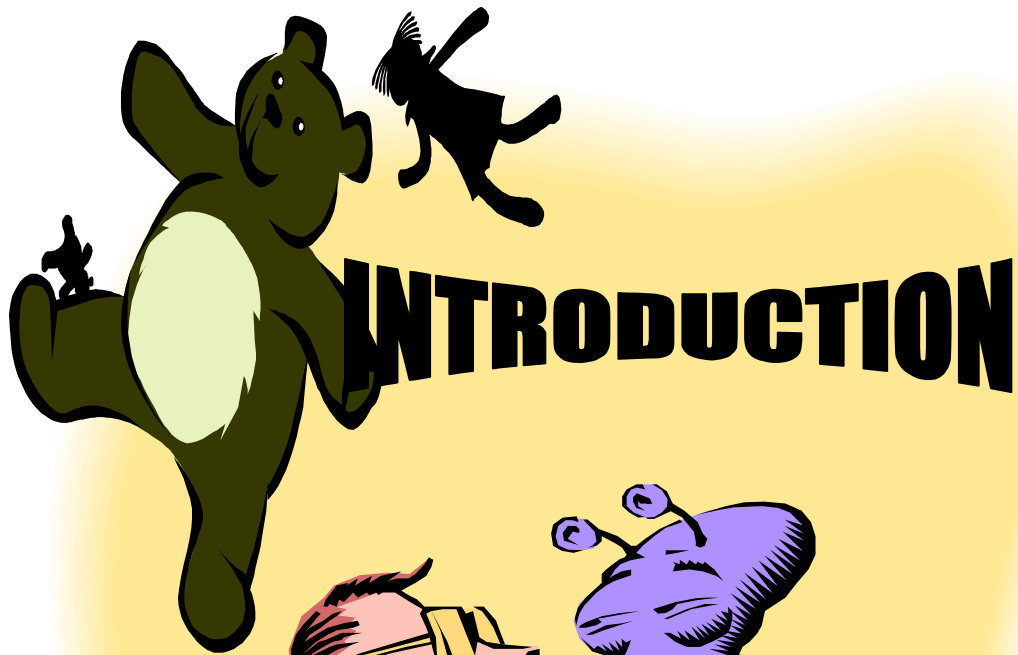


**CLIENT SATISFACTION SURVEY
2005**



UNTUNJAMBILI HOSPITAL



A survey was undertaken at Untunjambili Hospital in July 2005

200 Patients were surveyed

100 In - Patients

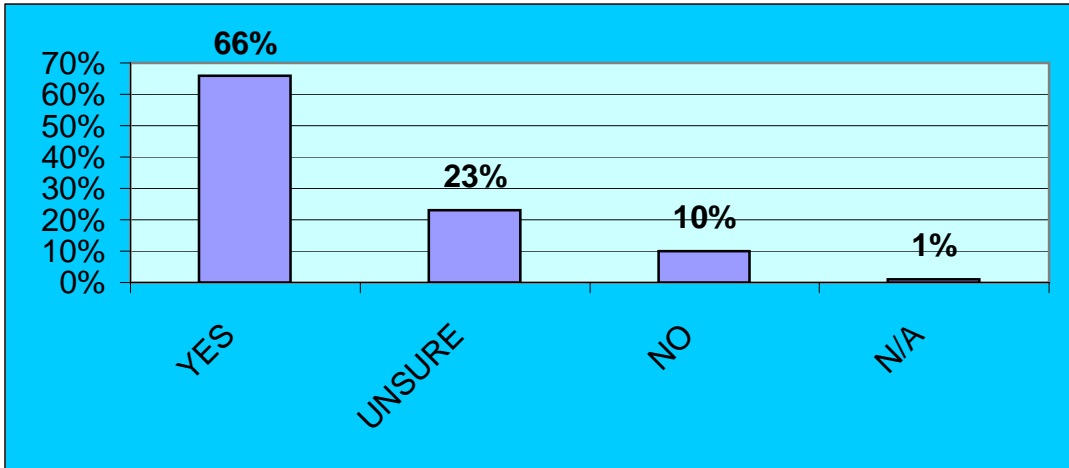
And

100 Out - Patients



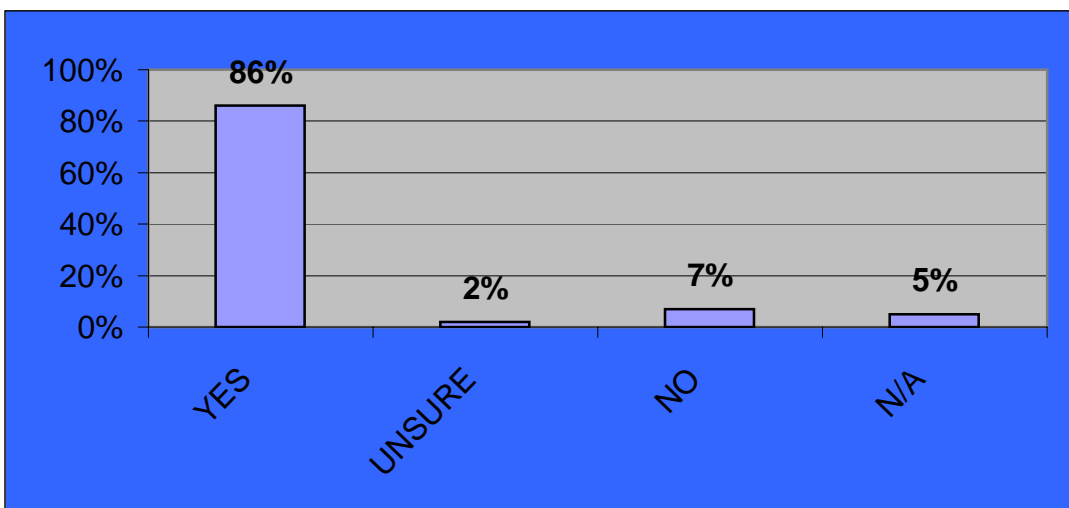
ACCESS

1. Is the bus/taxi close to the hospital?
2. Were signs to OPD clear?
3. Were signs to wards clear?
4. Was it easy to find the disabled parking bay/wheel chair ramp?



COMMUNICATION

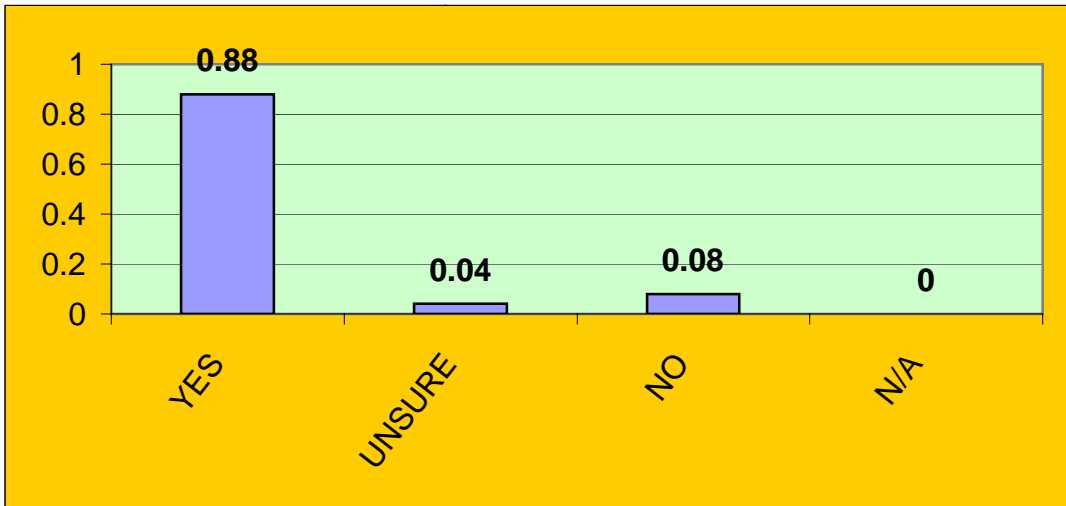
1. Did the staff who attended to you wear identification badges:
 - 1.1 Security Personnel, clerks, Nurses, Doctors, Pharmacy Personnel
 - 1.2 Other
2. Were you able to communicate with staff in your language?
3. Where necessary were interpreter services arranged?
4. During your treatment were the procedures explained to you?
5. The questions and queries you made, were they dealt with satisfactorily?



COURTESY

1. Were you treated politely by the following staff categories:

- 1.1 Security personnel
- 1.2 Clerks
- 1.3 Nurses
- 1.4 Doctors
- 1.5 Pharmacy Staff
- 1.6 Other

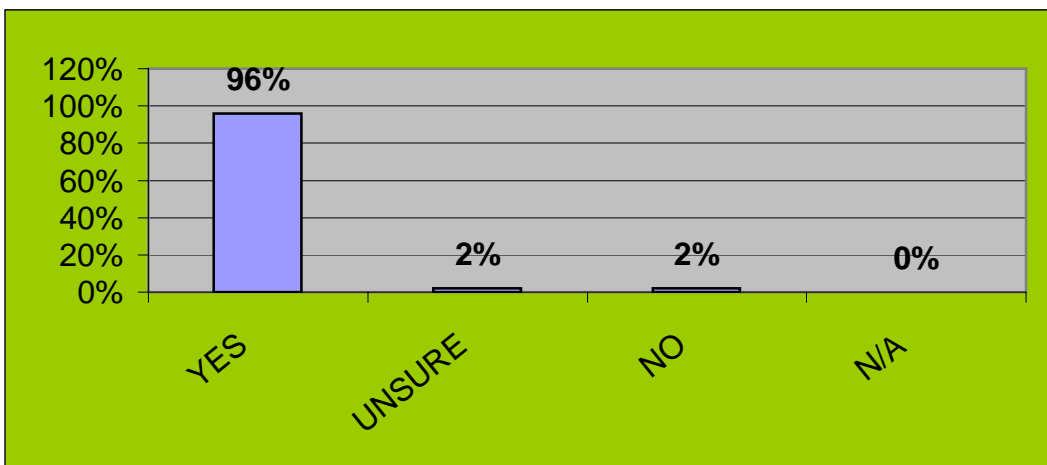


CLEANLINESS

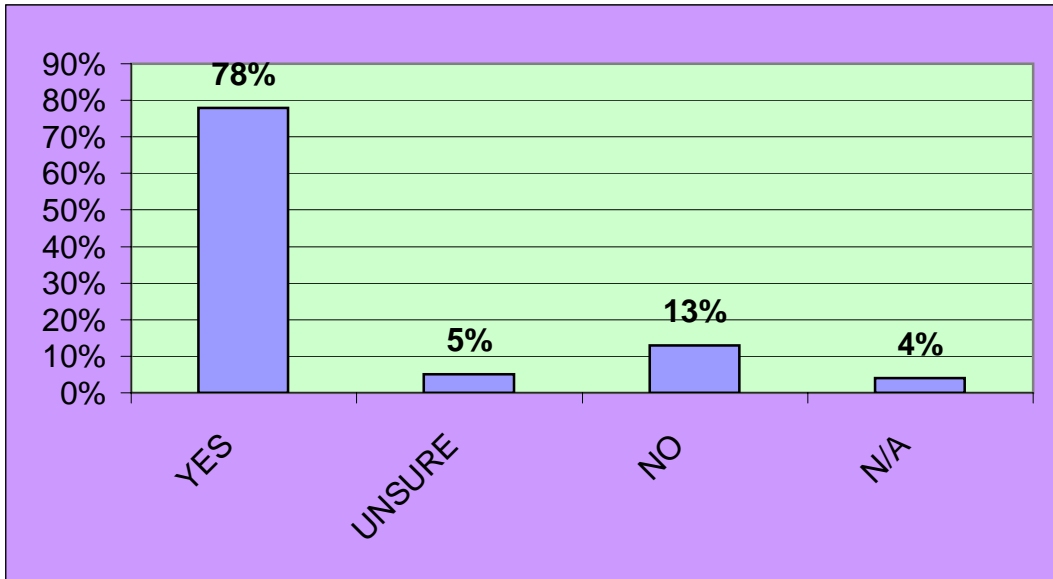
CLEANLINESS OF PHYSICAL ENVIRONMENT

Were the following areas clean?

1. Grounds
2. Corridors
3. Buildings
4. Ablution facilities
5. General Ward
6. Was the Bed Linen clean?
7. Was the ward free of pests
- 7.1 Specify
8. Other sections you attended:

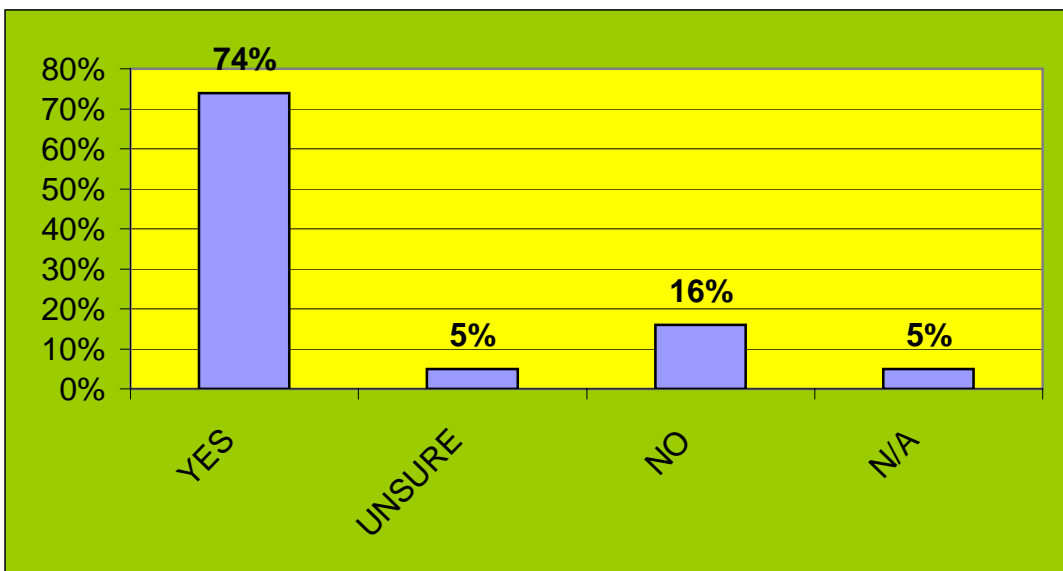


RESPECT



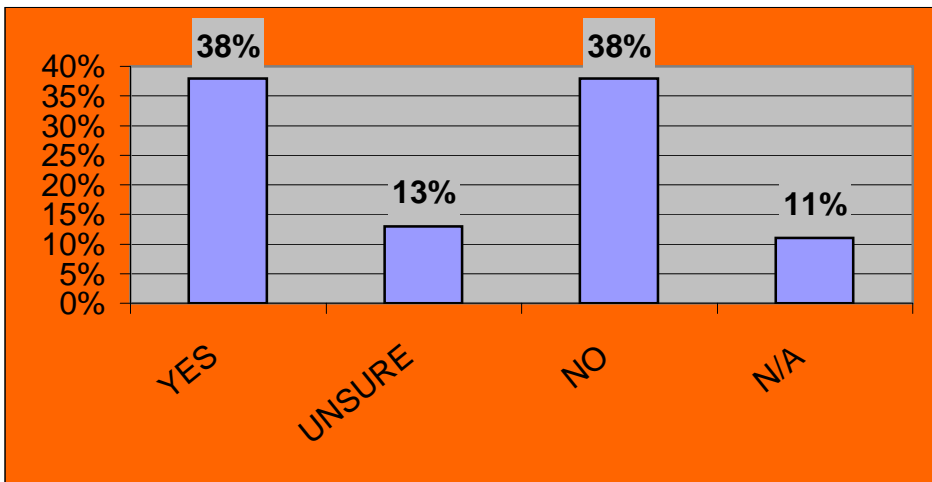
SAFETY

1. At night was the nurse available when you called?
2. Did you feel safe in the hospital?
3. If no give reason:



GENERAL

1. Was the food good?
2. Do you think visiting hours are convenient to the community?
3. Was you family advised about changed in your condition?
4. Did the hospital staff assist to make arrangement for you when you were discharged?
Transport and Referrals
5. At the time of your discharge did you feel that you had enough knowledge about you illness to take care of yourself at home?
6. Would you return to this hospital for treatment?



COMMENTS

GOOD COMMENTS

Twenty seven comments saying patient care is excellent was received.
Wards are clean.
Two good comments about OPD Nurses were received.

Compiled by Ms B. Sishi and Miss D. Luthuli