

ABSTRACT

Aim. To determine the extent to which patients are satisfied with care received at the University Health Centre and the Community Health Centre and to identify satisfiers and dissatisfiers

Design. A 49 item questionnaire with open and closed ended questions was developed to evaluate patient satisfaction with the services received. Observation and In Depth interviews were used.

Setting. The University Health Centre and the Community Health Centre are both located on the campus of the University of the West Indies .Mona. Jamaica.

Study participants. A systematic random sample of 200 patients, aged 17 and over and who were active users of both health centres . Response rate to the face to face interview was 80.0 % (n=160).

Results. Seventy four point eight percent 74.8 % of participants were very satisfied with the waiting area. Sixty four point eight percent 64.8 % very satisfied with the overall services provided .Sixty point five percent 60.5% were very satisfied with health information given .Fifty four point five percent 54.5% were very satisfied about paying for services /medicine and 42.4% of participants were very satisfied with the waiting time. Only 31.9 % of participants rated the overall care and service they received as good. In addition other factors associated with satisfaction and dissatisfaction were identified, 56.3% of participants were satisfied with the doctors and nurses services. Overall a minority of 27.1 % indicated that they were dissatisfied with the pharmacy services and the long waiting time to collect medicines .Some 16.5% of participants were

dissatisfied with the long waiting time to be seen by the doctor. Fourteen point three percent 14.3% expressed dissatisfaction with the clerical services.

Nevertheless, overall 90.6% of participants felt that their expectations were met and 95.0% would recommend the health centres to others.

Conclusion. *Patient satisfaction with services received was high in some areas, but the rating of the overall care and services was low. The findings indicated areas in which quality improvements are required and recommendations made to address the need. Therefore all health professionals should treat patients in a humane manner, provide quality care and actively involve them in their care and treatment.*

Key words: *measuring patient satisfaction .quality care, expectations.*