

Original Research Article

Assessing patient satisfaction with obstetrics and gynaecology clinics/outpatient department in university hospital Konya, Turkey

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Received: 04 July 2017

Accepted: 29 July 2017

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ABSTRACT

Background: Patient's satisfaction is of fundamental importance as a measure of the quality of health care. Aim of the study is to assess satisfaction with services was obtained from patients who were seen in obstetrics and gynaecology clinics, a university hospital in Konya, Turkey.

Methods: A cross-sectional survey was conducted using questionnaires among patients attending obstetrics and gynaecology clinics a university hospital in Konya. The data were collected prospectively between 2nd May and 8th July 2016. Those who agreed to participate were asked to complete a set of questionnaires immediately or face to face interview was carried out if the patient was illiterate. The study instrument was a questionnaire which comprised of two parts. The first part related to respondent's socio-demographic background and second part on patient satisfaction questions.

Results: Half of the respondents (53.3%) visited obstetrics unit and 46.7% of them visited gynaecology clinics unit. 165 (52.1%) appointments were first attendance and others (47.9) follow-up visits. The average patient satisfaction was 74.5% in this study.

Conclusions: Generally, the patients were satisfied with services of gynecology and obstetrics clinics. Majority of the patients were satisfied with clinic facility, staff's professionalism, healthcare provider's attitude and quality of medical care.

Keywords: Konya, Obstetrics and gynaecology, Outpatient, Patient satisfaction, Turkey

INTRODUCTION

Satisfaction is, therefore, an important tool for research, administration and planning. Also, it will know that client satisfaction is of fundamental importance as a measure of the quality of care because it gives information on the provider's success in meeting client values and expectations, matters on which the client is the ultimate authority.¹ Patient satisfaction is of increasing importance and widely recognized as an important indicator of quality of the medical care. There was no homogeneous

definition of patient satisfaction, since satisfaction concerns different aspects of care or settings, as well as care given by various professions.² In the current health care setting patient satisfaction is one of the main indicators. Assessment of patient satisfaction is a useful parameter to predict the quality and availability of health care services.³

Nowadays, the health care sector is doing continuous efforts to ensure a higher consumer satisfaction. By doing so, one can identify the deficiencies in the delivery of

healthcare services and intervene them to enhance patient satisfaction.⁴ It is hard to identify a single factor that is directly associated with a low or high level of patient satisfaction.

A variety of factors might be involved in patient satisfaction process. Some of these are; patient demographics, health status, characteristics of the health care provider such as technical expertise, interest in patient oriented care and waiting time.^{4,5} The degree of patient satisfaction with waiting times for and at gynecology outpatient clinics is a little studied area. This is an important area since the clinic is essentially the means by which gynecologists communicate with their patients: the consultation may begin adversely if the patient is already unhappy because she has been waiting too long at the clinic.⁶

Free-standing clinics may be scored higher than hospital based clinics by patients and clinics achieving a higher level of provider continuity may also attain higher levels of patient satisfaction, provided that patients may change providers when they so desire.^{7,8} Satisfaction is an important factor in predicting the quality of health care services provided to patients who visited gynecology and obstetrics clinics.

Patient satisfaction in general was studied in different parts of the countries, but satisfaction of patients who visited gynecology and obstetrics clinics and its predictors were not reported in teaching hospitals in Konya province of Turkey. Results of the study may be suggested to improve the satisfaction and subsequently the quality of care of gynecology and obstetrics clinic. Aim of the study is to assess satisfaction with services was obtained from patients who were seen in obstetrics and gynaecology clinics, a teaching hospital in Konya, Turkey.

METHODS

A cross-sectional survey was conducted using questionnaires among patients attending obstetrics and gynaecology clinics in a University hospital in Konya, Turkey. The data were collected prospectively between 2nd May and 8th July 2016.

Patients were informed of the study and the questionnaires were distributed to the patients while they were waiting for doctors to see or after they have seen their doctors. Those who agreed to participate were asked to complete a set of questionnaires immediately or face to face interview was carried out if the patient was illiterate. The questionnaires were completed at waiting area and took an average of twenty minutes to complete. The completed questionnaires were retrieved immediately.

The study instrument was a questionnaire which comprised of two parts. The first part was related to respondent's socio-demographic background and the

second part was on patient satisfaction regarding hospital appointment system, satisfaction with health care staffs, staff's communication with patients, visit with providers (doctors, doctors' assistant and nurses), the clinics facility and overall satisfactions with the clinics. The English questionnaire was translated into Turkish and back translated into English to confirm that the translation was correct.

The questionnaire was prepared and modified according to local environment from related literature and previous studies.^{9,10} The first part of the questionnaire included five items, on patient demographic variables such age, occupation, marital status, house income and education level. The second part included 28 items about service quality of the obstetrics and gynaecology clinic services: appointment system (seven items), clinic facility (four items), staff's professionalism (four items), the communication (three items), your visit with providers (seven items) and patient's overall satisfaction (three items).

There was one additional question whether the respondents would recommend the clinic or not. The respondents were asked reasons if they were not satisfied with any services they have received. The minimum sample size of the study should be 246 respondents. These figures were obtained after considering sample size calculation based on sample size estimation for proportion in survey type of studies.¹¹ Assuming level of significance is 0.05, power of 95%, prevalence 79%. We have collected extra data to reach minimum sample size.

Data was analyzed using SPSS program. Descriptive statistics were used to describe the study populations. Frequency and percentage were used to report proportion of the patient's satisfaction.

RESULTS

Total 317 patients agreed to participate and completed the questionnaire at obstetrics and gynaecology clinics. Thus, we achieved 100 % of the sample size we set for this study.

The mean age of the 317 respondents was 30.52 years, and ranged from 17 to 94 years. There were 143 (45%) between 17-26 years, 108 (34%) between 27-36 years, 37 (12%) between 37-46 years, 29 (9%) more than 47 years old respondents. In the study the majority of them, 289 (91%) were married and 28 (9%) were single. With regards income level, 236 (74%) of the respondents have normal income, 63 (20%) of them have high income and 18 (6%) of them have low income. Interim of the occupation, majority of the patients were housewife, 265 (84%) and 52 (16%) respondents were working. Around half the respondents 169 (54%) have graduated from primary school, 9 (3%) of them were illiterate, 85 (27%) of them had finished high school and 54 (17%) of the respondents graduated from university (Table 1).

TABLE 1: Socio-demographic profiles of respondents (n=317).

	Frequency	Percentage
Age group		
17-26 years	143	45
27-36 years	108	34
37-46 years	37	12
56 and above	29	9
Marital status		
Married	289	91
Single	28	9
Income level		
High	63	20
Normal	236	74
Low	18	6
Occupation		
Housewife	265	84
Others	52	16
Education level		
Illiteracy	9	3
Primary school	169	53
High school	85	27
Undergraduate	54	17

Half of the respondents (53.3%) visited obstetrics unit and 46.7 % of them visited gynecology unit. 165 (52.1%) appointments were first attendance and others (47.9) follow-up visits. Findings of the study are reported according the items. The first item is appointment system; out of 317 respondents, 209 (66%) of them were satisfied with the system. The reasons those who were not satisfied with the appointment system related to reaching

the appointment officer via phone due to the officers were engaged with others and appointment was not available within a reasonable amount of time. The second item is clinic facility; majority of the respondents (78%) were satisfied with clinic facility while 23 % of them were not satisfied with clinics facilities and they said that the rubbish was not taken way from clinics regularly and the chairs in waiting area were not enough. The third item is doctors, laboratorian, radiologist's professionalism; 242 (76%) of the respondents were satisfied with health care worker's professionalism but 24 % of them were not satisfied and their reason was specialist doctors were enough in the clinics most of them were assistant doctors.

The fourth item is hospital communication with patients; more than half of the respondents (65%) were satisfied with communication services such as answered the patient's call promptly, helping and advising the patients but 35% of them were not satisfied due to the clinic officers did not answer the patients call promptly and they treat the patient based on their economic income. The fifth item is patients visit with health providers (doctors, doctors' assistant and nurse); 76% of the respondents were satisfied with health providers during their visit while 24 % of them were not satisfied and they said the doctors did not explain mother's and baby's status properly. The sixth item is overall satisfaction; 274 (86%) of the respondents were satisfied with general practice, quality of medical care and health care provider's attitudes while 16 % of them were not satisfied due to several reasons such as only one ultrasound machine and more than one patient in same time in doctors' room and the doctors would not have listed the patient carefully (Table 2). Most of respondent (94.3%) said that they would recommend the clinics.

Table 2: Patient satisfaction by items.

Items	Satisfied		Unsatisfied	
	Frequency	Percent (%)	Frequency	Percent (%)
Appointment	209	66	108	34
Clinic facility	248	78	69	22
Staff's professionalism	242	76	75	24
Communication	206	65	111	35
Your visit with the provider	242	76	75	24
Overall satisfaction	274	86	43	14

DISCUSSION

This study was carried out among 317 patients who visited obstetrics and gynaecology clinics in a teaching hospital during the study period. Majority of the respondents (74.5%) were satisfied with services they have received from the obstetrics and gynaecology clinics. The satisfaction was higher than a study was reported 56.1% of the users of the general OB/GYN clinics were satisfied with service another study from

Malaysia reported that the mean of the total satisfaction score was 59.2, this satisfaction score was also lower than satisfaction of current study.^{12,13} More than half of the respondents were satisfied with appointments system but around 34 % of the respondents were not satisfied with it. The respondents who were not satisfied with appointment system may due to their education back ground or they may not similar to the appointment system and also it could be due to patient's age, elderly may have difficulty to make appointment. Respondent also mentioned that it

was difficult to reach appointment officer via phone and the patients were given the appointment data was very long time from calling date. A study reported 19 % of the patients were not satisfied with appointment like waiting for the first appointment this satisfaction was lower than present study.⁶

The study found that satisfaction with staffs was 76 %, Egan and colleagues reported that over 89% of patients were satisfied with staff in the unit, the satisfaction was higher than the satisfaction of present study.¹⁴ The patient's satisfaction with health providers when they visit was 76 % this is lower than a study from Ethiopia, the study reported that 92.7% of respondents declared they were satisfied with outpatient service providers.¹⁴ In this study, those who were not satisfied with health providers due to the health provider's attitude such as not spending enough time with them and explained well. Overall satisfaction was 86% of respondents in current study this finding was higher than 71.2% reported to have got all ordered services from the hospital.¹⁵ When we compare to our findings to other studies from different countries, the findings are very different.

The reasons due to various factors such as respondent's education level, house income, and provider's attitude. The respondents have their reasons who were not satisfied with services such as long waiting time for scanning due to limited ultrasound machine in the clinics and the doctors saw more than one patient at same time in their room. The clinics do not give priority to handicap patients. They also mentioned that the number of doctors were not enough in the clinics.

CONCLUSION

Generally, the patients were satisfied with services of obstetrics and gynaecology clinics. The average patient's satisfaction was 74.5 %. The patient's satisfaction with communication skills such as answered patients call promptly, giving advices and helping during office hours and with appointment system was lower compare to services. Majority of the patients were satisfied with clinic facilities, staff's professionalism, healthcare provider's attitude and quality of medical care.

The respondents who were not satisfied have their own reasons why they were not satisfied. The reasons are they could not reach appointment officer immediately via phone and they were not given appropriate amount of time for their visit. The healthcare providers treated them based on their income level and they did not explain the mother's and baby's health status properly. The numbers of specialist doctors were not enough and the ultrasound machine was very limited due to these reasons they patients had to wait for long time.

Funding: No funding sources

Conflict of interest: None declared

Ethical approval: The study was approved by the Institutional Ethics Committee

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Cite this article as: Kaya SD, Maimaiti N, Gorkemli H. Assessing patient satisfaction with obstetrics and gynaecology clinics/outpatient department in university hospital Konya, Turkey. *Int J Res Med Sci* 2017;5:3794-7.