Introduction
As part of the quality and safety (Q&S) exercise, a Patient Satisfaction Survey (PSS) had been conducted in Allied Health Fall Prevention Clinic (AHFPC) in 4 General Out-patient Clinics (GOPCs), Ngau Tau Kok (NTK), Lam Tin (LT), Mona Fong (MF) and Po Ning Road (PNR) GOPC of Kowloon East Cluster (KEC). The findings of the survey could help to improve the service of AHFPC.

Objectives
To assess patient satisfaction on patient care process, the efficiency and effectiveness of fall prevention services provided by AHFPC.

Methodology
Within the survey period 7/4/2014 to 22/4/2014, 10 working days, all patients (new and old cases) attending AHFPC were asked to complete the anonymous satisfaction questionnaire. The patient satisfaction questionnaire included 4 domains (total: 12 items): (1) clinical staff’s attitude on patient care process in GOPCs, 5 items; (2) quality of service and effectiveness provided by AHFPC, 4 items; (3) facilities and environment in GOPCs, 2 items and (4) Overall satisfaction for GOPCs service, 1 item. 5-point likelihood scale was used to score (score 0: very unsatisfied; score 5: very satisfied) for each question. F

Result
Total 107 patients participated (9 new cases and 98 old cases). The response rate was 100%. The means score of 4 domains (1) clinical staff’s attitude on patient care process in GOPCs was 4.6±0.5; (2) quality of care and effectiveness provided by
AHFPC was 4.5±0.6; (3) facilities and environment in GOPCs was 4.4±0.6 and (4) Overall satisfaction for GOPCs service was 4.5±0.6. One patient did not satisfy with the lift in NTK GOPC frequent out of services. One patient did not satisfy with small treatment room for group therapy in MFGOPC. One patient suggested that receiving fall prevention service would be better for 1 time per week in LTGOPC. Patient Satisfaction Survey showed that the clinical staff in KEC GOPCs has good attitude in patient care process. The clinics also provided seamless services. The patients satisfied with booking service, waiting time, therapist's professional knowledge, the efficiency and the effectiveness of the Fall Prevention Program. They also received fall prevention service in tidy and clean clinics. PSS is one of the effective ways to evaluate the service of care, and it is recommended to conduct PSS in other services or clinics.