Patient Satisfaction in Out-patient Speech Therapy Service
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Introduction
Patient's perception on the standard of care received has been used as an indication of the quality of service provided. Patient's satisfaction of care is considered as one of the pillars of patient-centered care. Analysis of results from patient satisfaction surveys not only serves as an important indicator of the quality of care provided, but also a propellant to improve service standard or to make changes. Long waiting queue, particularly for the routine queue, has been a hot but difficult to tackle issue for speech therapy out-patient service provision. There will be discrepancy between patients' expectation and the speech therapy service provided, which may lead to over-demanding or hostile behaviours towards the service providers.

Objectives
Evaluate patient satisfaction on the speech therapy out-patient service provided at YMTSCE with focus on the waiting time for the first appointment and frequency of service received.

Methodology
A survey was conducted from September to October 2014. The receptionists distributed the questionnaires to patients or their carers when they came for arranging next appointment after the therapy session. Besides the age of patients and the reason of referral, the questionnaire included five questions collecting responses towards the arrangement of speech therapy, based on a Likert scale with score 1 as most unsatisfactory to score 5 very satisfactory.

Result
- Study period: 15/9/2014 - 14/10/2014 - 182 questionnaires distributed - 165 were analysed - Mean score of satisfaction towards
  - Waiting time for first appointment: 4.00
  - Onsite waiting time: 4.32
  - Length of therapy session: 4.08
  - Frequency
of therapy: 3.92 Overall satisfaction: 4.19 - significant differences between patients’ age groups and satisfaction scores on a) waiting time of first appointment; b) frequency of therapy; and c) the overall satisfaction. - significant differences between urgent vs routine cases on the satisfaction scores towards waiting time for the first appointment and the frequency of therapy offered - to improve the service and uphold patient-centred care, shorten the waiting queue and increase the frequency of therapy for routine cases are the most eminent issue to deal with - educate public the priority of cases in medical setting is required