



2020

# Patient Satisfaction Survey

***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 experiences 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.

## 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 2019-December 2019. 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 one 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.

The overall results for the Southern Region is as follows:

**Overall Score by PCP for 2019**

PCP	DAN	IND	PG	SA
Total n	19	19	19	19
Questionnaires that met the target (80%)	18	16	15	19
Final Score	95%	84%	80%	100%

Below is the average score by indicator:

**Average Scores by Indicators 2019**

PCP	DAN	IND	PG	SA
Ease of getting Service (5%)	4.6%	4.5%	4.6%	4.7%
Quality of Services (60%)	53.1%	53.3%	50.6%	55.3%
Physical Facility of Clinic (30%)	25.9%	26.1%	27.2%	27.4%
Overall Satisfaction (5%)	4.4%	4.3%	4.4%	4.8%

The table below, shows the variable

*Overall Average Scores by Variable 2019*

Ease of getting Services	DAN	IND	PG	SA
The opening hours of the Clinic	1.82	1.81	1.82	1.86
Quality of Services				
The doctors' attitude	1.75	1.81	1.61	1.91
The amount of time spent with the Doctor	1.81	1.86	1.74	1.89
The medical attention by doctor	1.81	1.89	1.64	1.91
Doctor's ability to communicate with the patient	1.53	1.81	1.25	1.88
Doctor explain the illness well	1.63	1.83	1.27	1.88
The Doctors' attention in listening to the patient	1.76	1.84	1.68	1.87
The medical attention by nurse/s	1.88	1.68	1.83	1.82
The Nurses' attitude	1.84	1.79	1.92	1.74
The Front Staffs' attitude	1.81	1.51	1.88	1.63
The Security Guards' attitude	1.80	1.81	1.80	1.87
The Cleaning ladys' attitude	1.80	1.56	1.80	1.83
The confidentiality of the medical staff	1.81	1.77	1.81	1.89
Physical Facility of Clinic				
The inside appearance of the Clinic	1.80	1.76	1.80	1.83
The outside appearance of the Clinic	1.80	1.71	1.80	1.82
The cleanliness of the waiting room	1.81	1.83	1.83	1.84
The comfort in the waiting room	1.74	1.82	1.82	1.85
The cleanliness of the examination room	1.81	1.83	1.83	1.85
The cleanliness of the bathroom	1.39	1.58	1.80	1.75
Overall Satisfaction				

Satisfaction of patient with the clinic	1.74	1.71	1.74	1.91
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## Dangriga Overview

**Ease of Getting Care:** Overall, patients at Dangriga clinic are satisfied with the opening hours.

**Quality of Service:** There is a language issue with this clinic, since some doctors only speak English or only speak Spanish and patients find it difficult to speak and communicate with the doctors. Even the nurses show attitude to patients in regard to the language spoken.

**Physical Facilities:** For this area, patients mostly complained about the bathroom facilities. That there is only one bathroom for both female and male. Mention was made about the bathroom being dirty and sometime there is no paper nor soap. Another area was the waiting room, patient would like to see more chairs available.

**Overall Satisfaction:** Overall patients are not satisfied with the language barrier at the clinic.

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:

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

When communicating with some doctors in Spanish they get upset and only want to communicate in English although they can talk the Spanish language

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

Some doctors don't understand or don't like to communicate in the Spanish language when patients who can't speak English talk to them in Spanish

Some of the doctors are not fluent in English

Communication is a problem b/c some doctors speak only Spanish

Some doctors are not fluent in English

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

Some doctors don't understand or don't like to communicate in the Spanish language when patients who can't speak English talk to them in Spanish

Communication is a problem b/c some doctors speak only Spanish

Some doctors are not fluent in English

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

Some doctors are a bit ignorant when speaking to them in another language other than English

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

Some nurses get upset when people speak to them in Spanish.

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

They need to be more attentive and serve the people who enter the clinic faster

**B16: How would you rate the cleanliness of the waiting room? [Rating]**

Leaks

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

There needs to be more seats available for people

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

There is one bathroom for both men & women

The Bathroom only has one partition which divides the section for women and men with only one door.

door & one for both male & female

Sometimes its dirty and the door for the females doesn't lock properly

Its clean but its the patients that would leave it dirty

Sometimes there is no paper. A section where to clean/change new born babies is needed

For hand soap or sanitizer to be available for patients

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

Doctors should welcome the communication of the Spanish language for people who can't speak or don't understand the English language

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

For the clinic to have a section for the elderly people who visit the clinic often in order to get quick medical attention
The service is good at this moment
For more doctors to be hired
More medical staff on certain days of the week
For the patient flow to be faster
More doctors should be hired and the communication of English and Spanish should be accepted as not everyone speaks / understands only the English or the Spanish language
To hire 1 or 2 doctors more to facilitate the patient flow
For there to be more doctors available in order to facilitate the patient flow
There needs to be more doctors available and there should be a bathroom for women and one for men
For more doctors to be available on the weekends in the event of serious emergencies and for the bathroom of the men to get the attention it needs.
To hire more front line staff in order to serve arriving patients faster
For babies and the elderly to be given more priority and for more doctors to be available on the weekends
For more doctors to be available on the weekends and for the front desk to get some PR training
For there to be more seats and doctors available
For the emergency section to have more doctors and for the service in the clinic to be faster
For more doctors to be available in the clinic and in the emergency section
For more doctors to be available and for doctors to start attending on time so as not to create a back log
For doctors to start attending from early and for the bathroom to have more attention
For the services provided to be faster for the elderly and for more doctors to be available

## Independence Overview

**Ease of Getting Care:** Overall, patients at Independence clinic are satisfied with the opening hours, however a patient mentioned the bad attitude from the staff.

**Quality of Service:** Some patients have difficulty understanding doctors and also with the attitude of the doctor. The area that rated the lowest was the attitude of the front staff. Patients complained about bad attitude, a patient even mentioned racism. They also mentioned that the cleaning lady has a bad attitude and that nurses share confidential information to staff.

**Physical Facilities:** For this area, patients mostly complained about the bathroom facilities. That the area is always dirty, messy and with bad smell and that sometimes there is no toilet paper. Some patients complained that there is no shelter outside so that they can wait.

**Overall Satisfaction:** Overall patients complained about the waiting time and for the clinic to have more space and more doctors.

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:

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

because of the bad treatment from the staff

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

doctors attitude changes depending on which doctor

**B5: How would you rate your Doctor's ability to communicate with you?**

not really cause the doctor speaks in Spanish

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

doctor does not explain in simpler terms what the patient has

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

nurses like to scold patients for reaching lat, sometimes the nurses look grumpy and have bad ways issues among staff members in front of patients

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

nurses always seems vex

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

bad ways, they humiliate me, and don't want to give me a number racism

has a bad attitude, always seems upset

not pleasing or friendly with the patients

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

cleaning lady scold parents for being careless with their kids who drop liquid on the floor or garbage she will scold the patients of lower class by making faces when she needs to clean the restroom

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

nurses show the files to the staff at front desk, or nurses read the information just to instigate in peoples life

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

sometimes it is not clean and kids cant sit on the floor

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

no shelter, no waiting area outside

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

sometimes it has a bad scent and it is not always clean

sometimes the bathroom is not clean, tissue on the floor

sometimes it is clean sometimes it is not

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

Because sometimes I go to the clinic in the morning and leave until the evening

more space, more equipment, sometimes doctors are not available at night and on holidays

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



Clinic is good but too far for me
all doctors and nurses should have a good attitude and treat patients with more respect and not humiliate the poor people
I was told i will no longer be accepted at the clinic in Mango Creek and to go to Bella Vista. However, my doctor makes consultation at Mango Creek. The doctor at Bella Vista is not a good doctor. What can I do to continue attending at Mango Creek?
I have insurance why do I still need to pay 20 for my contraceptive injection
staff needs to be more professional when dealing with people
very satisfied with the clinic
satisfied with the services at the clinic
very satisfied
more staff
clinic is not prepared for emergencies
I am very upset that i cannot receive my medications at the clinic in Dangriga
I am satisfied with the clinic
a play area for kids, like a library or a coloring area
Sometimes patients spend half a day or the entire day to see a doctor. More doctors should be employed to facilitate the process.
it is unfair that I am outside at the clinic from 5 or 5:30 in the morning and then when I realize, people that were not inline for the ticket are attended before me because the guy at the front staff gets tickets for friends and family members who are not even there.
more staff is needed so everyone can be attended too as quickly as possible.
staff has to be more careful with patients information. There was an incident where I went to pick up my lab reports and the nurse couldn't find my results.

## Punta Gorda Overview

**Ease of Getting Care:** Overall, patients at Punta Gorda clinic are satisfied with the opening hours.

**Quality of Service:** Patients complained that some doctors are not friendly and always in a hurry. There were two areas that rated the lowest. One is the ability to communicate. Patients mention that most doctors are Cubans and have trouble speaking English therefore they are unable to understand the doctor clearly. The other area is understanding the doctors explaining the illness for the same reason that most doctors have difficulty speaking English.

**Physical Facilities:** For this area, patients are mostly satisfied with all the areas.

**Overall Satisfaction:** Overall patients are satisfied with the medical attention given to patients by the doctors, however, patients complained that kids should be a priority when attending to patients.

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:

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

Doctors don't give a welcoming attitude

Some doctors look too serious that one is afraid to ask anything

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

Some doctors attend to you too quickly as if they are in a hurry

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

Current doctors don't really explain prescriptions in detail. Eg. Side effects

Doctors walk around too much instead of giving more attention to people

Some doctors attend to you too quickly as if they are in a hurry

**B5: How would you rate your Doctor's ability to communicate with you?**

Most doctors are Cuban and they don't speak good English

Doctors don't really speak good English

New doctors speak Spanish and its hard for English speaking people to understand them

Some of the doctors are Cubans and there is a problem understanding them

New doctors are mostly Spanish speaking which creates a barrier in understanding them

Doctors are not able to speak proper English and its difficult to understand

Some doctors have problems communicating in English

Some doctors have problems speaking English and at times its hard to understand with they are saying

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

Most doctors are Cuban and they don't speak good English

Doctors don't really speak good English

Language is the barrier as there is a conflict with Spanish & English

Some of the doctors are Cubans and there is a problem understanding them

Doctors are mostly Spanish speaking and its a bit difficult to understand them

Doctor's are not fluent in English

Some doctors have problems communicating in English

Some doctors are not fluent in speaking English

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

Doctor's don't really understand good English and they would just write out prescriptions

Some doctors are sometimes busy filling out other papers while one explains their illness

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

There is a shortage of staff and the nurses are at times too busy doing other work

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

Patients and kids are treated the same way and to my view, kids should be prioritized

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

For more medical staff to be hired to serve the people faster in the near future
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Services are good at this moment
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For there to be more medical staff available
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For the numbers given out to increase and to hire more doctors
There is the need for a good ambulance, to hire more doctors & a translator
I am satisfied with the services currently offered
For more doctors to be available in certain seasons of the year. Eg. Season of Flu
To hire more locals to work in the clinic
Most of the time there is no doctor available in the emergency room when there should be at least one available
For more doctors to be available
The services offered right now is good for me
For more doctors to be hired and for the medical staff to make the environment welcoming
To give the doctors English courses and for kids to be prioritized
For there to be a kiddies corner for kids who go with parents at the hospital
For more doctors to be hired so there is a faster service
For there to be at least one doctor who is in charge for attending to kids and to hire more doctors
For patients to get a copy of their results and for the process of picking up these results be facilitated by not going through the patient flow all over again
For doctors to take an English course to be able to communicate in English better
For the patient flow to be faster

## San Antonio Overview

**Ease of Getting Care:** Overall, patients at San Antonio clinic are satisfied with the opening hours.

**Quality of Service:** Patients complained about the attitude of the nurses and staff. That nurses would give family members priority or sometimes nurses would ignore patients and let them wait for long. Patients complained about the front the front desk staff having a bad attitude.

**Physical Facilities:** For this area, patients mostly complained about the bathroom facilities. That the area is always dirty and messy and staff should always be checking the bathroom more often.

**Overall Satisfaction:** Overall patients are satisfied with the medical attention given to patients by the doctors and the staff. The quality of healthcare is being reflected in the level of satisfaction of the NHI patients.

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:

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

nurses waste a lot of time in attending to the patient

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

Some nurses don't understand when it is an emergency and patients need to see the doctor almost immediately

the nurses are not fair they give priority to their family member, and it causes issues because other patients are there hours before

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

she has a bad attitude and doesn't treat people with respect

I had an experience where my social security card was expired and I really had to see the doctor but because of the Id being expired I got a hard time

the lady at the front desk takes long to assist me

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

Someone should be checking the bathroom more often since at times the bathroom are overflowing with tissue paper on the ground

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

Overall satisfied with the services
More staff cause the waiting time is a lot
Up to now I have no complains about the doctor or the clinic
satisfied with the services provided
It is ridiculous that I have to wait hours at the clinic just to get my prescription refill. There should be a different section just for refills
have a section only for emergency with a doctor
More staff, most of the time only 1 doctor is there and it is not sufficient for the number of patients
Good services
very good service
results for lab test takes too long something should be done so patients can receive the results by the next day
more personnel so everyone can be attended the same day. Sometimes I go to the clinic and I cannot see the doctor, I am told to return the next day.
A cafeteria area inside the clinic. Many patients are there from early without breakfast and are not allowed to eat a snack inside the clinic.
the clinic should be divided by sections to avoid long hours of waiting
services for emergency
more staff, the waiting time is too long, sometimes I go to the clinic at 6 in the morning and leave till midday
the service is too lengthy, doctors take about 30 minutes for each patient, another doctor is needed

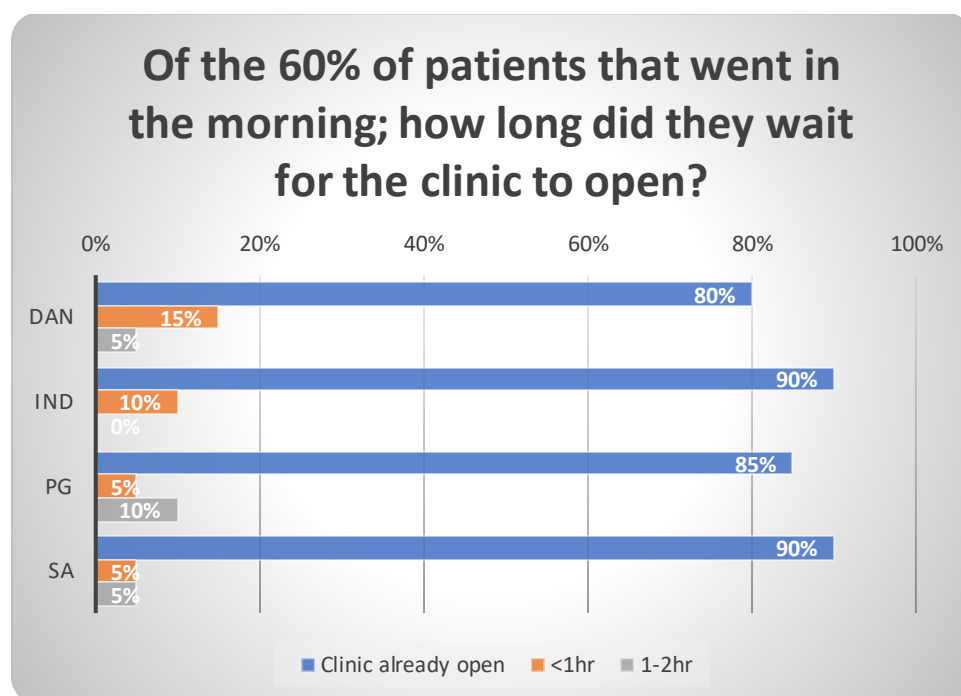
I am extremely satisfied with the services. I recently had a surgery and went to the clinic for surgery. After explaining that I live a bit far and travel on bus to reach to the clinic, the nurses were kind enough to provide me with the materials for doing my dressing at home.

## Results for Patient Waiting Experience

When do patients go most often to the clinic					
Clinic	DAN	IND	PG	SA	Total
Afternoon	30%	30%	25%	35%	30%
Evening	10%	20%	5%	10%	10%
Morning	60%	50%	70%	55%	60%

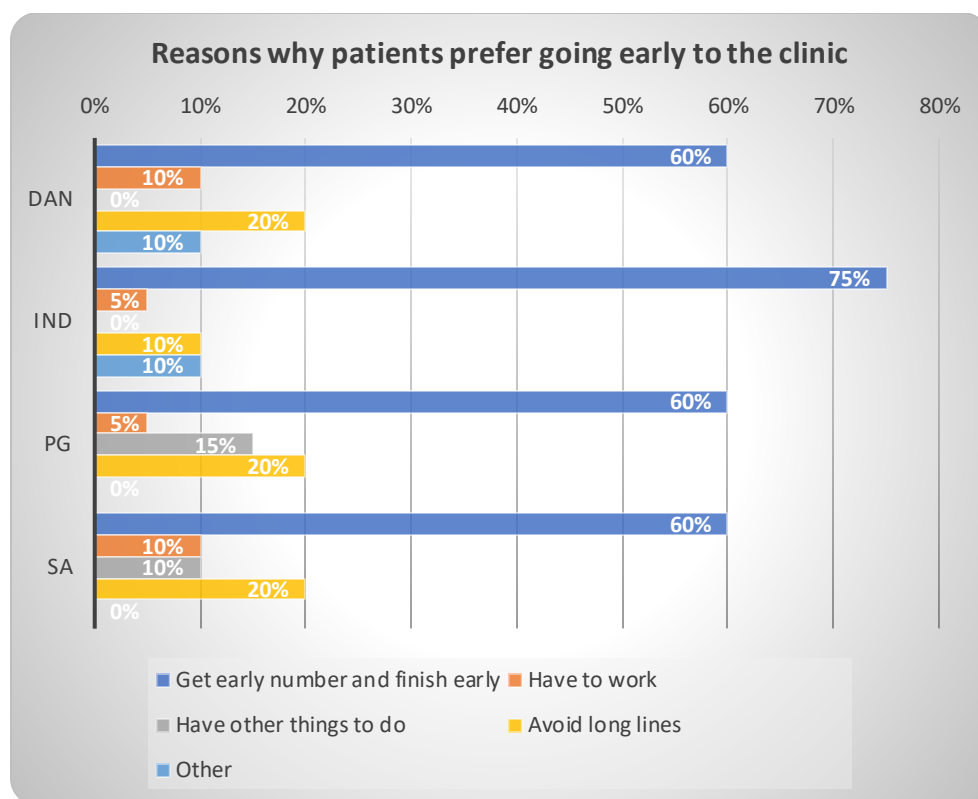
Overall patients prefer going to the clinic in the mornings.

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 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)	80%	70%	65%	80%	70%
Prescription Refill (ask question C8)	10%	20%	30%	15%	20%
Test Results (ask question C6)	10%	10%	5%	5%	10%

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	DAN	IND	PG	SA	Total
<15mins	5%	0%	30%	50%	20%
15-30mins	20%	30%	20%	40%	30%
30-45mins	60%	60%	30%	10%	40%
>1hr	15%	10%	20%	0%	10%

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	40%	30%	20%	80%	40%
30-45mins	30%	50%	80%	20%	50%
>1hr	30%	20%	0%	0%	10%

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.

<b>Waiting time from entrance to the time receptionist called</b>		<b>DAN</b>	<b>IND</b>	<b>PG</b>	<b>SA</b>	<b>Total</b>
<15mins		5%	0%	30%	80%	28%
15-30mins		75%	50%	18%	10%	38%
30-45mins		20%	20%	52%	10%	26%
>1hr		0%	30%	0%	0%	8%
<b>Waiting time from receptionist to nurse interview</b>		<b>DAN</b>	<b>IND</b>	<b>PG</b>	<b>SA</b>	<b>Total</b>
<15mins		10%	5%	10%	15%	10%
15-30mins		30%	40%	30%	30%	30%
30-45mins		40%	40%	50%	50%	45%
>1hr		20%	15%	10%	5%	15%
<b>Waiting time from nurse to when doctor called patient</b>		<b>DAN</b>	<b>IND</b>	<b>PG</b>	<b>SA</b>	<b>Total</b>
<30mins		20%	20%	10%	20%	20%
30mins-1hr		50%	50%	40%	60%	50%
1hr-2hr		20%	20%	40%	20%	25%
>2hr		10%	10%	10%	0%	5%
<b>Waiting time spent with the doctor</b>		<b>DAN</b>	<b>IND</b>	<b>PG</b>	<b>SA</b>	<b>Total</b>
<5mins		5%	0%	0%	0%	1%
5-15mins		40%	50%	60%	30%	45%
15-30mins		50%	50%	40%	60%	50%
30-45mins		5%	0%	0%	10%	4%

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

<b>If there was an interruption in service were patients informed?</b>	<b>DAN</b>	<b>IND</b>	<b>PG</b>	<b>SA</b>	<b>Total</b>
Yes	5%	20%	5%	0%	9%
No	0%	5%	0%	0%	1%
NA	95%	75%	95%	100%	90%

	<b>DAN</b>	<b>IND</b>	<b>PG</b>	<b>SA</b>	<b>Total</b>
Watch TV	5%	5%	0%	0%	3%
Socialize with others	20%	25%	30%	20%	24%
Sit and wait	30%	20%	25%	40%	28%
Play with my phone	40%	50%	40%	30%	40%
Read something	5%	0%	5%	5%	4%
NA	0%	0%	0%	5%	1%

While waiting most patients would sit and wait or play with their phone.

What would make their waiting time more pleasant?					
	DAN	IND	PG	SA	Total
Service to move faster	10%	20%	5%	5%	10%
Satisfied with everything	50%	10%	45%	45%	38%
Playroom	0%	5%	0%	0%	1%
More tv	0%	0%	5%	5%	3%
Better service	20%	30%	20%	20%	22%
WIFI	20%	20%	30%	20%	22%
Other	5%	0%	5%	5%	4%

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	30%	20%	30%	10%	20%
Take a number at the clinic and wait for your turn	70%	80%	70%	80%	70%
NA	0%	10%	0%	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%



**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 long waiting time to see the doctor was not an issue in regard to patient satisfaction. The area that stood out and had lower levels of satisfaction was the quality of services of the clinics. The comments expressed by patients who rated poor or fair during the interview are straight forward. Patients showed dissatisfaction with the attitude of doctors and staff. Several patients mentioned that some staff members are rude and unfriendly. Doctors are not spending enough time with the patients as a result some patients feel that some doctors are not listening or paying attention to what the patient has to say.

This area is very important in the quality of services rendered by NHI clinics, it is the area with the highest weight value. Therefore, clinics need to start paying attention to the quality control systems of healthcare for their staff. Managers need to promote good working spirit, medical ethics and attitude of medical staff and doctors towards patients, as well as to develop better hospital culture, and provide trainings to medical staff and physicians on ethics and communication.

Another indicator that stood out, was the bathroom facilities particularly the cleanliness of the bathroom. Several patients made comments about bathrooms not being clean, or not having paper. An area that needs urgent attention.

Overall, patients are satisfied with services rendered at all NHI clinics.