

Summary

A descriptive study to assess some components of quality of patient care was carried out over a period of three months in general medical wards of NHSL.

Patients who were diagnosed as having Bronchial Asthma, Diabetes Mellitus and Ischaemic heart disease were interviewed on discharge using a pre tested questionnaire. Two check lists were used to assess the completeness of the Bed Head Ticket and the Diagnosis Card.

Information provided to the patients at the time of discharge with regard to precautions at home, need of follow up visits, proper use of medicine and other related issues were found to be inadequate.

Several omissions such as time of clerking and informations on family history and past drug history were noted in the BHTs. In small proportion of diagnosis cards serious omissions were seen. Majority of patients had a favourable opinion regarding the staff and other facilities available in the wards.

Patients' knowledge on their disease was found to be unsatisfactory.

It was recommended to provide in service training to staff and to increase supervision to improve the quality of services related to

recording of information on BHTs and diagnosis cards and devote more time to educate patients.