



ABSTRACT

A descriptive cross sectional study carried out at the district Chest Clinic Galle for a period of six weeks to describe the user satisfaction on selected aspects in the clinic namely; waiting times, clarity of information received from the medical officer, and the facilities available and the cost incurred by the users of the Chest Clinic. Data was collected by an interviewer administered questionnaire at the end of the clinic session.

The sample consisted of 400 clinic attendees which include 41.3% diagnosed tuberculosis patients, 36.0% diagnosed bronchial asthma patients and the rest with other respiratory diseases. 82.0% of users were from Galle district. 20.3% were self referrals. The sex ratio was 1.1 : 1. The majority (95.8) were Sinhala Buddhists. 78.5% clinic users were married and 67.5% belongs to the social class category IV and V.

Users were satisfied with the waiting time for registration (64.0%), consultation (64.7%) for taking chest X-ray (60.2%), obtaining sputum sample (71.7%), and blood for investigations (80.9%) and at the pharmacy (83.9%). None of these variables have statistically significant associations with age or with education level.

Majority of clinic users were satisfied with the information they received from the attending medical officer about the disease (84.2%), drugs (83.1%), investigations (84.8%) and about follow up visits (83.5%). Follow up patients were more satisfied on information received on disease (90.3%) and drugs (90.9%) compared to first visit patients. A statistically significant association was found between satisfaction on

information received about the disease and number of visits ($p < 0.001$) and with social class ($p < 0.001$).

A statistically significant association was found between satisfaction with regard to information received about the drugs and the number of visits by the user ($p < 0.001$) while others selected socio demographic characteristics were not associated. Satisfaction on clarity of information drugs, investigations, information on results or on follow up visits were not significantly associated with social class ($p > 0.05$) or with the education level ($p > 0.05$). Majority 82.5% were satisfied with ventilation, 69.0% with water facilities and 58% with seating facilities while less satisfaction was observed with toilet facilities (46.4%), and cleanliness of the clinic (42.8%).

Overall satisfaction was shown by 93.4% of respondents. There was statistically significant association between number of visits and overall satisfaction ($p < 0.05$). More follow up users (95.1%) being satisfied than first visit users. There was no statistically significant association between overall satisfaction with age ($P > 0.05$), sex ($P > 0.05$), marital status ($P > 0.05$) or with education level ($P > 0.05$).

A statistically significant association was found between the amount of money spent for drugs and the diagnosis ($p < 0.001$). A significant association was found between expenses for meals and distance from the residence ($p < 0.001$). First visit users found it difficult to find the place of registration than the follow up users.