

CLIENT SATISFACTION SURVEY



UNTUNJAMBILI HOSPITAL

REPORT ON : UNTUNJAMBILI HOSPITAL SURVEY CONDUCTED IN OCTOBER AS ADVISED BY QUALITY ASSURANCE UNIT.

Exit interviews were conducted to Outpatient and In-Patients including patients from : Laboratory, Pharmacy, Physiotherapy services, covering the following questions as laid out by the department of health quality assurance programs unit analysis of data was done and the findings are as follows.

1. ACCESS

YES	488	67%
NO	75	10%
UNSURE	147	20%
N/A	20	3%
G/TOTAL	730	100%

COMMENTS

Most of people said services are accessible to them as security are helping them.

2. COMMUNICATION

YES	115	18.3%
NO	487	77.3%
UNSURE	10	1.5%
N/A	18	2.9%
G/TOTAL	630	100%

COMMENTS

Identification badges were not in place during the survey but now it is in place. Staff are encouraged to wear them. 98% of staff members are using Zulu language to communicate with patients as our clients are mainly Zulu speaking people, Where necessary interpretation services are arranged.

ACTION

All newly appointed staff members are now supplied with name badges and this is an ongoing process.

3. COURTESY

YES	487	67%
NO	75	10%
UNSURE	147	20%
N/A	20	3%
G/TOTAL	729	100%

COMMENTS

All new and old staff members attended Batho Pele workshop, that helps a lot. All clients are satisfied. Batho Pele workshops are on an ongoing process.

4. CLEANLINESS OF PHYSICAL ENVIRONMENT

YES	487	67%
NO	75	10%
UNSURE	20	3%
N/A	147	20%
G/TOTAL	729	100%

COMMENTS

This is going to be our ongoing process to improved cleanliness of our institution.

5. RESPECT OF PATIENTS RIGHTS

YES	487	77.3%
NO	10	1.5%
UNSURE	18	2.9%
N/A	115	18.3%
G/TOTAL	630	100%

COMMENT

95% of client saw the patient rights charter displayed, , 5% said no. Hospital staff draw attention of patients to Patient Right by reading and explaining the patient right - suggestion box provided for complaints.

6.

SAFETY

YES	330	78%
NO	20	5%
UNSURE	3	0%
N/A	71	17%
G/TOTAL	424	100%

COMMENT

95% of client responded positively, 5% said they do not know what to do.

7.

GENERAL

YES	487	77%
NO	18	2.9%
UNSURE	10	1.5%
N/A	115	18.3%
G/TOTAL	630	100%

8.

WAITING TIMES

1 hour	7	9%
2 hour	27	28%
3 and above	30	46%
30 min	23	17%
G/TOTAL	87	100%

COMMENT

This is the problem due to the shortage of staff, however the management is striving hard to improved the service delivery.

COMPILED BY : LUCKY