

**PATIENT SATISFACTION TOWARDS OUTPATIENT
DEPARTMENT (OPD) SERVICES OF MEDICINE IN
BANPHEAO AUTONOMOUS HOSPITAL
SAMUT SAKHON PROVINCE, THAILAND**

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SERVICES OF MEDICINE DEPARTMENT IN BANPHEAO COMMUNITY
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ABSTRACT

This descriptive study was conducted to describe patient satisfaction towards out patient health care services provided by the medicine department in the Banphaeo Autonomous Hospital, Samut Sakorn province, Thailand. The study population was respondents aged 16 and above, 225 respondents were interviewed from 17th of January to 5th of February 2007 to collect data regarding socio-demographic factors, accessibility, experience regarding medicine OPD and patient satisfaction. Chi-square test was performed to analyze the association.

The results showed that the overall satisfaction was 86.67%. The patients were most satisfied with convenience (84%) while least satisfied with courtesy (75.11%). Item wise, the satisfaction was poor in the case of heating and cooling arrangements, permission from doctors before examination and doctors /nurses keeping the patients from worrying. The majority of patients (87.56%) had a good experience from medicine OPD. From medicine OPD, the respondents had a good experience regarding doctor service, while only 43.11 percent had a good experience with the pharmacy service. Approximately 65 percent of respondents had good accessibility. Regarding overall accessibility, most patients (84%) had good accessibility in terms of working hours while more than half (52.89%) had good accessibility in terms of waiting time. Statistical analysis showed a relationship between occupation, marital status, accessibility and experience of patients and satisfaction.

From this study, it is recommended that improvement is needed in few of the items of accessibility and courtesy; extensive analytical studies should be performed to substantiate these particular findings.

KEY WORDS: OUT PATIENT DEPARTMENT/SATISFACTION/
ACCESSIBILITY/EXPERIENCE

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