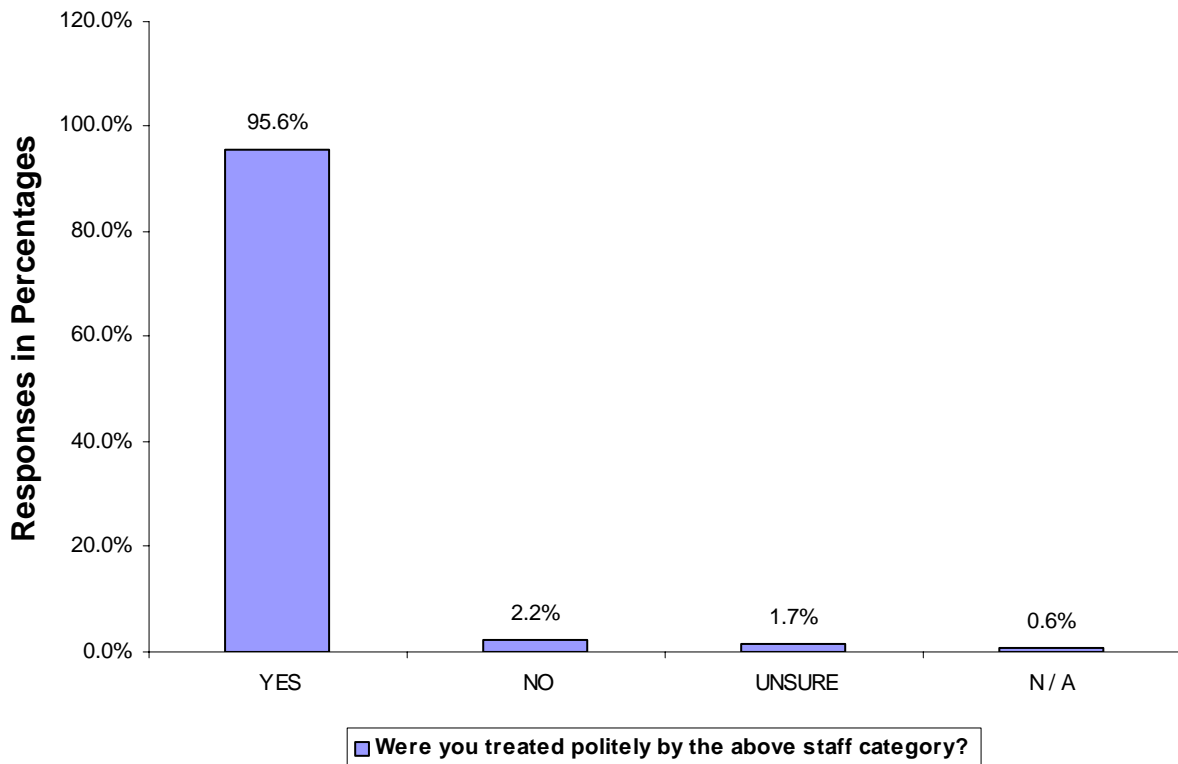
### Courtesy: Treatment Clerks



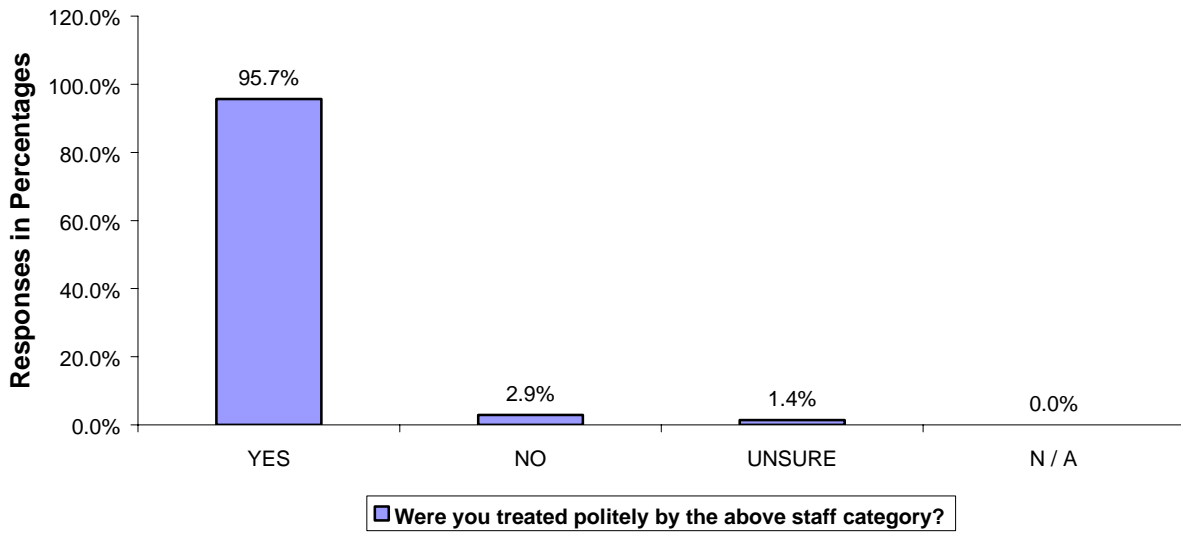
### Courtesy: Treatment Nurses



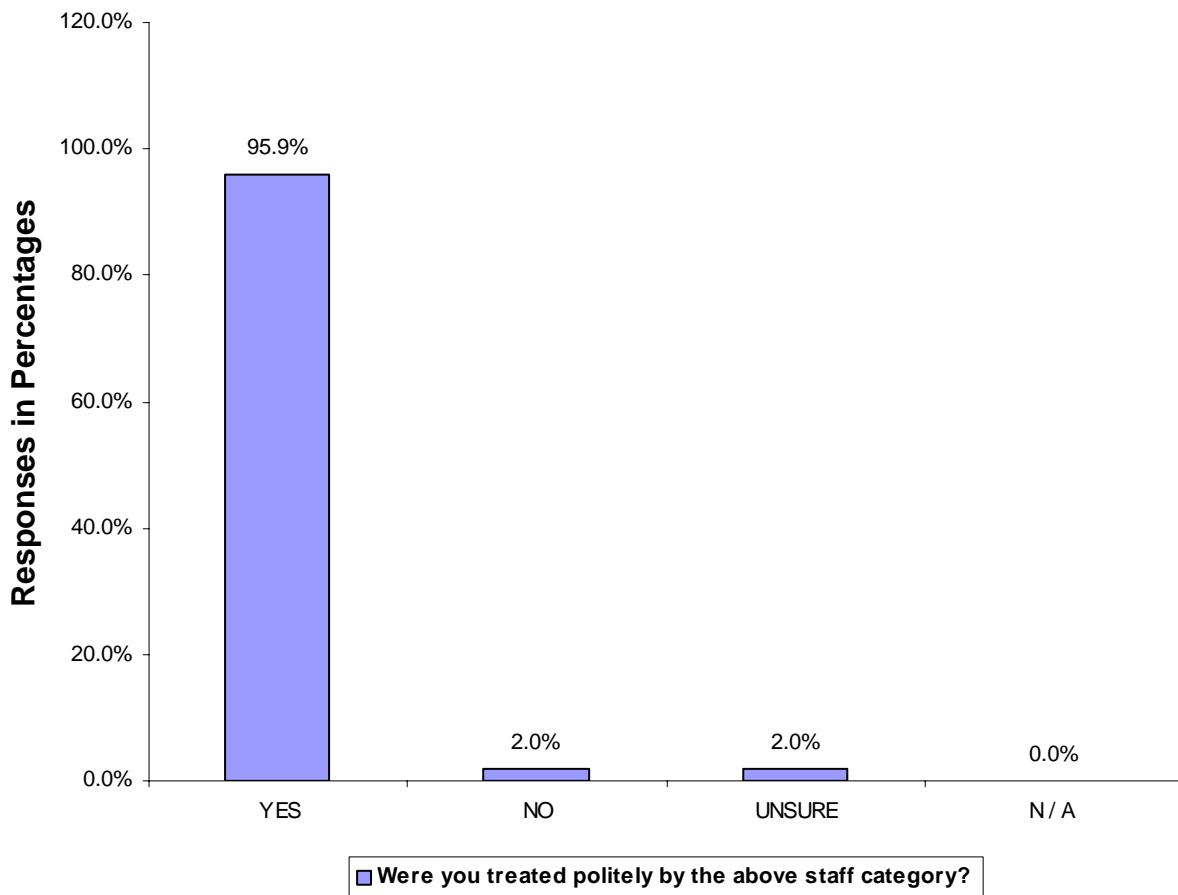
### Courtesy: Treatment Doctors



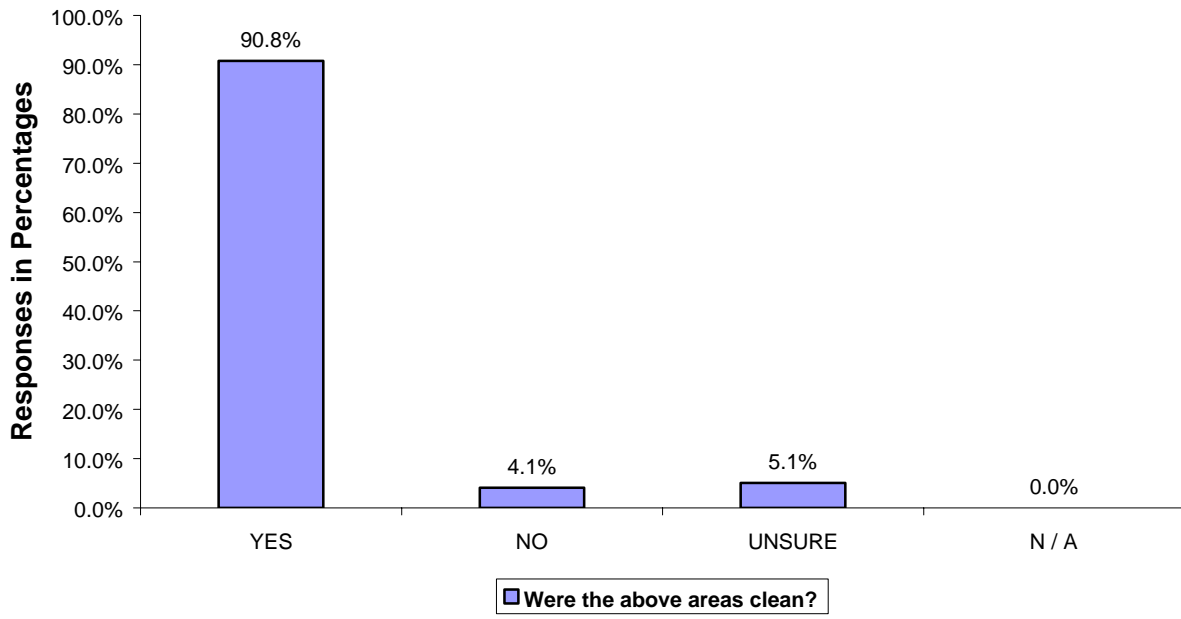
### Courtesy: Treatment Pharmacy Staff



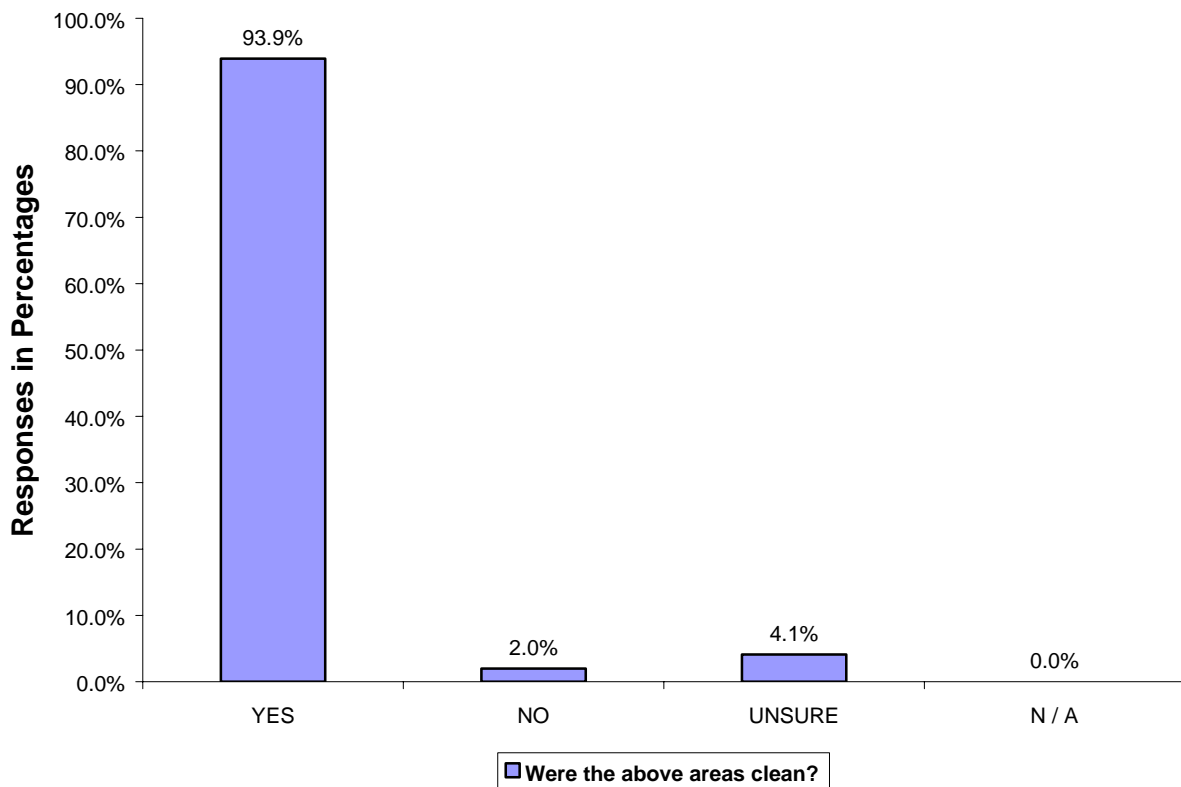
### Courtesy: Treatment Other



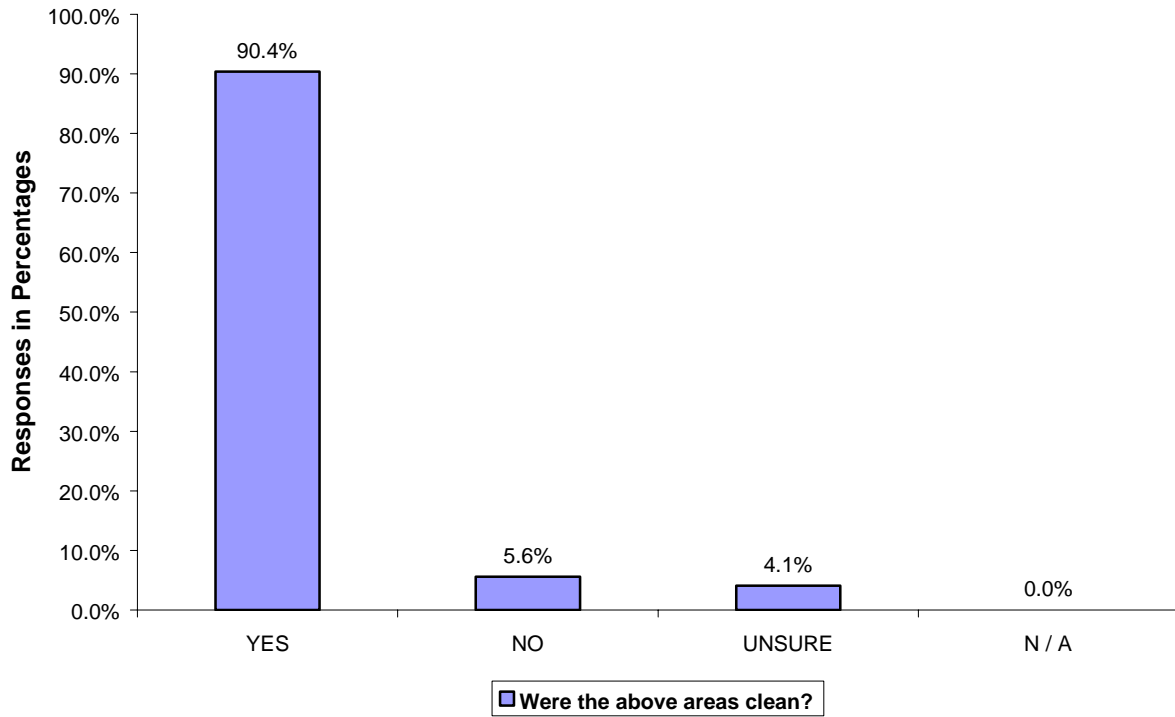
### Cleanliness of Physical Environment Grounds:



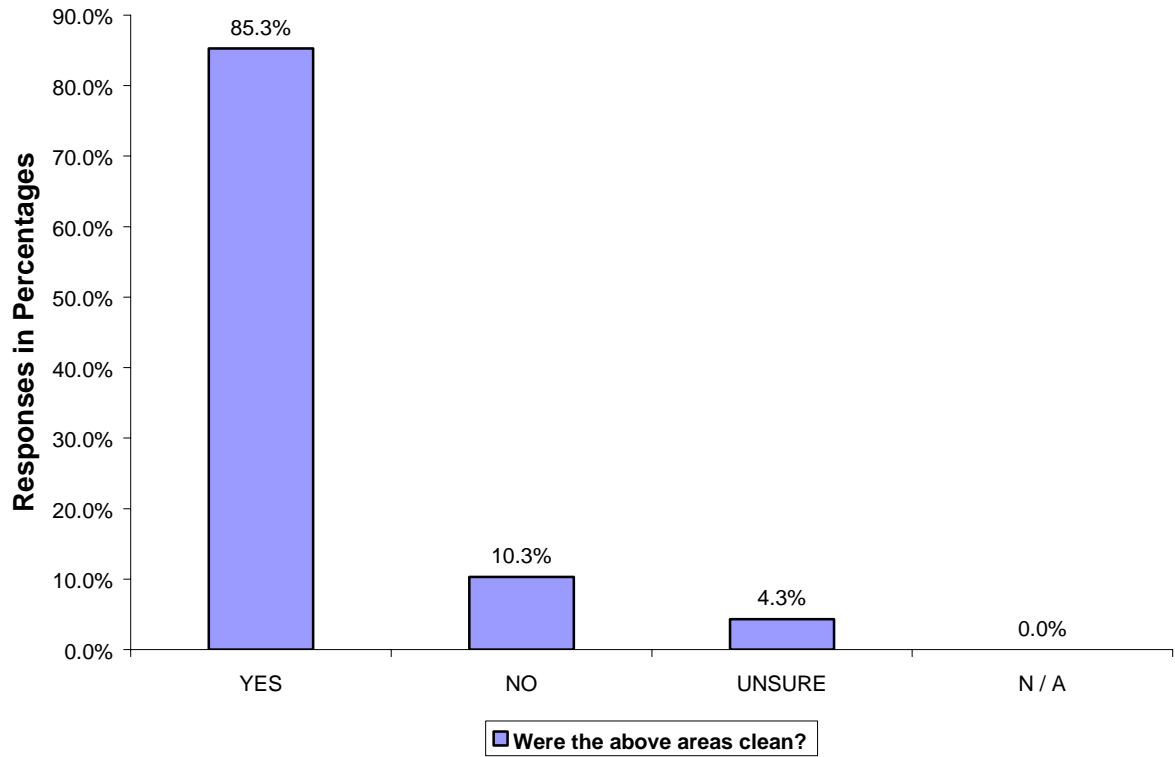
### Cleanliness of Physical Environment Corridors:



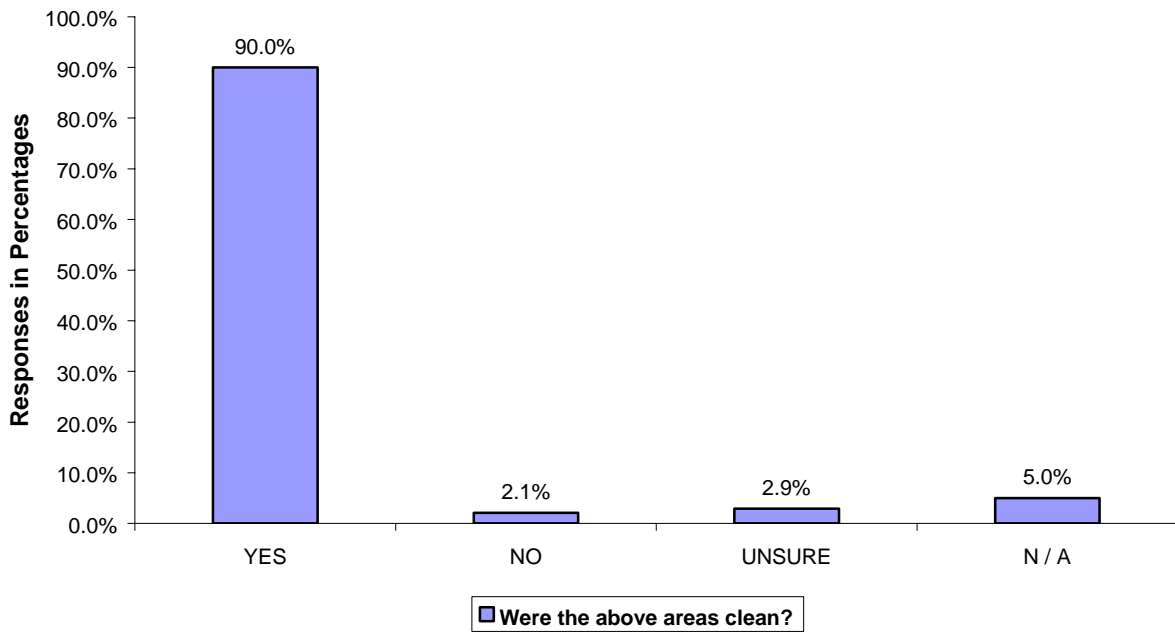
### Cleanliness of Physical Environment Buildings:



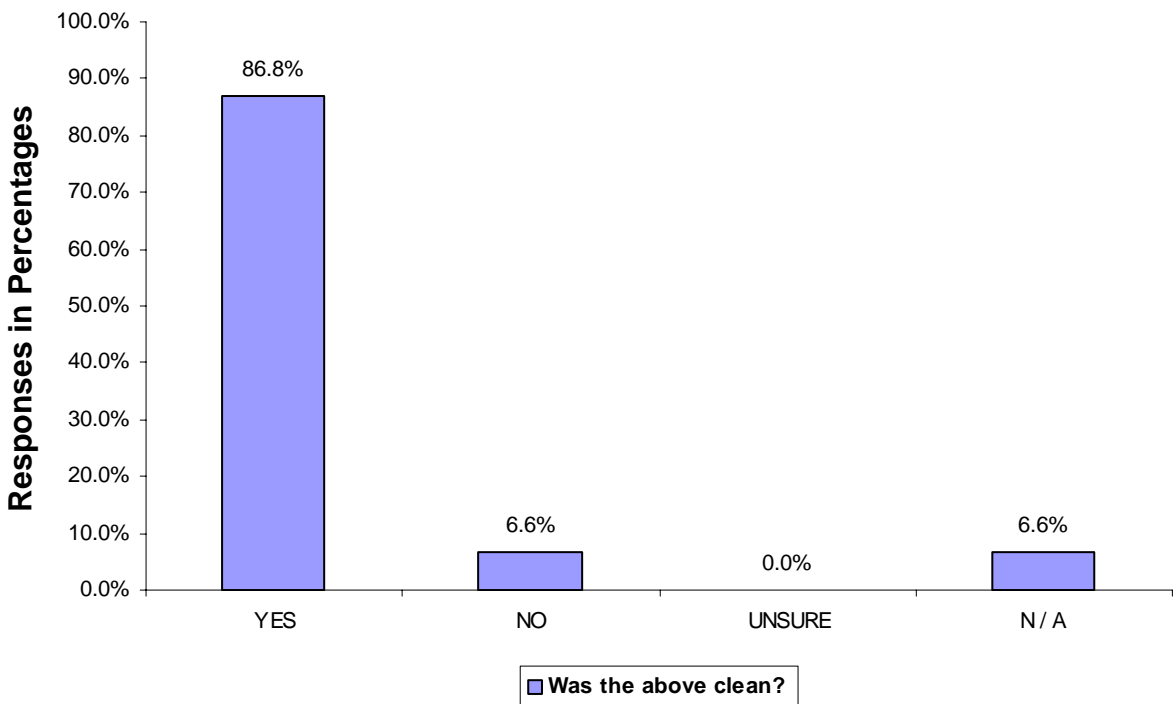
### Cleanliness of Physical Environment Ablution facilities:



### Cleanliness of Physical Environment General Wards

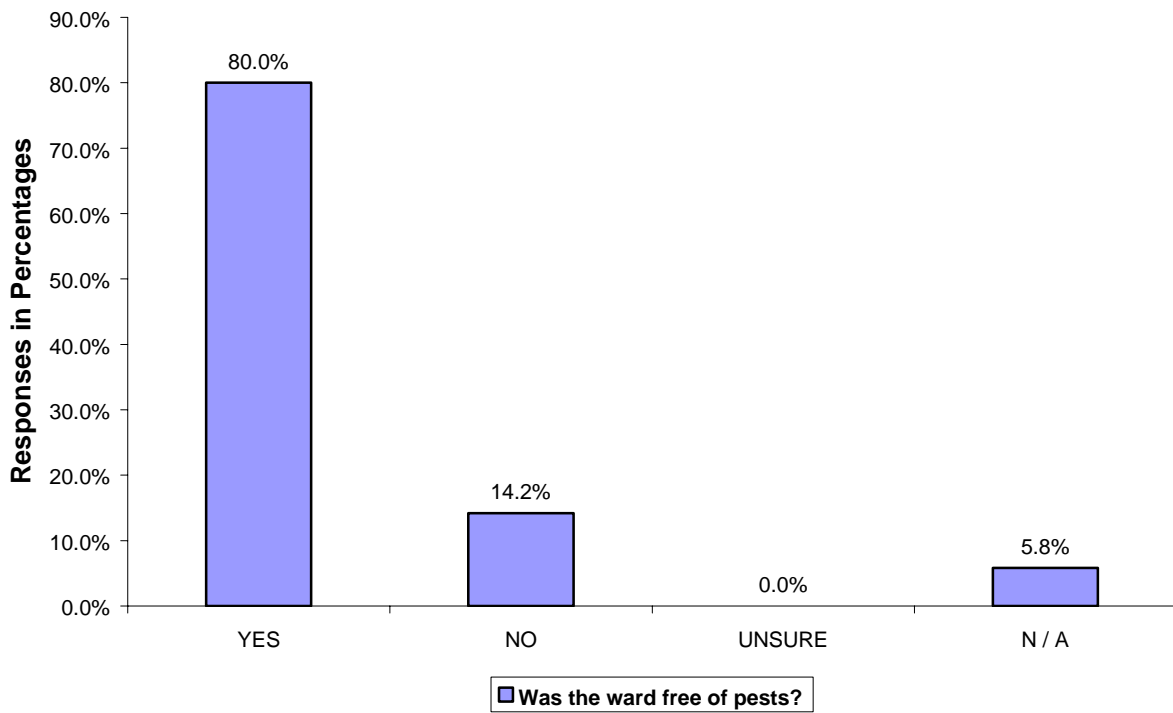


### Cleanliness of Physical Environment Bed Linen

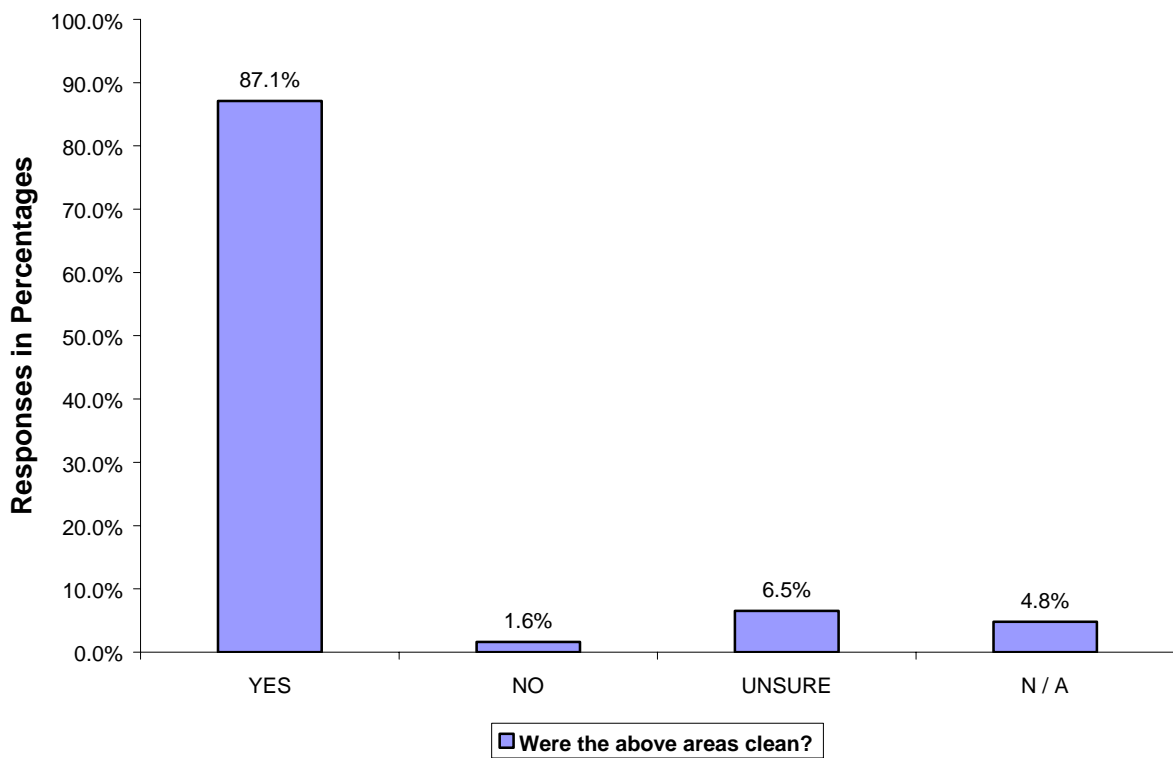




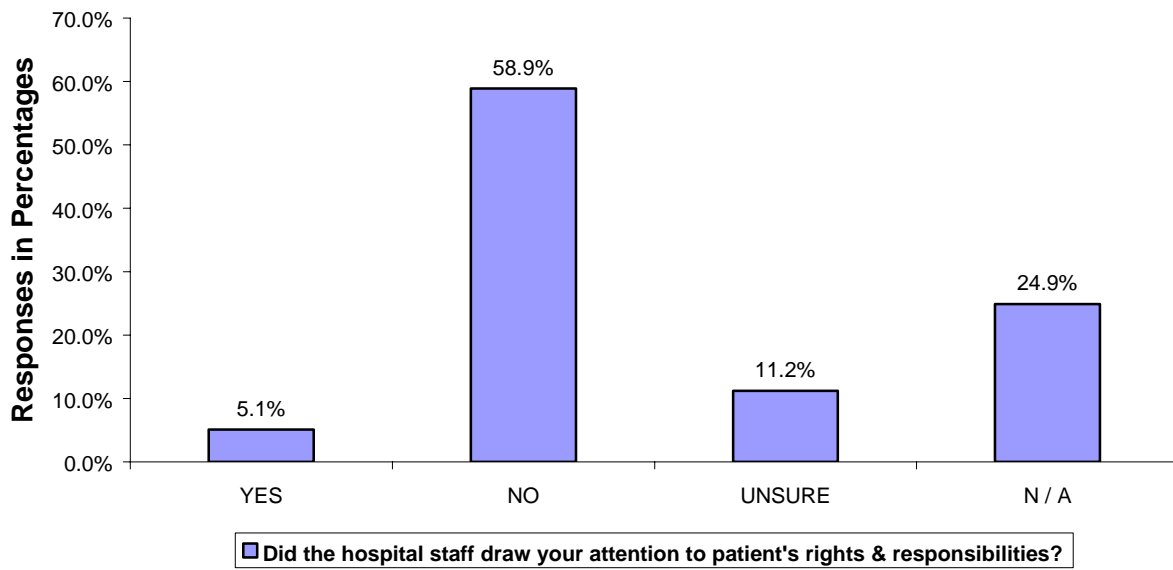
### Cleanliness of Physical Environment Pests



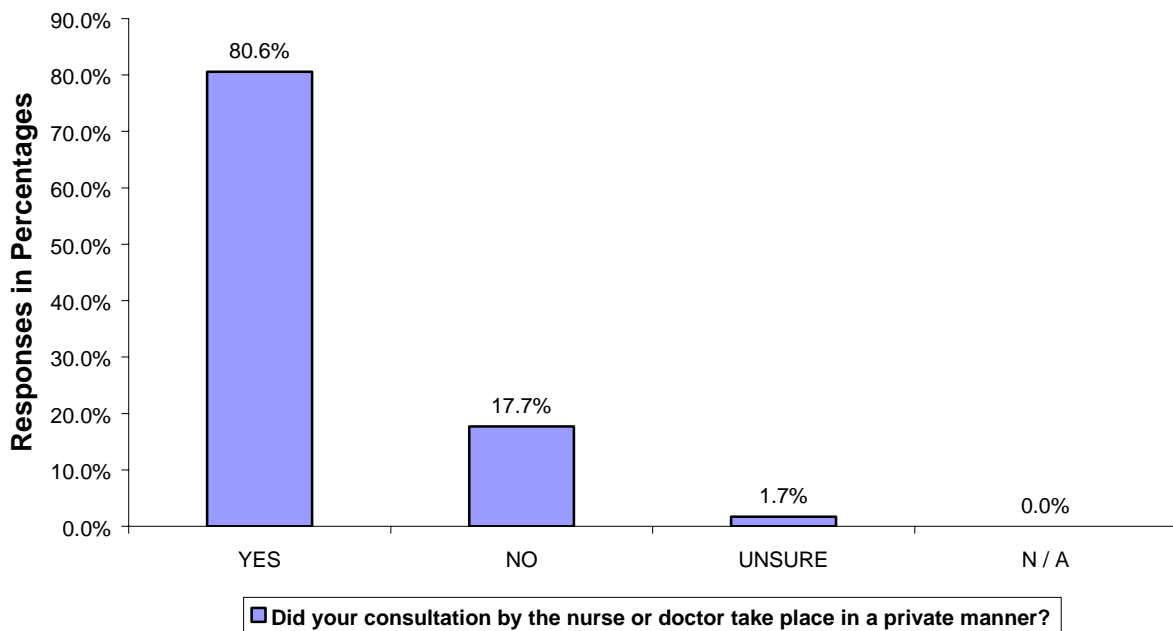
### Cleanliness of Physical Environment Other Sections



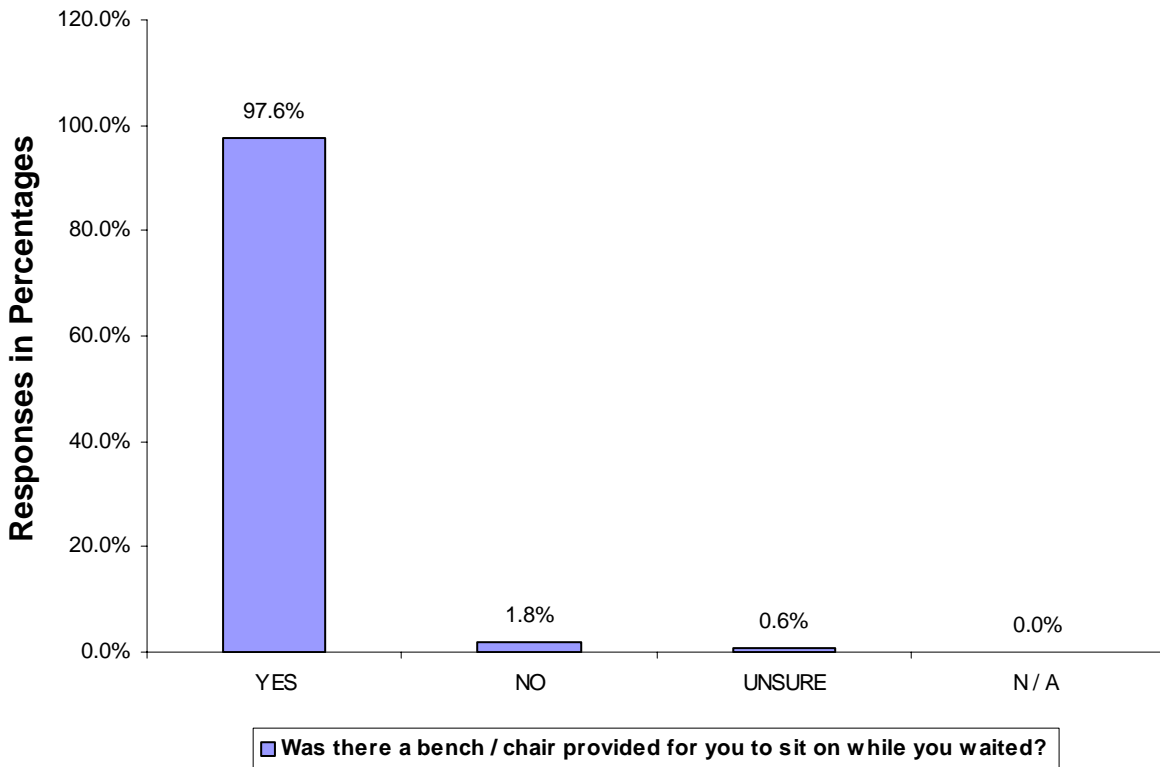
### Respect of Patient's Rights Patient's Rights & Responsibilities



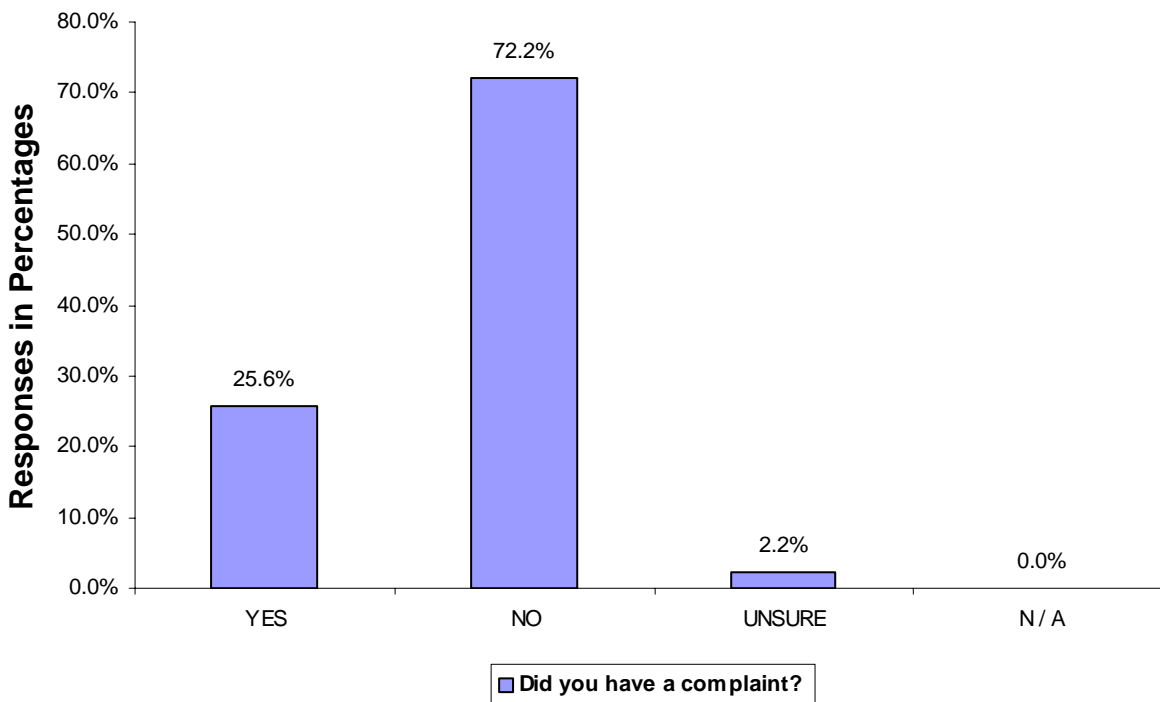
### Respect of Patient's Rights Privacy:



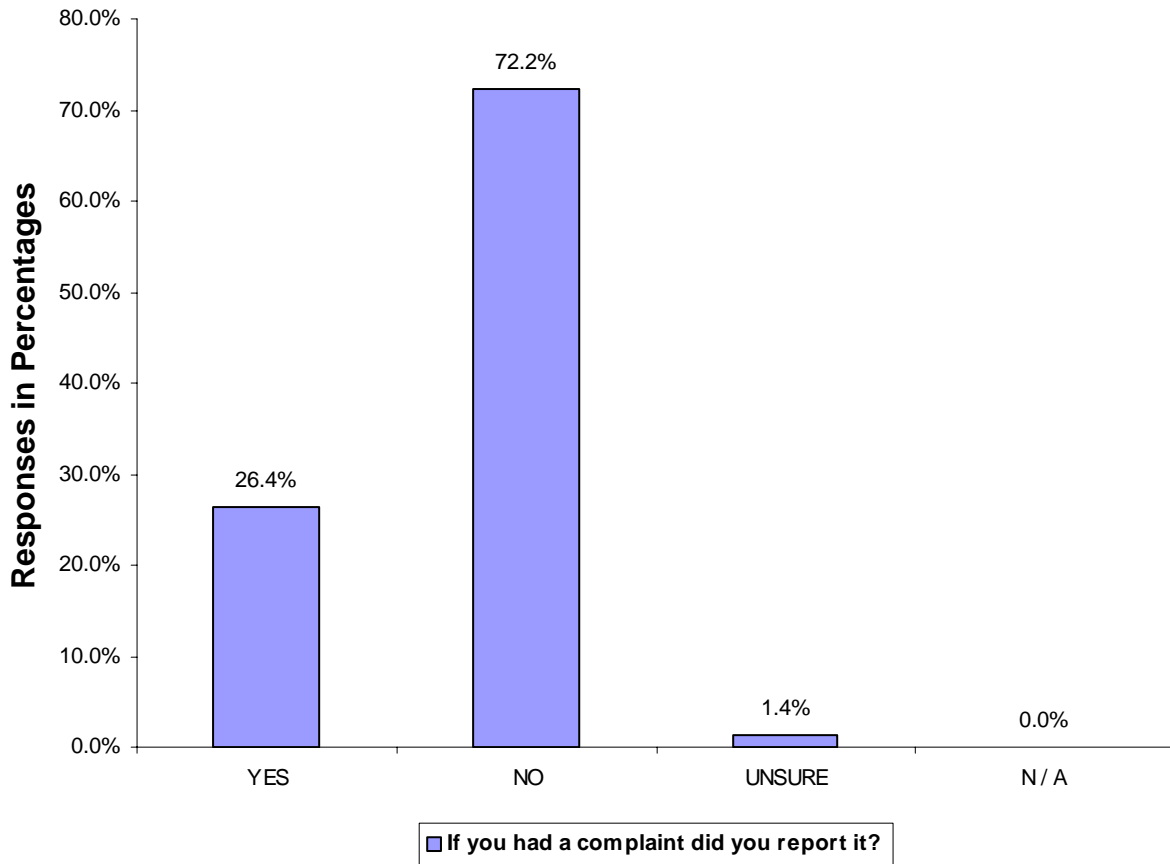
### Respect of Patient's Rights Bench / Chair Provided



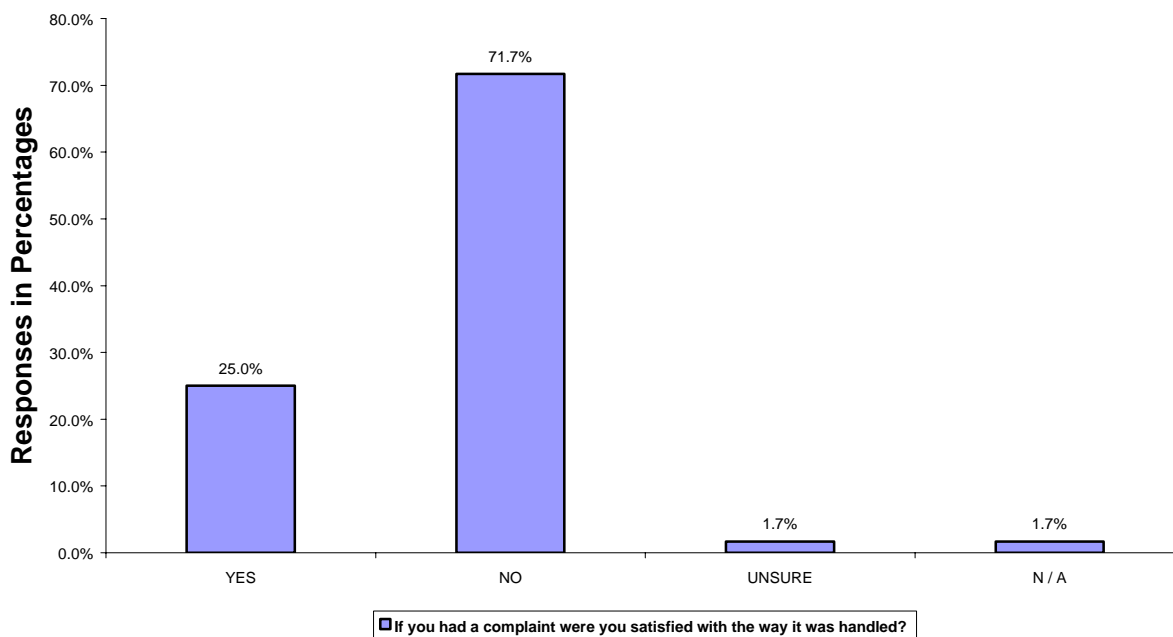
### Respect of Patient's Rights Complaint



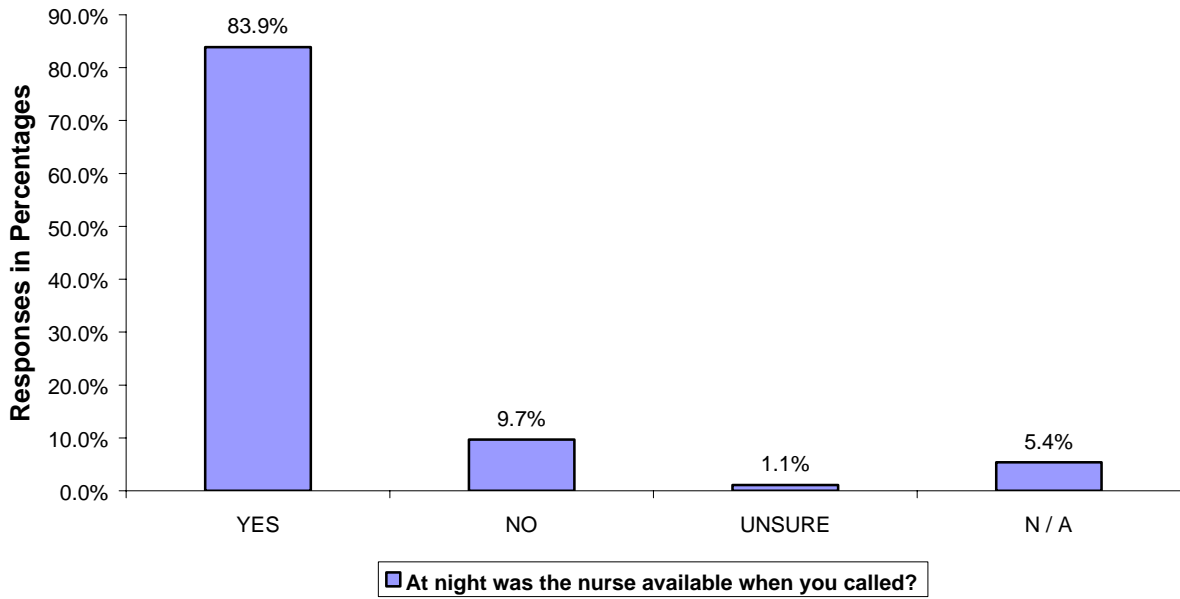
### Respect of Patient's Rights Report



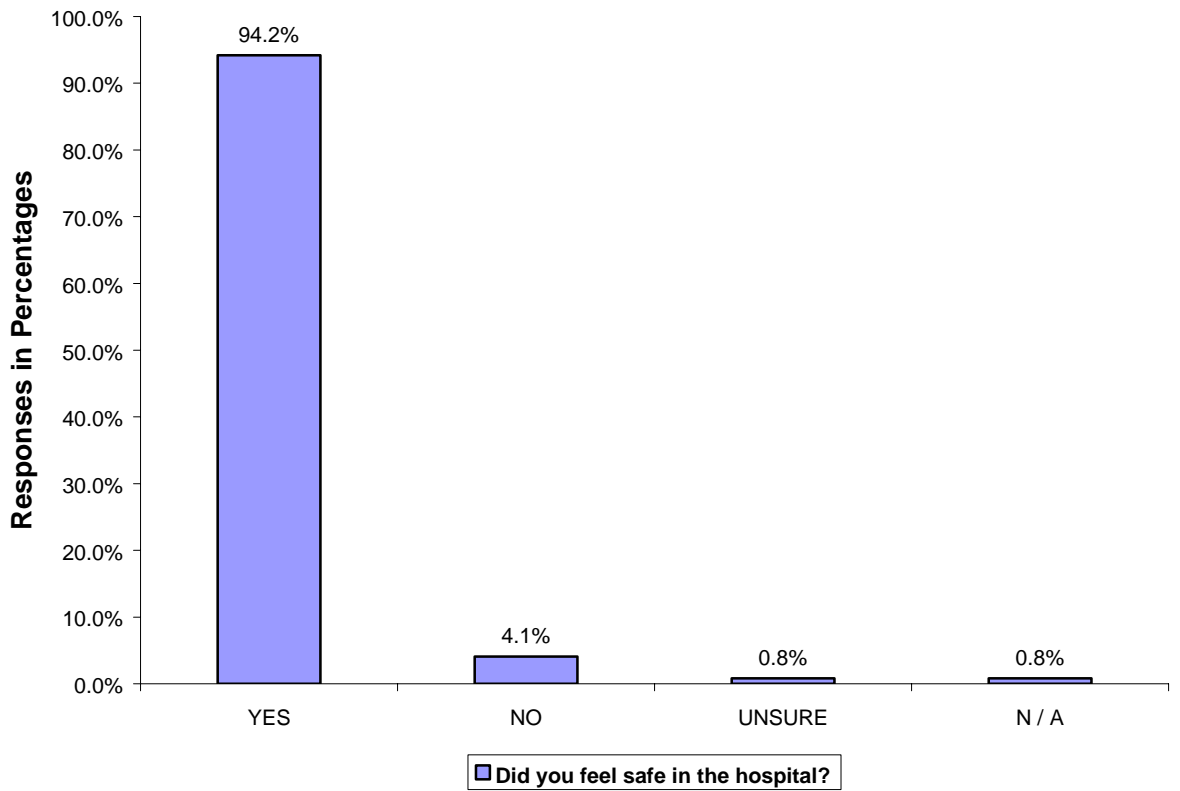
### Respect of Patient's Rights Satisfaction



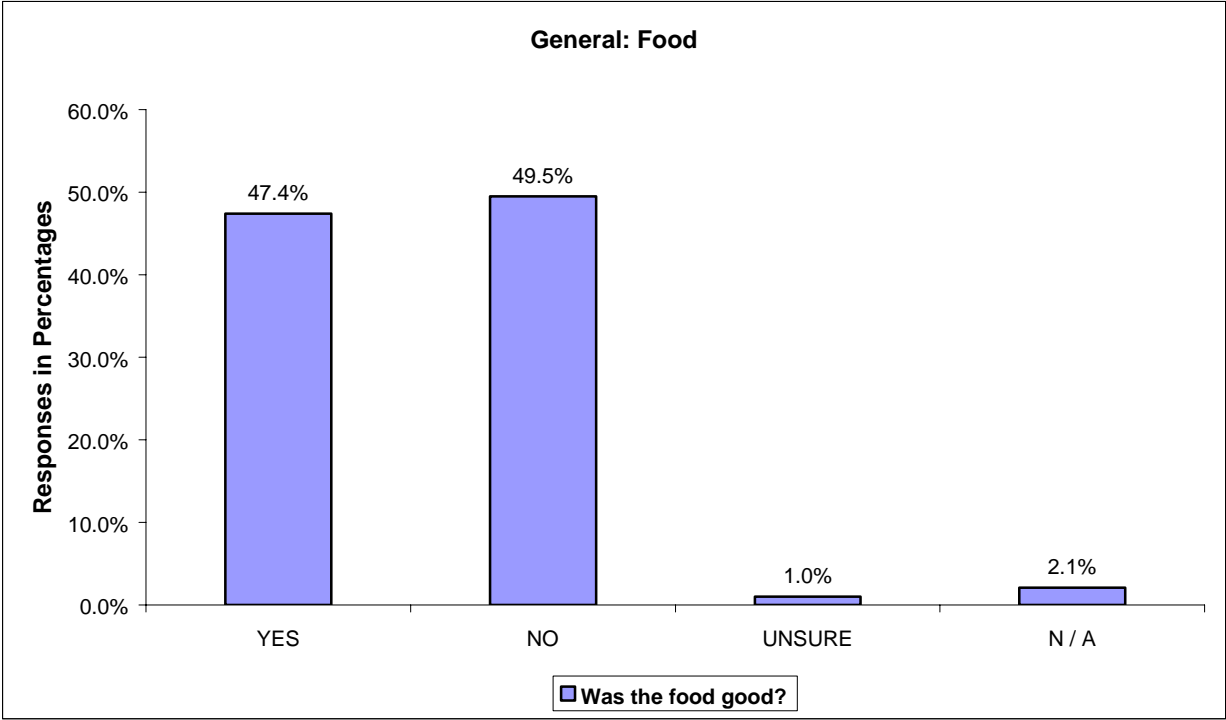
**Safety:  
Availability of nurses**



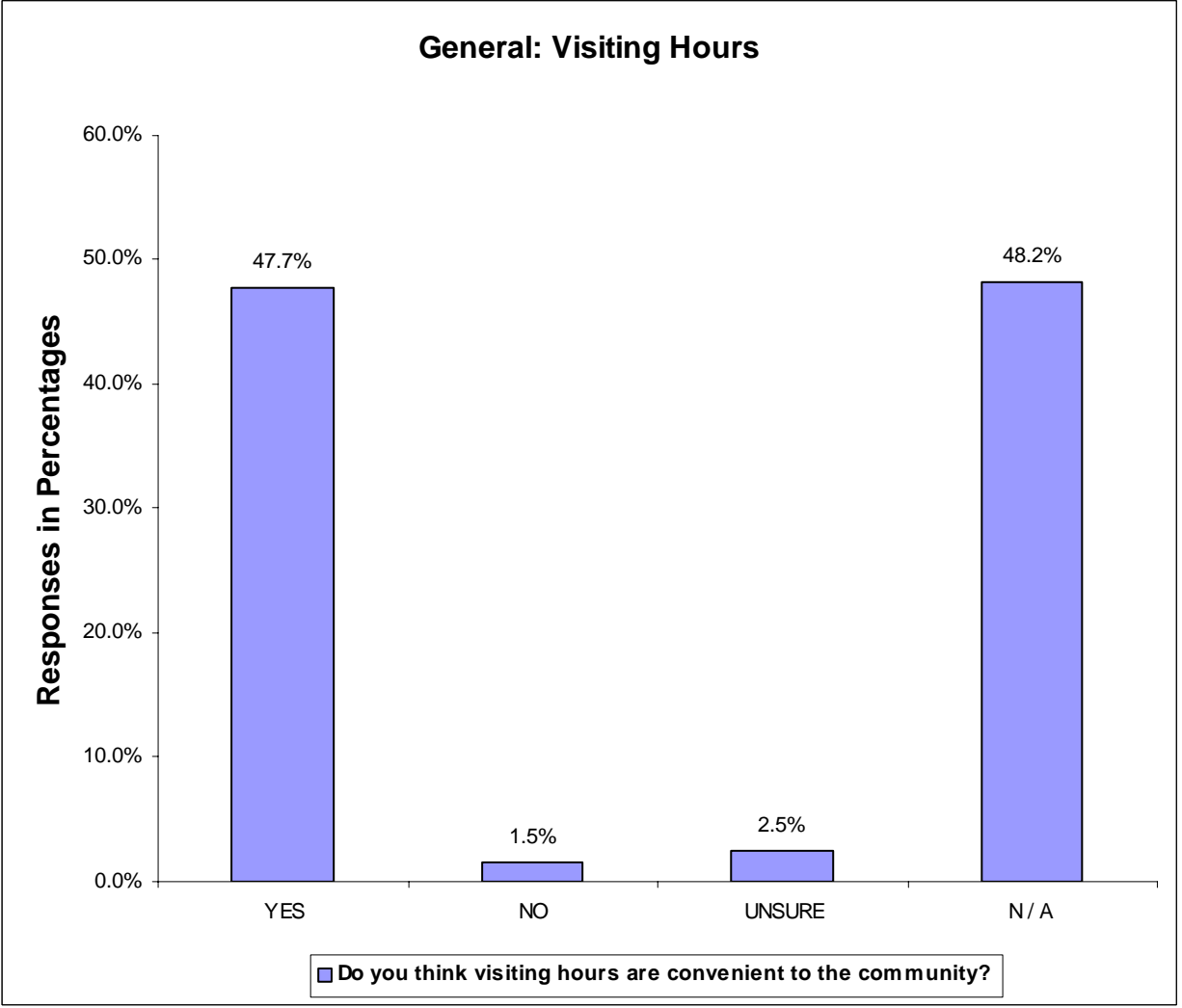
**Safety:  
Safety in the hospital**



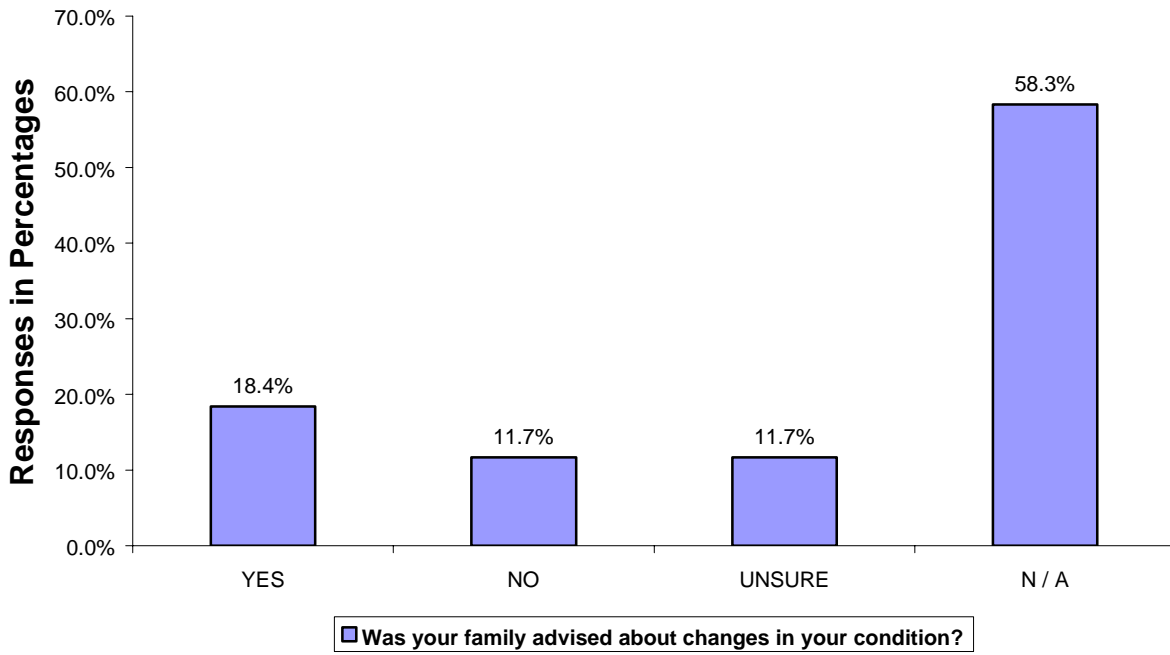
**General: Food**



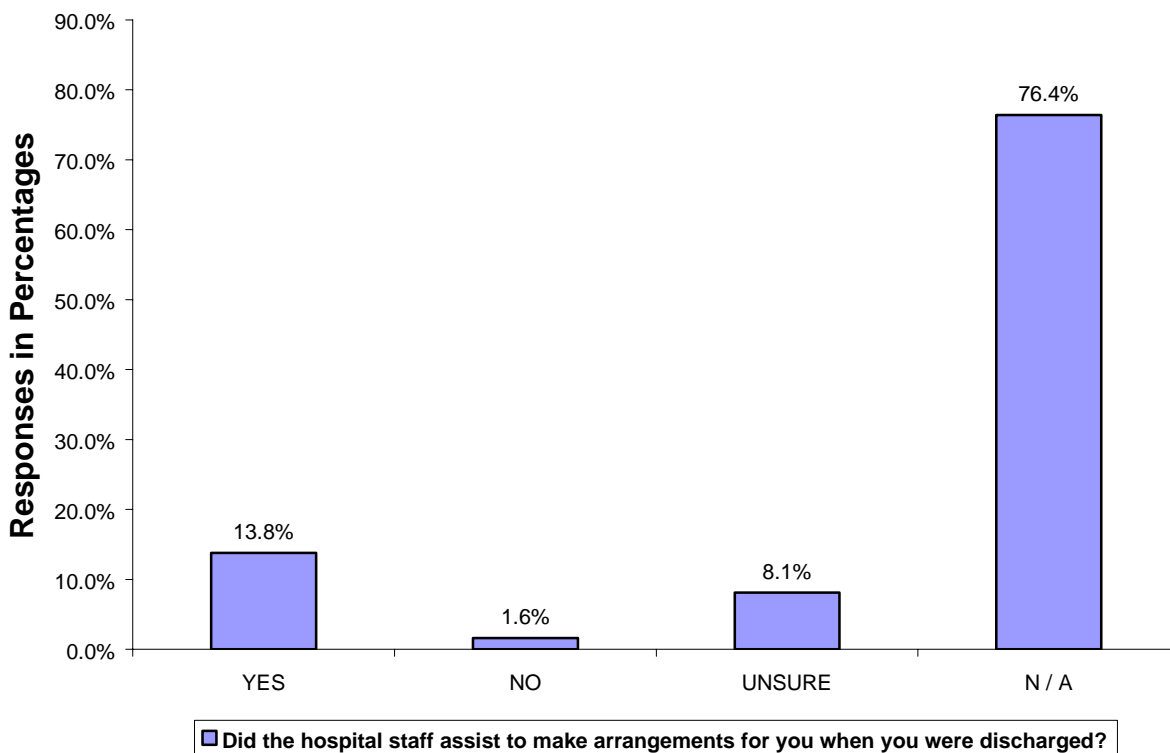
**General: Visiting Hours**



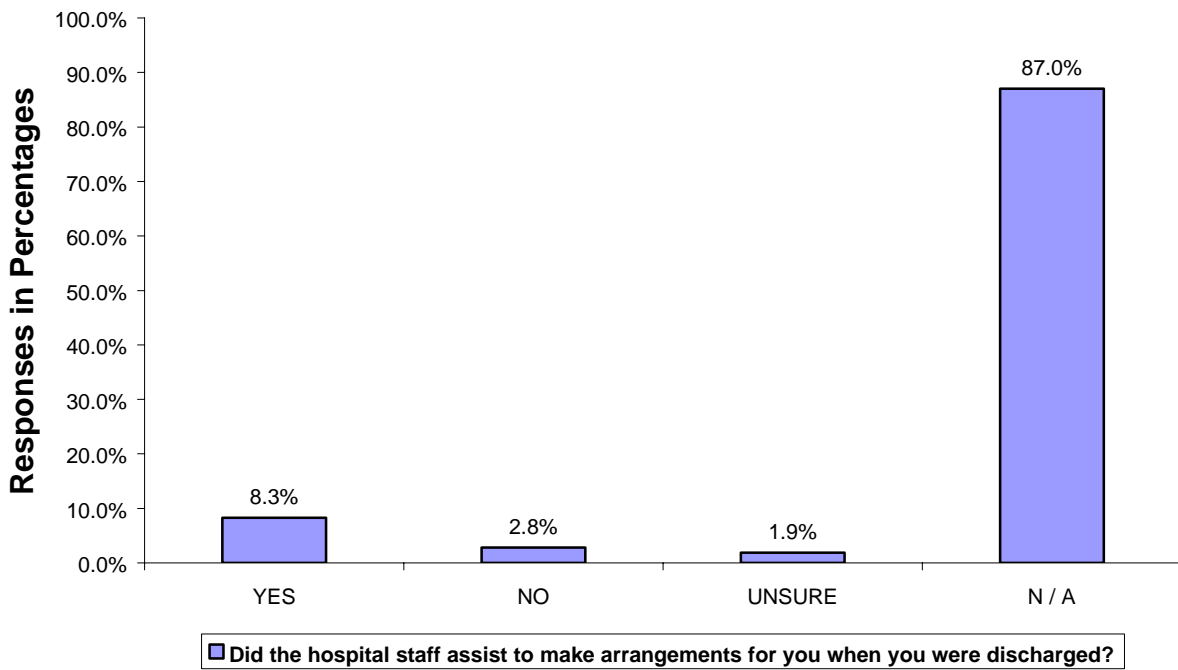
### General: Family



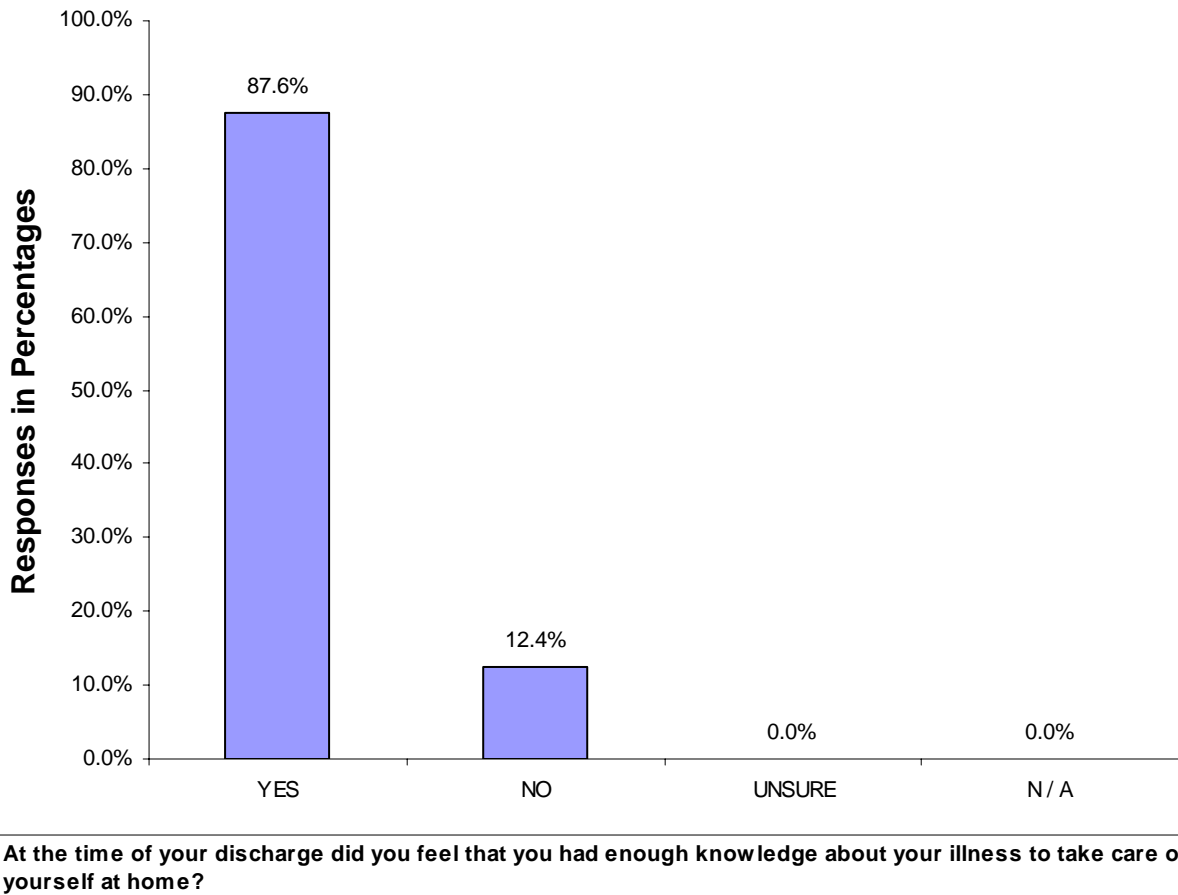
### General: Transport



### General: Referrals

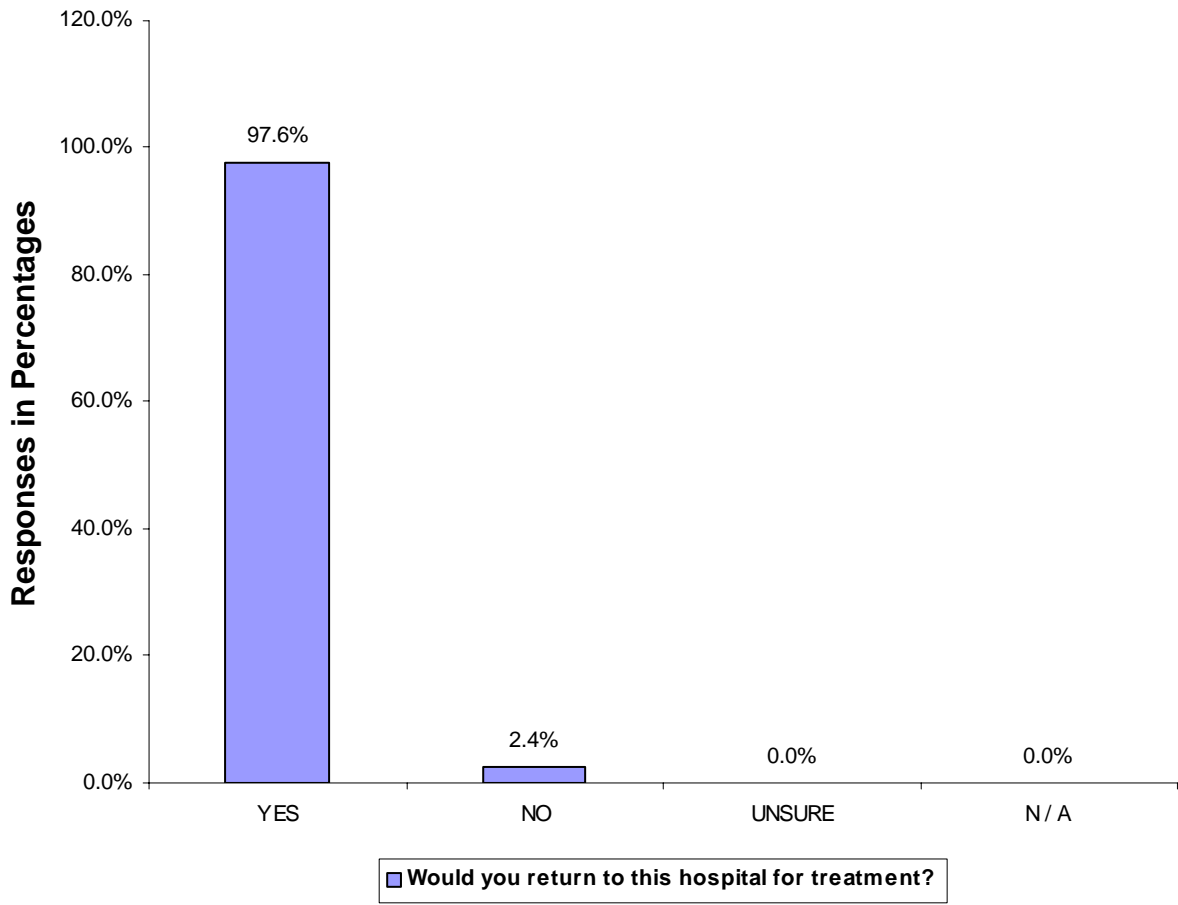


### General: Knowledge about illness

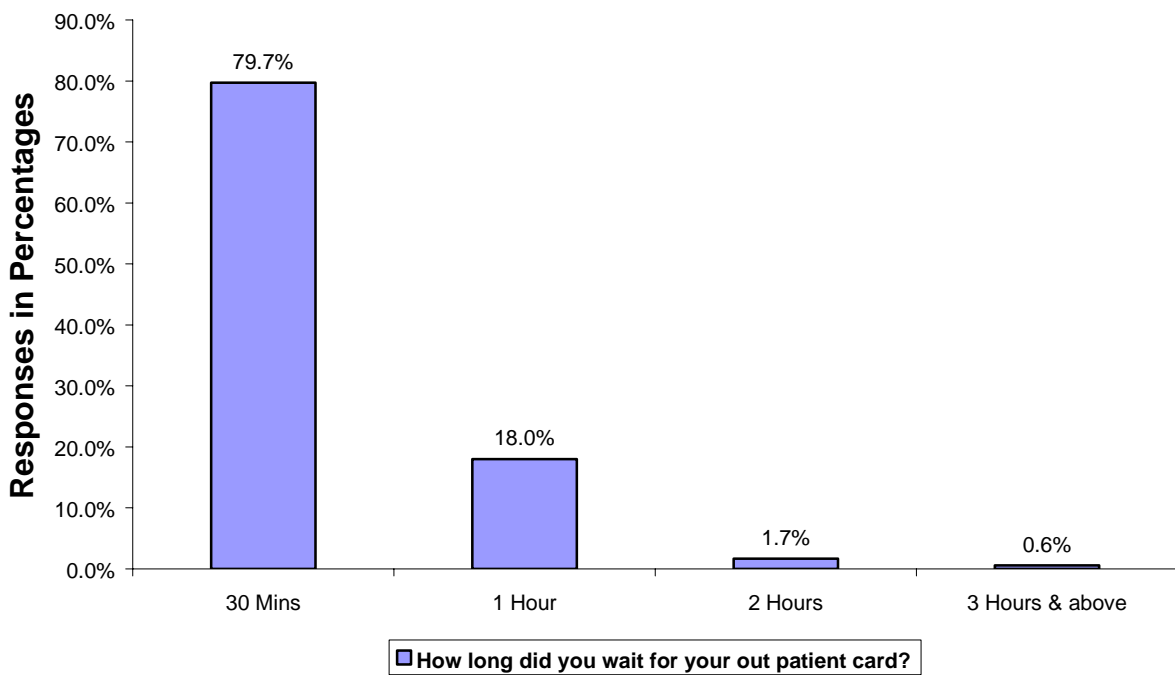




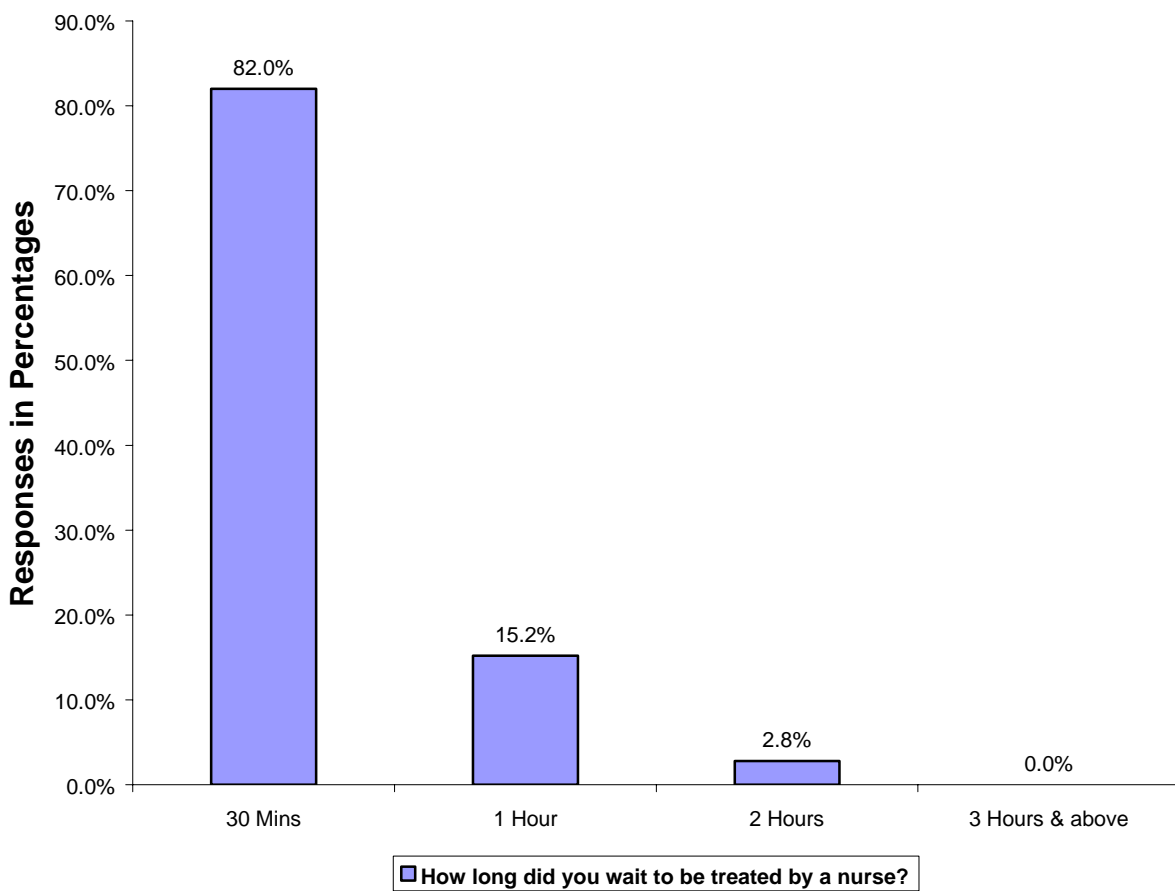
### General: Return



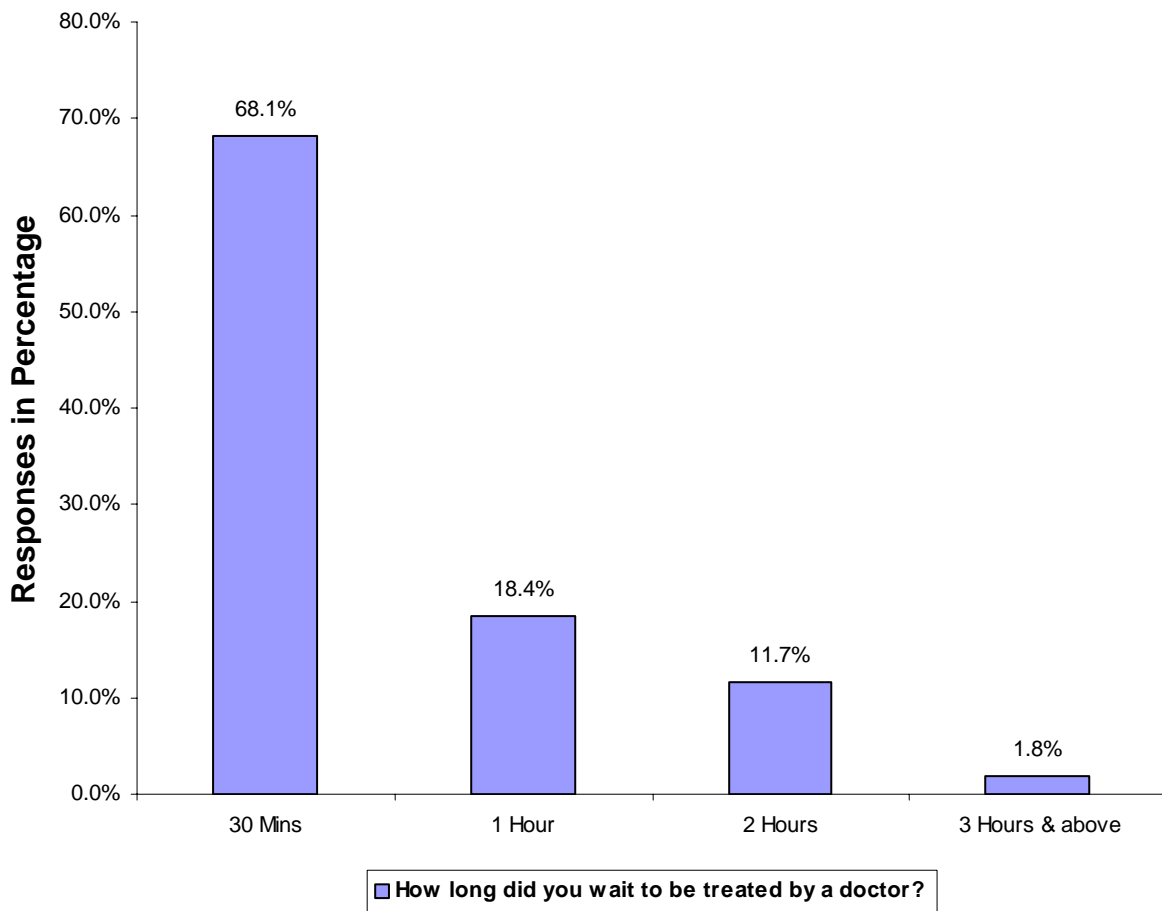
### Waiting Times: Out Patient Card



### Waiting Times: Nurse



### Waiting Times: Doctor



### Waiting Times: Pharmacy

