

MANGUZI HOSPITAL - CLIENT SATISFACTION SURVEY

**CLIENT
SATISFACTION
SURVEY
2005**



**Conducted & compiled by S.L. Mthembu - Public Relations Officer
Captured & analysed by H.N. Ntimbane - Acting Facility Information Officer**

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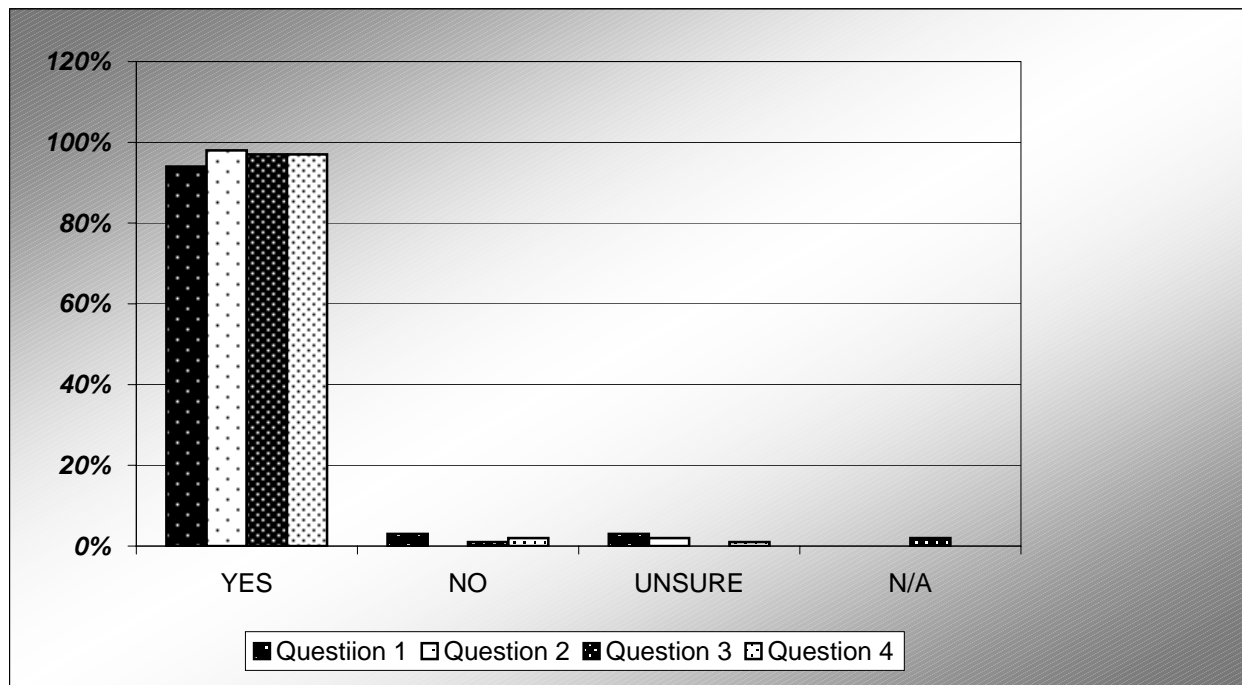
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3. ACCESS

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

TABLE FOR ACCESS

	YES	NO	UNSURE	N/A
Question 1	94%	3%	3%	-
Question 2	98%	-	2%	-
Question 3	97%	1%	-	2%
Question 4	97%	2%	1%	-

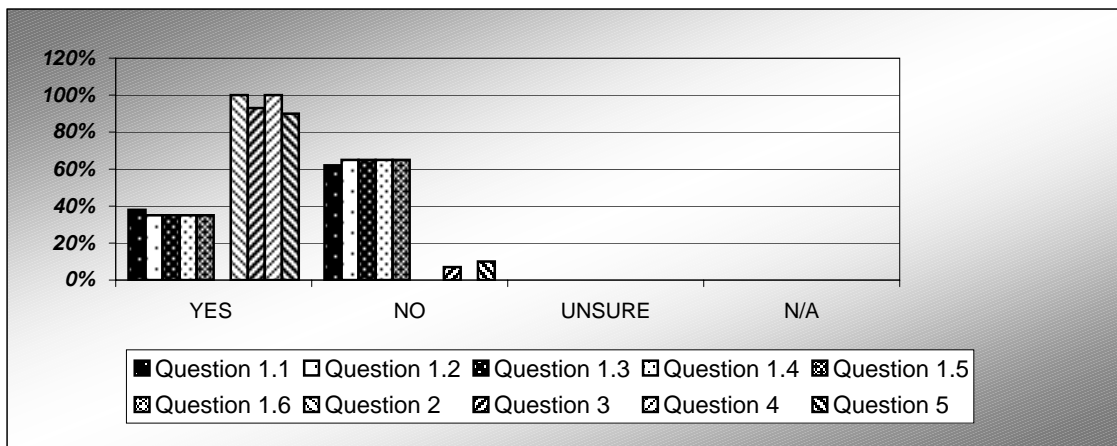


4. COMMUNICATION

1. Did the staff attend to you wear identification badges?
 - 1.1 Security personnel
 - 1.2 Clerks
 - 1.3 Nurses
 - 1.4 Doctors
 - 1.5 Pharmacy personnel
 - 1.6 Other
2. Were you able to communicate with staff in your language?
3. Where necessary were interpreter services arranged?
4. During your treatment were procedures explained to you?
5. Questions & queries you made were dealt with satisfactory.

TABLE FOR COMMUNICATION

	YES	NO	UNSURE	N/A
Question 1.1	38%	62%	-	-
Question 1.2	35%	65%	-	-
Question 1.3	35%	65%	-	-
Question 1.4	35%	65%	-	-
Question 1.5	35%	65%	-	-
Question 1.6	-	-	-	-
Question 2	100%	-	-	-
Question 3	93%	7%	-	-
Question 4	100%	-	-	-
Question 5	90%	10%	-	-



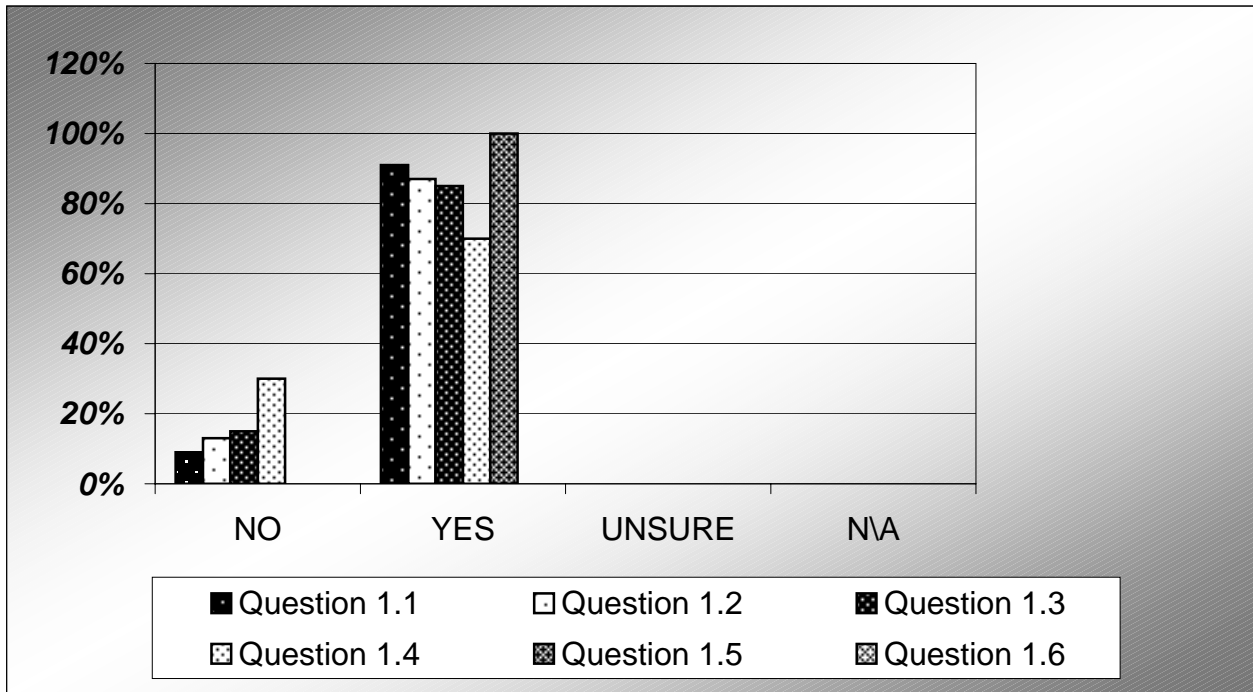
5. COURTESY

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

TABLE FOR COURTESY

	NO	YES	UNSURE	N/A
Question 1.1	9%	91%	-	-
Question 1.2	13%	87%	-	-
Question 1.3	15%	85%	-	-
Question 1.4	30%	70%	-	-
Question 1.5	-	100%	-	-
Question 1.6	-	-	-	-



6. CLEANLINESS

1. Was the following areas clean?

1.1 Grounds

1.2 Corridors

1.3 Buildings

1.4 Ablution facilities

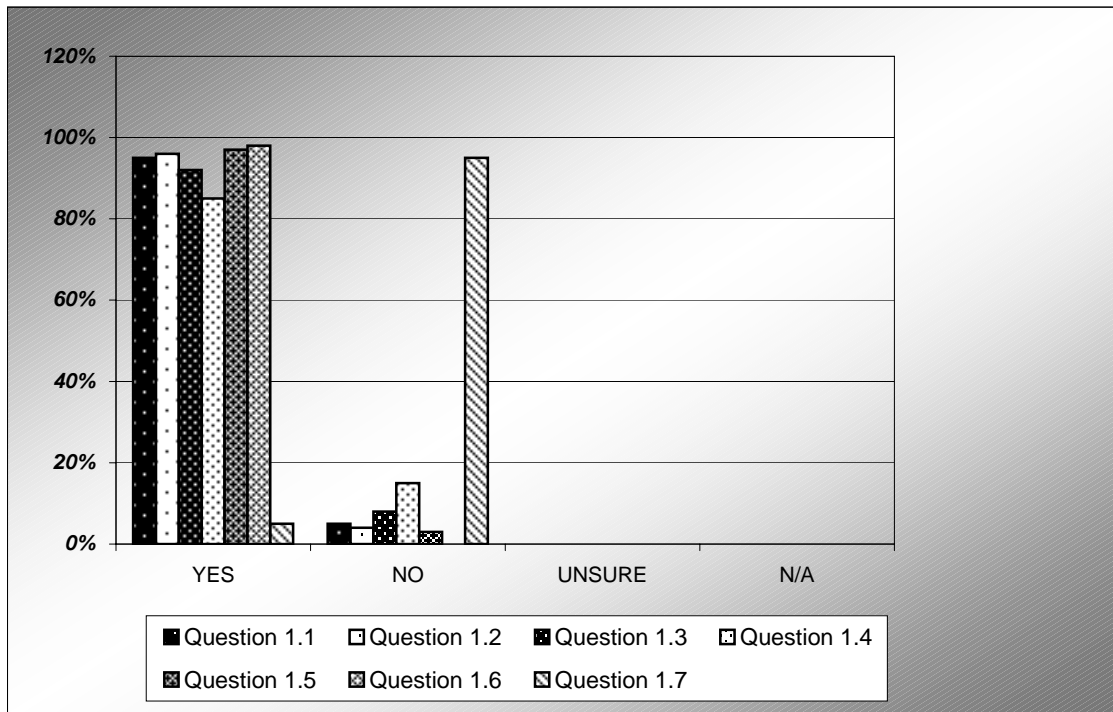
1.5 General ward

1.6 Was the bed linen clean

1.7 Was the ward free of pests

TABLE OF CLEANLINESS

	YES	NO	UNSURE	N/A
Question 1.1	95%	5%	-	-
Question 1.2	96%	4%	-	-
Question 1.3	92%	8%	-	-
Question 1.4	85%	15%	-	-
Question 1.5	97%	3%	-	-
Question 1.6	98%	-	-	-
Question 1.7	5%	95%	-	-

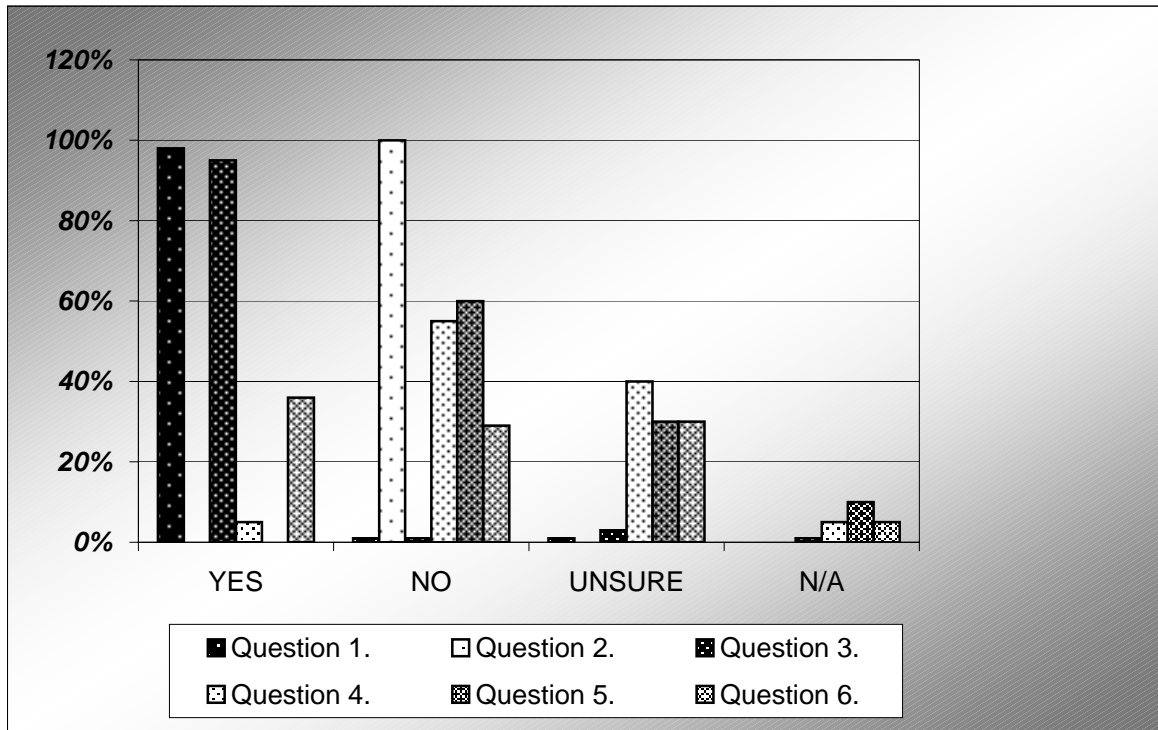


7. RESPECT OF PATIENTS RIGHTS

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

TABLE FOR RESPECT OF PATIENTS RIGHTS

	YES	NO	UNSURE	N/A
Question 1.	98%	1%	1%	-
Question 2.	-	100%	-	-
Question 3.	95%	1%	3%	1%
Question 4.	5%	55%	40%	5%
Question 5.	-	60%	30%	10%
Question 6.	36%	29%	30%	5%

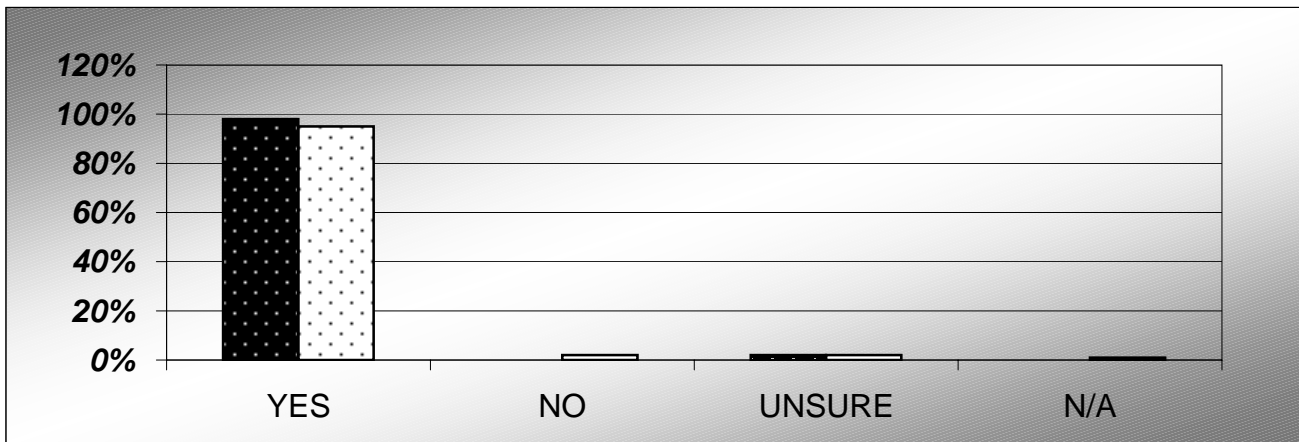


8. SAFETY

1. At night was the nurse available when you called?.
2. Did you fee safe in the hospital?

TABLE FOR SAFETY

	YES	NO	UNSURE	N/A
Question 1	98%	-	2%	-
Question 2	95%	2%	2%	1%

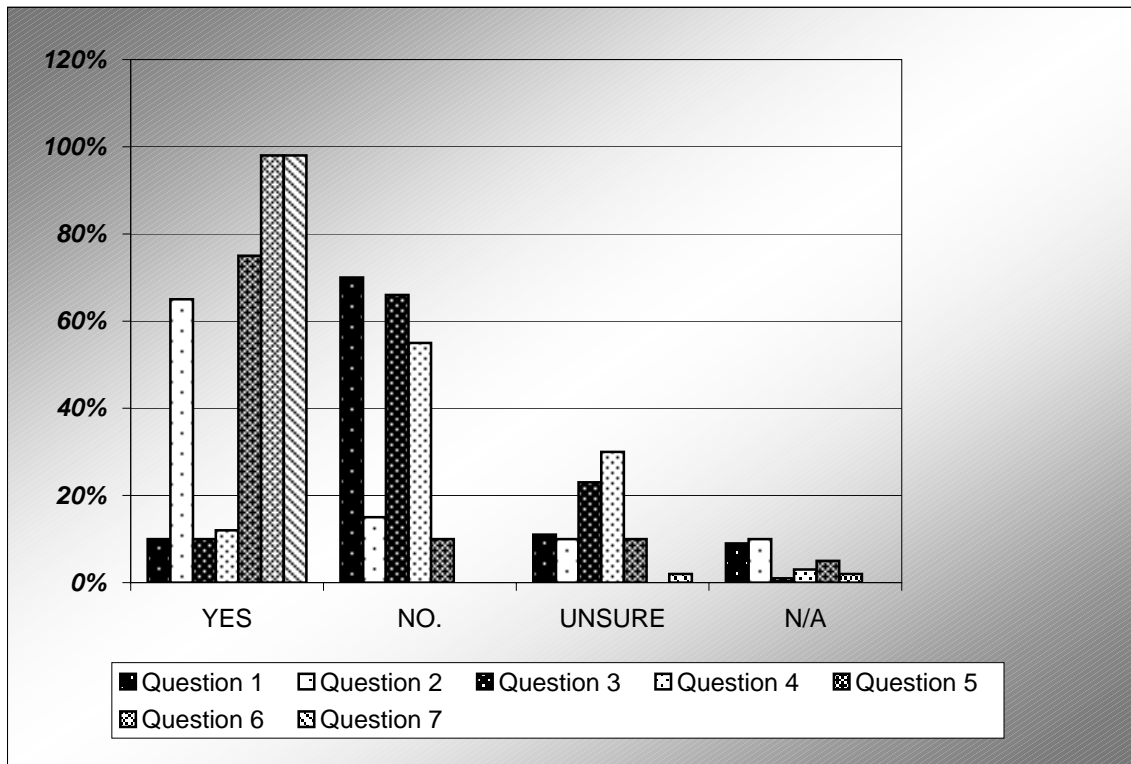


9. GENERAL

1. Was the food good?
2. Do you think visiting hours are good to the Community?
3. Was your family advised about changes in your condition?
4. Did the hospital staff assist to make transport arrangements in you when you were discharged?
5. Did the staff make arrangements for you when you were referred?
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?
7. Would you return to this hospital for treatment?

TABLE FOR GENERAL QUESTIONS

	YES	NO.	UNSURE	N/A
Question 1	10%	70%	11%	9%
Question 2	65%	15%	10%	10%
Question 3	10%	66%	23%	1%
Question 4	12%	55%	30%	3%
Question 5	75%	10%	10%	5%
Question 6	98%	-	-	2%
Question 7	98%	-	2%	-



10. COMMENTS

NEGATIVE

- * The patients are not satisfied with the food, it must be covered for pests.
- * Hospital is full of pests.
- * There is no privacy.
- * Shortage of staff.

GATE WAY

- * Place is too small not hygiene.
- * What will happened during rains.
- * Two different lines provide different services e.g. lines for childrens & elderly.
- * Shortage of the staff.
- * Time for assuming duty should be observed.

POSITIVE

- * Wards are clean.
- * They feel more comfortable because the nurses communicate with them in their language.
- * The nurses take good care of them.

SUGGESTION

- * If the staff can be increased, they will feel more comfortable.
- * Privacy to be taken into account.