



2018

Patient Satisfaction Survey Results Southern Region

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Introduction

This report presents the results of the Patient Satisfaction Survey conducted to all NHI clinics in the Southern Region. The PCPs assessed included Dangriga Polyclinic (DAN), Independence Polyclinic (IND), Punta Gorda Polyclinic (PG), and San Antonio Polyclinic (SA). Similar to previous surveys the same indicators were rated placing emphasis on the quality of service with the target remaining at 80%.

Using the LQAS a sample size of 19 patients was selected to represent each PCP. The survey included questions relating to patient satisfaction levels among the established indicators. In addition, general demographic information was gathered for correlation purposes.

This year, the same questions were added in reference to the patient waiting experience; from the moment the patient enters the clinic to the moment the patient leaves the clinic. The primary aim is to measure the amount of time the patient waits for each stage of the process. These patient experience can be used to identify strengths and opportunities for quality improvement. It will also give an insight on the waiting experience and the options that patients prefer in regard to consultations, refills and appointments.

The objectives of the Patient Satisfaction Survey were to:

1. Obtain updated measures of patient satisfaction levels, among users of the NHI Primary care services in the Southern Region.
2. Obtain current data that provides an estimate of satisfaction across the following parameters related to service provision.

These include:

- **Arranging for and getting Care (5%):** General satisfaction with the opening hours of the clinic.
- **Technical Quality of Services (60%):** General satisfaction with the level of care given by the health providers to include the quality of the doctor's skill, thoroughness of the physical examination, medical attention from the doctor and the staff. The quality of services provided by other staff members of the clinic and the confidentiality of the staff.
- **This area also included communication skills and interpersonal care provided to include:** Explanation given by doctor and health personnel related to your condition, attention given to what you had to say and the ability to

understand providers. In addition, the general courtesy and attitude of all staff were assessed.

- **Physical facilities (30%):** Feedback on how clients rate the inner and outer appearance of the clinic and its facilities.
- **Overall rating (5%):** Based on the above indicators, how clients rate the overall services received at the clinic.

3. Compare and contrast results to identify gaps and variations in patient satisfaction which can be used to improve service provision.

Methodology

A consecutive sampling technique was utilized to include all accessible patients within a certain criteria and over a period of ten months from January 2018 to October 2018. A total of 19 patients were interviewed for each PCP over a period of one week.

Inclusion Criteria:

- Between the ages of 18 and 64 years
- Have used the service more than once for the year.
- English speaking

A two-day training was carried out at the Social Security office to familiarize the two interviewers with the questionnaires; the areas to be assessed and the significance of ensuring that surveys are completed. Telephone interviews were conducted, and Data abstraction was carried out by the two interviewers, at NHI office in Belmopan. Data entry was done in google excel sheet so as to facilitate the transfer to Statistical Package for the Social Sciences (SPSS) for analysis. The analysis includes descriptive statistics which is used to identify similarities, differences and trends for each PCP and also to compare and contrast indicators.

The indicators are defined by several variables. A Likert Scale was applied to measure the level of satisfaction per variable assessed. To meet the standard, each variable had to be rated as either “excellent” or good”. Excellent rating earned the maximum 2 points per variable, while a Good rating earned 1.8. A fair rating earned 0.5 points and poor ratings earned no points. Not applicable responses were not considered, and values re-calculated to account for these. The weight value was then applied to the points gained.

The focus was placed on the individual satisfaction levels per survey. Once the minimum standard was set at 80%, then it was expected that each survey should meet the same. As such, the number of individual questionnaires that met the standard over the total number of surveys was calculated giving the final results. To meet the performance indicator, the PCP had to earn a final score of 80% or higher.

Findings:

Demographic Profile of respondents:

Demographics	DAN	IND	PG	SA
Gender				
Male	7 37%	4 21%	5 26%	4 21%
Female	12 63%	15 79%	14 74%	15 79%
Age Range				
20-35	0 0%	6 32%	2 11%	8 42%
36-45	10 53%	2 11%	7 37%	5 26%
46-55	3 16%	3 16%	4 21%	2 11%
>56	6 32%	7 37%	6 32%	4 21%

This year the majority of respondents were females between the ages of 20-35.

Most of these females were Maya that have completed a high school equivalent.

Demographics	DAN	IND	PG	SA
Ethnicity				
Maya	0 0%	5 26%	3 16%	17 90%
Mestizo	4 21%	6 32%	3 16%	2 11%
Garifuna	5 26%	1 5%	6 32%	0 0%
Education				
Complete Primary School	6 32%	5 26%	5 26%	4 21%
Complete High School	2 11%	3 16%	2 11%	3 16%
Sixth Form	- 0%	1 5%	1 5%	1 5%

Results:

Overall Score by PCP for 2018

PCP	DAN	IND	PG	SA
Total n	19	9	19	19
Questionnaires that met the target (80%)	19	8	18	15
Final Score	100%	89%	95%	80%

With the minimum standard set at 80%, the average scores per PCP were as follows DAN 100%, IND 89%, PG 95%, SA 80%. As a result, all the PCPs met the minimum standard set and met this Key Performance Indicator. This year IND was a challenge, after numerous calls and with limited time, a decision was made to end the survey with a sample of 9 patients.

Average Scores by Indicators 2018

PCP	DAN	IND	PG	SA
Ease of getting Service (5%)	4.8%	4.7%	4.2%	4.4%
Quality of Services (60%)	54.8%	52.4%	52.7%	51.2%
Physical Facility of Clinic (30%)	27.8%	27.5%	28.1%	27.5%
Overall Satisfaction (5%)	4.7%	4.7%	4.7%	4.5%

The average score by indicator shows that PG has a lower satisfaction level with the ease of getting service. SA scored lowest for the quality of services and both SA and IND score low for physical facility of the clinic. Below is the score for each variable by indicator:

Overall Average Scores by Variable 2018

Ease of getting Services	DAN	IND	PG	SA
The opening hours of the Clinic	1.92	1.87	1.67	1.77
Quality of Services				
The doctors' attitude	1.89	1.69	1.87	1.71
The amount of time spent with the Doctor	1.79	1.84	1.45	1.59
The medical attention by doctor	1.75	1.84	1.60	1.72
Doctor's ability to communicate with the patient	1.87	1.87	1.57	1.61
Doctor explain the illness well	1.73	1.67	1.74	1.78
The Doctors' attention in listening to the patient	1.93	1.43	1.83	1.81
The medical attention by nurse/s	1.89	1.67	1.92	1.76
The Nurses' attitude	1.82	1.50	1.91	1.64
The Front Staffs' attitude	1.78	1.87	1.68	1.46
The Security Guards' attitude	1.88	1.86	1.86	1.75
The Cleaning ladys' attitude	1.93	1.86	1.89	1.82

The confidentiality of the medical staff	1.71	1.84	1.81	1.84
Physical Facility of Clinic				
The inside appearance of the Clinic	1.88	1.89	1.88	1.86
The outside appearance of the Clinic	1.88	1.72	1.89	1.79
The cleanliness of the waiting room	1.81	1.93	1.89	1.88
The comfort in the waiting room	1.76	1.88	1.86	1.69
The cleanliness of the examination room	1.89	1.91	1.91	1.88
The cleanliness of the bathroom	1.89	1.90	1.79	1.89
Overall Satisfaction				
Satisfaction of patient with the clinic	1.88	1.89	1.88	1.79

The highlighted indicators are the weak areas that need improvement. This year we ask patients to give their reasons as to why they rated the questions “fair” or “poor”. Below are their response:

DAN

Patients response as to why they rated the clinic “fair” or “poor”:

DAN

B3: How would you rate the amount of time you spent with your Doctor? [Rating]
in a rush

B4: How would you rate the medical attention you received by the doctor? [Rating]
not enough test
they don't enough test

B6: Did the doctor explain your illness in a way that you understood well? [Rating]
don't go in detail
they assume instead of finding out for sure

B9: How would you rate the attitude the Nurses showed you? [Rating]
needs to be more friendly

B10: How would you rate the attitude the front staff showed you? [Rating]
needs to be more friendly

B13: How would you rate the confidentiality of the medical staff? [Rating]
they talk about persons illness
talks about patients person business

B16: How would you rate the cleanliness of the waiting room? [Rating]
needs to be cleaned more often

B17: How would you rate the comfort in the waiting area? [Rating]

needs more chairs
needs more chairs and another ac

Ease of Getting Care: Patients were asked about their satisfaction with the opening hours of the clinic. Patients are satisfied with the opening hours of the clinic since they don't have to wait for the clinic to open.

Quality of Service: Patients were satisfied with some areas however they showed dissatisfaction with the doctors' attention and ability to communicate. Patients complained about the confidentiality of the staff.

Physical facilities: Patient complained about not having enough chairs.

Comments: There were no comments during the interview:

IND

Patients response as to why they rated the clinic "fair" or "poor":

IND

B2: How would you rate your Doctor's attitude? [Rating]

my baby had fresh cold and he told me it was not an emergency.
He refuse to attend to me

B6: Did the doctor explain your illness in a way that you understood well? [Rating]

i have to repeat myself over and over

B7: How would you rate your Doctor's attention in listening to you? [Rating]

i feel like they don't really ask questions, they just offer any kind of medication
they don't have patience
needs improvement in taking time to listen

B8: How would you rate the medical attention you received by the nurse/s? [Rating]

the nurse was in a rush and gave my baby a vaccine on the wrong side of the arm

B9: How would you rate the attitude the Nurses showed you? [Rating]

there's nurses that hurry you they had bad attitudes

B15: How would you rate the outside appearance of the Clinic? [Rating]

the surrounding area needs to be clean

Ease of Getting Care: Patients don't have to wait long for the clinic to open

Quality of Service: The clinic achieved low level of satisfaction in most areas however, there were low rates in the area of medical attention of the doctors and the nurses. Mention was made in regard to doctors not listening and refusing to attend to patients. Patients complained about nurses and front staff having a bad attitude towards them. An area that needs urgent attention.

Physical facilities: Patients complained about the exterior appearance of the clinic.

Comments: The following are the comments that patients gave during the interview:

IND
priority given to pregnant women

PG: Patients response as to why they rated the clinic "fair" or "poor":

<p>PG</p> <p>B1: How would you rate the opening hours of the clinic? [Rating]</p> <p>closes too late</p> <p>open later in the evenings</p> <p>residents of the town aren't suppose to reach until 2 pm</p> <p>B3: How would you rate the amount of time you spent with your Doctor? [Rating]</p> <p>sometimes in a rush</p> <p>its too little</p> <p>no enough time talk</p> <p>don't do enough test</p> <p>not enough test</p> <p>B4: How would you rate the medical attention you received by the doctor? [Rating]</p> <p>dont run enough test</p> <p>gives wrong meds</p> <p>dont do enough test</p> <p>B5: How would you rate your Doctor's ability to communicate with you? [Rating]</p> <p>don't understand them</p> <p>couldn't understand clear</p>
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<p>don't speak clear English</p> <p>didn't understand clear</p> <p>B6: Did the doctor explain your illness in a way that you understood well? [Rating]</p> <p>language barrier</p> <p>not enough test</p> <p>B7: How would you rate your Doctor's attention in listening to you? [Rating]</p> <p>the doctor didn't understand English</p> <p>B10: How would you rate the attitude the front staff showed you? [Rating]</p> <p>needs to be more friendly</p> <p>needs to be more friendly</p> <p>B17: How would you rate the comfort in the waiting area? [Rating]</p> <p>fix the chairs</p> <p>B20: Overall how satisfied are you with the Clinic? [Rating]</p> <p>its too crowded for the doctor</p>
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Arranging for and Getting Care: Patients at PG clinic not satisfied with the opening hour of the clinic. This clinic rated the lowest for this area. Patients complained about clinic closing too late.

Quality of Service: For this area patients show low level of satisfaction with the doctors and the medical attention of the doctors. Patients complained about doctors not giving enough test and about not understanding and about not listening to patients. They also complained about the staff.

Physical Facilities: Patient are satisfied with the interior and exterior appearance of the clinic. They only complain about the chairs in the waiting area.

Comments: The following are the comments that patients gave during the interview:

PG
They take too long to deal with the emergency patients
bathroom needs repair
new medical machine

SA

Patients response as to why they rated the clinic “fair” or “poor”:

SA

B1: How would you rate the opening hours of the clinic? [Rating]

due to distance i cant always make it on time

B2: How would you rate your Doctor’s attitude? [Rating]

the drs that work there take their own time when attending to you
they don't have any patience

B3: How would you rate the amount of time you spent with your Doctor? [Rating]

take too long
they take too long to see patients
it takes too long to go see the doctor

B4: How would you rate the medical attention you received by the doctor? [Rating]

they don't have medication they prescribe at clinic
they attended to me after everyone else and i still didn't get my medication. I bought it myself

B5: How would you rate your Doctor’s ability to communicate with you? [Rating]

there is a huge language barrier
there is a little language barrier
i understand a little spanish and thats what the drs speak, so theres a language barrier

B6: Did the doctor explain your illness in a way that you understood well? [Rating]

I can't understand them well because of the language barrier

B7: How would you rate your Doctor’s attention in listening to you? [Rating]

when they don't understand me so they try to guess

B8: How would you rate the medical attention you received by the nurse/s? [Rating]

they treat patients roughly

B9: How would you rate the attitude the Nurses showed you? [Rating]

the nurses aren't patient enough
they have bad attitude
they tell you they don't have time for you, or they won't attend to people from san antonio

B10: How would you rate the attitude the front staff showed you? [Rating]

when they know someone, or it is their family members, they let them go ahead of others
they are hurrying
people

<p>some treat people good and some ignore you</p> <p>they say they are busy a lot</p> <p>they are biased by culture, because they are Mayan, they ignore any other culture besides theirs</p> <p>B11: How would you rate the attitude the security guard showed you? [Rating]</p> <p>they speak with attitude and don't inform patients with information</p> <p>B15: How would you rate the outside appearance of the Clinic? [Rating]</p> <p>vendors leave their garbage</p> <p>B17: How would you rate the comfort in the waiting area? [Rating]</p> <p>they have tv off most of the time</p> <p>the chairs are uncomfortable</p> <p>B20: Overall how satisfied are you with the Clinic? [Rating]</p> <p>the clinic is okay but the workers are not good</p>
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Arranging for and Getting Care: Patients complained about the distance of the clinic.

Quality of Service: For this area patients complained about the attitude and medical attention of the doctors. Also, the long waiting time to see the doctor and about not having medications at the clinics. There is also a language barrier. Patients are not happy with the attention given by the nurses and the front staff. They complained that they are not friendly and don't pay attention to the patients. A patient mentioned that the security guard has a bad attitude and don't give patients information.

Physical Facilities: Patients complained that vendors leave the garbage outside. In the waiting area the chairs are uncomfortable and the tv is most of the time off.

Overall Satisfaction: This area rated poor since patients are not satisfied with the staff at the clinic.

Comments: The following are the comments that patients gave during the interview:

SA
they don't have sufficient medication for the community
they treat me well
they offer good service
the drs should work faster

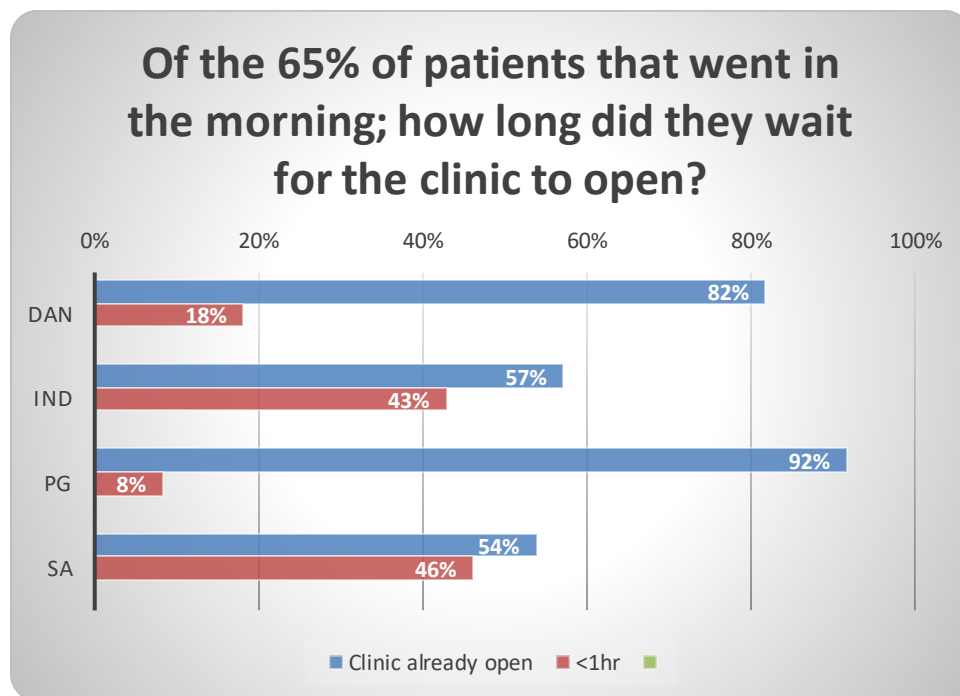
seniors need priority

the results of tests take too long

Results for Patient Waiting Experience

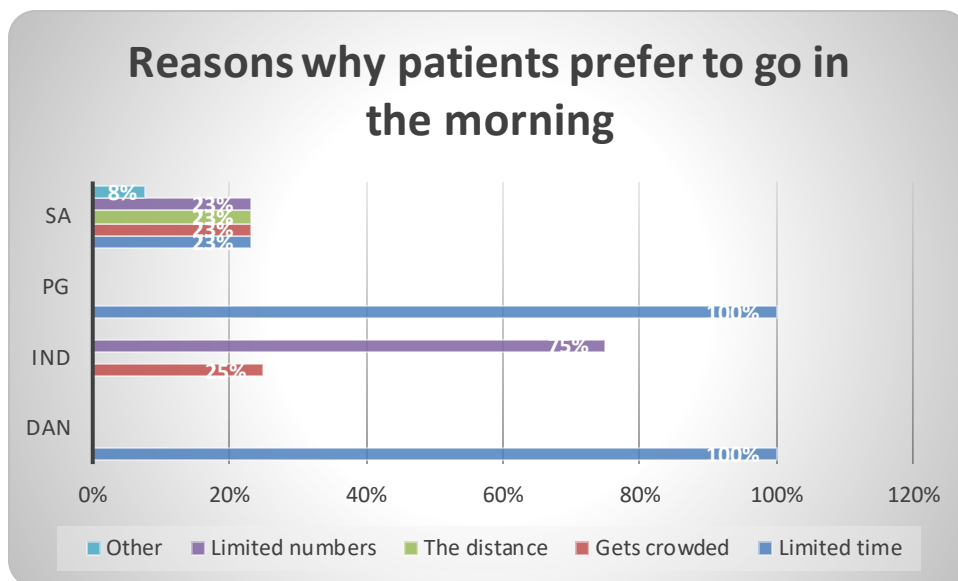
When do patients go most often to the clinic					
Clinic	DAN	IND	PG	SA	Total
Afternoon	42%	22%	26%	32%	32%
Evening	0%	0%	11%	0%	3%
Morning	58%	78%	63%	68%	65%

Results show that patients prefer to visit the clinic in the mornings. Although for DAN patients also prefer to go in the afternoons. From the number of patients who prefer to go in the morning, we asked how long they waited outside before the clinic open? Below are the results:



Most of the time the clinic is already open therefore patients don't have to wait. The exception is SA, whereby 46% waited at least an hour for the clinic to open.

When asked why do patients need to reach early at the clinic, the main reason was to get an early number and finish early.



Main purpose for visiting the clinic					
Options	DAN	IND	PG	SA	Total
Checkup (ask question C7)	84%	78%	74%	84%	80%
Prescription Refill (ask question C5)	16%	22%	11%	16%	15%
Test Results (ask question C6),	0%	0%	16%	0%	5%

The main reason why patients visit the clinic is for medical checkup followed by prescription refill then by test results.

The following results are in reference to prescription refill, patients were asked, how long they waited to get their prescription filled:

How long did you wait for prescription refill?					
Time	DAN	IND	PG	SA	Total
<15mins	0%	0%	5%	0%	5%
15-30mins	55%	60%	45%	35%	45%
30-45mins	45%	40%	50%	55%	45%
>1hr	0%	0%	0%	10%	5%

For the following table, patients were asked how long they waited to get their test results:

How long did you wait for test results?					
Time	DAN	IND	PG	SA	Total
<15mins	0%	0%	0%	0%	0%
15-30mins	25%	25%	25%	50%	30%
30-45mins	25%	50%	50%	50%	45%
>1hr	50%	25%	25%	0%	25%

The following results are in regard to waiting time for a medical checkup from the moment the patient enters the clinic to the time the patient sees the doctor.

Waiting time from entrance to the time receptionist called		DAN	IND	PG	SA	Total
<15mins		5%	0%	40%	20%	20%
15-30mins		50%	60%	20%	40%	40%
30-45mins		45%	40%	40%	40%	40%
>1hr		0%	0%	0%	0%	0%
Waiting time from receptionist to nurse interview		DAN	IND	PG	SA	Total
<15mins		20%	5%	10%	5%	16%
15-30mins		60%	45%	50%	45%	68%
30-45mins		10%	40%	40%	45%	9%
>1hr		10%	10%	0%	5%	7%
Waiting time from nurse to when doctor called patient		DAN	IND	PG	SA	Total
<30mins		30%	25%	0%	10%	23%
30mins-1hr		45%	50%	50%	60%	61%
1hr-2hr		25%	25%	25%	20%	12%
>2hr		0%	0%	25%	0%	4%
Waiting time spent with the doctor		DAN	IND	PG	SA	Total
5-15mins		45%	60%	30%	50%	40%
15-30mins		40%	40%	60%	50%	50%
30-45 mins		10%	0%	5%	0%	5%
>1hr		5%	0%	5%	0%	5%

If there is an interruption in the normal services of the clinic, was the patient informed?

If there was an interruption in service were patients informed?	DAN	IND	PG	SA	Total
Yes	35%	20%	10%	10%	20%
No	5%	0%	0%	0%	5%
NA	60%	80%	90%	90%	75%

How patients spend their time while waiting					
	DAN	IND	PG	SA	Total
Watch TV	10%	10%	5%	5%	10%

Socialize with others	24%	25%	20%	25%	20%
Sit and wait	40%	40%	50%	40%	40%
Play with my phone	25%	25%	20%	20%	20%
Read something	1%	0%	5%	5%	5%
NA	0%	0%	0%	5%	5%

While waiting most patients would just sit and wait or socialize with other patients.

What would make their time more pleasant while waiting					
	DAN	IND	PG	SA	Total
More space	5%	0%	0%	0%	5%
Service to move faster	10%	10%	20%	20%	15%
More books to read	0%	5%	0%	0%	5%
Satisfied with everything	50%	50%	40%	30%	45%
More tv	5%	0%	10%	10%	5%
Better service	20%	20%	10%	25%	15%
WIFI	10%	10%	10%	10%	5%
Other	0%	5%	10%	5%	5%

The following questions focus on options that patients would prefer when accessing the service faster and conveniently. These are significant factors that can influence the overall patient satisfaction.

Preferred options for clinic consultation	DAN	IND	PG	SA	Total
Call and request an appointment	40%	25%	40%	10%	30%
Take a number at the clinic and wait for your turn	60%	75%	50%	90%	60%
NA	0%	0%	10%	10%	10%

Preferred option for a prescription refill	DAN	IND	PG	SA	Total
Call and request an appointment	20%	25%	25%	15%	25%
Doctor usually gives me a date on when to go back for my refill	20%	10%	20%	15%	10%
Go to pharmacy and get your refill	15%	15%	20%	20%	15%
Take a number at the clinic and wait for your turn	45%	50%	35%	50%	50%

Preferred option if doctor needs to discuss test results	DAN	IND	PG	SA	Total
Call and request an appointment	20%	20%	35%	20%	25%
Doctor gives me a date when to go back	20%	10%	5%	25%	20%
Take a number at the clinic and wait for your turn	50%	70%	55%	50%	50%
NA	10%	0%	5%	5%	5%

Preferred option if doctor does not need to discuss results	DAN	IND	PG	SA	Total
By appointment	10%	15%	10%	0%	5%
By Email	10%	10%	5%	5%	5%
By telephone	10%	15%	15%	10%	15%
In person	65%	60%	70%	80%	65%
NA	5%	0%	0%	5%	5%

The following table shows the response of patient when ask if they are willing to change their lifestyle in order to improve their health:

Will you change your lifestyle to improve your health

Options	DAN	IND	PG	SA	Total
N/A	5%	0%	0%	10%	5%
No	0%	5%	20%	0%	10%
Yes	95%	95%	80%	90%	85%

Conclusion/Suggestions

This year the waiting time was not an indicator that stood out. The area that stood out is the quality of services particularly in the area of the attitude of the staff and the medical attention by doctors and nurses. DAN, IND and SA showed very low level of satisfaction with this indicator. An area that needs urgent attention since it is an influential factor in the overall patient satisfaction.

The results of the overall patient waiting experience is consistent with the results from last year therefore, administrators can now see a trend regarding the strengths and weaknesses of each area. It gives an opportunity to understand the views and perceptions of patients and their involvement in improving the quality of health care services.

Questionnaire

Patient Satisfaction Survey Questionnaire 2018

SS#: _____

Have you visited the clinic this year?

1. Yes
2. No

Section A: Demographics

A1. How old are you? _____ Years

A2. What is your gender? _____ Male _____ Female

A3. How do you describe yourself?

- | | |
|---------------|---------------|
| 1 Chinese | 5 Maya |
| 2 Creole | 6 Mennonite |
| 3 East Indian | 7 Mestizo |
| 4 Garifuna | 8 Other _____ |

A4. What is your level of Education?

- 1 Incomplete Primary School
- 2 Complete Primary School
- 3 Incomplete High School
- 4 Complete High School
- 5 Sixth Form
- 6 University
- 7 Post-Graduate

Section B: Indicators

	The following questions are about the ease of getting services:	Excellent	Good	Fair	Poor	NA
B1	How would you rate the opening hours of the clinic?	1	2	3	4	0
	The following questions are about the quality of the services received:					
B2	How would you rate your Doctor's attitude?	1	2	3	4	0
B3	How would you rate the amount of time you spent with your Doctor?	1	2	3	4	0
B4	How would you rate the medical attention you received by the doctor?	1	2	3	4	0

B5	How would you rate your Doctor's ability to communicate with you? Did you understand what he/she was saying?	1	2	3	4	0
B6	Did the doctor explain your illness in a way that you understood well?	1	2	3	4	0
B7	How would you rate your Doctor's attention in listening to you?	1	2	3	4	0
B8	How would you rate the medical attention you received by the nurse/s?	1	2	3	4	0
B9	How would you rate the attitude the Nurses showed you?	1	2	3	4	0
B10	How would you rate the attitude the front staff showed you?	1	2	3	4	0
B11	How would you rate the attitude the security guard showed you?	1	2	3	4	0
B12	How would you rate the attitude the cleaning lady showed you?	1	2	3	4	0
B13	How would you rate the confidentiality of the medical staff?	1	2	3	4	0
The following questions are about the clinic itself:						
B14	How would you rate the inside appearance of the Clinic?	1	2	3	4	0
B15	How would you rate the outside appearance of the Clinic?	1	2	3	4	0
B16	How would you rate the cleanliness of the waiting room?	1	2	3	4	0
B17	How would you rate the comfort in the waiting area?	1	2	3	4	0
B18	How would you rate the cleanliness of the examination room?	1	2	3	4	0
B19	How would you rate the cleanliness of the bathroom?	1	2	3	4	0
The last question is about your overall satisfaction:						
B20	Overall how satisfied are you with the Clinic?	1	2	3	4	0

Section C: Patient Waiting Experience

C1. When do you go to the clinic most often?

1. Morning
2. Afternoon
3. Evening

If the patient answered Morning, ask the two following questions: If not follow with Question C4.

C2. How long did you wait outside before the clinic open? _____

C3. Why do you feel the need to reach early at the clinic? _____

C4. What is the main purpose for visiting the clinic?

1. Prescription Refill (ask question C5)
2. Test Results (ask question C6)
3. Checkup (ask question C7)

If the patient answered Refill, ask the following question:

C5. If you visited the clinic just to get a refill, how long did you wait to get your prescription refill?

1. <15mins
2. 15-30mins
3. 30-45mins
4. >1hr

If the patient answered test results, ask the following question:

C6. If you visited the clinic just to get your results, how long did you wait to get your test results?

1. <15mins
2. 15-30mins
3. 30-45mins
4. >1hr

If the patient answered checkup, ask the following question:

C7. How long did it take from the time you entered the clinic to the time the receptionist called you?

1. <15mins
2. 15-30mins
3. 30-45mins
4. >1hr

C8. How long did it take from the time you were checked in to the time the nurse interviewed you?

1. <15mins
2. 15-30mins
3. 30-45mins
4. >1hr

C9. How long did it take from the time the interview with the nurse ended to the time the doctor called you?

1. <30mins
2. 30mins-1hr
3. 1hr-2hr
4. >2hr

C10. How long did you spend with the doctor in the consultation room?

1. <5mins
2. 5-15mins
3. 15-30mins
4. 30-45mins

5. >1hr

C11. If there was an interruption in the normal services were you informed?

1. Yes
2. No

C12. How did you spend the time while waiting? _____

C13. What would make your waiting time in the clinic more pleasant? _____

C14. If you need to visit the clinic for consultation, which option would you prefer?

1. Call and request an appointment
2. Take a number at the clinic and wait for your turn
3. Other _____

C15. If you need to visit the clinic for a refill, which option would you prefer?

1. Call and request an appointment
2. Take a number at the clinic and wait for your turn
3. Other _____

C16. If your doctor needs to discuss your results with you, which option would you prefer?

1. Call and request an appointment
2. Take a number at the clinic and wait for your turn
3. Other _____

C17. If your doctor does not need to discuss your results, how would you like to receive it?

1. In person
2. By telephone
3. By email
4. By appointment
5. Other _____

C18. Will you change something in your lifestyle (diet, exercise) to improve your health?

1. Yes
2. No
3. NA

Comments or Suggestions:

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