



National Health Insurance

2018

Patient Satisfaction Survey
Results
South Side

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Introduction

This report presents the results of the Patient Satisfaction Survey conducted to all NHI clinics in the South Side area of Belize City. The PCPs assessed included Matron Roberts (MR), Belize Medical Associates (BMA), Belize Family Life Association (BFLA), Belize Healthcare Partners (BHP) and Mercy Clinic. 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 30 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 South Side Region of the Belize District.
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-October 2018. A total of 30 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	BFLA	BMA	BHP	MR	MC
Gender					
Male	2 11%	5 26%	7 37%	3 16%	5 26%
Female	17 90%	14 74%	12 63%	16 84%	14 74%
Age Range					
20-35	0 0%	0 0%	0 0%	1 5%	0 0%
36-45	15 79%	8 42%	13 68%	8 42%	0 0%
46-55	1 5%	8 42%	3 16%	8 42%	0 0%
>56	3 16%	3 16%	3 16%	2 11%	19 100%

This year the majority of respondents were females between the ages of 36-45.

Demographics	BFLA	BMA	BHP	MR	MC
Ethnicity					
Creole	8	11	13	11	13
	42%	58%	68%	58%	68%
Mestizo	2	4	2	2	2
	11%	21%	11%	11%	11%
Other	4	1	2	2	2
	21%	5%	11%	11%	11%
Education					
Complete Primary School	6	6	8	6	8
	32%	32%	42%	32%	42%
Compleat High School	6	2	5	2	5
	32%	11%	26%	11%	26%
Sixth Form	2	7	3	3	-
	11%	37%	16%	16%	0%

Results:

Overall Score by PCP for 2018

PCP	BFLA	BMA	BHP	MR	MC
Total n	30	30	30	30	30
Questionnaires that met the target (80%)	28	28	28	29	30
Final Score	93%	93%	93%	97%	100%

With the minimum standard set at 80%, the average scores per PCP were as follows BFLA 93%, BMA 93%, BHP 93%, MR 97% and MC 100%,. As a result, all the PCPs met the minimum standard set and met this Key Performance Indicator.

Average Scores by Indicators 2018

PCP	BFLA	BMA	BHP	MR	MC
Ease of getting Service (5%)	4.5%	4.7%	4.6%	4.7%	4.5%
Quality of Services (60%)	54.2%	55.3%	54.7%	55.6%	57.3%
Physical Facility of Clinic (30%)	28.1%	28.3%	27.4%	27.6%	27.3%
Overall Satisfaction (5%)	4.7%	4.7%	4.6%	4.8%	4.9%

The average score by indicator shows that BFLA and MC has a lower satisfaction level with the ease of getting service. BFLA scored lowest for the quality of services and MC 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	BFLA	BMA	BHP	MR	MC
The opening hours of the Clinic	1.79	1.88	1.83	1.89	1.80
Quality of Services					
The doctors' attitude	1.82	1.90	1.84	1.83	1.94
The amount of time spent with the Doctor	1.69	1.81	1.74	1.86	1.88
The medical attention by doctor	1.79	1.82	1.86	1.89	1.95
Doctor's ability to communicate with the patient	1.84	1.83	1.88	1.83	1.96
Doctor explain the illness well	1.79	1.76	1.79	1.88	1.95
The Doctors' attention in listening to the patient	1.81	1.92	1.90	1.88	1.96
The medical attention by nurse/s	1.84	1.82	1.77	1.86	1.90
The Nurses' attitude	1.84	1.88	1.78	1.82	1.91
The Front Staffs' attitude	1.84	1.85	1.81	1.87	1.88
The Security Guards' attitude	1.78	1.81	1.81	1.83	1.87
The Cleaning ladys' attitude	1.78	1.85	1.87	1.83	1.87
The confidentiality of the medical staff	1.85	1.85	1.82	1.87	1.86
Physical Facility of Clinic					
The inside appearance of the Clinic	1.89	1.89	1.85	1.93	1.85
The outside appearance of the Clinic	1.84	1.90	1.77	1.90	1.80
The cleanliness of the wating room	1.92	1.90	1.91	1.91	1.88
The comfort in the waiting room	1.89	1.80	1.74	1.56	1.65
The cleanliness of the examination room	1.85	1.92	1.92	1.91	1.87
The cleanliness of the bathroom	1.85	1.94	1.78	1.82	1.87
Overall Satisfaction					
Satisfaction of patient with the clinic	1.88	1.88	1.83	1.93	1.94

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

BFLA

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

<p>BFLA</p> <p>B1: How would you rate the opening hours of the clinic? [Rating]</p> <p>i stay too long there</p> <p>if you go after 3pm, they don't accept to see any patients even though it's never a lot of people at that time.</p> <p>It doesn't make sense because they close at 7 pm</p> <p>B2: How would you rate your Doctor's attitude? [Rating]</p> <p>not all, but sometimes they have a bad attitude</p>
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B3: How would you rate the amount of time you spent with your Doctor? [Rating]

they take their slow
time

sometimes they dont have any patients and they take too long

they move slow and you end up spending a whole day waiting and the time with them is short

when its crowded, they try to rush

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

they don't do a thorough test

they don't take the time to properly check you and they move slow

B5: How would you rate your Doctor's ability to communicate with you? Did you understand what he/she was saying? [Rating]

they don't properly explain

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

they dont take the time to explain properly. They take into account only what they want

sometimes you have to ask for them to explain further

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

im not satisfied with them listening to the reason i went in for

they dont give a thorough check up

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

they take too long and take breaks

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

they don't know how to talk to people and are condescending

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

some are not too
friendly

B11: How would you rate the attitude the security guard showed you? [Rating]

the one that is usually there he is grumpy, and he makes you wait until he is ready to give you the number

B12: How would you rate the attitude the cleaning lady showed you? [Rating]

She never smiles, she always looks serious

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

not enough parking space

B18: How would you rate the cleanliness of the examination room? [Rating]

the bed was messy from the person before me and they made me lie in the same one,

sometimes you find hairs on it. The examination beds are uncomfortable

B19: How would you rate the cleanliness of the bathroom? [Rating]

sometimes its messy

Ease of Getting Care: patients were asked about their satisfaction with the opening hours of the clinic. Patients complained about going to the clinic after 5pm and not receiving medical attention. Hence the reason for a low satisfaction level.

Quality of Service: patients rated the clinic with high satisfaction levels. This year patients complained about the time spent with the doctors. High satisfaction rates were achieved for the doctors' attitude, medical attention, communication and confidentiality of staff.

Physical facilities: There is a high level of satisfaction with all the other areas.

Overall Satisfaction with services:

- BFLA obtained 4.7% of the maximum 5% weight value assigned to this indicator. Similar to previous surveys respondents expressed dissatisfaction with the waiting time.

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

	BFLA
1	they need to work on the waiting time
2	waiting time could be shorter, but all is well
3	ive been going to that clinic from i found out i was a diabetic and i cant complain
4	the chair reserved for senior citizens is not used for them

BMA

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

BMA

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

doesnt open on
weekends

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

depends on which doctor

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

sometimes they rush
needs to increase

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

not enough test
not enough test

B5: How would you rate your Doctor’s ability to communicate with you? Did you understand what he/she was saying? [Rating]

depends on which one

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

depends on which one
doesn't speak clear English
could not speak clear English

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

take too long

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

needs to be more friendly

B11: How would you rate the attitude the security guard showed you? [Rating]

sometimes they dont answer you back
sometimes he does not assist

B12: How would you rate the attitude the cleaning lady showed you? [Rating]

dont ask for excuse

B13: How would you rate the confidentiality of the medical staff? [Rating]

the nurses should not be able to see all medical files

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

put benches outside

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

- improve the chair
- need better chairs

B20: Overall how satisfied are you with the Clinic? [Rating]

- waiting time is too long

Ease of Getting Care: The opening hours of the clinic is not an issue; however, patients would want the clinic to open on the weekends.

Quality of Service: all variables for this area was rated with high satisfaction level. The lowest rating was for the doctor explaining the illness to the patient. Patients complained about the language barrier and depends on the doctor that attended to them.

Physical facilities: patients complained about the comfort of the chairs in the waiting area.

Overall Satisfaction: patients complained about the long waiting time.

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

BMA	
1	They should not make you do the whole process when going back to collect your results.
2	They should just make you go right in and not make you wait that long.
3	You cant eat inside the clinic only outside but there is no benches nor sheds that you can go under to sit and eat.
4	waiting time is too long
5	the waiting time is too long

BHP

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

BHP

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

not open on weekends

take too long

close too early

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

does not help a lot

depends on the doctor

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

don't do enough test

they rush on busy days

not on

time

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

does not have a lot of meds

depends on the doctor

B5: How would you rate your Doctor’s ability to communicate with you? Did you understand what he/she was saying? [Rating]

depends on the doctor

depends on the doctor

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

does not run enough tests

depends on the doctor

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

took to

long

depend on the nurse

they take too long

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

make her wait too long

depend on the nurse

sometimes they are mean

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

they skip the number, don't explain well

B11: How would you rate the attitude the security guard showed you? [Rating]

not helpful
needs be friendly

B13: How would you rate the confidentiality of the medical staff? [Rating]

hear them a couple times talking about someone
sometimes they are too loud about a patient

B14: How would you rate the inside appearance of the Clinic? [Rating]

needs to improve

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

more parking needed

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

improve the chairs
place is too cold
needs more space and its too cold

B19: How would you rate the cleanliness of the bathroom? [Rating]

smells a
bit

B20: Overall how satisfied are you with the Clinic? [Rating]

dont run enough tests
needs more medication/ birth control

Arranging for and Getting Care: Patients complained about the clinic closing early and not opening on weekends.

Quality of Service: for this area patients express that their satisfaction depends on the doctor that attends to them, seems like they have a preference for the doctors. Another area that needs attention is the attitude of the staff and about nurses being indiscreet with patient information.

Physical Facilities: The outside of the clinic needs some improvements and the waiting area needs more space.

Overall Satisfaction: Overall clients are very satisfied with the services offered at this clinic.

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

BHP	
1	some of the nurses does not speak clear enough english
2	majority of medication and lads are not covered by NHI
3	would like the administrator to be more friendly
4	some refills are no longer available for free under NHI (contraceptives)

MR

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

MR
<p>B2: How would you rate your Doctor’s attitude? [Rating] a couple are excellent, but not all some get to know you more than others</p>
<p>B3: How would you rate the amount of time you spent with your Doctor? [Rating] sometimes you spend less than 15 minutes, they write p prescription without checking patient</p>
<p>B4: How would you rate the medical attention you received by the doctor? [Rating] limited time with medical attention, no time to explain fully</p>
<p>B5: How would you rate your Doctor’s ability to communicate with you? Did you understand what he/she was saying? [Rating] hard to understand Cuban DRS some drs have a strong accent</p>
<p>B6: Did the doctor explain your illness in a way that you understood well? [Rating] did not understand when drs use big words</p>
<p>B7: How would you rate your Doctor’s attention in listening to you? [Rating] limited attention</p>
<p>B9: How would you rate the attitude the Nurses showed you? [Rating] they don’t showcase empathy, they feel they know better</p>
<p>B11: How would you rate the attitude the security guard showed you? [Rating] Theyre not strict on the rules with everyone</p>
<p>B12: How would you rate the attitude the cleaning lady showed you? [Rating] cleaning personnel sit and gossip</p>
<p>B17: How would you rate the comfort in the waiting area? [Rating] uncomfortable seats chairs are uncomfortable the television shows are boring</p>

everything is clustered up
 the air conditioning is too cold sometimes
 its always crowded
 chairs are uncomfortable

B19: How would you rate the cleanliness of the bathroom? [Rating]
 lack of toilet paper
 sometimes it's messy

Arranging for and Getting Care: patients are satisfied with the opening hours of the clinic.

Quality of Service: Patients complained about not spending enough time with the doctors, about not receiving the proper medical attention and the difficulties in understanding some doctors due to language barrier.

Physical Facilities: Patients complained about the comfort in the waiting area: uncomfortable chairs, tv shows are boring, always crowded, too cold at times.

Overall Satisfaction: Overall patients are not satisfied with the attitude of the staff and the waiting time.

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

	MR
1	everything is excellent, good quality service
2	good service
3	everything is good
4	no complaints
5	the appointment card that is offered is a huge help to eliminate the waiting process
6	I would like to commend the institution, i am very satisfied with the staff and service
7	very organized
8	i highly recommend the clinic, i have no complaints.
9	everything is perfect and i'm content
10	very satisfied, improvement seen after appointments were implemented

MC

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

<p>MC</p> <p>B1: How would you rate the opening hours of the clinic? [Rating] there's a lot of people with the same appointment time</p> <p>B3: How would you rate the amount of time you spent with your Doctor? [Rating] there's not enough time for the doctor to take their time their job to the fullest</p> <p>B15: How would you rate the outside appearance of the Clinic? [Rating] they have benches outside but there's no shed</p> <p>B17: How would you rate the comfort in the waiting area? [Rating] they don't have seating area outside add more chairs outside for others that don't want to be in the AC its cold inside so many prefer to go outside to wait, but there's no seating outside place some more comfortable benches outside</p>
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Arranging for and Getting Care: Patients are saying that the same appointment time is given to several patients.

Technical Quality: All areas received high scores, therefore indicating that patients are satisfied with the medical attention of doctors and with the staff overall.

Physical Facilities: Similar to last year, the lowest score for this area was for the comfort in the waiting area and for the bathroom. Patients complain about the uncomfortable chairs and the room being too cold.

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

	MC
1	very satisfied with doctors and staff
2	going up the walkway, there is only the door to hold onto. Access needs to be easier
3	i don't find any fault in the clinic
4	I've been going there for the past 10 years and i have no complaints
5	i hope and pray that the service and clinic continues
6	im very happy with the service
7	to please check on flu shots, and implement a photocopier for copies of results
8	Everything is good, i get good treatment

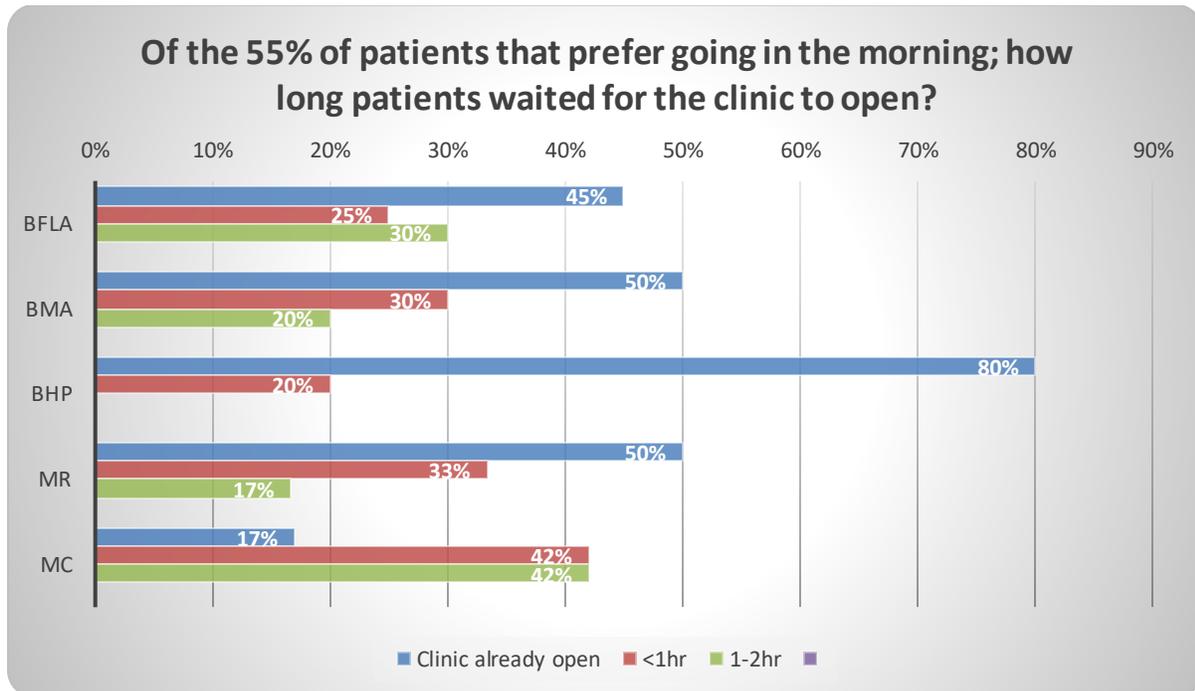
9	been there or 5 years and i find no faults
10	everybody is so mannerly, no complaints. Everyone is so sweet and helpful

Results for Patient Waiting Experience

When do patients go most often to the clinic						
Clinic	BFLA	BMA	BHP	MR	MC	Total
Morning	67%	30%	57%	80%	40%	55%
Afternoon	30%	63%	30%	17%	60%	40%
Evening	3%	7%	13%	0%	3%	5%

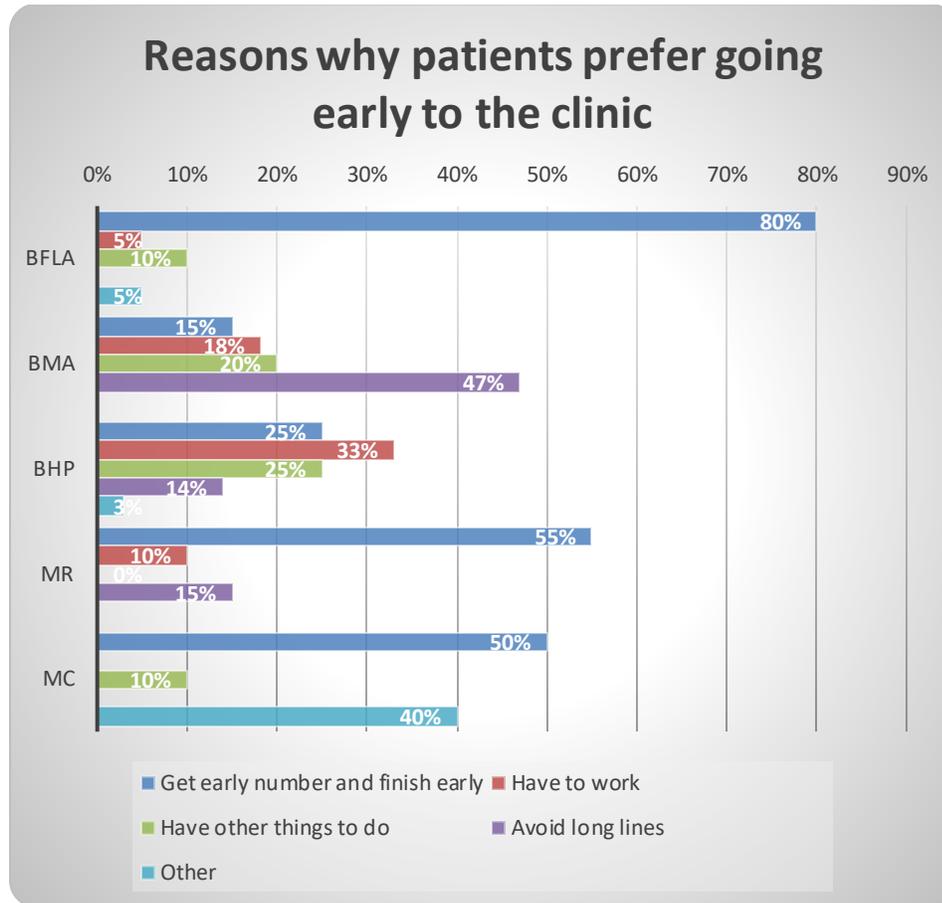
Overall patients prefer going to the clinic in the mornings. However, the breakdown shows that patients for MC and BMA would prefer going in the afternoons. Patients for MR and BFLA prefer in the morning and for BHP is both morning and afternoon.

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:



In the mornings, most of the time the clinic is already open when the patient arrives.

When asked why patients need to reach early at the clinic, the main reason for BFLA, MR and MC was to get an early number and finish early. For BMA the main reason is to avoid the long lines and for BHP is that patient have to go to work.



Main purpose for visiting the clinic						
Options	BFLA	BMA	BHP	MR	MC	Total
Checkup (ask question C7)	67%	77%	80%	60%	80%	73%
Prescription Refill (ask question C5)	33%	17%	13%	37%	13%	23%
Test Results (ask question C6)	0%	7%	7%	3%	7%	5%

The main reason why patients visit the clinic is for medical check-up 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	BFLA	BMA	BHP	MR	MC	Total
<15mins	30%	2%	65%	10%	20%	25%
15-30mins	39%	30%	15%	55%	60%	39%
30-45mins	14%	35%	15%	20%	10%	30%
>1hr	17%	33%	5%	15%	10%	6%

Overall the waiting time for a prescription refill is between 15-30 mins however it varies for each clinic. MR has the longest waiting time and BHP has the least.

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	BFLA	BMA	BHP	MR	MC	Total
<15mins	60%	0%	0%	0%	0%	10%
15-30mins	20%	50%	100%	60%	0%	70%
30-45mins	20%	50%	0%	40%	0%	20%
>1hr	0%	0%	0%	0%	0%	0%

The following results are in regards to waiting time for a medical check-up: 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	BFLA	BMA	BHP	MR	MC	Total
<15mins	45%	39%	40%	43%	43%	40%
15-30mins	33%	40%	30%	41%	40%	45%
30-45mins	17%	18%	20%	11%	17%	10%
>1hr	5%	3%	10%	5%	0%	5%
Waiting time from receptionist to nurse interview	BFLA	BMA	BHP	MR	MC	Total
<15mins	6%	15%	10%	15%	15%	10%
15-30mins	64%	52%	55%	40%	60%	60%
30-45mins	20%	23%	22%	25%	15%	20%
>1hr	10%	10%	14%	20%	10%	10%
Waiting time from nurse to when doctor called patient	BFLA	BMA	BHP	MR	MC	Total
<30mins	30%	20%	19%	28%	50%	25%
30mins-1hr	55%	62%	62%	42%	40%	55%
1hr-2hr	10%	15%	15%	20%	5%	15%
>2hr	5%	3%	4%	10%	5%	5%
Waiting time spent with the doctor	BFLA	BMA	BHP	MR	MC	Total
<5mins	5%	5%	4%	5%	0%	5%
5-15mins	50%	39%	40%	52%	35%	26%
15-30mins	40%	52%	48%	33%	35%	45%
30-45mins	5%	0%	8%	10%	30%	20%
>1hr	0%	4%	0%	0%	0%	4%

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?	BFLA	BMA	BHP	MR	MC	Total
Yes	4%	30%	45%	25%	20%	25%
No	2%	0%	2%	0%	0%	2%
NA	94%	70%	53%	75%	80%	73%

How patients spend their time while waiting						
	BFLA	BMA	BHP	MR	MC	Total
Watch TV	25%	20%	5%	25%	0%	15%
Socialize with others	27%	30%	30%	20%	70%	44%
Sit and wait	30%	15%	20%	30%	15%	14%
Play with my phone	15%	30%	30%	15%	5%	20%
Read something	0%	0%	5%	5%	5%	5%
NA	3%	5%	10%	5%	5%	2%

While waiting most patients would socialize with others or play with their phone.

What would make their time more pleasant while waiting						
	BFLA	BMA	BHP	MR	MC	Total
WIFI	20%	20%	15%	20%	0%	15%
Service to move faster	5%	5%	10%	5%	5%	5%
More books to read	3%	5%	17%	5%	0%	5%
Satisfied with everything	48%	40%	40%	45%	80%	60%
More Doctors	5%	5%	5%	5%	0%	5%
Comfortable chairs	10%	20%	10%	12%	10%	5%
Other	2%	0%	0%	3%	2%	2%
NA	7%	5%	3%	5%	3%	3%

60% of total patients are satisfied with everything at the clinics. However, it varies by clinic as to what other option would make their waiting time more pleasant.

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	BFLA	BMA	BHP	MR	MC	Total
Call and request an appointment	45%	55%	65%	40%	40%	54%
Take a number at the clinic and wait for your turn	50%	45%	35%	55%	60%	40%
They usually give the date to go back	0%	0%	0%	0%	3%	1%
My clinic doesnt take appointments nor give out numbers	0%	0%	0%	0%	0%	0%
NA	5%	0%	0%	5%	0%	5%

Preferred option for a prescription refill	BFLA	BMA	BHP	MR	MC	Total
Call and request an appointment	40%	40%	40%	30%	20%	50%
Take a number at the clinic and wait for your turn	47%	37%	45%	50%	60%	40%
Doctor usually gives a date when to go back	7%	10%	10%	10%	20%	5%
My clinic doesnt take appointments nor give out numbers	0%	3%	0%	0%	0%	2%
NA	7%	10%	5%	10%	0%	3%

Preferred option if doctor needs to discuss test results	BFLA	BMA	BHP	MR	MC	Total
Call and request an appointment	30%	50%	52%	35%	27%	40%
Take a number at the clinic and wait for your turn	60%	45%	40%	60%	60%	50%
They usually give you a date to come back	0%	0%	5%	0%	3%	5%
NA	10%	5%	3%	5%	10%	5%

Preferred option if doctor does not need to discuss results	BFLA	BMA	BHP	MR	MC	Total
By appointment	12%	20%	20%	8%	20%	15%
By Email	5%	10%	17%	5%	0%	15%
By telephone	3%	5%	3%	7%	10%	5%
In person	70%	60%	50%	70%	65%	60%
NA	10%	5%	10%	10%	5%	5%

Conclusion/Suggestions

As with previous surveys, the long waiting time to see the doctor has been an issue. Several recommendations have been given to the clinics on how to be more efficient when processing patients. The comments suggest that patients are not satisfied with the attention given by the doctors, however their satisfaction depends on the doctor that was on call and the amount of time that they spent in the consultation room with the doctor.

In addition to waiting time another indicator that stood out was the waiting area, whereby patients indicated that the chairs are uncomfortable and crowded. For BHP and MC, patients indicated that the AC was at times too cold.

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

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	How would you rate your Doctor's attention in listening to you?	1	2	3	4	0
B7	How would you rate the medical attention you received by the nurse/s?	1	2	3	4	0
B8	How would you rate the attitude the Nurses showed you?	1	2	3	4	0
B9	How would you rate the attitude the front staff showed you?	1	2	3	4	0
B10	How would you rate the attitude the security guard showed you?					
B11	How would you rate the attitude the cleaning lady showed you?					
B12	How would you rate the confidentiality of the medical staff?					
The following questions are about the clinic itself:						
B13	How would you rate the inside appearance of the Clinic?	1	2	3	4	0
B14	How would you rate the outside appearance of the Clinic?	1	2	3	4	0
B15	How would you rate the cleanliness of the waiting room?	1	2	3	4	0
B16	How would you rate the comfort in the waiting area?	1	2	3	4	0
B17	How would you rate the cleanliness of the examination room?	1	2	3	4	0
B18	How would you rate the cleanliness of the bathroom?	1	2	3	4	0
The last question is about your overall satisfaction:						
B19	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 _____

Comments or Suggestions:

