



**Service Priorities and Programmes**  
**Electronic Presentations**

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**"What do our patients appreciate?-An analysis of 12-month patient appreciation received by Department of Medicine & Geriatrics, Tai Po Hospital**

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**Introduction**

Department of Medicine & Geriatrics has been receiving hundreds of episodes of patient appreciation over years. Patient satisfaction is increasingly important as an aspect of service quality. The appreciation is in the form of thank you cards, letters, and foods.

**Objectives**

1. To study the prevalence of appreciation from patients and their relatives. 2. To identify the major components of services and caring

**Methodology**

12-month retrospective anecdotal study was done. Contents of appreciation letters and thank you cards from patients and relatives were analyzed with categorization into four elements of care including empathy, professional practice, respect and hope.

**Result**

From September 2012 to August 2013, 124 episodes of patient appreciation were studied. Empathy (44.3%) was the most appreciated element, followed by professional practice (26.84%), respect(22.15%) and hope(6.71%). Caring attitudes was also addressed by patients and relatives. To summarize, empathy is the most appreciated element in service care. Explanation with simple language and caring attitude are major components to increase patient satisfaction.