

Patient Satisfaction with Doctors Provided Service at Samir Primary Health Centre/Khartoum State 2020

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Abstract— The study assess patients' satisfaction with doctors provided services at Samir primary health centre in Omdurman locality, Sudan. An observational descriptive cross-sectional facility-based study was conducted at Samir primary health centre in period from September 2020 to November 2020, and 120 patients were participated in the study. The data was collected by using structured questionnaire, face to face interview was used to collected data. Data were analyzed by SPSS version 23. Result revealed more than half were females, and 28.3% were aged between 25-40 years, 35% have a university or a higher educational level while 23.3% were illiterate. Most patients stated that doctors treated them with high respect, and almost most of them expressed that doctors explained to them their health problems clearly, and nearly 90% reported that doctors explained how they should take their medications. About (65.8%) of participants said that they were not referred to higher degree doctors or specialists when they needed to the overall satisfaction with doctors was found to be 70%. Despite the poor status and capabilities of Sudan, and opposite to what was expected, the majority of patients showed great satisfaction with the performance of doctors in this study. Moreover, in comparison to other studies done in the same topic in different countries, this study showed a very positive result.

Keywords— Patient satisfaction, doctors, primary health centre.

I. INTRODUCTION

Patient satisfaction is a measure of the extent to which a patient is pleased with the health care which they received from their health care provider.

In evaluations of health care quality, patient satisfaction is measurement of indicator of the performance health services exist that respond to health needs of clients so a design should be made to responds to this needs and should be client focus. Communication and friendly behavior, pleasant with doctor are major factors for return to service as shown by using physician- rating website (PRWs) (1) In Donabedian's quality measurement model, health care provision affect product of service, therefore system should adopt and implement culture of measurement process for evaluation and improvement of quality that should meet needs of customers, patient satisfaction is defined as patient-reported outcome measure while the structures and processes of care can be measured by patient-reported experiences (2) other factors as respect to patient, ability to talk about private matter are contributing elements for high satisfaction with health care system (3) Patient satisfaction is usually measured by survey and a patient's questionnaire to assessing the quality of medical care provision. Satisfaction had become main competitiveness of medical health institutions. So they should search for factors

that attract patients to medical services. (4) The reviewed literature reported there is many variables associated overall patients satisfaction as patient experience with doctors service (5)

Currently in the United States It is estimated that loss of patients secondary to dissatisfaction results in the loss of around 200,000 USD over the life time of the practice of a single doctor (6). Many studies showed that patient satisfaction is positively associated with improved patient outcomes and dissatisfaction is shown to decrease future medical interaction as the patients stop visiting the certain hospital results in reduce patient-doctor interactions and process of building trust (7).

Evidence in literature showed that patient centre approach and good communication skills plus trust leads to positive patients satisfaction and better adherence to treatment and better health outcome(8) (9)

As previous studies emphasized the importance of patient satisfaction as the first step to detect gaps and weakness in health services provision and for further improve their satisfaction towards the hospital and the service provided by the medical team, and its association with the patient outcome regarding reduction in both morbidity and mortality .

So we carried out this study to assess patients' satisfaction with doctors provided care in Samir primary health care.

II. METHODOLOGY

Study Design

Descriptive cross-sectional facility -based study.

Study Area /Setting

This study has been conducted in period from September 2020 to November 2020 at Samir primary health centre which located in eastern part of Khartoum locality and served around 50,000 to 70,000 population which provided preventive and therapeutic services and has mix of specialist as physician and pediatrician t and other specialty .

Study Population and Sample Size

Study population: patients attending primary health care.

Sample size: size was calculated to be 194 using the formula $n = N / (1 + (Nd^2))$

Where

$N =$ population size = 363

$d = 0.05$

Patients who were very ill were excluded from study and those who refused to participated were also excluded from study.

Data Collection

Data was collected using structured questionnaire through face to face interview modified from quality assessment tools. It consist of dichotomous variable yes or no and satisfaction categorized as unsatisfied, satisfied, very satisfied The questionnaire consist of sociodemographic characters of subjects and satisfaction with doctors provided service regarding respect and explanation of disease and referral to related care, other procedures to patients.

Data Analysis

Data collected was analyzed through SPSS Version 23. The data presented in form of frequency tables, graphs.

Ethical approval

It was obtained from the research technical and ethical committee at the Faculty of Medicine of Sudan international university and from the administrations of the health centre specified, informed consent from participants after explanation purpose of study, privacy and confidentiality was maintained.

III. RESULTS

The main anticipated outcome of this study was to assess patients’ satisfaction with doctors provided service in Samir health centre. The study included 120 patients.

The majority (57.5%) were females, while males were (42.5%). The most common age range was found to be 25-40 years (28.3%). About (76.6%) of participants were living in Khartoum state, while only (23.3%) were living in other states.

Nearly (35%) of the patients included in the study hold a university or a higher degree, 22.5% received primary education, 19.2% had secondary education, while only (23.3%) were illiterate. Nearly 20% had governmental job, while 22.5% had business job and 13.3% were private workers, and almost participants females were housewives (44.2% of all participants). Nearly half of participants have medical insurance which can be considered as a good number (57.5%).

Patient Satisfaction

Patient satisfaction is a measure of the extent to which a patient is pleased with the health care which they received from their health care provider.

In evaluations of health care quality, patient satisfaction is measurement or indicator of the performance and outcome of existing health services which should respond to health needs of clients so a design should be made to responds to this needs and should be patient-centre (2).

Measurement of Patient Satisfaction

Patient satisfaction is regarded as a tool for monitoring performance of health care plans, process and reflect patient involvement in decision making

Standardized questionnaire by using self-report or interview is the most common tool for measuring patient satisfaction. Patient satisfaction tools should be reliable and valid for patient feedback or. survey also was used for measuring patient satisfaction(10).

Satisfaction with Doctors Provided Services

In our results when we asked patients if they think doctors pay them respect, about (78.3%) said that they think doctors treated them with high respect. Most of the participants (78.3%) expressed that doctors explained the condition they suffered from briefly, and it was fully understood, and (90%) of them stated that doctors explained how they should take their medication briefly without any misunderstanding. (98.3%) of patients said investigations were requested for them. On the other hand, (65.8%) of participants said that they were not referred to higher degree doctors or specialists when they needed to. The majority (79.2%) said they were told to come back for follow up visits or if they didn’t improve. The overall satisfaction with doctors provided services was found to be 70%. Patient satisfaction is an important and commonly used indicator for measuring the quality in health care. It affects clinical outcomes, patient retention, and medical malpractice claims. Patient satisfaction is thus a proxy but a very effective indicator to measure the success of doctors and hospitals.

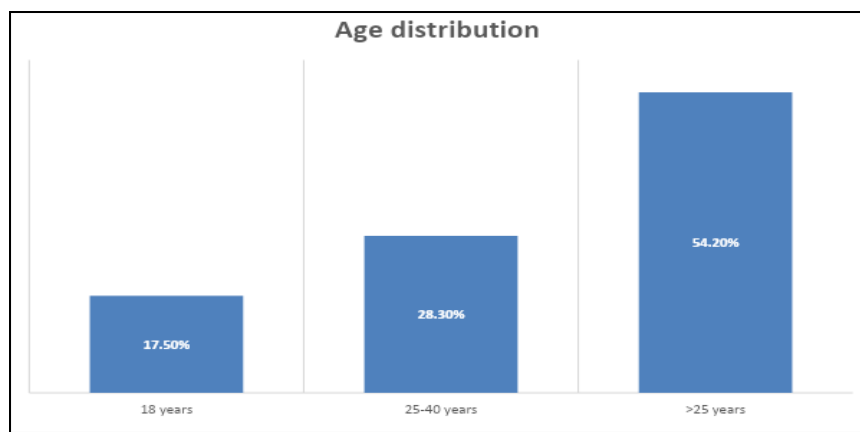


Figure (1): Age distribution of participants.

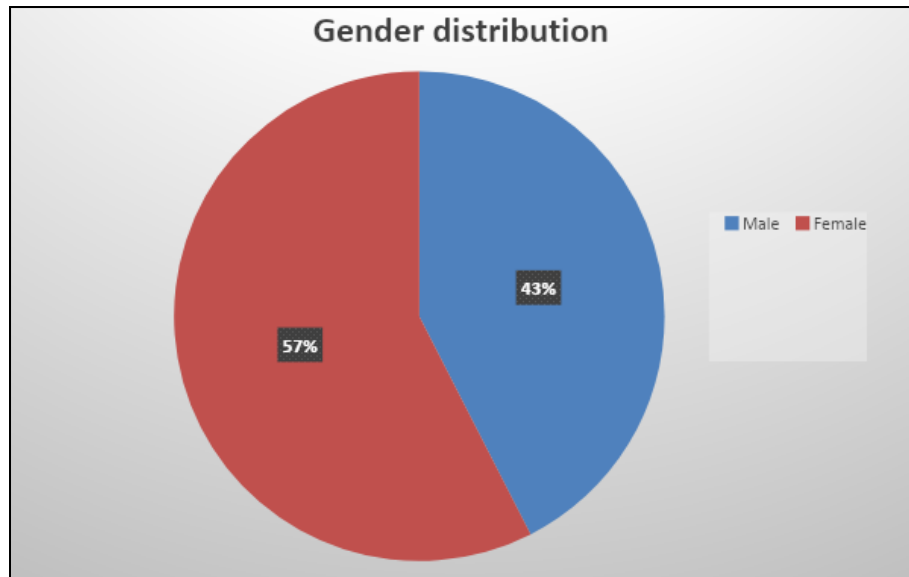


Figure (2): Gender distribution of participants

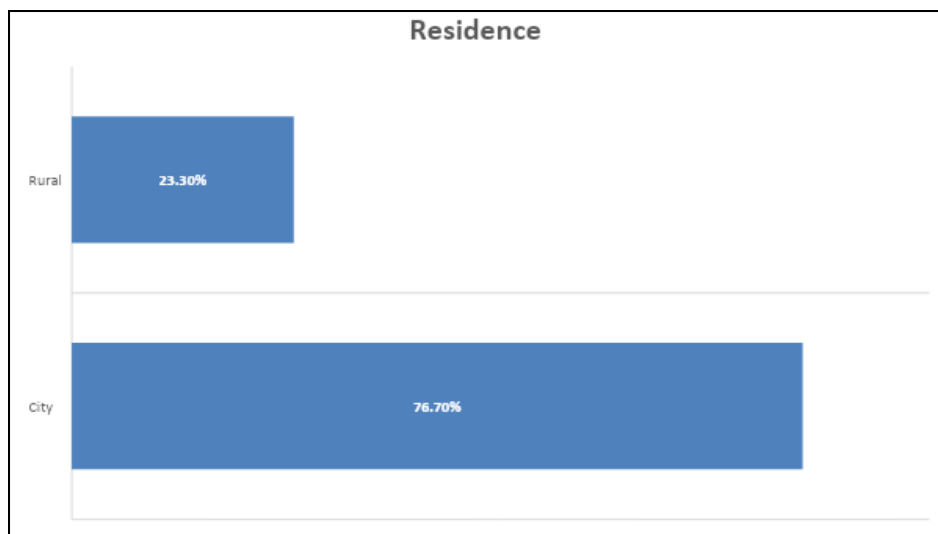


Figure (3): Residence of participants.

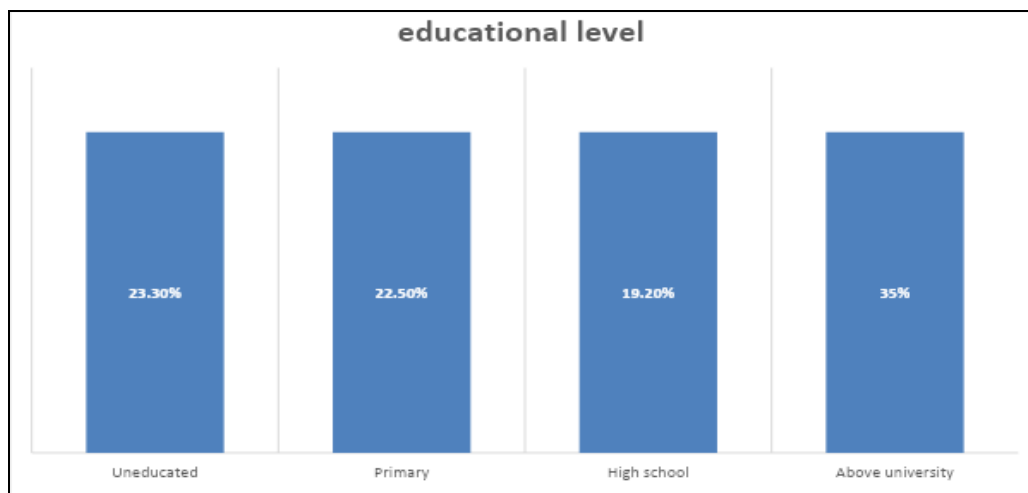


Figure (4): Educational level of participants.

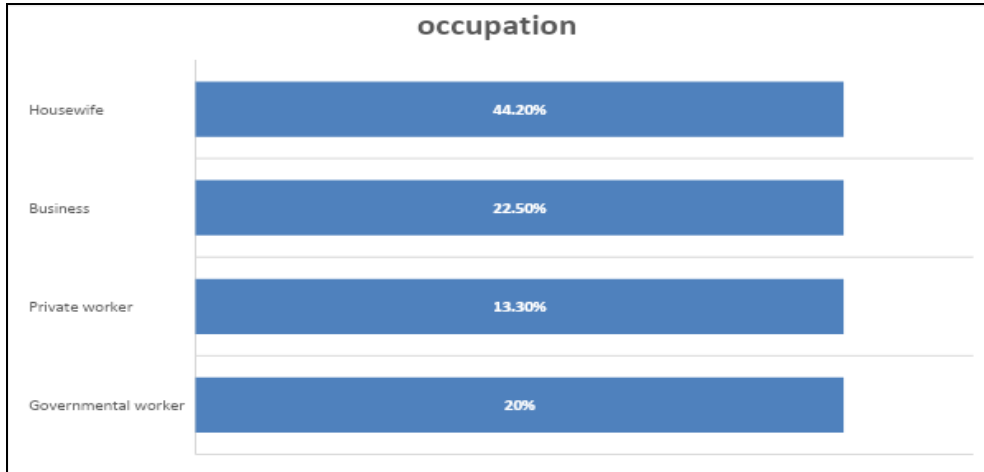


Figure (5): Occupation of participants.

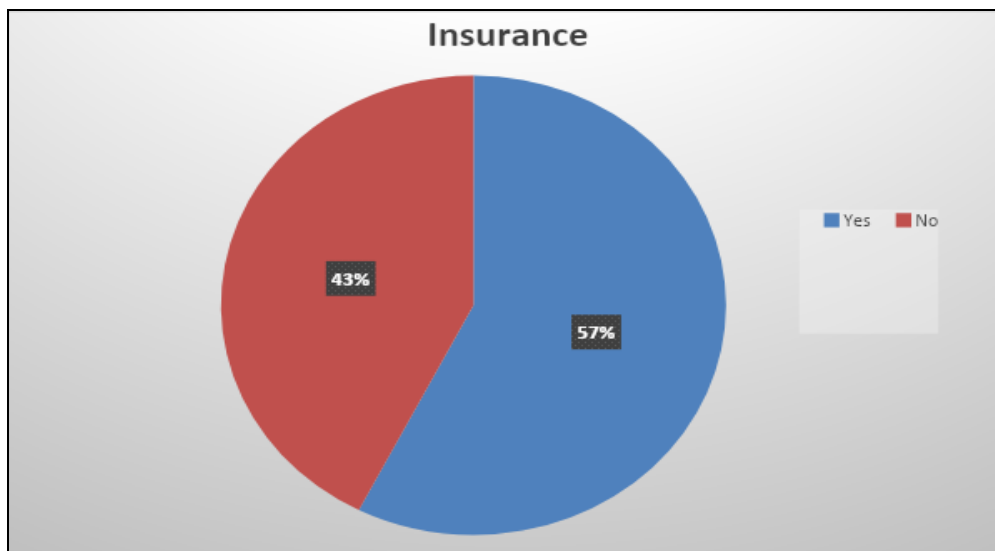


Figure (6): Possession of Health Insurance among participants.

Table (1): Participant’s rating of the respect received from the doctor.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid High	94	78.3	78.3	78.3
Medium	26	21.7	21.7	100.0
Total	120	100.0	100.0	

The majority (78.3%) said high respect, while (21.7%) said medium.

Table (2): Explanation of the doctor regarding the mechanism of drug administration

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Briefly	108	90.0	90.0	90.0
Not briefly	12	10.0	10.0	100.0
Total	120	100.0	100.0	

The majority (90%) said briefly, while only (10%) said not briefly

Table (3): Requisition of the needed investigations by the doctor

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	118	98.3	98.3	98.3
No	2	1.7	1.7	100.0
Total	120	100.0	100.0	

The majority (98.3%) said yes, while only (1.7%) said no.

Table (4): Referral by the doctor to a higher degree doctor or a specialized doctor

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	41	34.2	34.2	34.2
No	79	65.8	65.8	100.0
Total	120	100.0	100.0	

The majority (65.8%) said no, while only (34.2%) said yes

Table (5): Being asked to show up for follow-up visits

Table 5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	95	79.2	79.2	79.2
	No	25	20.8	20.8	100.0
Total		120	100.0	100.0	

The majority (79.2%) said yes, while only (20.8%) said no.

Table (6): Degree of satisfaction towards the doctor’s performance

Table 6					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very much	84	70.0	70.0	70.0
	Not much	36	30.0	30.0	100.0
Total		120	100.0	100.0	

The majority (70%) said yes, while only (30%) said no.

IV. DISCUSSION

Patients satisfaction is regarded an important source of information concerning quality of care as a customer assessment. It reflects health system plan and process of care, it is one tool for assessing outcome of health service

This study was conducted in Samir primary health centre during the period from August to September 2020 in Khartoum state

As we saw in our results of study most participants were females most were housewives, most of the participants were young, which is similar to a study conducted in Egypt which showed that most of participants were female (56.7) and were in age group of 24 year (11).

Most of the participants expressed that they received high respect from doctors which is consistent with study conducted in Oman which showed positive response towards doctors and provided reassurance also (12).

Regarding explanation of the results of investigations, most respondents expressed that doctors did briefly explain the results of the investigation to them in contrast to a study performed in Sudan in Wed Madani teaching hospital in 2017 where about 78.9% of patients expressed that doctors did fair explanation of their investigations results and also expressed their respect towards patients (13). Also regional study was conducted in Nigeria showed similar results where their participants were very satisfied regarding the explanations provided by the doctors, investigation’s results and the treatment prescribed properly to them (14).

In our results nearly 70% of participants were “very much” satisfied with the services provided by the doctor, this overall high satisfaction towards doctor’s performance is similar to the up-mentioned Wad Madani study and omdourman referred family health centres, in china as well (13)(15)(16) Additionally, a recent study conducted in Northern India showed comparable results, where 77%, and 84% of their participants were satisfied with their inpatient and outpatient hospital services respectively (16),

Patient satisfaction affects all dimensions of healthcare services, including patient retention, which is the important

factor that determines their return to the same health facility. The provision of high standard health services, staff motivation, and showing respect and appreciation help to retain patients. It is important to determine the driving forces that influence patients’ choice to return for more services in order to implement effective strategies for maintaining their loyalty.

V. CONCLUSION

Despite the poor state and capabilities of Sudan, and opposite to what was expected, the majority of patients showed great satisfaction to the performance of doctors in this study regarding respect, explanation of case and treatment provided. In comparison of other studies done in the same topic in different countries, this study shows a very positive result. Patient’s experience of care is important and ultimately translates into their actual response to care. The overall satisfaction was found high

Recommendations:

1. Doctors should receive communication skills training sessions to further improve the patient’s satisfaction.
2. Doctors should be educated regarding their duties towards the patients including: proper and detailed history taking, clinical examination, explanation and counseling and referral of the patient’s regarding their disease.
3. Raising the awareness of medical professionals towards the patient’s satisfaction as indicator of quality of healthcare
4. Further larger scale studies could be done regarding patient’s satisfaction and the factors that are associated with better or poorer patient satisfaction in order to implement actions targeting the weaker points, which eventually may result in the improvement of the health system as a whole.

ACKNOWLEDGMENT

We would like to thanks all participants in the study who were very cooperative and for their patience, we extended our thanks to Sudan international university for their support and also to data collectors and statistician who analyzed data.

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