Patient Satisfaction Survey

Ha CYS(1), Wong NC(1), Tsang WY(1), Tsoi WF(1)
(1)Department of Medicine & Geriatrics, Tai Po Hospital, NTEC

Keywords:
Patient appreciation
Patient satisfaction
customers services
perception of customer
elements of caring

Introduction
1. Patient Satisfaction has become an important key indicator to measure the quality of clinical health service in various settings. 2. In order to monitor and enhance its quality, a Patient Satisfaction Survey was conducted in the Department of Medicine & Geriatrics (M&G) of Tai Po Hospital (TPH) from June to July to identity both area of satisfaction and area for improvement. 3. The survey was conducted by third party i.e. volunteers.

Objectives
1. To indicate the level of patient satisfaction on our services provided. 2. To find out the actual needs of patients.

Methodology
1. 12-month retrospective qualitative design was adopted in this survey from Sep 2013 to Aug 2014 of appreciation letters and thank you cards from our patients and relatives. 2. The Patient Satisfaction Survey for questionnaire was conducted from June to July 2014.

Result
1. Similar finding of four elements (Empathy, Professional practice, Respect and Expectation) were found in year 2013 and year 2014. 2. Clients focused on willingness to communicated by professional members and their attitude to offering help. Besides, hospital facilities also their concern especially toilet facilities, quality of food and quality of linen items. 3. Limitation: There were only 62 patients to express their experiences during the hospitalization in the survey. Then the period of data was June to July 2014.