

## Summary

The objectives of this study were to assess selected aspects of quality of patient care. This study was carried out in Cardiology Clinic General Hospital Kandy. Study design was a descriptive cross sectional study.

A sample of four hundred and ten patients with a diagnosis of CHD was selected by systematic random sampling. Study was carried out for a period of three weeks.

Problems faced by prescribers were studied through a self administered questionnaire. Infrastructure facilities were described with the use of check lists by an independent observer. Study population consisted of 23.9 % (98) females and 76.1 % (312) males. Seventy six point eight percent of patients (308) had to wait for two hours or more to be seen by the doctor. Only nine percent (38) of patients were seen within one hour of waiting time. There were 51.5% (209) of patients dissatisfied with the waiting time to see the doctor. Only 27.6% (112) of patients were satisfied with the waiting time to see the doctor.) Consultation time lasted for about five minutes for majority (66.1%) of patients but Twenty five point two percent of patients (103) said they were not explained regarding the illness. Patients (84%) were satisfied with the consultation time. Majority of patients were of the opinion that the courteousness of the medical staff attached to the Cardiology clinic was good except for the pharmacists. Nine percent of patients were of the opinion that the courteousness was poor.

Knowledge of patients regarding Coronary Heart Disease, its complications and risk factors were poor. Health information gained from the nurses on risk factors for heart

disease was very poor. Health education activities were not observed during the entire study period. Infrastructure facilities were satisfactory except for the waiting area at the dispensary. There is much scope for a programme for the improvement of quality of care for patients with CHD at the Cardiology Clinic General Hospital Kandy.