



**Service Priorities and Programmes**  
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**A Patient Satisfaction Survey program for follow-up clinic in Accident & Emergency Department of Pok Oi Hospital**

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**Introduction**

Patient satisfaction is an important indicator of quality of care and service delivery in emergency department (Soleimanpour et al 2011). The Accident and Emergency Department (AED) of Pok Oi Hospital (POH) has been re-opened since 2007. The AED Follow-up (FU) clinic was setup up since then to provide continuous care for AED patients

**Objectives**

A review of AED FU clinic service was conducted to 1. Evaluate the level of patient satisfaction on service provided; 2. To identify the actual needs of patients; 3. To serve as a tool in decision-making for further service improvement; 4. To provide data source to document healthcare quality to accrediting organization and consumer group.

**Methodology**

The survey was carried out in two days (30/4/13 & 3/5/13) in AED FU clinic. 1. The study questionnaire included 14 questions based on a 5-scored Likert scale. Its findings indicated the patient satisfaction on the service and the environment of AED FU clinic. 2. All patients attending the FU clinic were recruited in the survey. Totally 69 patients were asked to complete the questionnaire after consultation prior to discharge.

**Result**

Totally 69 questionnaires were distributed and 61 (88%) questionnaires returned. Overall in 14 questions, there were totally 734 patient responses out of 854 (85.9%) rated 4 or 5. Overall satisfaction on the service was 96.7% (59/61). All the responders scored 3 (fair), 4 (good) or 5 (very good) on "Doctor's listens to you", "The advice and instruction given by the doctor" and "Service provided by healthcare assistance". The lowest satisfaction rates was identified on "the time to wait for consultation". Eight (13.1%) out of 61 patients rated 2 (poor) or rated 1 (very poor). Overall satisfaction was 100% (61/61) on the environment and Facilities of AEFU Clinic. The comments provided by the patients in the return questionnaires: 1) Long waiting time for consultation; 2) Unclear instruction to the Shroff for payment; 3) Inconvenient for

patients to pay and register separately on two different floors. Coordination made with Hospital Administration Department and improvement measures implemented including: 1. Set two more time slots for patient registration; 2. Simplify payment and registration at one stop in G/F; 3. Re-construct the floor line in the A&E department to clearly direct patient to their designations.