



# CLIENT SATISFACTION SURVEY NOVEMBER 2010

## EDENDALE HOSPITAL

The survey was conducted from the 1 – 5 November 2010 by the Data Captures Intern under the supervision of the PRO (Samke Mncube). 200 Inpatients participant and 196 outpatients participant. Target 10 patients per ward and all completed forms were handed over to the PRO for analysis

ANALYSED & COMPILED BY SAMKE

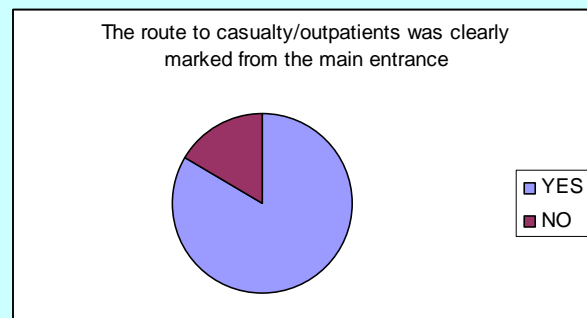
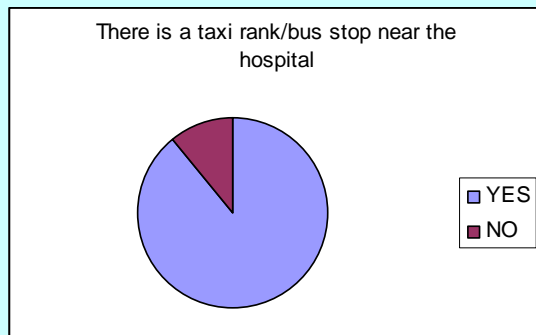
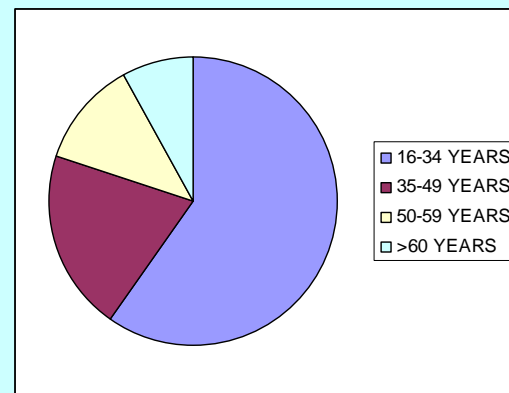
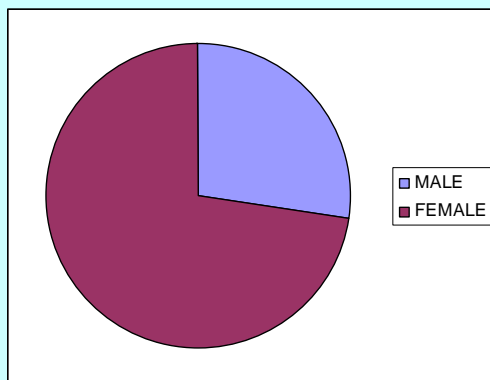


## CLIENT SATISFACTION SURVEY

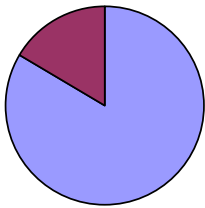
**District** :UMGUNGUNDLOVU DISTRICT  
**Name of Facility** :EDENDALE HOSPITAL  
**Date** : 1 – 5 NOVEMBER 2010

### OUTPATIENT SURVEY -

**\_196 PARTICIPANTS**

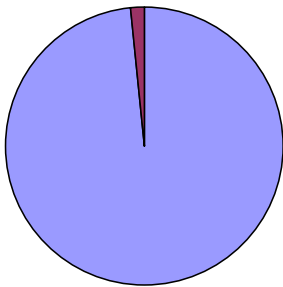


The route to casualty/outpatients was clearly marked from the main entrance



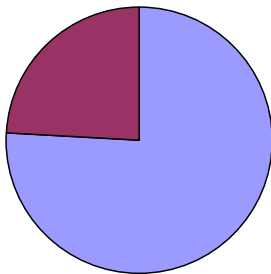
■ YES  
■ NO

There was a seat provided for me to wait for my file



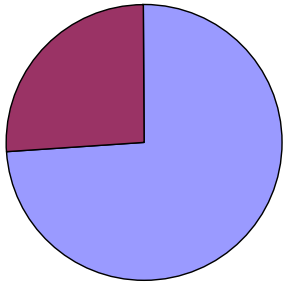
■ YES  
■ NO

The clerk provided my folder was courteous and helpful



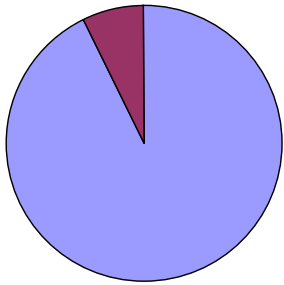
■ YES  
■ NO

The outpatient department was clean



■ YES  
■ NO

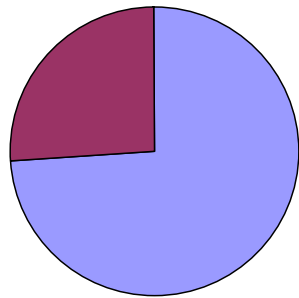
The consulting room was clean



■ YES  
■ NO

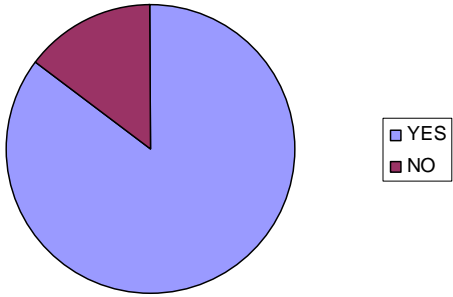
### OPD TOILETS

The outpatient department was clean

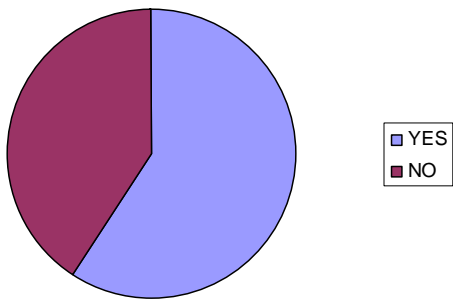


■ YES  
■ NO

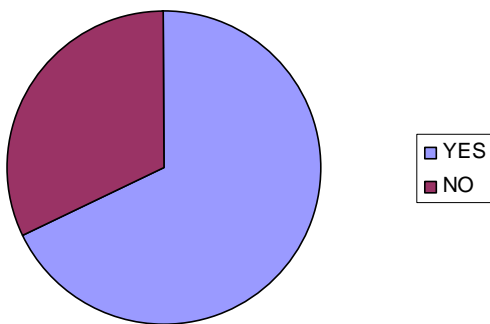
I was examined in privacy



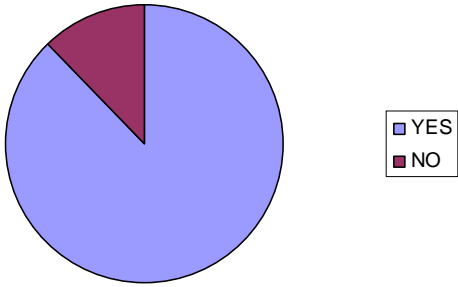
I was greeted by the nursing sister



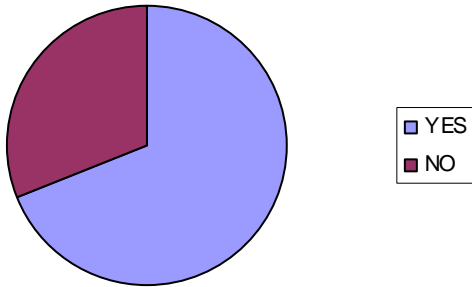
The nursing sister introduced her/himself to me



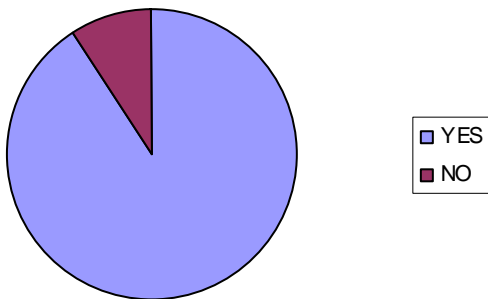
There was an interpreter available to translate to the doctor



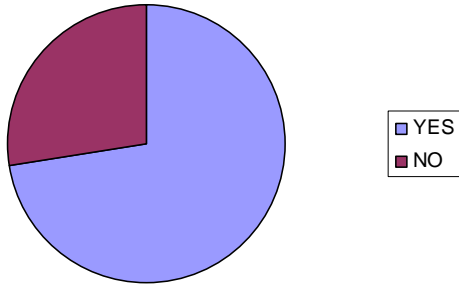
The doctor introduced himself/herself to me



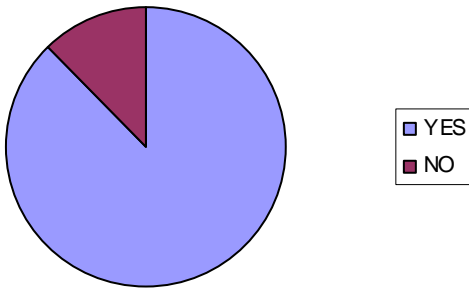
The doctor listened to my problems



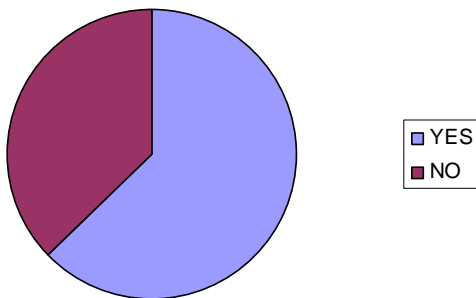
The doctor asked my permission before examining me



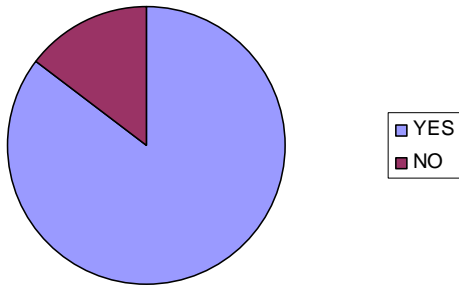
The doctor explained to me my diagnosis



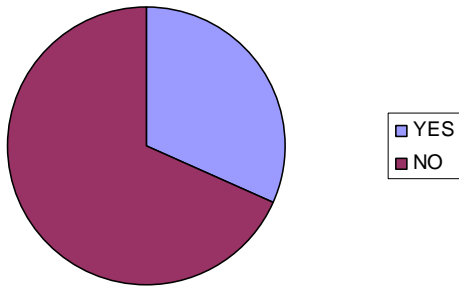
The doctor explained to me the results of my tests in a way that I understood



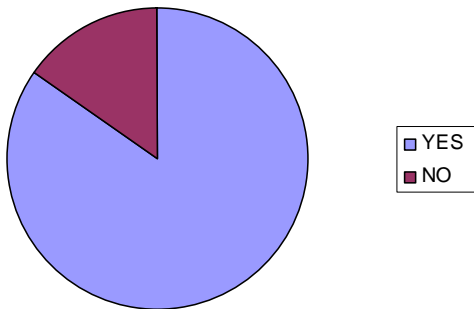
The pharmacists explained to me the use of my medication



I was informed of the side-effects of the medication prescribed



I was satisfied with the care I received

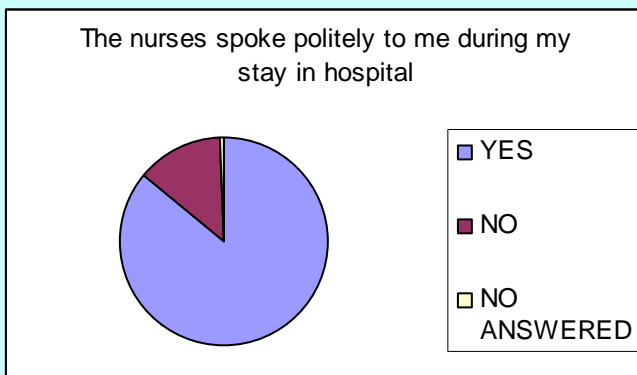
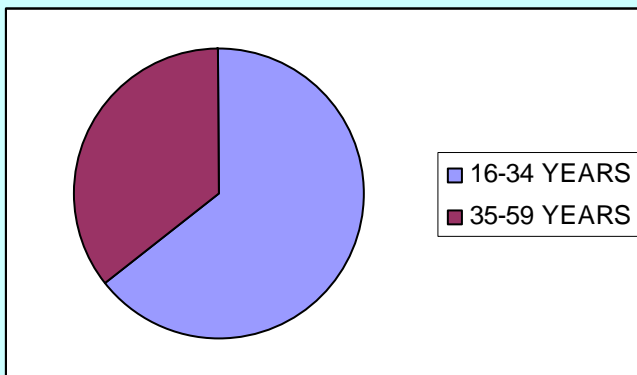
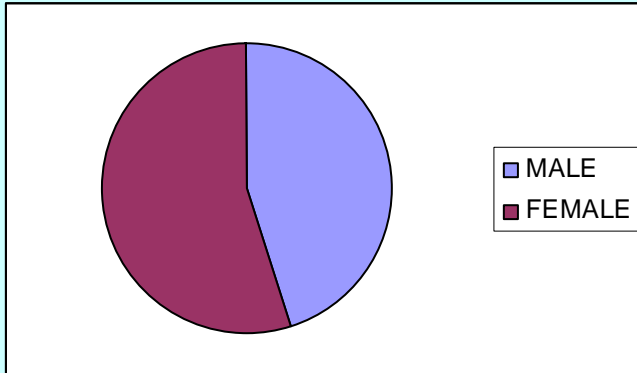


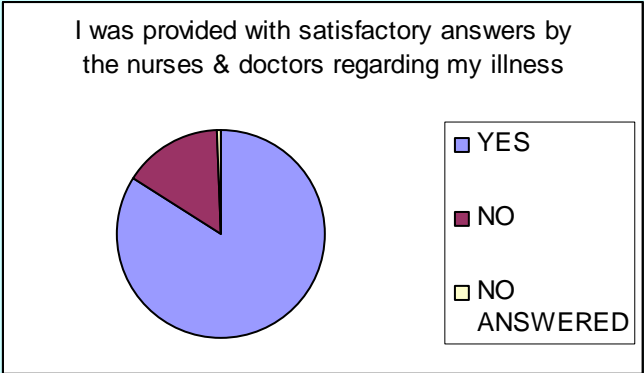
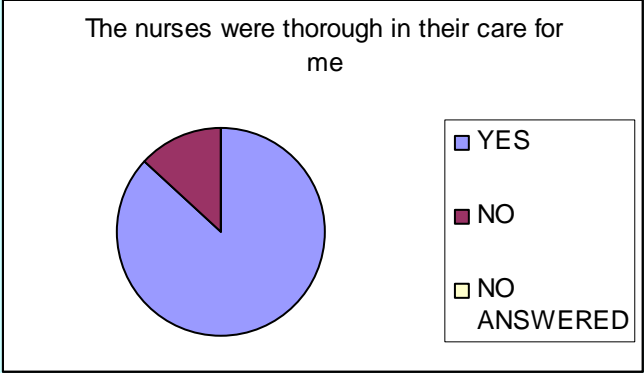


# IN-PATIENT SURVEY

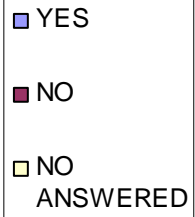
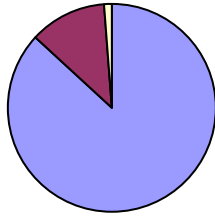
## DEMOGRAPHIC DETAILS:

**200 participants were interviewed**

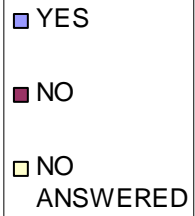
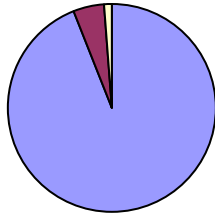




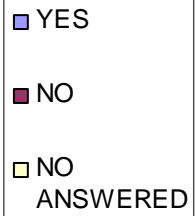
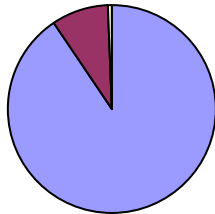
I was satisfied by the quality of care provided by the nurses in the ward

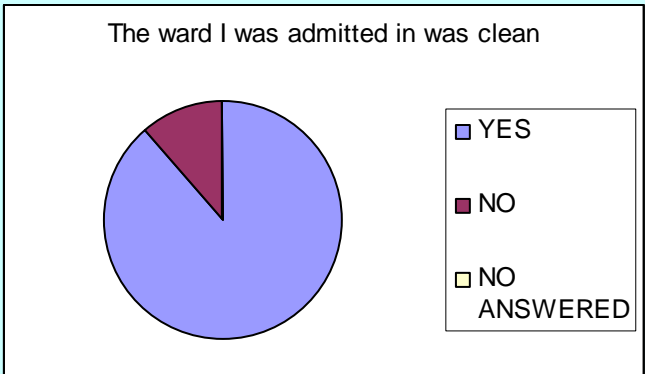
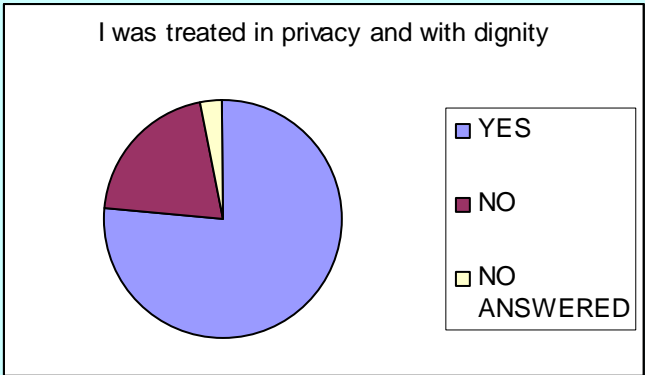
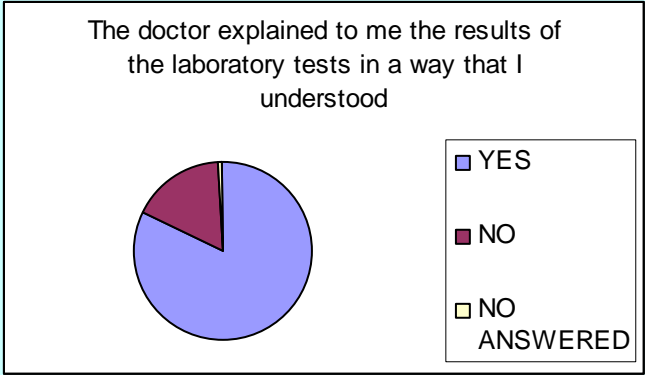


The doctor greeted me and asked my permission before examining me

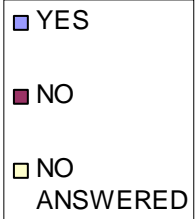
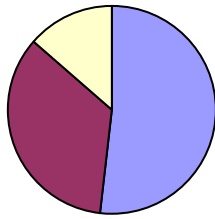


The doctor informed me about my condition and care plan in a way that I understood

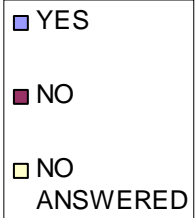
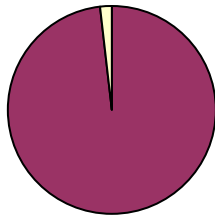




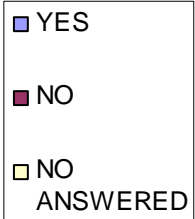
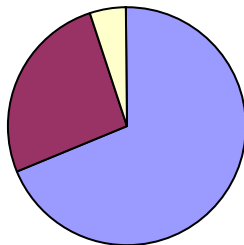
I was provided with a bedside jug of water and a glass



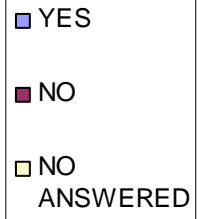
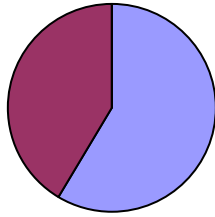
I was provided with a nurse call system at the bed side



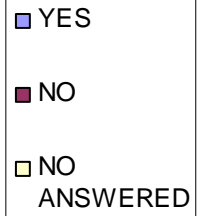
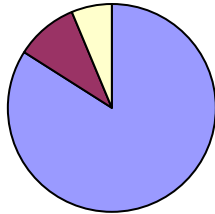
The toilet in the ward was clean



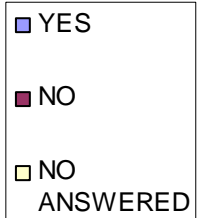
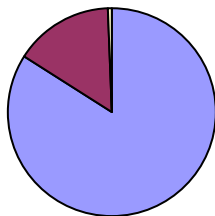
The temperature in the ward was well controlled



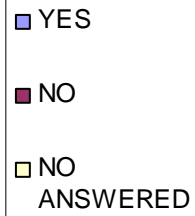
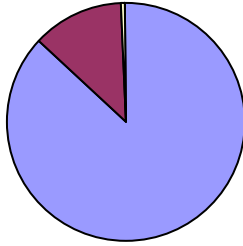
The bed linen was clean and changed regularly



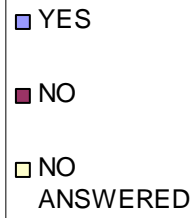
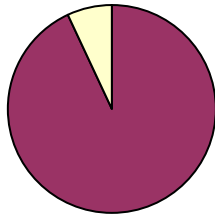
The hospital catered for my special dietary requirements



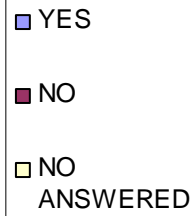
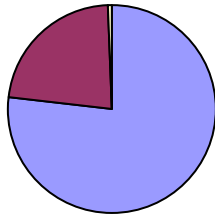
The meals were served on time



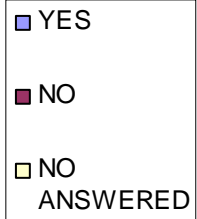
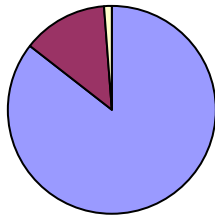
The food was served warm in individual trays



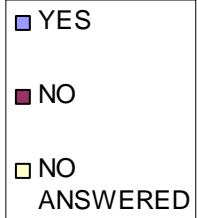
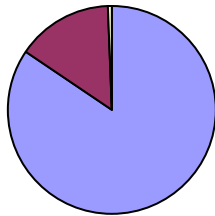
I was informed of the danger signs to look out for when I was discharged



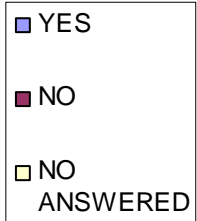
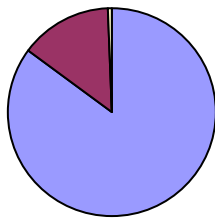
I was informed of the side-effects of the medication



My care giver was given sufficient information to help me recover

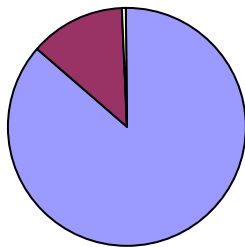


A discharge letter was given to me to take it back to the clinic

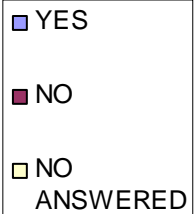
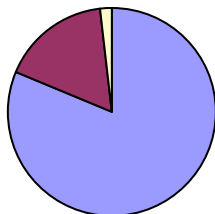




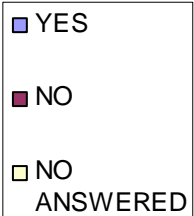
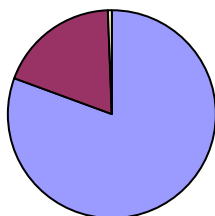
I felt safe at night during my stay in hospital



I was provided with health education and health promotion material in the hospital



The nurses arranged a family member to collect me as I was discharged



I will recommend this hospital to my family  
and friends

