Patient Satisfaction Survey in CCDS
Chan WWB
comprehensive Child and Development Service, Yung Fung Shee Memorial Centre, United Christian Hospital

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Introduction
A patient satisfaction survey has been conducted from 1/1/2014 to 30/9/2014 at the Comprehensive Child Development Service (CCDS) psychiatric nurse clinic of Maternal and Child Health Centre (MCHCs) and UCH O & G unit

Objectives
1. To assess the quality of psychiatric nursing service provided by CCDS psychiatric nursing staff at UCH O & G unit, & Maternal and Child Health Centers (MCHCs) and look for any further improvement; 2. To examine the level of patients’ satisfaction

Methodology
A questionnaire survey was carried out from 1/1/2014 to 30/9/2014 at UCH O & G unit, & Maternal and Child Health Centers including Tseung Kwan O Po Ning Road (TKO PNR) MCHC, Lam Tin MCHC (LT MCHC), Ngau Tau Kok MCHC (NTK MCHC). Data were collected by a self-rating patient satisfaction questionnaire. It comprised 13 questions covering 5 main areas: 1) nurse clinic services provided by psychiatric nursing staff; 2) health education provided by psychiatric nursing staff; 3) nursing services provided by psychiatric nursing staff; 4) overall quality of nursing services; 5) other opinion. 11 questions had answers on 6-point scale (very agree, agree, no comments, disagree, very disagree, and not applicable). 1 question had answers on 3-point scale (too short, just fit, too long). Another question is open-answer question, to allow respondents to express their views. Statistical analysis was performed using the Statistical Package for the Social Sciences (SPSS).

Result
Of the 211 respondents, all were females (100%). Out of 211 respondents, the age group was 17 – 44 as 5 respondents did not mention their ages in the questionnaire. The mean age was 29.4 (sd + 5.15). Most of the respondents were from the 3 MCHCs. 51 respondents (24.2%), 53 respondents (25.1%) & 64 respondents
(30.3%) were from LT MCHC, NTK MCHC, & TKO PNR MCHC respectively. The rest were from UCH O & G unit (n= 43, 20.4%). 94.3 % reported that they felt satisfied with overall quality of nursing service provided by psychiatric nurse at CCDS clinic. 92.4% reported that they felt their needs being promptly responded while 92 % felt that their self-esteem and right was protected at the CCDS clinic. 87.7 % reported that their felt satisfied with the knowledge on ante-natal & emotional health. In general, respondents were quite satisfied with the psychiatric nursing service provided to them.