

ABSTRACT

During the last two decades there has been growing interest in the topic of patient satisfaction with physicians and medical care. This interest has been evidenced by the development of a number of scales utilizing various techniques to measure quality. These scales focus on health care providers and scale applications reporting results from both patient and population groups.

Patient satisfaction is an important outcome of patient care services and is a potential determinant of utilization and compliance with health behaviour. It is also an important factor in any Quality Improvement programme in the health sector.

A random sample of clients utilizing various services at two health centres in Kingston and St. Andrew were interviewed to develop a profile of the average health center user and their satisfaction with, and knowledge of the services.

Persons accessing health centre services were found to be largely of the lower socio economic status, and were often unemployed. Most respondents rated the services highly and although often dissatisfied with long waiting periods and inconvenient opening hours they continued to use the service frequently especially for chronic illnesses. Some persons expressed a willingness to pay for their health care services. Most persons interviewed, indicated that they visit private doctors occasionally.

It can be concluded that many persons are utilizing government health centre services for one reason or another but they feel the need to check with their private physicians periodically to confirm the prescribed plan of care.