



2020

Patient Satisfaction Survey

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 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 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 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 South Side area of Belize City is as follows: This year all clinics met the target of 80%.

Overall Score by PCP for 2019

PCP	BFLA	BMA	BHP	MR	MC
Total n	30	30	30	30	30
Questionnaires that met the target (80%)	28	29	25	29	30
Final Score	93%	97%	83%	97%	100%

Below is the average score by indicator: With the Ease of getting service, all clinics had a high level of satisfaction, BMA was the clinic with the lowest score. The level of satisfaction for the Quality of services was low this year especially for BFLA and BMA. For physical facility there was an area with low level of satisfaction, this will be discussed later in the report.

Average Scores by Indicators 2019

PCP	BFLA	BMA	BHP	MR	MC
Ease of getting Service (5%)	4.7%	4.6%	5.0%	4.8%	4.8%
Quality of Services (60%)	53.7%	55.9%	53.8%	55.4%	58.7%
Physical Facility of Clinic (30%)	27.4%	27.6%	28.0%	27.6%	27.7%
Overall Satisfaction (5%)	4.3%	4.5%	4.4%	4.5%	4.9%

The table below, shows each variable, the highlighted indicators are the weak areas that need improvement:

Overall Average Scores by Variable 2019

Ease of getting Services	BFLA	BMA	BHP	MR	MC
The opening hours of the Clinic	1.88	1.83	1.99	1.91	1.92
Quality of Services					
The doctors' attitude	1.77	1.89	1.72	1.72	1.99
The amount of time spent with the Doctor	1.78	1.70	1.63	1.84	1.98
The medical attention by doctor	1.72	1.83	1.73	1.91	1.99
Doctor's ability to communicate with the patient	1.85	1.94	1.73	1.83	1.97
Doctor explain the illness well	1.83	1.93	1.71	1.91	1.98
The Doctors' attention in listening to the patient	1.70	1.84	1.77	1.86	1.99
The medical attention by nurse/s	1.77	1.88	1.89	1.89	1.97
The Nurses' attitude	1.80	1.93	1.90	1.79	1.96
The Front Staffs' attitude	1.84	1.79	1.97	1.81	1.97
The Security Guards' attitude	1.80	1.90	1.81	1.87	1.88
The Cleaning ladys' attitude	1.80	1.90	1.81	1.86	1.86
The confidentiality of the medical staff	1.83	1.90	1.87	1.89	1.92
Physical Facility of Clinic					
The inside appearance of the Clinic	1.84	1.85	1.91	1.85	1.85

The outside appearance of the Clinic	1.83	1.85	1.83	1.84	1.81
The cleanliness of the waiting room	1.85	1.89	1.90	1.86	1.87
The comfort in the waiting room	1.83	1.81	1.90	1.84	1.89
The cleanliness of the examination room	1.86	1.88	1.91	1.86	1.88
The cleanliness of the bathroom	1.75	1.77	1.77	1.76	1.78
Overall Satisfaction					
Satisfaction of patient with the clinic	1.71	1.80	1.77	1.80	1.94

BFLA Overview

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

Quality of Service: This is the area that rated the lowest this year. Patients complained about the attitude of the doctors and not spending enough time with the doctors. Doctors are not spending quality time with the patients and are not listening to what patients have to say.

Physical Facilities: For this area, the only variable with low score was the bathroom, patients mostly complained about the bathroom facilities. "That the area smells bad", was what a patient had to say.

Overall Satisfaction: Overall patients are not satisfied with the medical attention given to patients by the doctors and the staff. Patients complained about the patient flow being too slow.

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

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

[Rating]

Doctor don't give full attention as required

The new doctors seem to be in a hurry most of the time

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

New doctors don't spend much time in giving details

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

Full attention is not given as expected

New doctors would get phone calls in the middle of a consultation and take it.

Doctors hurry attend and at times you can't ask all your questions

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

[Rating]

Doctor's seem to always be in a hurry

Because doctors take phone calls when they are with patients

Doctors don't give you enough time for you to explain what you have in detail

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

Nurses take long to attend to you

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

There is the need for more space to accommodate people

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

Bad smell

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

The services have changed dramatically as there is always a back log of the flow of patients

The patient flow is slow

The patient flow should be faster

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

BFLA

For there to be more medical staff available
For there to be more nurses and doctors available
For the process of patient flow to be faster
To get attended by the doctor faster because they usually take long to call patients
For the to be more doctors available to attend to people faster
For there to be more doctors available
For the doctors that are there presently to be more patient and for more doctors to be available
For more doctors to be available
For better attention to be given and a faster service be available

BMA Overview

Ease of Getting Care: Overall, patients at BMA clinic are satisfied with the opening hours. A patient complained that the clinic is closed after 5:30 pm.

Quality of Service: There were two weak areas for this indicator. One was the amount of time spent with the doctor. Patients complained about not spending enough time with the doctors and that they are always in a rush. The other was the attitude of the staff, about having a bad attitude. Below are the comments that patients had in regards to this area.

Physical Facilities: For this area, the only variable with low score was the bathroom, patients mostly complained about the bathroom facilities. Patients complained about the bathroom is always in a mess.

Overall Satisfaction: Overall patients are satisfied with the medical attention given to patients by the doctors and the staff. However, there was a patient that mentioned that

she had ask the doctor to change a medication for her son, but the doctor ignored her request.

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]
the clinic is closed after 5:30 p.m.
B2: How would you rate your Doctor's attitude? [Rating]
some doctors are excellent while others give the patients a hard time therefore I find myself attending private doctors
B3: How would you rate the amount of time you spent with your Doctor? [Rating]
because of the waiting time, too long
because the patient doesn't get enough time with the doctor
since doctors have many patients they need to attend too as such, I don't receive quality time with the doctor
Sometimes the time is too limited
B4: How would you rate the medical attention you received by the doctor? [Rating]
some doctors believe they know more than the patient, I explain to the doctor what I have and that I believe I should do some lab test but the doctor those not prescribe it. So at the end I end up going to private doctor or auto medicate myself.
the doctor always seems in a rush, he attends me quickly to move on to the next patient
B7: How would you rate your Doctor's attention in listening to you? [Rating]
sometimes I feel the doctor is in a rush
B8: How would you rate the medical attention you received by the nurse/s? [Rating]
some nurses reach to work all upset and don't attend the patients with professionalism
B10: How would you rate the attitude the front staff showed you? [Rating]
sometimes they have good attitude and other days they have bad attitude
because sometimes the doctor has reached the maximum number of patients and patients are asked to return next day
B17: How would you rate the comfort in the waiting area? [Rating]
Accommodation is too small
B19: How would you rate the cleanliness of the bathroom? [Rating]
the bathroom is not always clean, I think the cleaning lady does her job well
but its the same patients that quickly dirty the bathroom
sometimes the bathroom is in a mess
B20: Overall how satisfied are you with the Clinic? [Rating]
my son suffers from asthma, and the medication I am currently receiving is not functioning for him, I explained to the doctor but the doctor continues giving me the same medication

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

BMA

No complains, always room for improvement
prescription refill takes takes too long, sometimes I need to wait over 2 hours just to get a refill. Something needs to be done to solve this issue
a medication that i am currently receiving is causing some spots on my face, therefore, I decided to quit the medication until my next appointment with the doctor.
very satisfied with the services of the clinic
to have more staff so patients can be attended more quicker

I prefer Dr. Alvarez and Dra.Cuellar attend to me and my kids
satisfied with the staff and services offered at the clinic
an area for kids to be entertained while thy are waiting with the parents to avoid listening to too much kids crying
more doctors so I can receive quality time with my doctor
very satisfied
comment them for doing an excellent job, I appreciate the care I have been receiving for the pass 10 years
have more staff so patients don't wait to long to be attended
overall I feel satisfied with the service at the clinic
Maintain stability with the staff so I don't have to be explaining to other doctors my illness. I rather continue consulting the same doctor since he or she is aware of my medical history.
overall I am very satisfied with the services rendered
I appreciate the service given and i am grateful that I can come in every 3 months to do a check up and testing
more staff especially in the morning
excellent services
more staff and priority to children and elders
more staff the waiting time to be attended by the doctor is too much
more doctors are needed , a extra room is needed with a doctor only to assist with emergencies
How can I get my brother Hector Herman to benef it from the services offered by NHI
the clinic should be divided into different sections, for example an area for emergencies, a doctor for kids and so on
The receptionist area must have a cubicle or a partition separate from the waiting area to avoid listening to other people business
the clinic must consider the working population. Sometimes I am not feeling well and i go to the clinic after 5 but they wont attend to me because it is not an emergency. But that is the best time for me so I don't miss work
why does it appear that after the 15 of each month the clinic is low on medications resulting in patients having to buy their own medicines
nurses must learn to treat people nicely
very grateful with the services rendered

BHP Overview

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

Quality of Service: BHP had a low level of satisfaction for this area. Patients complained about not spending enough time with the doctors. Doctors are not spending quality time with the patients. An area that needs urgent attention. Patients also complained about not receiving the proper medical attention and the difficulties in understanding some doctors due to language barrier. Another area that needs attention is the attitude of the staff and about nurses being indiscreet with patient information.

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 about the waiting area, having uncomfortable chairs etc.

Overall Satisfaction: Overall patients are not 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:

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

Doctor barley ask any questions and they hurry issue out prescriptions
 Some doctors don't give patients the required time to explain themselves good
 Some doctors would attend to people too fast
 Some doctors are excellent and treat patients nicely while others have bad attitude when attending to patient.

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

Doctors don't give enough time for me to explain what I exactly have or feel
 Sometimes I feel the doctors are in a rush that they would attend too me too fast
 Some doctors attend very fast not giving you time to say what all you have or feel.
 Some doctors rush to hurry attend to people
 Some doctors are sometimes in a hurry to attend to patients that they prescribe medications too fast
 Some doctors attend to people in a rush

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

I feel some doctors don't give me the time required because 10-15 mins is the average time I have spent in the consultation room.
 Some of the doctors are in a rush and they don't fully give you the attention required
 Some doctors don't give the adequate time to sit and listen to what all patients have to say before writing a prescription or send to make tests.
 Some doctors don't fully listen to people and conclude too fast with what one possibly has.

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

Some doctors who have attended to me talk too fast that its hard to understand them at times.
 Some of the doctors talk to fast that its hard to comprehend all that they say.
 Some doctors have an accent that is a bit difficult to understand
 Some doctors talk to fast that its a bit hard to comprehend what they mean

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

Some doctors who have attended to be talk too fast that its hard to understand them at times.
 Some of the doctors talk too fast that its hard to comprehend all that they say.
 Some doctors have an accent that is a bit difficult to understand
 Some doctors talk to fast that its a bit hard to comprehend what they mean
 Some doctors attend to people too fast that its a bit difficult to understand what they say

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

Doctors don't really take their time to listen to what all one has to say.
 Doctors need to give more time to patients for them to explain themselves
 Some doctors don't give their full attention because at times they are busy writing on papers while one is explaining.
 While explaining to some doctors what you have, there are some that are busy writing on papers for other patients

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

There needs to be more communication in terms of "the wait" the people go through at times in order to see the doctor

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

They need to give a more one to one attention to patients and understand that everyone is there with a unique reason.

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

Sometimes it doesn't have paper or soap

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

Doctors should be more patient with people and take their time to listen
 In the mornings doctors start attending late

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

BHP

At this moment I find the services very good.
For there to be more medical staff available
For doctors to give patients more attention when they pass in the consultation room
For the pharmacy section to have more people available to avoid waiting for the pharmacist to return when he is out.
I am fine with the services provided right now.
For there to be less waiting on the phone line whenever one calls to put an appointment to see a specific doctor
At this point I have no complains or suggestions for the clinic
For there to be at least one doctor available after 5 pm
For there to be a better guidance in terms of which laboratory to go to inside the clinic as there are 2.
The services are good for me right now
Doctors should ask if one understands what they are saying and for them to take a justifiable amount of time for each patient.
Some doctors hurry attend to people and they give out prescriptions without listening to what all one has to say. Only some tests can be done in the clinic and only some medications are received for free as they claim NHI don't pay for certain meds
The waiting time between the nurse and doctors is a bit too long, Some of the prescriptions are not available at NHI clinics and it needs to be purchased elsewhere
For the doctors to start attending early in order to avoid a back log of patients. Docs start attending after 9 am sometimes when the clinic is open from 7 am.
For the nurses to communicate more with the people who are waiting and to have a better PR
For doctors to start attending on time and not 2-3 hours after the clinic opens
For doctors to start attending on time and avoid the back log
Services at this moment are good for me
I am very satisfied with the current services at this point
For doctors to start attending on time
Doctors need to ensure that people understand with they are saying and for them to give adequate time to each patient while they are in the consultation room.
For doctors to try to be on time for work daily
Some of the pills prescribed by the doctor are sometimes not available at NHI drug stores and there is the need to purchase it at another pharmacy which is more expensive
For doctors to start attending early to avoid a back log and for them to first listen to what patients have to say before recommending pills

For doctors to start attending on time and for more doctors to be available on clinic days for pregnant women
For doctors to start attending on time to avoid a back log
The staff is okay the problem is the long hours of waiting to be able to see a doctor. Nurses need to be supervised and monitored so that the patients are attended on time.
For doctors to give patients adequate time for them to explain what they really have or feel before dismissing them from the consultation room and for doctors to reach early and start providing medical attention
an area for kids or access to internet so parents can entertain their kids.
For doctors to start attending on time

MR

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

Quality of Service: Patients are not happy with the attitude of the doctor and the amount of time that they spend with the patient. Patients have difficulty understanding the accents of some doctors. They complained about the attitude and the medical attention of the nurses. Below are the comments that patients had in regard to this area.

Physical Facilities: For this area, the only variable with low score was the bathroom, patients mostly complained about the bathroom facilities. Patients complained about the bathroom not working and always dirty.

Overall Satisfaction: Overall patients are satisfied with the medical attention given to patients by the doctors and the staff. However, patients complained about the waiting time at the clinic being too long.

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]

some doctors have excellent attitude while others have a bad attitude with the patients

There is a doctor who is bilingual and speaks both Spanish and English. However she forces me to speak only English.

Sometimes I need some medication and they refuse to prescribe the medication.

There is this doctor who is always attending to patients in a hurry.

Some of them are in a rush to attend to the patients

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

doctors are always in a rush due to the amount of patients they need to attend.

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

Some I can understand well while others I have difficult understanding their accent

I speak only Spanish and I have difficulty understanding the doctor since the doctor refuses to speak in Spanish.

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

The doctor does not want to really take time so I can explain how I really feel

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

Some nurses are just busy talking with each other instead of attending to the patients

Most of the waiting time at the clinic is delayed because the nurses at the clinic are on their cellphone or talking to the other nurses instead of attending to the patients.

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

Some nurses have a bad attitude

some nurses don't know how to treat people, they have bad ways

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

One day I was feeling really bad and I went to the clinic really early and other persons were attended ahead of me because the receptionist said they came before me and it was a lie.

She doesn't like to speak in Spanish

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

The waiting time at the clinic is a lot. There should be more comfortable chairs for the elderly so they can wait the long hours.

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

Sometimes the restrooms are not working and it cannot be flushed and it causes the restroom to be dirty.

Sometimes there is no paper or soap so that patients can wash there hands

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

Sometimes I take my baby to the clinic with a high fever and the nurses have me wait almost an hour before attending to my baby.

The waiting time is too long just to see the doctor.

I think it hard to go to the clinic since I know I will spend almost the entire day there to see the doctor When I go to the clinic it is because I am not feeling well and waiting long hours makes me feel more sick.

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

MR

For the kids to be attended first to avoid hearing a lot of crying at the clinic
The nurses at the pharmacy section take to long to hand out the medication
I am okay with the services I am currently getting
the nurses take to long to pull out the patients file, they need to be supervised
I am glad to be well attended at the clinic, whenever I have my asthma attacks, I am quickly attended my the doctor.
A tv for the maternity section
Overall I am satisfied with the service, just that some doctors have a terrible attitude.
The waiting time to see a doctor is way too long. I think the clinic needs more staff.
Really good services, I am a satisfied patient
for the nurses to be trained on how to treat patients, to be amiable and courteous

The staff has to do less talking and more working so that the waiting time is not too much.
I am satisfied with the services which are improving every year.
Sometimes I go in to the clinic cause I am not feeling well and the doctor prescribes medication but they refuse to give me time off from work.
I cant complain, the doctors and nurses are kind with me.
I think doctors and nurses should eat at home. A lot of time is wasted when patients have to wait for the staff personnel to have breakfast then attend to the patients.
I feel the nurse takes to long to call in patients to take their pressure. If she is too busy, then they should hire another nurse to help her.
Space out the chairs at the waiting are so patients have enough walking space.
very nice clinic
I am very satisfied with the services offered. I just wish the nurses would speak in Spanish so I could communicate better.
The waiting time is a problem, if nurses spend less time on their cellphone, they would be able to attend to the patients quicker.
The doctors at the clinic are great. I feel satisfied with the services offered.
The security guard must be given some type of training on customer service. Since they don't know how to deal with people nicely.
Sometimes I fell some doctors cant be trusted. As you go in to the consultation room and explain how you feel the doctor quickly prescribes a medication without further investigating .
The clinic is currently giving me a good service.
Attended to people fairly to avoid fighting. Some people come after me and for some reason they are attended before me.
The staff needs to be more cooperative with the patients and work diligently so the patients don't wait hours to be attended by a doctor.
The service at the pharmacy section at the clinic is really slow. At times I have to wait over 5 hours just to get my prescription refill.
Very satisfied with the services.
The clinic should prioritize emergencies with children and not let the parents with the child wait long to be attended by a doctor.
To hire more doctors or nurses so the patients can be attended quicker.
The services are great, Its just the waiting time that is too long.
At times there is favoritism, the nurses allow their friends or family members to pass ahead of others while other people have hours of waiting.
Something needs to be done to shorten the waiting time at the clinic.

MC

Ease of Getting Care: Overall, patients at BFLA clinic are satisfied with the opening hours. A patient mentioned about the opening hours being too limited.

Quality of Service: This area had no weak indicators, patients are satisfied with the attitude and medical attention of the doctors as well as the nurses and staff.

Physical Facilities: For this area, the only variable with low score was the bathroom a patients complained about the bathroom not having tissue paper.

Overall Satisfaction: Overall patients are satisfied with the medical attention given to patients by the doctors and the staff.

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]

The opening hours are too limited

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

sometimes the bathroom has no tissue

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

MC

Excellent service especially by the doctor who goes beyond his responsibilities to attend the patients
Excellent Clinic
I think the service is good
For examinations such as ultrasounds, mammogram, radiology and etc be carried out and for medications to be available constantly
The person at the pharmacy section is not ready to start the day. After the clinic opens, she will have breakfast inside while patients are waiting to get their medication
Its okay! I find no fault or ways to improve since I feel I am receiving quality treatment
I am very satisfied, I pray that the clinic does not close if there is a change in the political party
Very nice clinic and great staff
For the clinic to have one more nurse and for some of the tests like ultrasound to be done there
I have a wonderful doctor and the staff is friendly
the service is of quality and the staff is friendly
The services I require are good at this moment
I receive a good service at the clinic. I would suggest the nurses calling a day before to remind the patients about their appointment
To have more doctors available in different seasons of the year. Eg. Season of flu and pink eye
service is excellent, the doctors are great and well qualified
For at least one more nurse to be available on busy days.

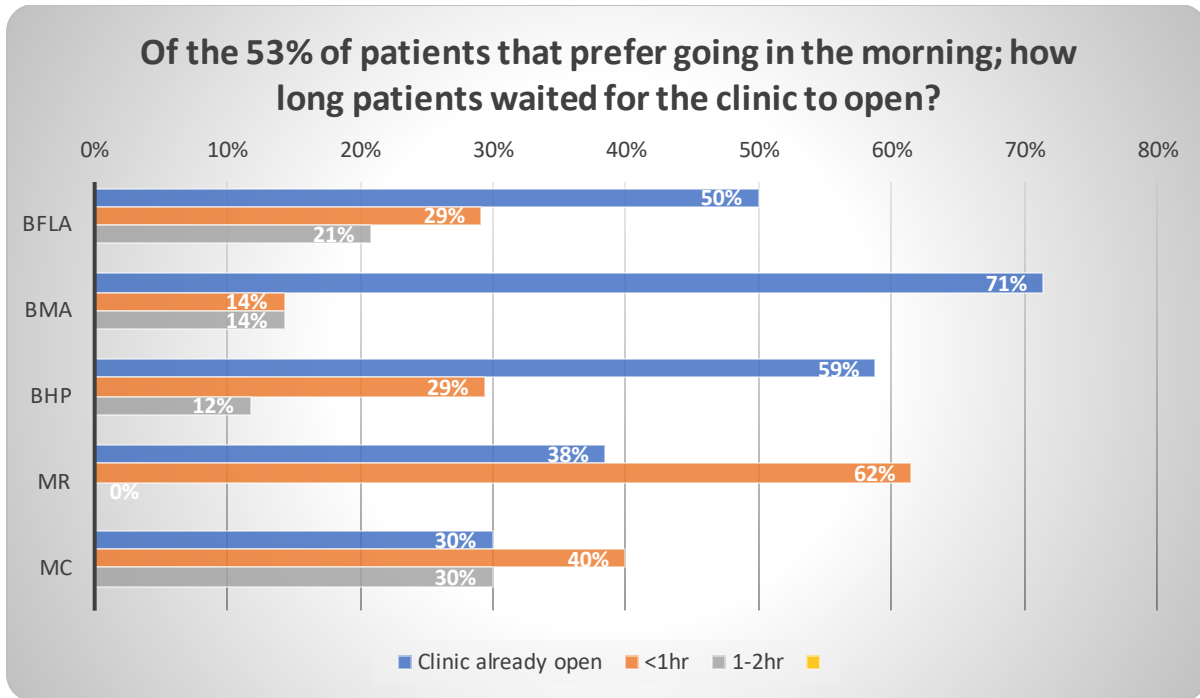
The quality of the service is as good as going to a private clinic, keep up the good work
excellent services
The services are fine presently
This is a nice clinic where I feel treated with respect and receive quality healthcare.
For the Mercy Kitchen to re-open
I have been using this service for a few years and I have no complains. Every month I get my supply of medications.
For more doctors to be available on busy days. Eg. Mondays
Perhaps it would be nice if the nurse could call you a day before your appointment to give patients a reminder
I am ok with the services at this point
For the clinic to open some hours on the weekends and for more doctors to be available on busy days of the week. Eg. Monday & Friday.
For the Mercy Kitchen to re-open
To reinstall the benches in the veranda, after the nurse has check your vitals we use to sit at the benches in the veranda. However, the bench was move and now the elderly have to return to the waiting area which is not to convenient as some walk with difficulty. Also we need to get an additional doctor to do physiotherapy.
Services are fine to me at the moment
The clinic is very well kept. The service is great.

Results for Patient Waiting Experience

When do patients go most often to the clinic						
Clinic	BFLA	BMA	BHP	MR	MC	Total
Morning	80%	47%	57%	43%	37%	53%
Afternoon	3%	30%	3%	53%	33%	25%
Evening	17%	23%	40%	3%	30%	23%

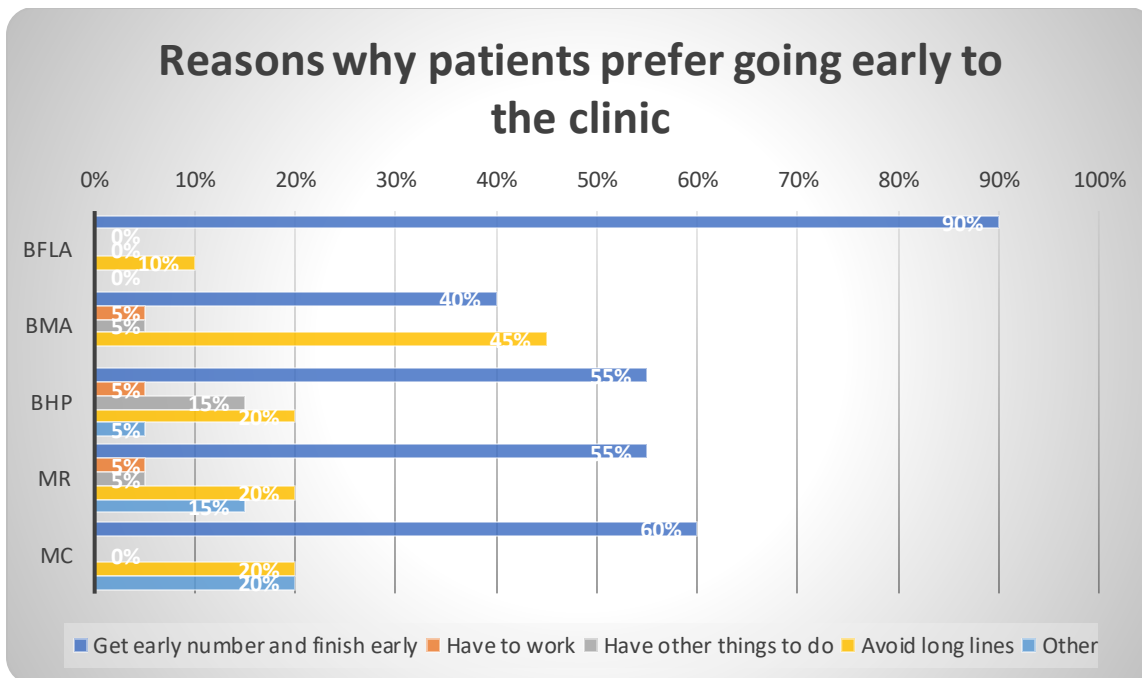
Overall patients prefer going to the clinic in the mornings. However, the breakdown shows that patients for MR would prefer going in the afternoons. Patients for BHP and MC also prefer in the evening.

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	BFLA	BMA	BHP	MR	MC	Total
Checkup (ask question C7)	55%	50%	65%	50%	35%	50%
Prescription Refill (ask question C5)	40%	45%	20%	40%	50%	40%
Test Results (ask question C6)	5%	5%	15%	10%	15%	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	BFLA	BMA	BHP	MR	MC	Total
<15mins	30%	5%	20%	10%	20%	20%
15-30mins	30%	30%	30%	40%	50%	40%
30-45mins	35%	40%	40%	40%	20%	30%
>1hr	5%	25%	10%	10%	10%	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	BFLA	BMA	BHP	MR	MC	Total
<15mins	40%	10%	5%	5%	0%	10%
15-30mins	20%	50%	40%	50%	60%	50%
30-45mins	40%	40%	50%	45%	40%	40%
>1hr	0%	0%	5%	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	30%	35%	40%	30%	40%	35%
15-30mins	25%	40%	20%	40%	30%	30%
30-45mins	30%	15%	30%	15%	20%	20%
>1hr	15%	10%	10%	15%	10%	15%
Waiting time from receptionist to nurse interview	BFLA	BMA	BHP	MR	MC	Total
<15mins	10%	15%	10%	10%	15%	15%
15-30mins	40%	25%	30%	30%	45%	30%
30-45mins	45%	50%	45%	40%	30%	40%
>1hr	5%	10%	15%	20%	10%	15%
Waiting time from nurse to when doctor called patient	BFLA	BMA	BHP	MR	MC	Total
<30mins	30%	15%	20%	30%	40%	20%
30mins-1hr	50%	60%	50%	40%	50%	50%
1hr-2hr	15%	20%	20%	20%	5%	20%
>2hr	5%	5%	10%	10%	5%	10%
Waiting time spent with the doctor	BFLA	BMA	BHP	MR	MC	Total
<5mins	10%	5%	5%	5%	5%	5%
5-15mins	40%	60%	50%	50%	15%	40%
15-30mins	40%	35%	40%	40%	60%	45%
30-45mins	10%	0%	5%	5%	20%	10%
>1hr	0%	0%	0%	0%	0%	0%

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	5%	15%	20%	15%	15%	15%
No	5%	5%	5%	0%	0%	5%
NA	90%	80%	75%	85%	85%	80%

How patients spend their time while waiting						
	BFLA	BMA	BHP	MR	MC	Total
Watch TV	20%	15%	10%	10%	10%	15%
Socialize with others	20%	20%	30%	30%	60%	30%
Sit and wait	20%	20%	20%	30%	20%	20%
Play with my phone	30%	40%	40%	30%	5%	30%
Read something	5%	5%	0%	0%	5%	5%
NA	5%	0%	0%	0%	0%	0%

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

What would make their time more pleasant while they wait						
	BFLA	BMA	BHP	MR	MC	Total
WIFI	20%	15%	15%	20%	10%	15%
Service to move faster	20%	20%	15%	15%	15%	20%
More books to read	5%	10%	5%	0%	0%	5%
Satisfied with everything	35%	30%	25%	30%	70%	30%
More Doctors	20%	20%	30%	25%	0%	20%
Comfortable chairs	0%	0%	5%	5%	0%	5%
Other	0%	5%	5%	5%	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	BFLA	BMA	BHP	MR	MC	Total
Call and request an appointment	40%	40%	35%	20%	30%	30%
Take a number at the clinic and wait for your turn	50%	40%	50%	60%	50%	50%
Other	5%	0%	5%	10%	20%	10%
NA	5%	20%	10%	10%	0%	10%

Preferred option for a prescription refill	BFLA	BMA	BHP	MR	MC	Total
Call and request an appointment	30%	30%	30%	30%	35%	30%
Take a number at the clinic and wait for your turn	50%	40%	40%	50%	50%	50%
Other	0%	0%	0%	10%	5%	5%
NA	20%	30%	30%	10%	10%	15%

Preferred option if doctor needs to discuss test results	BFLA	BMA	BHP	MR	MC	Total
Call and request an appointment	30%	20%	30%	40%	40%	30%
Take a number at the clinic and wait for your turn	30%	40%	50%	50%	40%	40%
Other	0%	10%	0%	0%	10%	10%
NA	40%	30%	20%	10%	10%	20%

Preferred option if doctor does not need to discuss results	BFLA	BMA	BHP	MR	MC	Total
By appointment	10%	20%	30%	10%	15%	20%
By Email	5%	0%	0%	5%	0%	0%
By telephone	30%	20%	20%	10%	20%	20%
In person	45%	50%	50%	65%	60%	50%
Not applicable	10%	10%	0%	10%	5%	10%

Are you willing to change your lifestyle to improve your health?	BFLA	BMA	BHP	MR	MC	Total
Yes	100%	90%	100%	100%	100%	98%
No	0%	3%	0%	0%	0%	1%
NA	0%	7%	0%	0%	0%	1%

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 straightforward. 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.