

ABSTRACT

Women's Satisfaction With Antenatal Care At Government Facilities

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The study is an investigation into the satisfaction of women who attended Government clinics for their antenatal care and delivered at the Victoria Jubilee Hospital (VJH). Two hundred and one women participated in the study, quantitative data collection was done using an interview- administered questionnaire. Factors such as access to care, satisfaction with care, staff patient interaction and waiting time to access care were explored.

The women who participated were between 14 and 40 years of age and approximately half of them were accessing care between 4 and 5 months pregnant. Various factors such as professionalism in the delivery of care, staff patient interaction, access to care and average waiting time were explored as it relates to patient satisfaction.

In this study it was evident that women looked forward to attend clinic to participate in the educational sessions and to see their care- giver. Satisfaction

was realized in all the areas examined, over 90% of respondents confirmed that the staff was professional in the delivery of care and over 80% reported that they felt at ease. Age was not a factor in determining satisfaction, as satisfaction was high among all age groups.

Participants were reasonably satisfied in all areas evaluated however mention was made of areas where improvements could be made for example, ongoing training of staff to deal with patient concerns and improvement in the number of seat provided at some clinics.

Keywords: Satisfaction, professionalism, interaction, access to care