

CLIENT SATISFACTION SURVEY

2005

*ITSHELEJUBA
HOSPITAL*



**PRIVATE BAG X0047
PONGOLA
3170**

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CONTENTS

Page	Item
1	Introduction
2	Access
3	Cleanliness
4	Communication
5	Courtesy
6	Respect of Patient Rights
7	Safety
8	General
9	Clients Comments

INTRODUCTION

During 2005, a Client Satisfaction Survey was conducted at Itshelejuba Hospital. A large number of patients were interviewed and we had their co-operation and here are the responses.

ACCESS

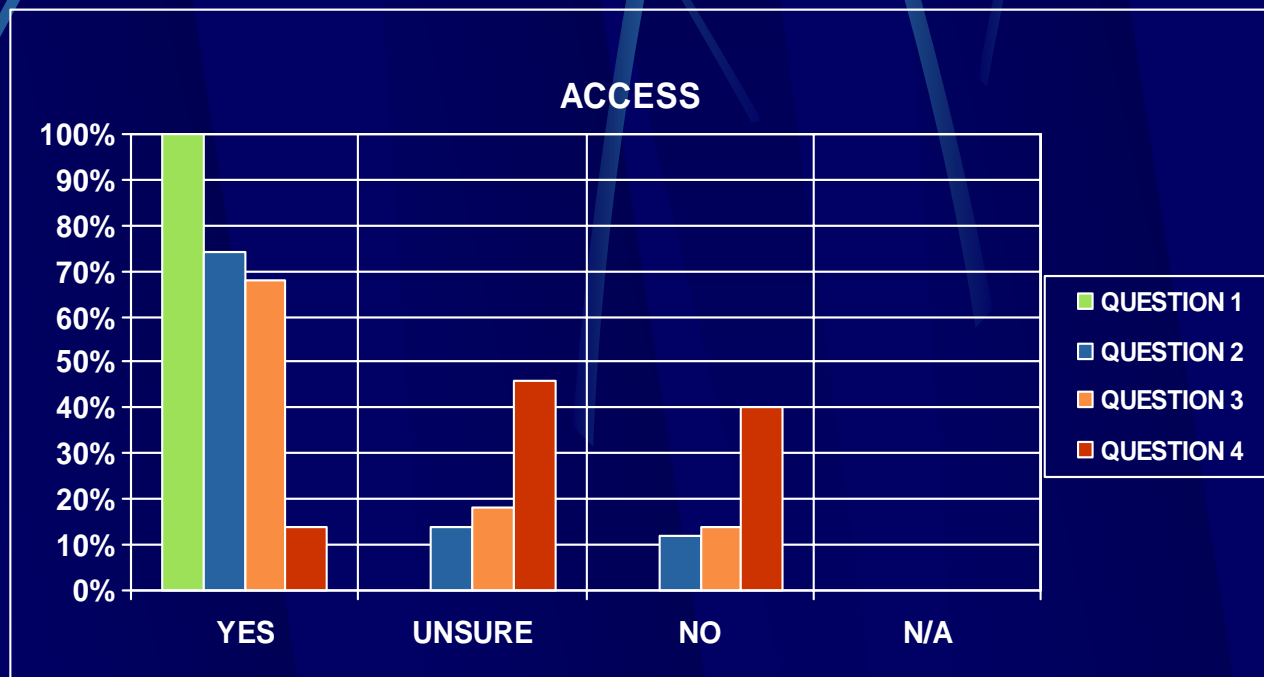
Question 1 – Is the bus/taxi stop close to the hospital?

Question 2 – Were signs to the OPD clear?

Question 3 – Were signs to the wards clear?

Question 4 – Was it easy to find the disabled parking/wheel chair ramp?

	YES	UNSURE	NO	N/A
QUESTION 1	100%	-	-	-
QUESTION 2	74%	14%	12%	-
QUESTION 3	68%	18%	14%	-
QUESTION 4	14%	46%	40%	-



CLEANLINESS

Question 1 – Were the following areas clean

Question 1.1 – Grounds

Question 1.2 – Corridors

Question 1.3 – Buildings

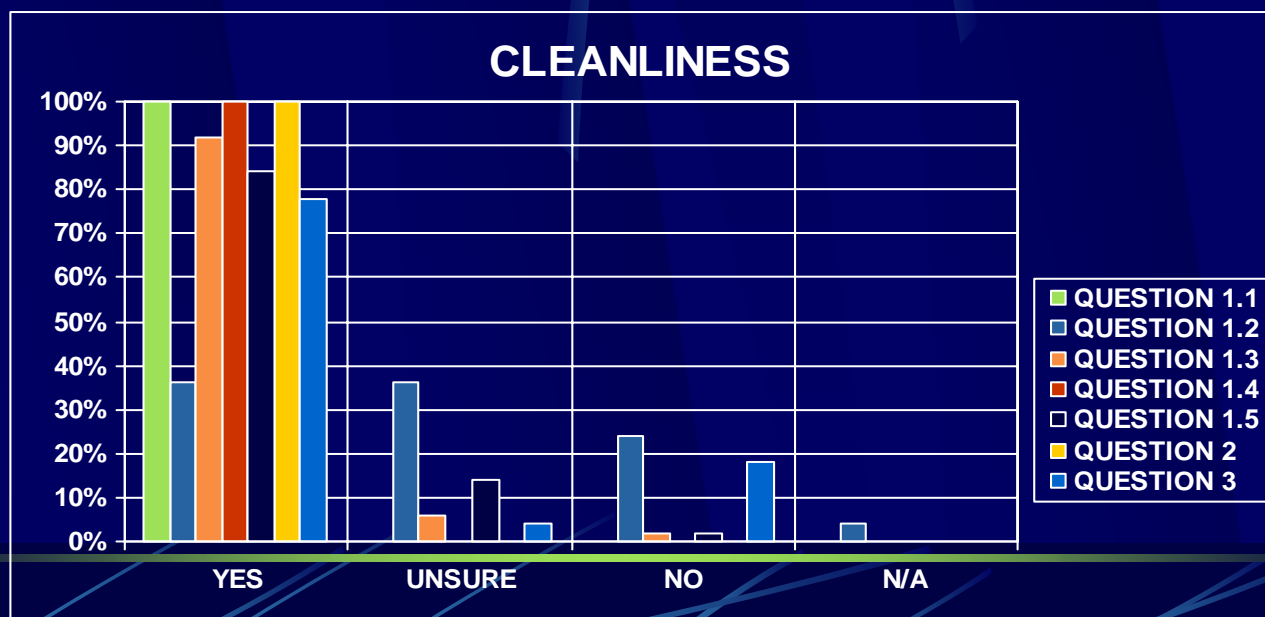
Question 1.4 – Ablution facilities

Question 1.5 – General Ward

Question 2 – Was the bed linen clean?

Question 3 – Was the ward free of pests?

	YES	UNSURE	NO	N/A
QUESTION 1.1	100%	-	-	-
QUESTION 1.2	36%	36%	24%	4%
QUESTION 1.3	92%	6%	2%	-
QUESTION 1.4	100%	-	-	-
QUESTION 1.5	84%	14%	2%	-
QUESTION 2	100%	-	-	-
QUESTION 3	78%	4%	18%	-



COMMUNICATION

Question 1 – Did the following staff that attend to you wear identification badges

Question 1.1 – Security Personnel

Question 1.2 – Clerks

Question 1.3 – Nurses

Question 1.4 – Doctors

Question 1.5 – Pharmacy personnel

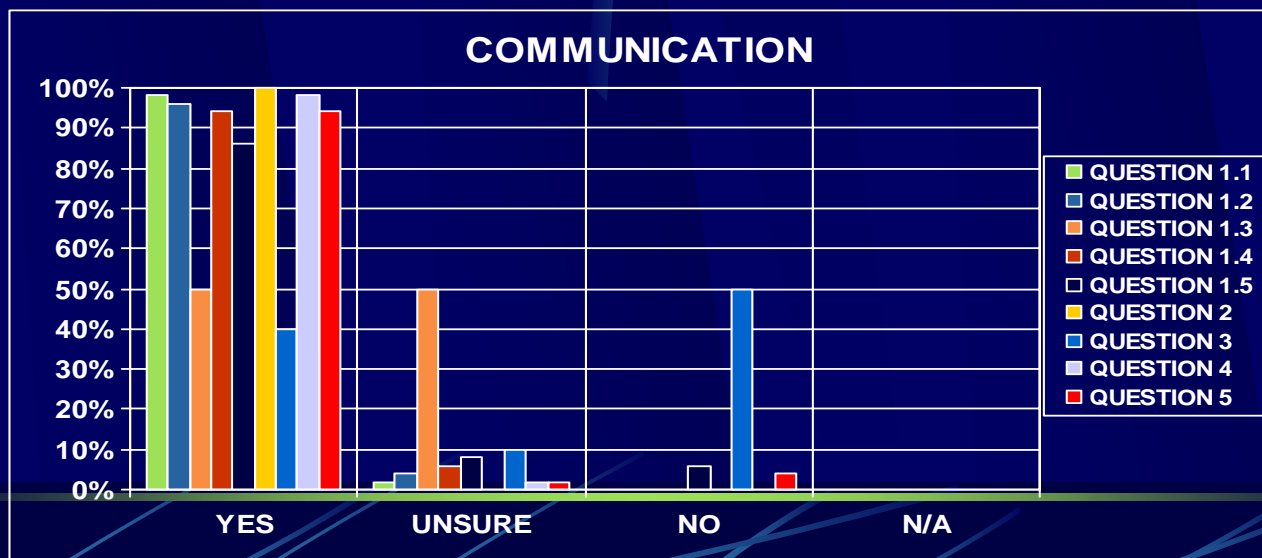
Question 2 – Were you able to communicate with staff in you language?

Question 3 – Where necessary were interpreter services arranged?

Question 4 – During your treatment were the procedures explained to you?

Question 5 – The questions and queries you made, were they dealt with satisfactory?

	YES	UNSURE	NO	N/A
QUESTION 1.1	98%	2%	-	-
QUESTION 1.2	96%	4%	-	-
QUESTION 1.3	50%	50%	-	-
QUESTION 1.4	94%	6%	-	-
QUESTION 1.5	86%	8%	6%	-
QUESTION 2	100%	-	-	-
QUESTION 3	40%	10%	50%	-
QUESTION 4	98%	2%	-	-
QUESTION 5	94%	2%	4%	-



COURTESY

Question 1 – Were you treated politely by the following staff categories?

Question 1.1 – Security personnel

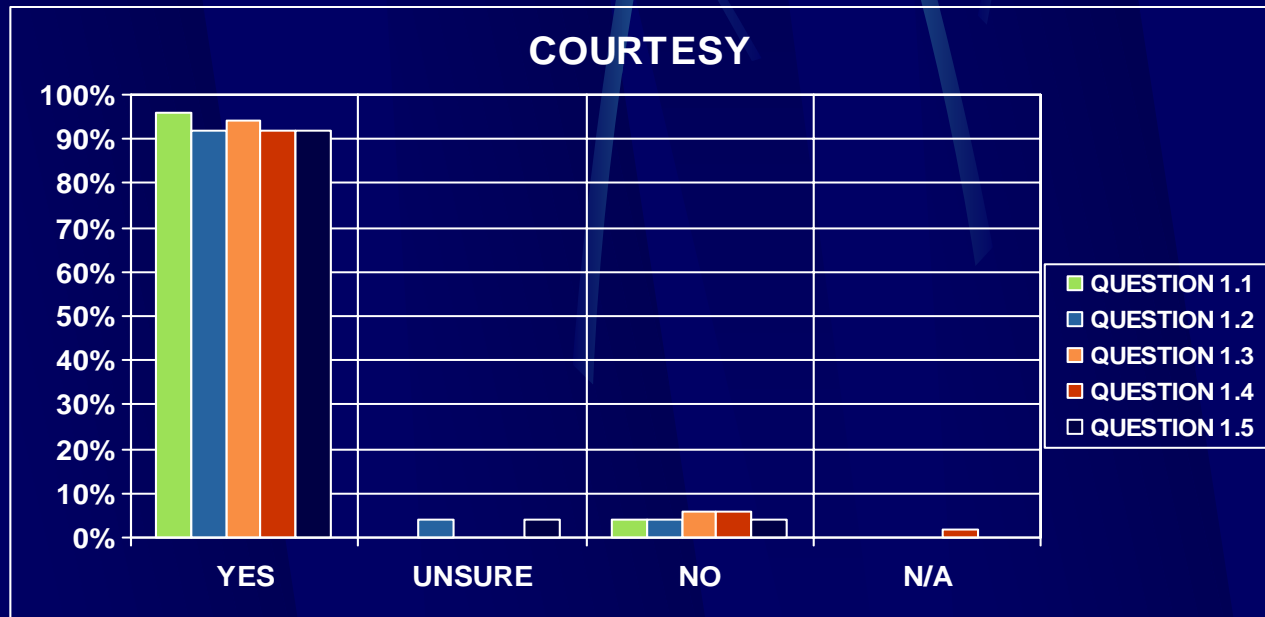
Question 1.2 – Clerks

Question 1.3 – Nurses

Question 1.4 – Doctors

Question 1.5 – Pharmacy staff

	YES	UNSURE	NO	N/A
QUESTION 1.1	96%	-	4%	-
QUESTION 1.2	92%	4%	4%	-
QUESTION 1.3	94%	-	6%	-
QUESTION 1.4	92%	-	6%	2%
QUESTION 1.5	92%	4%	4%	-



RESPECT OF PATIENTS RIGHTS

Question 1 – Did the hospital staff draw attention to patients rights?

Question 2 – Did your consultation by the nurse or doctor take place in a private manner?

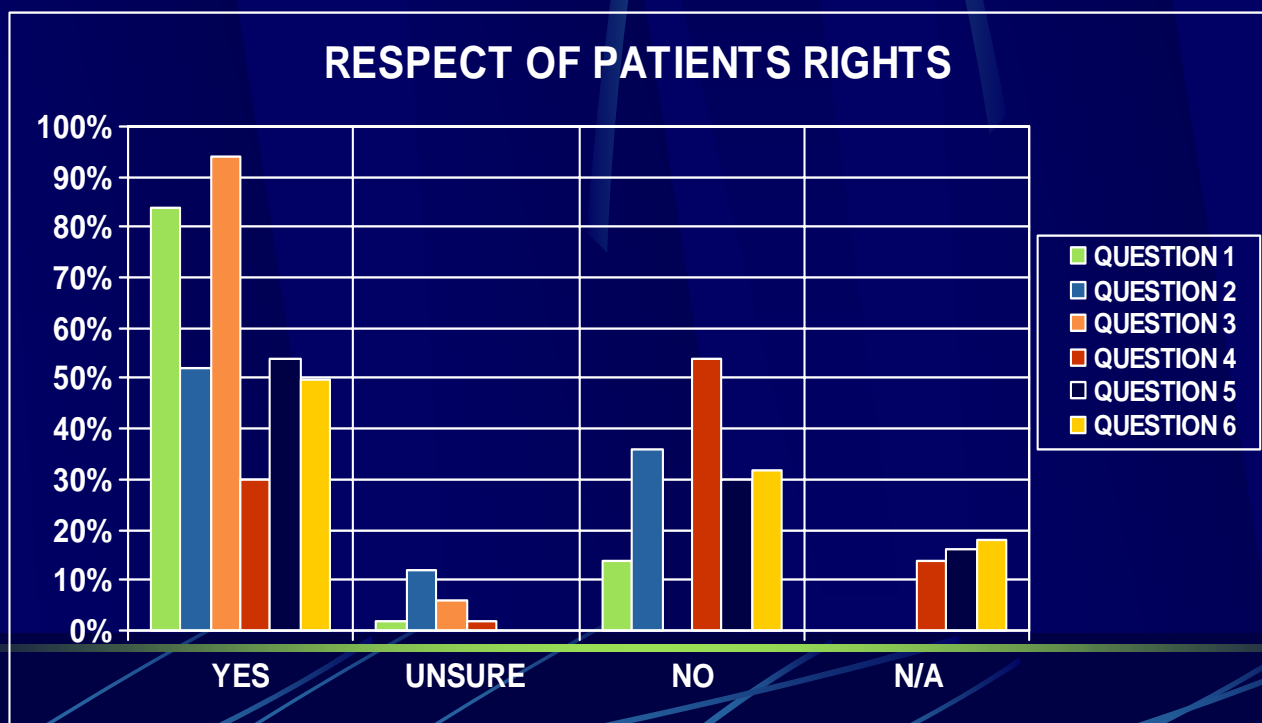
Question 3 – Was there a bench/chair provided for you to sit while you waited?

Question 4 – Did you complain?

Question 5 – If you had a complaint - did you report it?

Question 6 – If you had a complaint, were you satisfied with the way it was handled?

	YES	UNSURE	NO	N/A
QUESTION 1	84%	2%	14%	-
QUESTION 2	52%	12%	36%	-
QUESTION 3	94%	6%	-	-
QUESTION 4	30%	2%	54%	14%
QUESTION 5	54%	-	30%	16%
QUESTION 6	50%	-	32%	18%

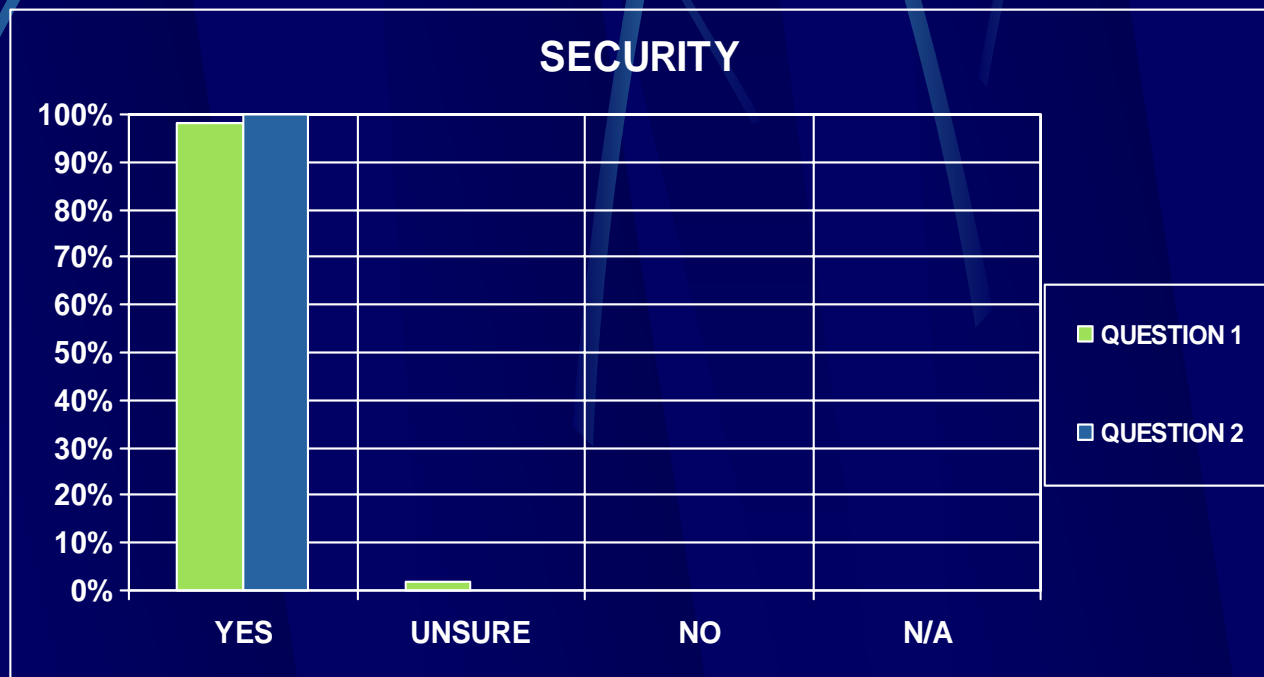


SECURITY

Question 1 – At night was the nurse available when you called?

Question 2 – Did you feel safe in the hospital?

	YES	UNSURE	NO	N/A
QUESTION 1	98%	2%	-	-
QUESTION 2	100%	-	-	-



GENERAL

Question 1 – Was the food good?

Question 2 – Do you think visiting hours are convenient to the community?

Question 3 – Was your family advised of changes in your condition?

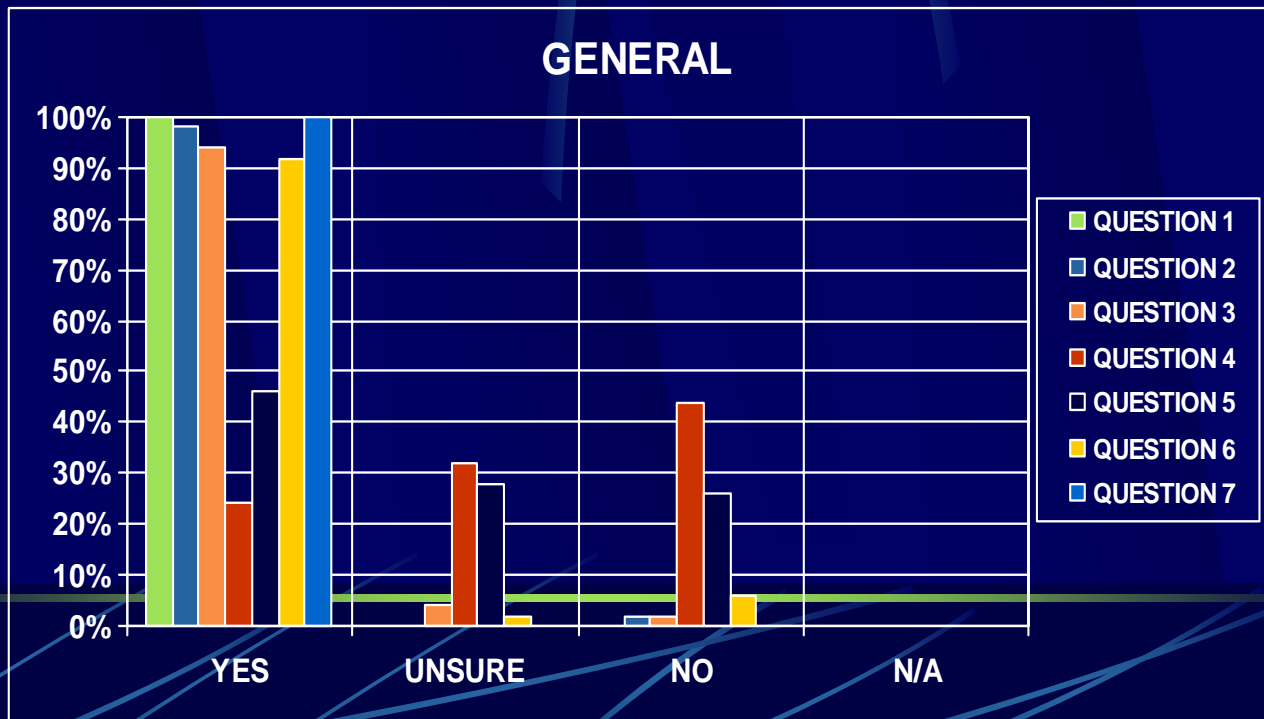
Question 4 – Did the hospital staff make arrangements for your transport?

Question 5 – Did the hospital staff make arrangements for you if you were referred?

Question 6 – At the time of your discharge, did you feel that you had enough knowledge about your illness to take care of yourself at home?

Question 7 – Would you return to this hospital for treatment?

	YES	UNSURE	NO	N/A
QUESTION 1	100%	-	-	-
QUESTION 2	98%	-	2%	-
QUESTION 3	94%	4%	2%	-
QUESTION 4	24%	32%	44%	-
QUESTION 5	46%	28%	26%	-
QUESTION 6	92%	2%	6%	-
QUESTION 7	100%	-	-	-



CLIENTS COMMENTS

Negative

- There is not scheduled time for meals.
- Doctors arrive late to check on our condition.
- Some of the nurses are arrogant.

Positive

- They are much cleaner compared to the past.
- Some nurses are very friendly.
- The treatment is excellent.