



# **EDUMBE COMMUNITY HEALTH CENTRE**

## **CLIENT SATISFACTION SURVEY**

**PERIOD: MAY 2008**

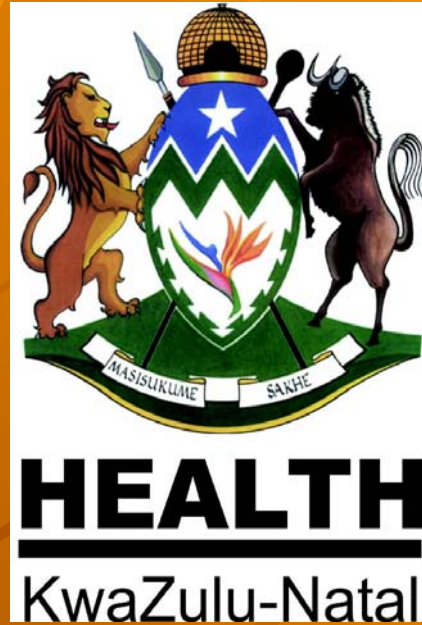
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# INTRODUCTION



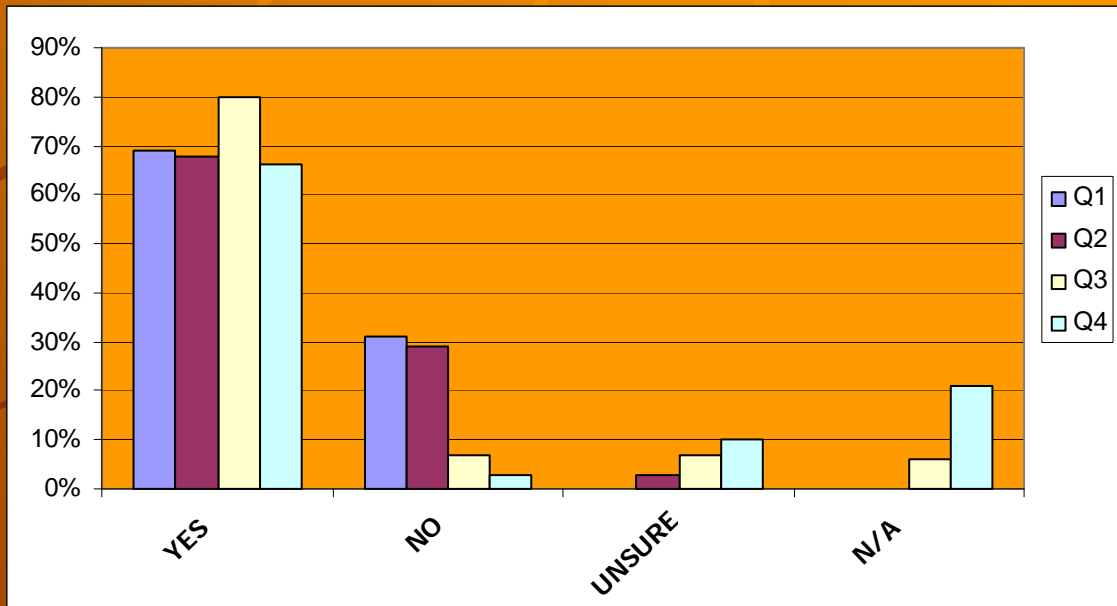
A survey was undertaken at EDumbe Community

Health Centre in May 2008

108 Patients were surveyed

# 1. Access

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



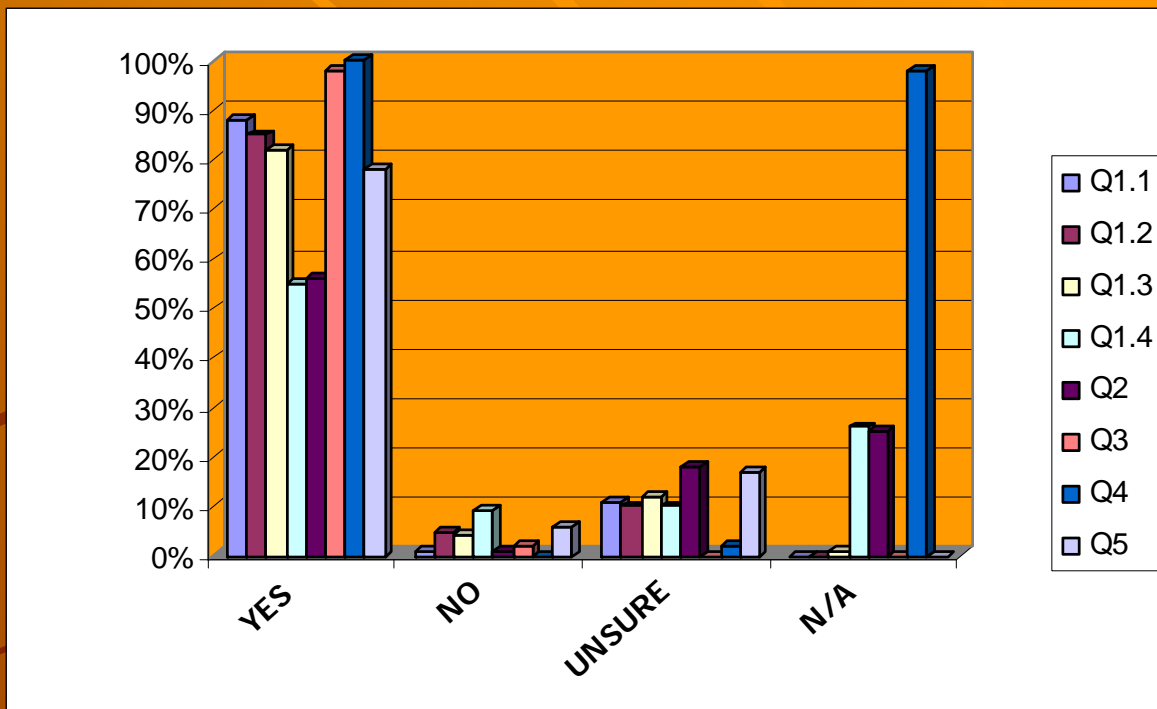
## Comments:

Quite number of people said services were accessible to them, but it was noted that 30% of people interviewed responded by saying no because they did not notice that signage directing them to OPD/WARDS were available.

# 2. Communication

1. Did staff that attended to you wear identification badges?
  - 1.1 Clerks?
  - 1.2 Nurses?
  - 1.3 Doctors?
  - 1.4 Pharmacy?
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 satisfactory?

# Communication



*Bafaka ama name tags bawaphambanise singkwazi ukubabona amagama  
Comments:*

*Staff members to wear name tags in the appropriate manner so that patients can see their names*

# 3. Courtesy

Were you treated politely by the following staff categories :

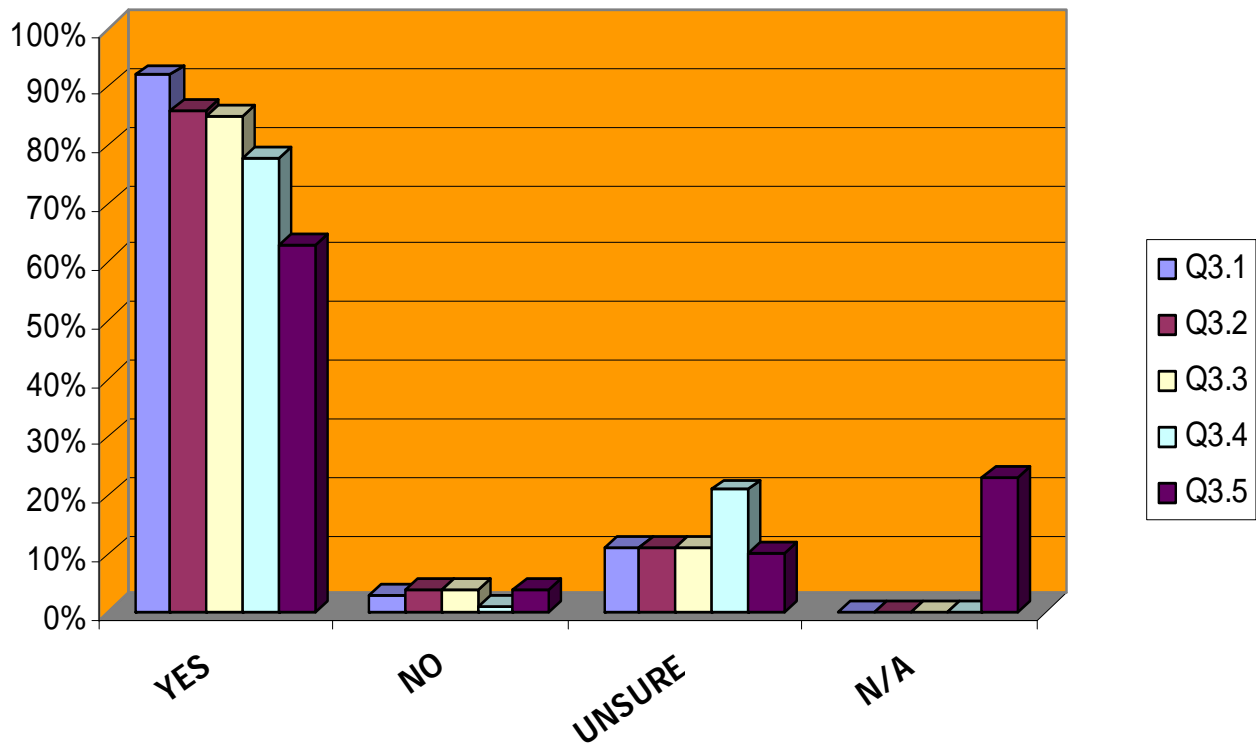
3.1 Security Personnel

3.2 Clerks

3.3 Nurses

3.4 Doctors

3.5 Pharmacy Staff



*Kwesinye isikhathi basiphatha kahle kwesinye abasiphathi kahle*

## **Comments:**

*Staff treat our clients with courtesy however it was noticed that there was only few complaints we still need quality improvement*

*each and every new staff members must attend workshop on Batho Pele .*

## 4. CLEANLINESS OF PHYSICAL ENVIRONMENT:

Were the following areas clean?

4.1 GROUNDS?

4.2 CORRIDORS?

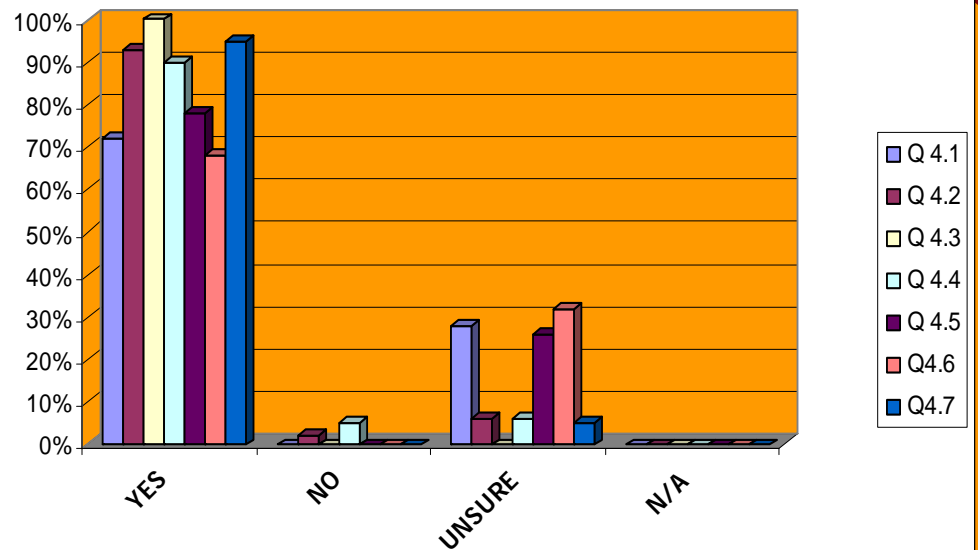
4.3 BUILDINGS?

4.4 ABLUTION FACILITIES?

4.5 GENERAL WARD?

4.6 BED LINEN?

4.7 FREE OF PESTS?

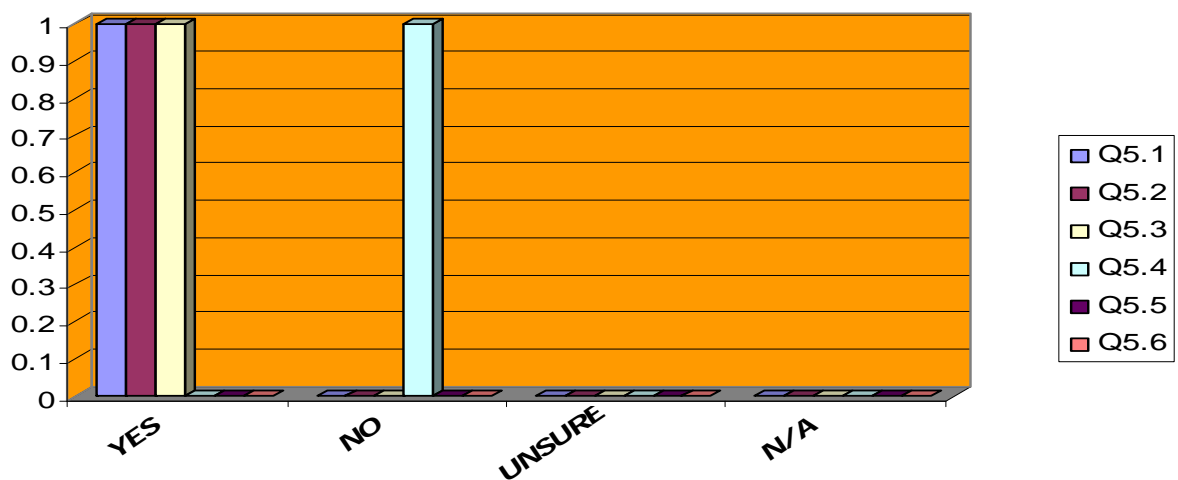


### Comments:

Some of people interviewed they were out patient they were not sure about cleanliness of WARDS  
And bed linen

## 5. RESPECT OF PATIENTS RIGHTS

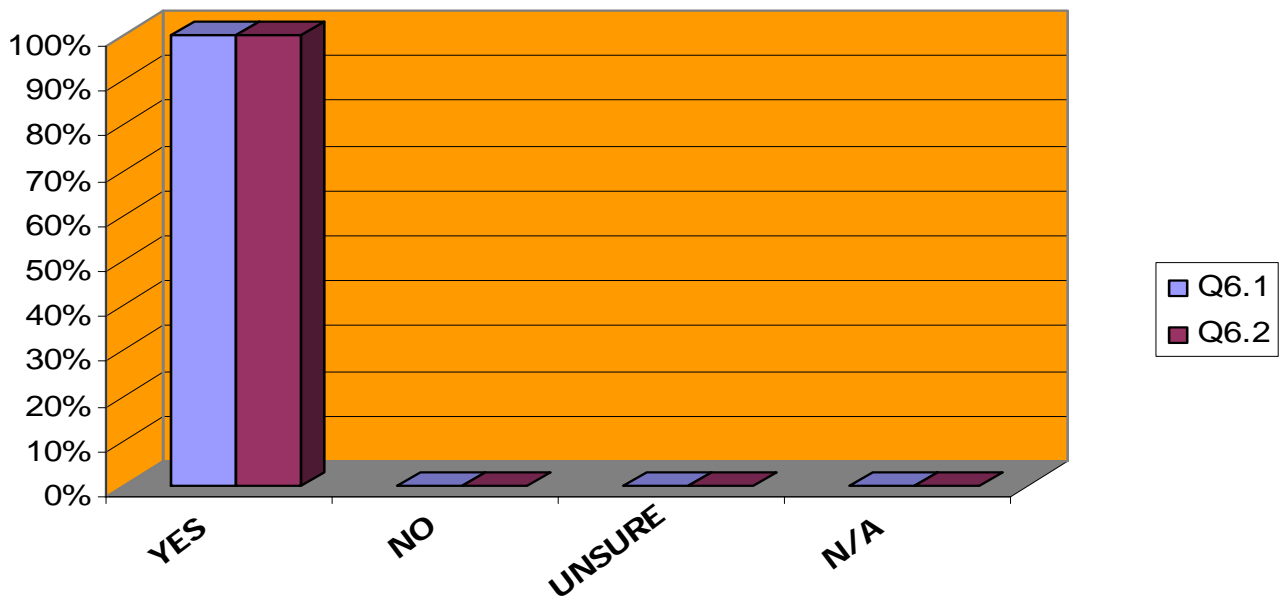
1. Did the hospital staff draw your attention to patient's rights & responsibilities?
2. Did your consultation by the nurse or doctor take place in a private manner?
3. Was there a bench /chair provided for you to sit on while you waited?
- 4 Did you have a complaint?
5. If you had a complaint did you report it ?
6. If you had a complaint were you satisfied with the way it was handled ?



Comments: Most clients interviewed did not have complains  
And we encouraged our clients to use suggestion box.

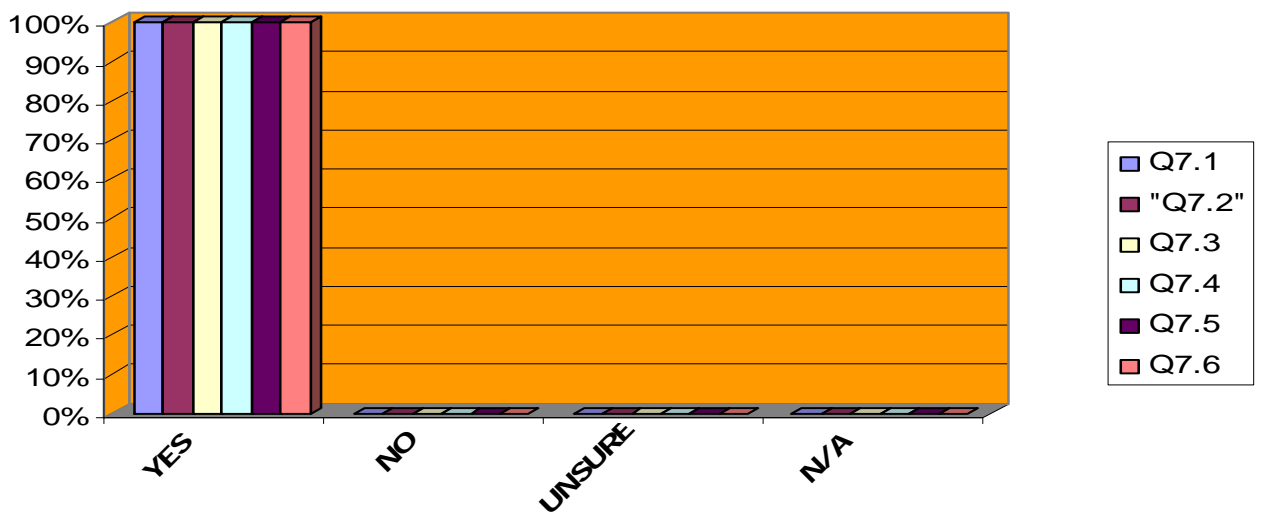
# 6. Safety

- 1. At night the nurse available when you called?
- 2. Did you feel safe in the hospital ? If no give the reasons....



# 7. General

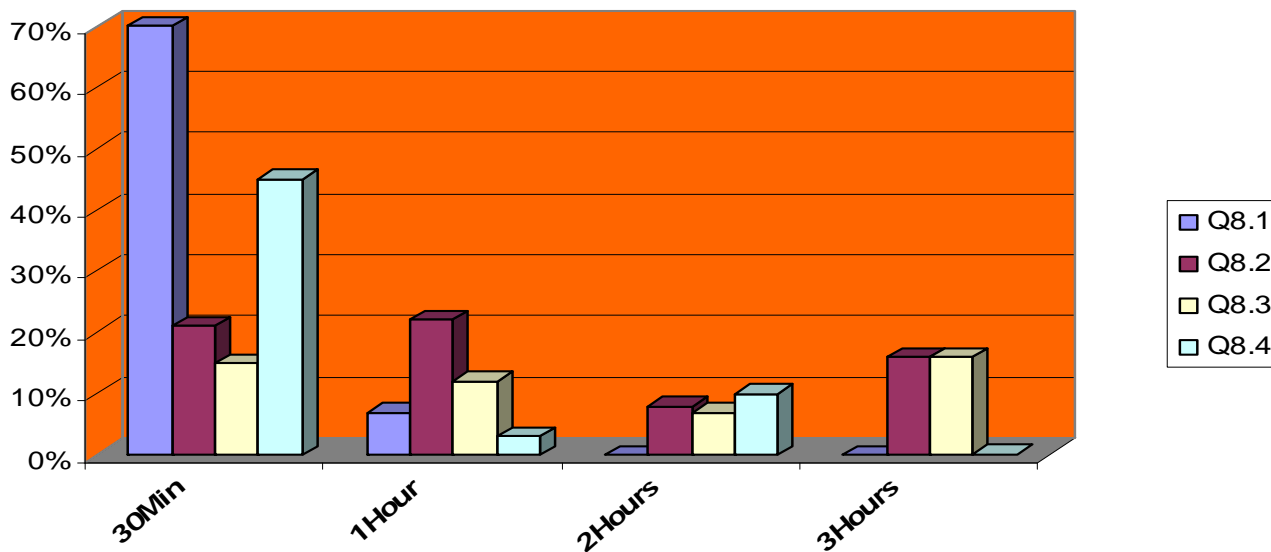
- 1. Was the food good?
- 2. Do you think visiting hours are convenient to the community?
- 3. Was your family advised about changes in your condition?
- 4. Did the CHC staff assist to make arrangements for you when you were discharged:  
Transport:  
Referrals:
- 5. At the time of your discharge did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





## 8. Waiting Times

1. How long did you wait for your out-patient card?
2. How long did you wait to be treated by a Nurse?
3. How long did you wait to be treated by a Doctor?
4. How long did you wait for medication in Pharmacy?



### Comments:

*More clients waited to see a Doctor for 2 HRS -3 HRS OR MORE*

- *Professionals spend too much time discussing their own matters and we have to wait*
  - *Doctors waiting time is too long*
  - *We urge doctors to at least start early*
  - *We wait too long before the dentist arrives*
- *Keep up the good work CHC I was treated well compared to my local clinic*
  - *Can we please have the toilet papers available at all times*
  - *To increase the number of doctors to reduce the waiting time*
    - *We wait too long at OPD to get services*
    - *Please increase the number of doctors*
- *We appreciate that critical patients don't join the queue they obtain services urgently*
  - *The CHC is very clean*
    - *We urge Reception staff to treat patients with respect*
      - *Treat patients with respect do not shout at them*
    - *Sicela ukufakelwa ukhonkolo lapha sindadluliselwa e filidi*
      - *Ngibonga ukuzoqedela itreatment yami ye TB lapha*
  - *Its difficult to get trough doctors consulting when you are in the serious condition*
- *If you come during the night they ask you why did you come because this is not the hospital is the clinic if you are to go to pharmacy they tell you its closed*
  - *They take out their personal issues on us by shouting at us.*
    - *We wait too long at observation consulting room*