



Health Client Satisfaction Survey Report

February 11th, 2004

Statistics Department
Ministry of Economic Development
Investment and Commerce
Government of Anguilla
The Valley, Anguilla

Preface

This report contains information on clients' level and areas of satisfaction with the health services offered by the Anguilla Health Authority. The data were collected during the Health Client Satisfaction Survey conducted from May 4th to July 30th 2004 and November 1st to December 16th 2004.

During the period, May 4th to July 30th 20, the Health Client Satisfaction Survey was held at all Public Health Centres, namely West End Clinic, South Hill Clinic, The Valley Clinic, Welches Polyclinic and East End Clinic; the Dental Clinic; and The Princess Alexandra Hospital. While in November 1st to December 16th interviews were only held with the Princess Alexandra Hospital Inpatients

The Ministry of Social Development- Health in collaboration with the Statistics Department identified information that needed to be collected and prepared the questionnaire, the survey instrument was tested and at various stages, valuable suggestions for improvement were made.

In recognition of the importance of indicators in monitoring output, the results of the survey will be used in conjunction with other information to identify where improvements can be made or policies changed. The primary user of the information will be the Ministry of Social Development- Health.

The analysis of the data collected is in three publications with three chapters for each section of the questionnaire. The first in the trilogy, released on August 27th, 2004 encompasses data received during May 4th to July 30th 2004, the second publication includes all data received for both interviewing periods- May 4th to July 30th 2004 and November 1st to December 16th 2004 and the third publication is the Methodology and Technical Report for the survey. They are all published in an easy to read format so various persons can utilise the report.

However, should you have any queries or comments please do not hesitate to contact the Statistics Department either by email to statistics@gov.ai, by telephone at (264)-497-5731 or (264)-497-3901, or fax us at (264)-497-3986. For further information, you are encouraged to enter the government's website, www.gov.ai/statistics, to access a wide range of statistical information relating to Anguilla.

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Acknowledgments

The Statistics Department would like to thank all the clients of Anguilla's Health Services who kindly cooperated and completed the survey's questionnaires. Their time and patience were greatly appreciated.

In addition we would like to thank the staff of the health clinics and hospital for co-operating with the survey and the Health Authority for their input. Thanks also go to the UK Department for International Development (DFID) for funding the survey and Dr. Bonnie Richardson-Lake, Social Planner- Health, for her patience in providing suggestions to improve the questionnaires and analytical report.

We would also like to sincerely thank the hired interviewers who administered the survey instrument. Their persistence and determination throughout the survey must be recognised, as without their efforts the survey could not have been successful.

Special recognition should go to Ms. Rhina Meade of the Statistics Department who was responsible for managing the survey and producing most of this report.

Introduction

At the beginning of the survey the returns were relatively high, especially during May when there was a promotion for 'Vaccination week in the Americas'. Anguilla had a campaign where all vaccinations were offered to the Anguillian community at no charge.

By the third month of the survey many of those using the clinics had visited before and completed the questionnaires. This was less the case for the outpatients and the dental clinic.

There was very little non-response and most people answered the questionnaire when asked to do so by the interviewers, with an average response rate of 86% at all locations. Toward the end of the survey, more than 50% of the persons approached had already completed the survey. Below in Table A is the number of forms completed by source.

During the months of November and December, there were fewer refusals, but persons were not captured, as interviewers were not aware of their departure. However, persons were captured with the aid of telephone follow-up.

Table A: NO. OF FORMS COMPLETED BY SOURCE

Source	No. of Forms Completed
Dental Clinic	359
Public Health Centres	790
Outpatient	674
Inpatients	53

Questionnaire Layout and Content

There were three sections to the questionnaire. The first two sections were the same for each health service provider. The third section was different for each facility. The facilities where the survey was carried out were:

- Hospital Emergency/Outpatient
- Hospital Inpatient
- Health Clinics
- Dental Clinic

The first two sections of the questionnaire covered:

- 1) Demographic questions
- 2) Health Services in general and Insurance coverage

The third and also final section, which was unique to each facility, covered the purpose of their visit and satisfaction with the facilities and services received including the cost associated with visits.

Summary

The first Health Client Satisfaction Survey conducted in collaboration with the Statistics Department analyses and reports on the demographics, epidemiological profile, insurance coverage and clients' level of satisfaction with the Public Health Services offered in Anguilla.

The analysis compares where possible the data collected from the survey with the most recent data for the Census held in May 2001. The Census data depicts only pertinent data to the target population, that is those 18 years of age and over.

Chapter 1 analyses the demographic trend of the clients by examining their current economic and social situation. The analysis shows that women, the elderly and those who have lived outside of Anguilla are the greatest users of the public health services. The dental clinic tends to have higher educated, younger and working people more than the Outpatients and Public Health Clinics' clients.

Chapter 2 examines the use of health services and health insurance coverage. Only 46% of the clients visiting the services have health insurance coverage.

Interestingly there is no significant difference in the preference for health care providers in Anguilla or Overseas. Public Health clinics are the most frequented health facilities of all the public health services.

Prescriptions are usually filled at the hospital pharmacy and persons who do not usually use the public pharmacy services, do not do so because the medications are not available. In the opinion of those who use the services, the costs of prescriptions are reasonable.

Chapter 3 compares the satisfaction of clients with the three service outlets. Clients are most satisfied with the Dental Clinic services and least satisfied with Outpatients. Waiting time, cleanliness especially of the washrooms and courtesy of the receptionist were identified as the areas that required most work.

Chapter 4 analyses the third section of the questionnaire, which presents clients satisfaction with service by individual community clinic. Clients of the West End and East End Clinics are the most satisfied and those using the Valley Clinic being the least satisfied.

Data Analysis

Chapter 1- Demographic Analysis

Introduction

This chapter, Demographics, is based on Section 1 of the four questionnaires administered, which was comprised of nine (9) identical questions. The first two (2) questions were not relevant to the analysis; but rather were used to identify each client.

The demographics of the report include a demographic description of the clientele of the Anguilla Health Services.

Demography relates to characteristics of the human population targeted and captured in the survey such as age, sex, economic activity, ethnicity and so on.

The response rate for the questions examined within this section was very high, as it is common for questions at the beginning of a questionnaire to be completed. There were 790 completed questionnaires for the Public Health Clinics, which includes the five clinics; 674 for Outpatients at the hospital; 53 for Inpatients at the hospital and 359 at the Valley Dental Clinic as shown in Table B below

Table B: Response Rate of Questions 3 to 9

Question Number	Public Health Clinics	Dental Clinic	Inpatient (Hospital)	Outpatient (Hospital)	Overall
Q3- Date of Birth	100%	100%	100%	100%	100%
Q4- Sex	100%	100%	100%	100%	100%
Q5- Level of Education completed	99%	100%	100%	99%	99%
Q6- Main Occupation	100%	97%	100%	99%	99%
Q7- Economic Activity last year	99%	97%	98%	100%	99%
Q8- Number of Years Lived Outside of Anguilla	100%	100%	100%	100%	100%
Q9- Ethnicity	100%	99%	100%	100%	100%

Age and Sex

Age

The age of each client was calculated from the date of birth. As shown in the Table 1.1 those who use the public health services in general in Anguilla tend to be representative in age of the general population. The greatest difference is in the older age group, that is those 55 years and over, which tend to make greater use of the public health services, but even here, there is no great difference.

The Public Health Clinics are used a lot more by older people than the other two service providers. Only 12% of dental health clinic clients are 55 years of age or older while 20% of those using the Public Health clinics fall into this age group like the general population which also represents 20%.

There is a significant difference in the dental clinic structure, i.e. they make less use of the dental services, compared to the general population in the 55 years and over age group as shown in Figure 1.3, which may be as a result of the older population having poor dental care in their earlier years, thus developing oral diseases which become progressively worst as persons aged; eventually many of their permanent teeth, maybe, were lost and consequently they did not think to seek oral attention.

Table 1.1: AGE OF CLIENTS BY HEALTH PROVIDER

AGE	Dental Clinic	Public Health Centres	Inpatients	Outpatients	Average	Census 2001
Under 20	4%	3%	8%	3%	4%	5%
20-24	11%	12%	9%	13%	12%	10%
25-29	15%	11%	17%	11%	13%	11%
Under 30	30%	26%	34%	27%	29%	27%
30-34	17%	12%	11%	12%	14%	13%
35-39	13%	13%	0%	12%	12%	14%
40-44	11%	12%	15%	15%	14%	12%
45-49	9%	9%	6%	11%	10%	9%
50-54	8%	8%	13%	6%	7%	6%
30- 55	58%	54%	45%	56%	57%	54%
55-59	5%	3%	6%	4%	4%	4%
60-64	3%	4%	4%	3%	3%	4%
65-69	3%	5%	2%	3%	3%	4%
70 & over	1%	8%	9%	7%	5%	8%
55 & over	12%	20%	21%	17%	15%	20%
Total	100%	100%	100%	100%	100%	100%

Sex

Females are the majority in this survey representing 67 % of all clients of public health services. In other words, there are two women for every one man using the services even though the ratio of adult men and women is approximately 1:1 in the general population. Public Health Clinics, by far, have the greatest disproportion of males to females with almost three quarters of the clients being female.

Table 1.2: SEX OF CLIENTS BY SERVICE PROVIDER

SEX	Dental Clinic	Public Health Centres	Inpatients	Outpatients	Average	Census 2001
Male	40%	27%	36%	35%	33%	49%
Female	60%	73%	64%	65%	67%	51%
Total	100%	100%	100%	100%	100%	100%

The population pyramid below, Figure 1.1, displays the public health services population's age and sex composition; followed by Figure 1.2 showing that of the census 2001.

As shown in Figure 1.1, women form a substantial majority of the users of the services offered. The bars become progressively narrower after the 40 -44 age group, and begin to widen again after 65 years, which is a pattern similar to that of the general population. There is also a swift broadening of the pyramid after 20 years to the 20- 24 year age group showing the increase in users at that age, particularly among young women which is not seen in the census population pyramid. This may be because this age group is also the group with the highest fertility rate. Women of this age would have a greater tendency to be attending pre- and post- natal clinics and would also have occasion to take their young children for vaccinations and check ups.

Figure 1.1: POPULATION PYRAMID OF THE ANGUILLA HEALTH SERVICES' CLIENTS

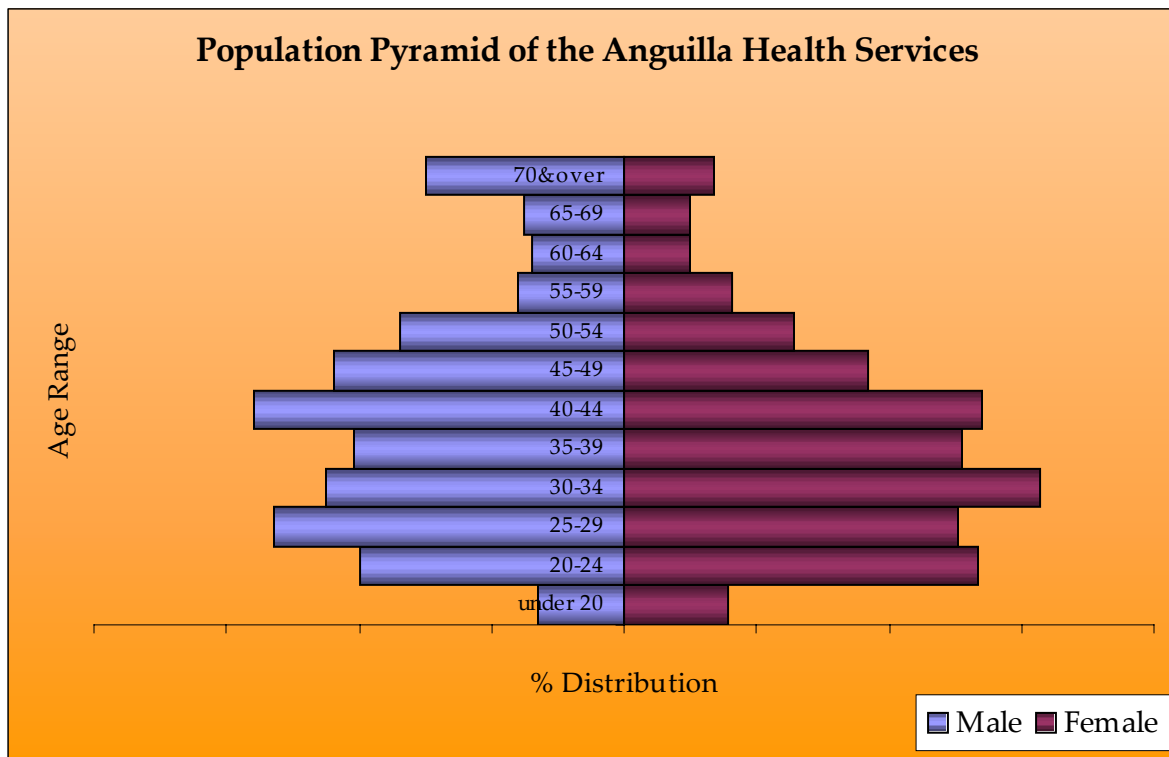
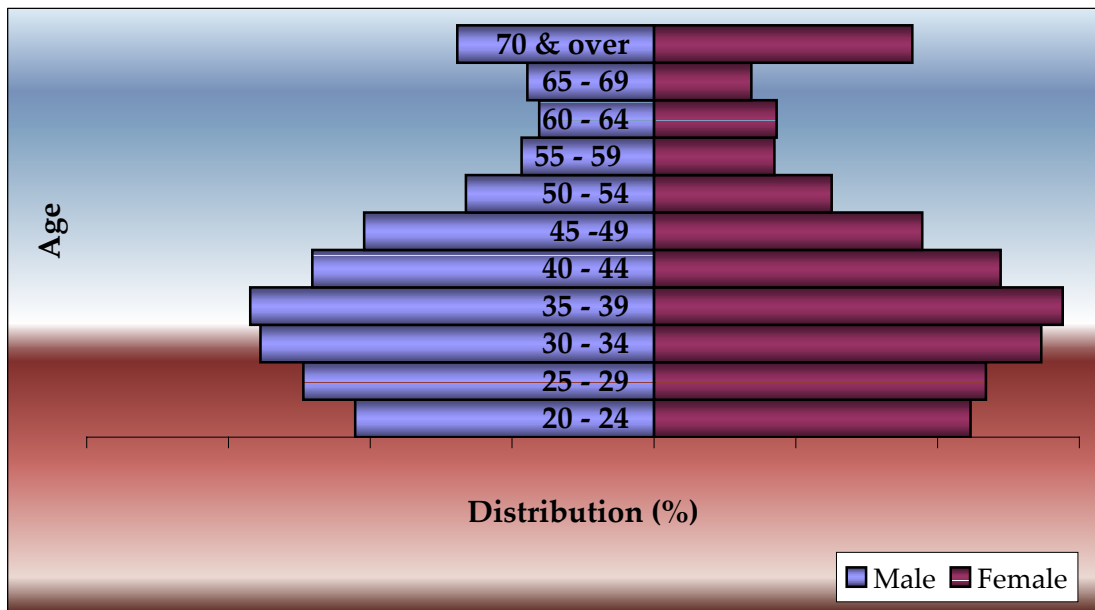


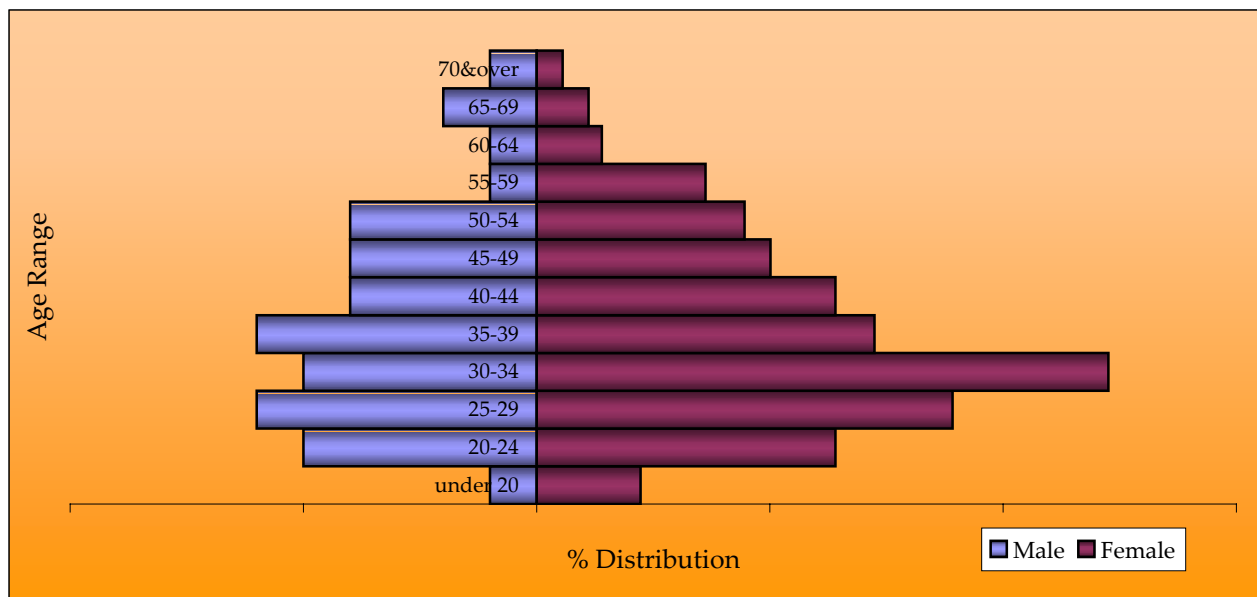
Figure 1.2: POPULATION PYRAMID OF THE ANGUILLA ADULT POPULATION, 2001 CENSUS



Dental Clinic

Again women were greater users of the dental clinic than men, approximately 60% of clients were women. Many of the women between the ages of 30-34 tend to use the dental services than any other age group. The difference between men and women using the dental clinic becomes narrower as they get younger indicating a decline in the number of young users. The elderly also gets narrower beyond that group, again indicating a fall in the number of users.

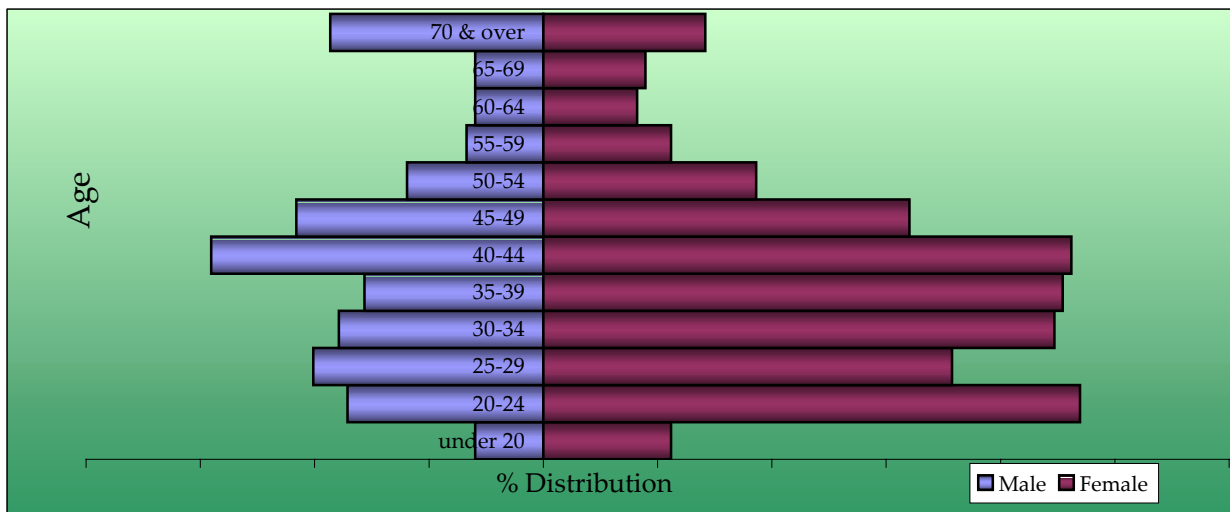
Figure 1.3: POPULATION PYRAMID OF THE DENTAL CLINIC CLIENTS



Outpatients

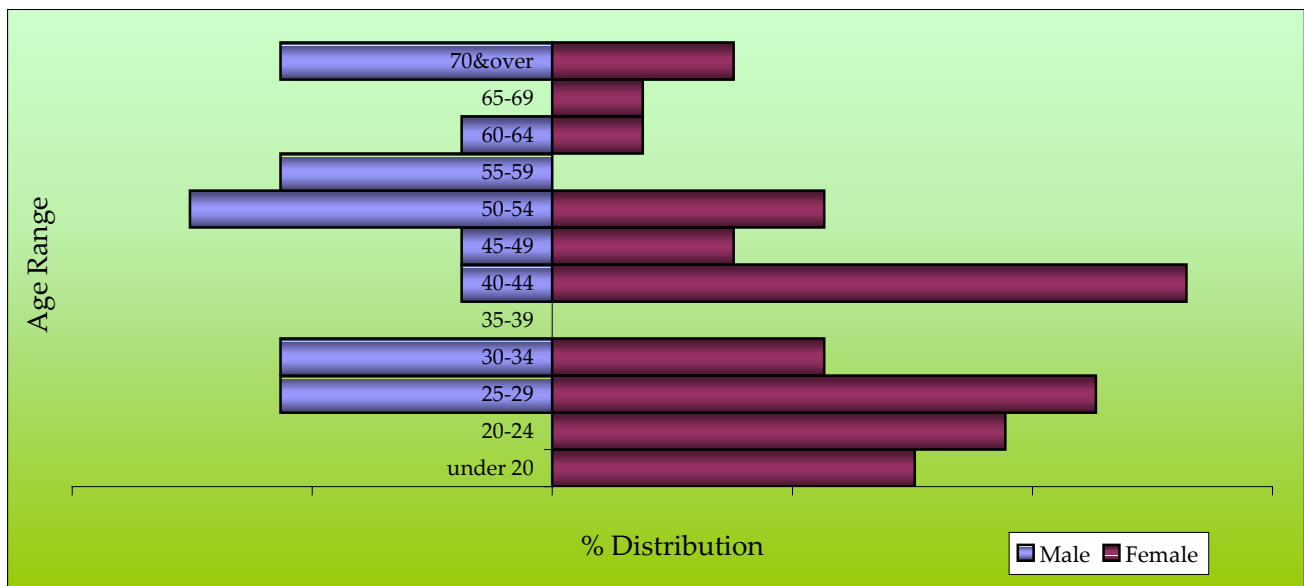
Again women outnumber men as users of outpatient services. Men 70 years and over make up a larger percentage than women in this age group. This is the only age group where male clients make up a larger proportion than females.

Figure 1.4: POPULATION PYRAMID OF THE OUTPATIENTS' CLIENTS



Inpatients

There are patches of age groups where there were little or no inpatients, for example there are no males in the 65 – 69 group or females in the 55- 59 groups. Young men that are under 25 years of age were not inpatients during this period. The majority of females were under 35 years of age, as this is the high fertility period and many women may be birthing their children.

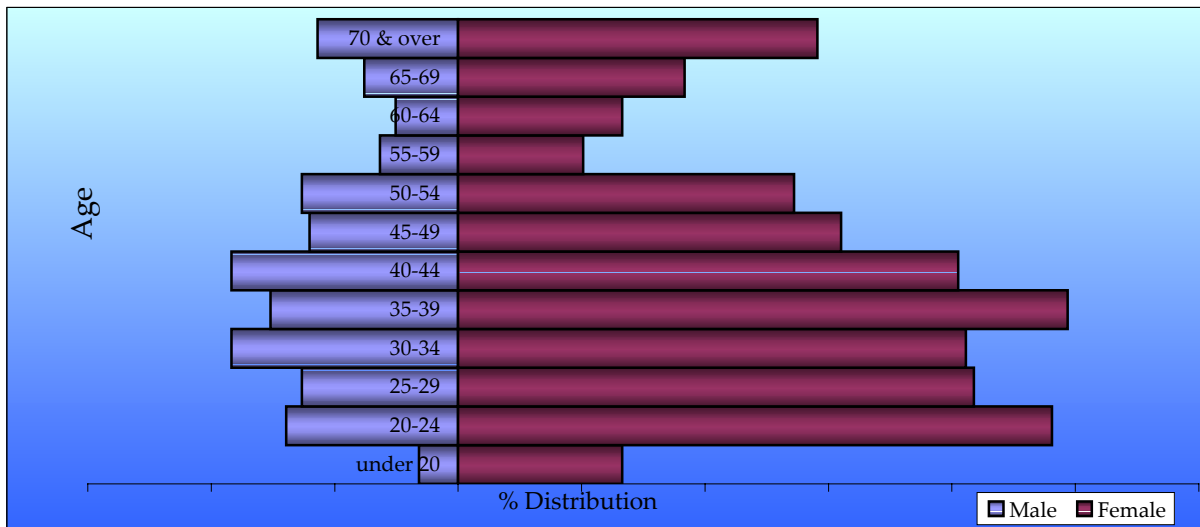


Public Health Clinics

After the 55- 59 age group, it can be seen that the elderly utilise the services of the public health clinics more than younger people.

Women of childbearing age visiting public health clinics represent a larger proportion of the population than for the other health services, and as mentioned earlier, this group will be more inclined to use the services offered such as family planning, pre- and post -natal care and may also be carrying their toddlers and young children for vaccinations and other health care.

Figure 1.5: POPULATION PYRAMID OF THE PUBLIC HEALTH CLINICS' CLIENTS



Education Level

The majority of the survey population, that is 70%, have completed secondary level education. This is a higher proportion than for the census population where 52% have completed High School. Those having completed tertiary level education who use the public health services is similar to the census population indicating that a smaller portion of those with primary level education make use of the public health services. 30% of those who use the public health have primary education compared to 48% for the adult population at large.

A smaller percentage of the target population with a tertiary education seem to be Inpatients and Outpatients than in the other health service providers, this may be because they are more informed of hazards and dangers and so avoid them and have fewer emergencies; or they may have had more exposure and are educated in having better nutritional habits and lifestyles, therefore are not prone to becoming sick as easily.

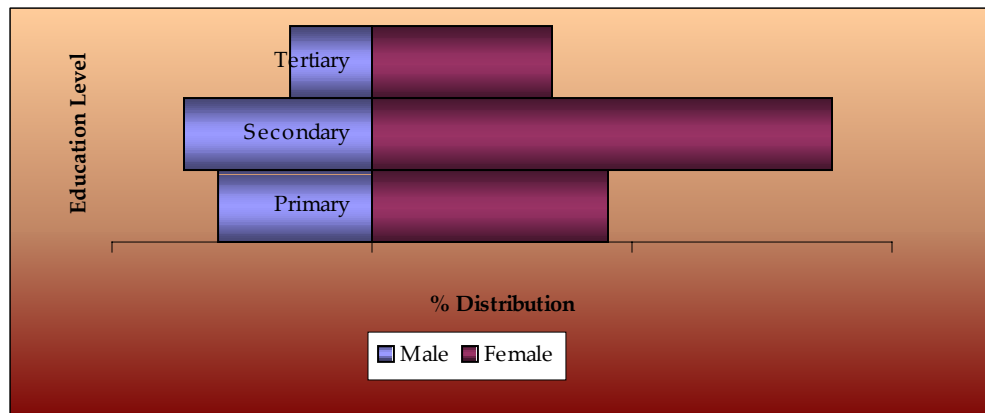
Persons with only up to a primary level education seem to use the dental clinic the least of the services, and compared to the census data, they do not use the health services nearly as much, with a difference of 18 percentage points from the average, as the census distribution shows.

Table 1.3: EDUCATION LEVEL OF HEALTH SERVICES CLIENTS BY SERVICE PROVIDER

Education Level	Dental Clinic	Public Health Clinics	Inpatients	Outpatients	Average	Census 2001
Primary	26%	27%	45%	34%	30%	48%
Secondary/High school	52%	48%	43%	50%	50%	34%
Tertiary (college/university)	22%	25%	11%	15%	20%	18%
Total	100%	100%	100%	100%	100%	100%

Figure 1.6 below vividly displays the distribution of respondents by sex and education level. As shown, more females who use the public health services have a tertiary education than do their male counterpart. There is also a wide margin between men and women with a secondary level education using the services. That is women with this level of education dominate usage.

Figure 1.6: POPULATION PYRAMID BY EDUCATION LEVEL OF THE PUBLIC HEALTH SERVICES' CLIENTS

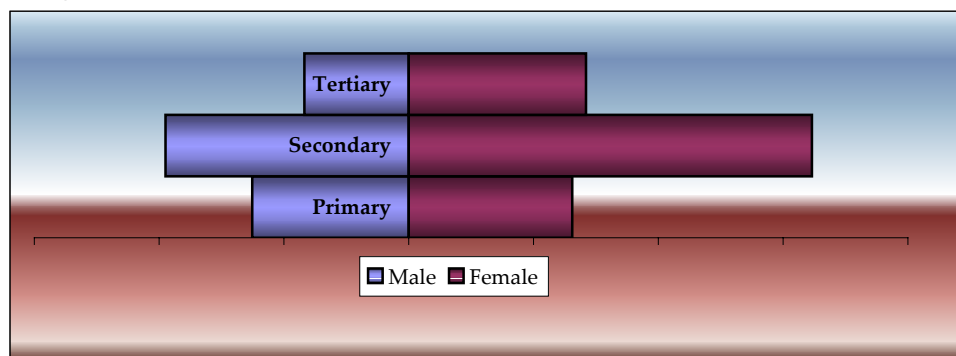


Data Table:

Education Level	Male	Female
Primary	12%	18%
Secondary	14%	35%
Tertiary	6%	14%
Total	33%	67%

There is a similar distribution of users by education level at all the different health services with most of the users having secondary education. See figures 1.7- Dental Clinic, 1.8 – Outpatients and 1.9- Public Health Clinics to see the distribution of client's education level.

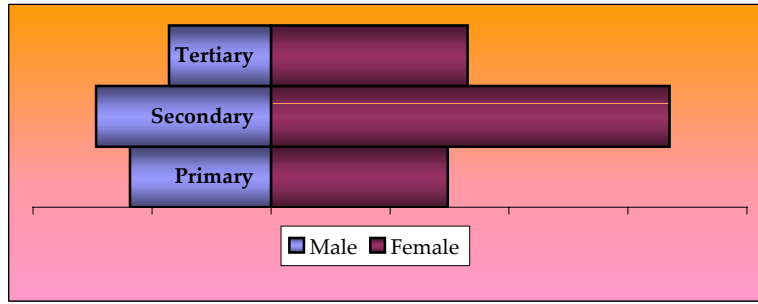
Figure 1.7: POPULATION PYRAMID BY EDUCATION LEVEL FOR DENTAL CLIENTS



Data Table:

Education Level	Male	Female
Primary	13%	13%
Secondary	19%	32%
Tertiary	8%	14%
Total	40%	60%

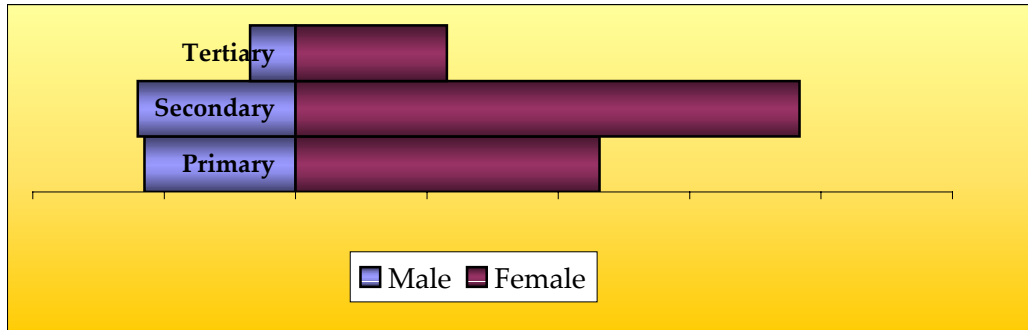
Figure 1.8: POPULATION PYRAMID BY EDUCATION LEVEL FOR OUTPATIENT'S CLIENTS



Data Table:

Education Level	Male	Female
Primary	12%	15%
Secondary	15%	33%
Tertiary	9%	17%
Total	35%	65%

Figure 1.9: POPULATION PYRAMID BY EDUCATION LEVEL FOR PUBLIC HEALTH CLINICS' CLIENTS



Data Table:

Education Level	Male	Female
Primary	12%	23%
Secondary	12%	38%
Tertiary	3%	12%
Total	27%	73%

Economic Activity

Main occupation

Approximately one fifth of the public health service users are not economically active, either because they are unemployed or retired. Another fifth work in the hotel and restaurant industry. Hotel and Restaurant workers are usually in contact with other people, therefore, they are required to maintain certain hygienic standards and need to be healthy as part of common etiquette. This group seems to use the health services the most. They may also be more exposed to various germs and viruses as they come in contact with people and may seek attention to build up resistance towards them.

Persons in professional and managerial positions also use this service regularly, professionals and managers are often more educated, and because of this, they may be more aware of the necessity to use

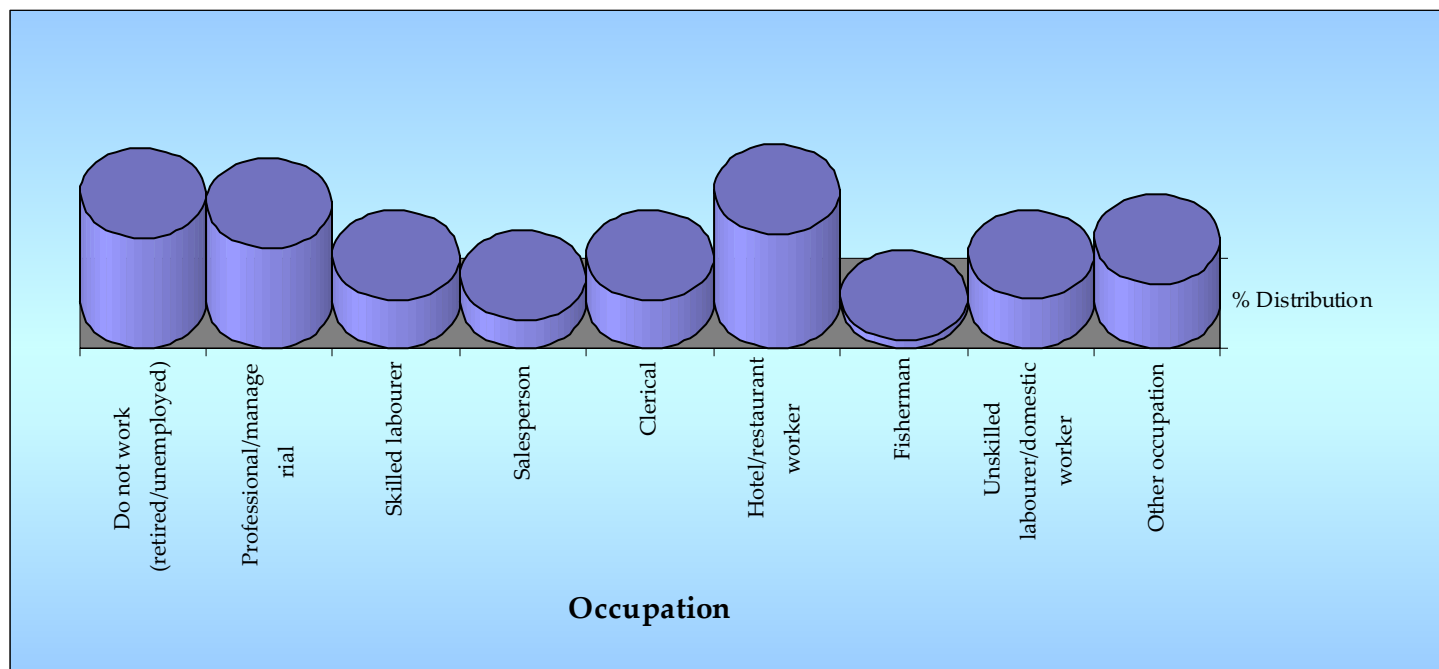
the health services provided. Professional and managerial workers when compared among the various services offered, fall below the average use for the Public Health Clinics. On the other hand, hotel and restaurant workers and sales people make greater use of the Public Health Clinics.

The Dental Clinic is used more than the other two service providers by those economically active. 88% of dental clinic customers are economically active compared to 82% of outpatient customers and 77% of Public Health Clinics.

Table 1.4: MAIN OCCUPATION OF HEALTH SERVICES CLIENTS BY SERVICE PROVIDER

Occupation	Dental Clinic					Public Health Clinics				
	Inpatients	Outpatients	Average	Dental Clinic	Inpatients	Outpatients	Average	Dental Clinic	Inpatients	Outpatients
Do not work (retired/unemployed)	12%	30%	18%	23%	20%	Excluding Unemployed %				
Professional/managerial	22%	2%	22%	13%	18%	25%	3%	27%	17%	22%
Skilled labourer	8%	4%	11%	6%	8%	9%	5%	13%	8%	10%
Hotel/restaurant worker	17%	26%	18%	22%	5%	19%	38%	22%	29%	6%
Fisherman	3%	6%	1%	1%	8%	3%	8%	1%	1%	10%
Clerical	9%	9%	10%	7%	20%	10%	14%	13%	9%	25%
Salesperson	6%	0%	3%	6%	1%	6%	0%	4%	8%	1%
Unskilled labourer/domestic worker	5%	13%	7%	11%	9%	6%	19%	8%	15%	11%
Other occupation	18%	9%	9%	11%	11%	21%	14%	10%	14%	14%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Figure 1.10 - MAIN OCCUPATION OF THE HEALTH SERVICES CLIENTS



Regular and Full-time Workers

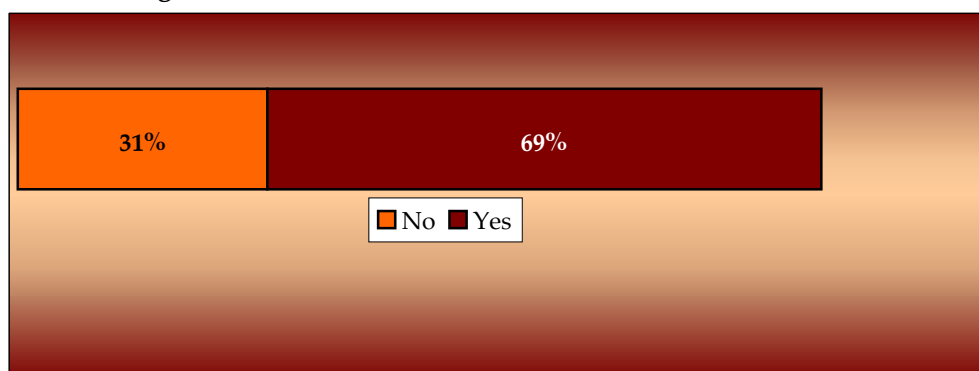
Respondents were asked if they worked regularly and full time, that is for at least 30 hours per week and 10 months for the previous year; a client must meet the full criterion and not part of it. The majority, 69% did work full time and regularly and 31 % said "No".

The Inpatients, with 79%, had the greatest proportion of fulltime workers, Dental Clinic attracted 75%, followed by the Public Health Clinics and the Outpatients the smallest proportion although there is not a significant difference between the outpatients and the public health clinics.

Table 1.5: REGULAR AND FULL-TIME WORKERS BY SERVICE PROVIDER

Full Time & Regular Work	Dental Clinic	Public Health Centres	Inpatients	Outpatients	Average
No	25%	32%	21%	34%	31%
Yes	75%	68%	79%	66%	69%
Total	100%	100%	100%	100%	100%

Figure 1.11 - REGULAR AND FULL TIME WORK IN THE LAST YEAR



Number of Years living Outside Anguilla

Those who **have not** lived outside of Anguilla **have less** of a tendency to use the Public Health Services than is reflected by the Census population results. Given that people without secondary education also have a greater tendency to be those who have not left Anguilla, there are significant policy implications.

According to the Census, 35 % of the target population have lived outside of Anguilla. Of the Survey population 50% of the respondents have lived outside Anguilla. Many Anguillians left to pursue continuing their education or to go to work overseas and then returned home. The results suggest that those who have lived overseas know about using health facilities whether they are Anguillians or immigrants and are more likely to have been exposed to public health education.

Table 1.6: EVER LIVED OUTSIDE OF ANGUILLA FOR A YEAR OR MORE

Lived Outside Anguilla	Average	Census 2001
No	50%	65%
Yes	50%	35%
Total	100%	100%

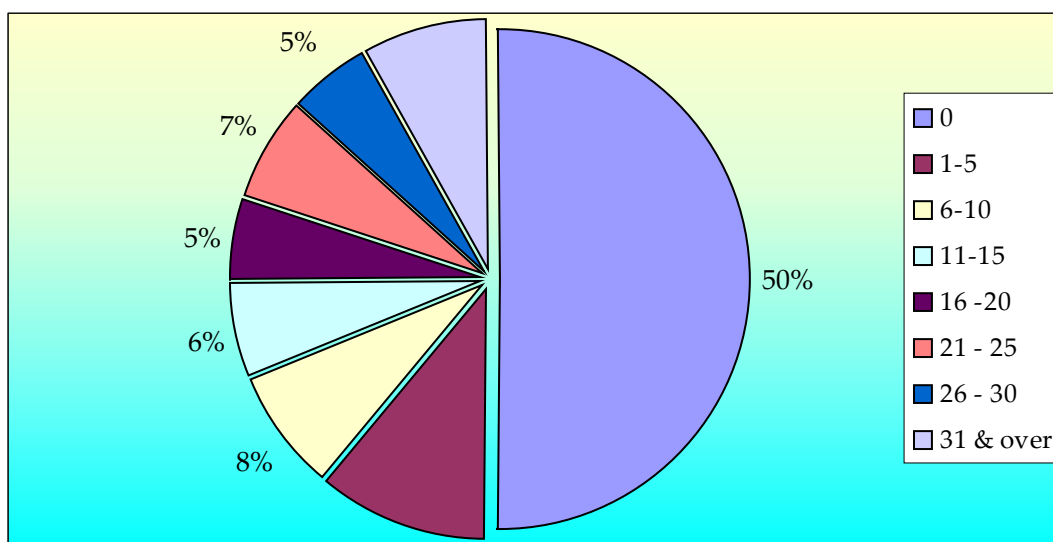
On average, 11% of the persons who have lived outside Anguilla for 1-5 years; this may be during a period for continuing studies; use the public health services provided, while others may be cases of immigration, or the return of nationals to reside in Anguilla.

The Public Health Clinics have the greatest proportion of clients who have never lived outside of Anguilla and the Dental clinic the smallest.

Table 1.7: NUMBER OF YEARS OUTSIDE OF ANGUILLA

No. of Years	Dental Clinic	Public Health Clinics	Inpatients	Outpatients	Average
0	47%	53%	42%	48%	50%
1-5	13%	10%	21%	11%	11%
6-10	9%	7%	9%	8%	8%
1-10	22%	17%	30%	19%	19%
11-15	4%	6%	4%	6%	6%
16 -20	7%	4%	6%	6%	5%
21 - 25	9%	6%	4%	6%	7%
26 - 30	5%	6%	4%	4%	5%
31 & over	7%	7%	11%	10%	8%
11 & over	32%	29%	28%	32%	31%
Total	100%	100%	100%	100%	100%

Figure 1.12: DISTRIBUTION OF RESPONDENTS BY NUMBER OF YEARS OUTSIDE OF ANGUILLA



Ethnicity

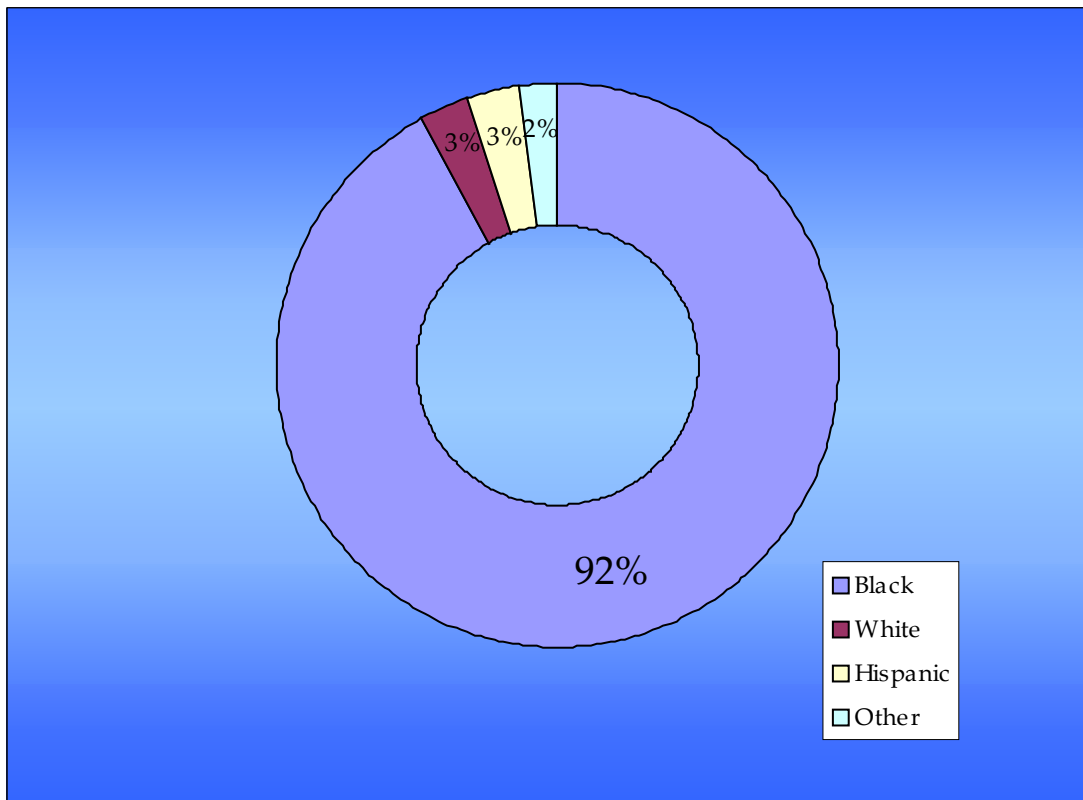
Comparing the distribution of clients by their ethnic origin with the adult population at large shows that there is a slight increased propensity for black people to use the public health services and white people less. The census did not give people the option of saying that they were Hispanic so it is not possible to compare this population's use of public health services with the general population.

In the Public Health Clinics, a greater proportion of 'Blacks', 95%, attend the public health clinics, than the average, 92% of the clients.

Table 1.8: ETHNICITY OF HEALTH SERVICES CLIENTS BY SERVICE PROVIDER

Ethnicity	Dental Clinic	Public Health Centres	Inpatients	Outpatients	Average	Census 2001
Black	89%	95%	91%	89%	92%	89%
White	3%	1%	2%	4%	3%	5%
Hispanic	5%	2%	6%	3%	3%	included in Other
Other	3%	1%	2%	3%	2%	6%
Total	100%	100%	100%	100%	100%	100%

Figure 1.13: ETHNICITY OF HEALTH SERVICES CLIENTS



Conclusion

On a whole, the demographics of the Anguilla Public Health Services' clients were consistent with Census data, when comparable, thereby enhancing the quality and validity of the data. As it appears, the structure of the target population has few modifications since the fairly recent census held in 2001.

In this overview, it was seen that the composition of the population by age and sex has leaned more to females and there was a great expansion in the bars during the period of high fertility for women, especially those attending public health clinics.

A greater proportion of respondents had completed at least secondary level education than is in the census population. From the census data the distribution of persons with a primary education depicts that the number of persons attending public health services is lower than the distribution of the captured population. This suggests that persons with primary education need to be targeted, as they may need more exposure to the benefits of attending health care providers. Educational attainment and labour market status may reveal that a lack of education and among the unemployed have implications for the use of health services.

The majority of the survey population were employed regularly and full time during the last year, which is also the case for the general population. Many of the respondents were hotel/restaurant workers or professionals and managers. The data suggests that many of the users visiting the dental clinics are higher income clients, such as professionals and managers. While many of the lower income clients attend the public health clinics for example unskilled labourers and domestic workers. Persons employed in unskilled labourers, skilled labourers, fishermen and so on need to be targeted to use the services more.

Those who have lived outside of Anguilla have a greater tendency to make use of the public health services.

Chapter 2- Health Services and Insurance Analysis

Introduction

This chapter examines the second section of the questionnaire: Health Services and Insurance. There are 12 identical questions from Question 10 a to 20 on the four questionnaires administered. Questions were related to the epidemiological profile of clients; health insurance coverage; preference for health services in Anguilla or Overseas; use of health care services, probability of repeat and frequency of visits; ratings of general services in Anguilla and purchase of prescriptions.

The response rate, as shown in Table C below for these questions was very good with all registering above 90%, except for Q16, which suffered from a low response rate, due to an initial misunderstanding at the beginning of the survey and the question was skipped, this was quickly rectified. The most possible response for a question in Public Health Centres is 790, 53 for Inpatients at the Hospital, 674 for Outpatients at the hospital and 359 for the Dental Clinic.

Table C: RESPONSE RATE OF QUESTIONS 10 TO 20

Description of Question	Responses Received				Response Rate
	Public Health Centres	Dental Clinic	Inpatient (Hospital)	Outpatient (Hospital)	
Q10a- Suffer from Illness	790	359	53	674	100%
Q10b- Illness Suffering*	232	60	21	168	100%
Q11- Insurance Coverage	790	349	52	659	99%
Q12- Rating: Health Services Available	784	323	53	653	97%
Q13- Location Preferred	788	355	53	665	99%
Q14- Reason for preference	748	356	53	671	97%
Q15- Health Services Used and Would used again	790	359	53	674	100%
Q16- Reason for not using Anguilla Health Services	790	359	27	674	99%
Q17- Frequency of visits to each service by location	790	359	53	674	100%
Q18- Location Prescriptions filled	787	347	51	672	99%
Q19- Main Reason for not using Public Facility	782	333	51	669	98%
Q20- Feeling about cost of Public Facility prescriptions	788	343	39	662	98%

*Q10b- the figures are lower but the response rate is still high as only a person suffering with an ongoing illness can respond.

Illness

Clients were asked if they suffered from any chronic illness, that is any illness requiring ongoing medical treatment, whether it existed from birth or developed after birth. It was shown that on average 25% of the clients suffered with an ongoing illness. When compared to the census 2001 data, many more persons captured in the survey suffer from an ongoing illness, than do the general population see Figure 1. Please note that the census figures include all persons with a longstanding illness, disability or infirmity that is either physical or mental.

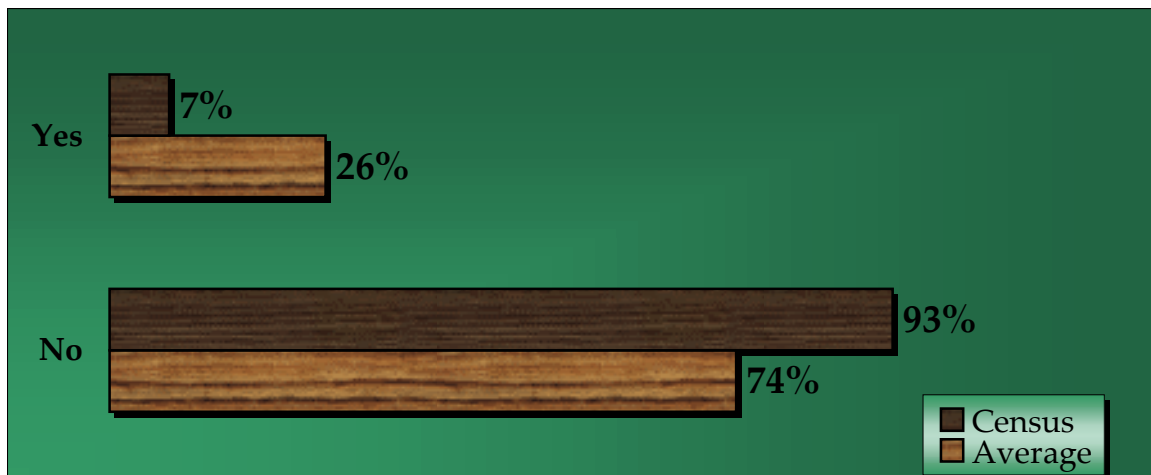
Inpatients at the hospital had the most clients, 40%, suffering from an ongoing illness and the dental clinic has the least with 17%. Public health centres had 29% of the clients with a chronic illness, they hold

clinics especially for persons with chronic illnesses, such as diabetes to provide care and treatment; therefore it is not surprising that almost a third of the clients suffer from ongoing illnesses.

Table 2.1: CLIENTS SUFFERING FROM AN ONGOING ILLNESS BY SERVICE PROVIDER

Illness	Dental	Public Health Clinics	Inpatients	Outpatients	Average	Census
No	83%	71%	60%	75%	74%	93%
Yes	17%	29%	40%	25%	26%	7%
Total	100%	100%	100%	100%	100%	100%

Figure 2.1: AVERAGE CLIENTS VS. CENSUS POPULATION SUFFERING FROM AN ONGOING ILLNESS



For further analysis, we obtained the illnesses clients suffered with. It was shown that the most frequent illness among the health clients were hypertension and diabetes. According to the WHO the prevalence of diabetes has reached epidemic proportions worldwide including the Caribbean region. Among the black residents there is a high prevalence of these two illnesses comparative to the other illnesses clients suffered with. Asthma and allergies were also significant, especially for clients attending the outpatient area, which is often used for emergency. A person may suffer from an attack at any time and need prompt attention; the outpatients' emergency ward may be the most probable place for those ailing to attend.

Table 2.2: ILLNESS CLIENTS SUFFER WITH

Illness	Dental	Public Health Clinics	Inpatients	Outpatients	Average
Diabetes	6%	11%	19%	7%	9%
Hypertension	7%	13%	17%	8%	10%
Arthritis	2%	5%	4%	2%	3%
Cancer	1%	0%	2%	0%	0%
Asthma/ Allergies	2%	3%	2%	5%	3%
Kidney Disease	0%	1%	4%	1%	1%
Other	1%	3%	15%	4%	3%

Insurance Coverage

It was shown that the many of the clients using the public health services do not have insurance coverage. Only 46% of the clients surveyed had health insurance however this is higher than the general population. The census data shows that only 32% of the whole population have health insurance coverage, which leaves 68% who are not covered.

Table 2.3: INSURANCE COVERAGE

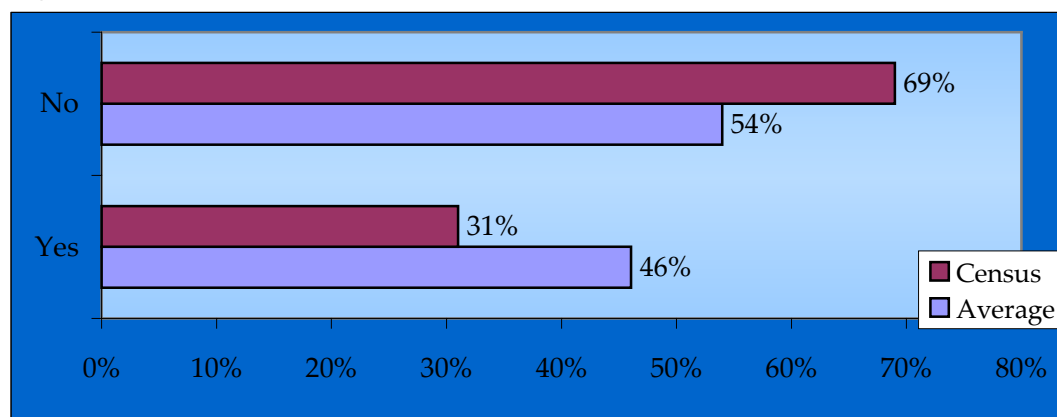
Coverage	Average
No, I have no health insurance coverage	54%
Yes, my Private individual insurance	13%
Yes, under my Employer or other group health	32%
Total	100%

From the census data it was shown that people using private health services in Anguilla or overseas are more likely to have health insurance coverage. 39% using private doctors in Anguilla have health insurance and 37% of those using overseas facilities including St. Martin have health insurance. Only 19% of those who used Public Health facilities most often in the past year had health insurance. The percentage for those who used the hospital most often with health insurance was 27%.

Table 2.4: ADULT POPULATION WITH INSURANCE COVERAGE FOR CENSUS 2001

Service	Percentage of Adults with Health Insurance (Census 2001)
Anguilla Hospital	27%
Anguilla Private Doctor	39%
Public Health Centre	19%
Private Overseas	37%
Total	31%

Figure 2: AVERAGE CLIENTS VS. CENSUS POPULATION WHO HAVE INSURANCE COVERAGE



Most of the persons suffering from an illness do not have health insurance coverage, with the least of the persons with an ongoing illness having a private individual insurance. Many of the clients who do not have an illness also do not have health insurance coverage. The majority of those who do have health insurance coverage have one under their employer or some other group health plan.

Table 2.5: RELATIONSHIP BETWEEN INSURANCE COVERAGE AND THOSE WITH ILLNESS

Insurance Coverage	Illness		Total
	No	Yes	
No, I have no health insurance coverage	38%	16%	54%
Yes, my private individual insurance	10%	3%	13%
Yes, under my Employer or other group health	26%	6%	32%
Total	74%	26%	100%

General Rating of Health Services in Anguilla

Of the services offered in Anguilla, a general rating was acquired from the clients. It was shown that of the four options listed, clients mostly found the service to be 'acceptable'. 26% responded that it was 'good', closely followed by 24% who thought the services are bad. Only 3% of the clients rated the health services 'very good'.

Table 2.6: RATING OF ANGUILLA HEALTH SERVICES

Rating	Average
Very good	3%
Good	26%
Acceptable	46%
Bad	24%
Total	100%

Preference of Health Care Providers

Clients were asked whether they preferred to use the health care providers in Anguilla or Overseas. There is no significant difference in whether clients prefer services in Anguilla or Overseas.

Table 2.7: LOCATION PREFERRED

Location	Average
Anguilla	49%
Overseas	51%
Total	100%

The main reason why persons prefer Anguilla, is the 'convenience' of using the health services provided with 83% of the clients opting for this reason. 10% responded the 'cost' and 8% because the doctor or other health care assistant knows the client.

Table 2.8: REASON FOR PREFERENCE OF ANGUILLA HEALTH SERVICES

Reason- Anguilla	Average
Convenience	82%
Cost	10%
Doctor (or other Health Care Assistant) knows me	8%
Total	100%

Clients who prefer health care providers Overseas do so mostly because they perceive that there is 'better service' according to 73% of the clients who prefer overseas; 13% because they cannot obtain the service in Anguilla and 12% thought it was more confidential; while 2% mentioned the cost as the main reason.

Table 2.9: REASON FOR PREFERENCE OF OVERSEAS HEALTH SERVICES

Reason- Overseas	Average
Better service	73%
Cannot obtain service in Anguilla	13%
Cost	2%
More confidential	12%
Total	100%

Health Services Use

Clients mostly use the Public Health Clinics, with 91% of the clients having used this service at least once. The Hospital Emergency was used the least with only 47% of the clients having ever used the service.

Clients were asked if they would repeat their visit for each of the services that they have already used whether at present or in the past. Of those clients who have previously used the services, persons were most apprehensive about being an inpatient, with only 82% saying they would use the services again and 88% saying they would use the hospital emergency again. The health and dental clinic had the most clients saying that they would return with 96% and 95% respectively saying this.

Table 2.10: SERVICES USED AND CHANCE OF REPEAT

Services	Ever Used	Use again
Health clinic	91%	96%
Dental Clinic	85%	95%
Hospital Emergency	47%	88%
Hospital Inpatient	58%	82%

Clients who responded that they would not use the services again, or for those who have never used the services previously, were asked for their main reason, note that only one reason was accepted, why they would not use the services provided or have not yet used the services provided. On average, the most

given reason for not using one or all of the public services provided was because the client did not have a need with 61%. Followed by 21% of the clients saying that they get better care elsewhere. 9% of the clients said that the wait is too long, 6% opted that the service needed is not available.

Table 2.11: REASON FOR NOT USING OR REPEATING VISIT TO PUBLIC HEALTH SERVICE

Reason	Average
Have no need	61%
Get better care elsewhere	21%
Wait is too long	9%
Service needed is not available	6%
Not convenient	2%
Too expensive	1%
Doctor/dentist knows me better	0%
Total	100%

Frequency of Visits

The self reported frequency of clients' visits to the health care providers both locally and overseas, public and private were acquired. The public health clinics are the most frequently used health care providers, with only 30 % of the clients responding that they have not used the service for the year, while 53% of the clients visited the public health clinic 1-5 times in the past 12 months. 9% of the clients visit the public health clinic 11 or more times in the past 12 months, that is about once each month.

The hospital inpatient ward and medical facilities overseas were not frequented as much as the other locations, with the majority of clients not using them in the past 12 months. Private and overseas dentist were used the least of all the services with 95 % or more saying they have not visited them for the past 12 months.

Table 2.12: FREQUENCY OF VISITS TO HEALTH CARE PROVIDERS

Service	Average Frequency of Visits in the past 12 months				Total
	0 Never Used	1-5	6-10	>=11	
Health clinic	30%	53%	8%	9%	100%
Private doctor in Anguilla	57%	38%	4%	1%	100%
St. Marten Medical Facility	68%	28%	3%	1%	100%
Hospital Emergency	76%	22%	1%	1%	100%
Hospital Inpatient	85%	15%	0%	0%	100%
Medical Facility Overseas not in SXM	84%	14%	1%	0%	100%
Dental Clinic	45%	53%	2%	0%	100%
Private dentist in Anguilla	95%	4%	0%	0%	100%
Dentist in SXM	98%	1%	0%	0%	100%
Dentist Overseas not in SXM	97%	3%	0%	0%	100%

From the census data, where comparable, the target population who said that they have used medical facilities at least once in the past year, 2001 was not very similar to the captured data in this survey as

only 20% used the Public Health Clinics and 22% the hospital. 37% used a private doctor in Anguilla and 20% used facilities overseas. The frequency of visits to these services in the captured population for this survey was much higher. It should be remembered that the census covered the whole population whereas the survey only included those who use the public health services.

Table 2.13: CENSUS 2001- VISIT TO HEALTH CARE PROVIDER IN YEAR

Health Service	Census 2001
Anguilla Hospital	22%
Anguilla private doctor	37%
Overseas doctor	14%
Public Health Centre	20%
Drug Store	0%
St. Martin hospital/clinic	4%
Overseas hospital	2%
Other	1%
Total	100%

Table 2.14: INSURANCE COVERAGE AND FREQUENCY OF VISITS TO HEALTH CARE PROVIDERS

Frequency of Visits	No, I have no health insurance coverage	Yes, my private individual insurance	Yes, under my Employer or other group health	Total
0	15%	5%	9%	30%
1-5	27%	6%	19%	53%
6-10	4%	1%	3%	8%
>=11	7%	1%	2%	9%
Total	54%	14%	33%	100%

Of those persons who visit health care facilities overseas including St. Maarten many of them do not have health insurance coverage. Only 4 % have private individual health insurance coverage.

Table 15: INSURANCE COVERAGE VS VISITS OVERSEAS

Insurance Coverage	Visit Overseas Facility		Total
	No	Yes	
No, I have no health insurance coverage	37%	17%	54%
Yes, my private individual insurance	9%	4%	13%
Yes, under my Employer or other group health	21%	11%	33%
Total	68%	32%	100%

Prescriptions

The most popular place for clients to fill prescriptions is the hospital pharmacy, with an average 63 % usually using this location. A significant 13% of the clients responded that they have never had a need to fill a prescription. The majority of these persons attended the dental clinic with 23% responding that they have never filled a prescription.

Private pharmacies in Anguilla and Pharmacies in St. Maarten each have 8% of the clients filling their prescriptions at these locations. Private pharmacies overseas other than in St. Maarten were the least used locations, with 2 % of the clients.

Table 2.16: LOCATION WHERE CLIENTS FILL PRESCRIPTIONS

Location	Average
At the Public Health Clinic	5%
Hospital Pharmacy	63%
Pharmacy in St. Martin	8%
Pharmacy overseas not in St. Martin	2%
Private pharmacy in Anguilla	9%
Never had a need to fill prescriptions	13%
Total	100%

All clients who do not usually use the public pharmacy services were asked for their main reason for not using them. Most clients, 63%, responded that the medications they needed are not available from the public pharmacy. Another reason for 32% of the clients was the public pharmacy centres were inconvenient to access. The remaining 5 % said that the pharmaceuticals were too expensive.

Table 2.17: REASON FOR NOT USING HOSPITAL OR CLINIC PHARMACY

Reason	Average
Inconvenient to access	32%
Medications not available	63%
Too expensive	5%
Total	100%

Clients who usually use the Public Health Clinics or Hospital Pharmacy were asked to give their opinion on the cost of their prescriptions filled at these public locations. On average, three quarters of the respondents felt that the cost was reasonable, 17 % thought it was a little too costly and 8% felt it was far too expensive.

Table 2.18: OPINION ON COST OF PRESCRIPTIONS

Opinion	Average
Reasonable	75%
A little too costly	17%
Far too expensive	8%
Total	100%

Conclusion

The epidemiological profiles of the clients show that 26% of the clients have an ongoing illness, with hypertension and diabetes being the most prevalent among the clients. Preventative strategies are needed to reduce the adverse implications of illnesses such as diabetes and hypertension in Anguilla.

There needs to be a greater promotion of health insurance coverage as only 46% of the clients visiting the services have health insurance coverage.

There is no significant difference in the preference for health care providers in Anguilla compared to Overseas. Clients would mainly use services in Anguilla due to convenience while most clients preferring overseas do so because they perceive that there is better service there.

Public Health clinics are the most frequented health facilities of all the public health services and there is a greater chance for clients to visit again than for any other public health service.

Prescriptions are usually filled at the hospital pharmacy and persons who do not usually use the public pharmacy services, do not use it because the medications are not available. In the opinion of those who use the services the costs of prescriptions are reasonable.

Chapter 3- Public Health Facility Analysis

Introduction

This report examines the results of the third section of the questionnaire on people using the public health clinics, outpatients department of the hospital and the dental clinic during the three-month period May to July 2004. This section of the questionnaire poses questions about peoples satisfaction with the quality of service, health professional, waiting time, cleanliness and cost of services. For the most part, the questions were the same. The table below shows which questions were asked for which service provider.

Table D: QUESTION NUMBER BY SERVICE PROVIDER

Question	Public Health Clinics	In-patients	Out-patients	Dental Clinic
What is the purpose of your visit today?	22	22	21	21
Which term best describes the health team (care received) here?	23	26	NA	22
How do you feel about the waiting time?	24	NA	NA	23
How long do you usually wait for the services?	25	NA	23	24
In general, how do you feel about the services?	26	NA	27	No
Are your medical needs usually met?	27	NA	22	26
How would you rate the physical condition?	28	29	25	27
How would you rate the temperature?	29	24	26	28
How would you rate the cleanliness?	30	NA	28	30
How would you rate the cleanliness of the washrooms?	31	25	29	31
When you arrived how would you rate the assistance from Reception?	32	NA	24	32
When you need to make payments, how would you rate the assistance from the cashier?	33	NA	30	33
Do you feel the costs of your visits are...?	34	31	31	34
When calling for an appointment how long after was your appointment scheduled?	NA	NA	NA	25
How would you rate the comfort of the dental chair?	NA	NA	NA	29
How many days were you in the hospital?	NA	21	NA	NA
How would you rate the food you were given?	NA	23	NA	NA
How would you rate the noise level during your stay?	NA	27	NA	NA
In general, how was the staff at the hospital?	NA	28	NA	NA
How would you rate the administrative process?	NA	30	NA	NA

NA – Not Asked

Response Rates

The Public Health clinics include all 4 clinics in the communities and the Valley clinic. The number of possible completed forms was as follows:

Table E: COMPLETED FORMS BY LOCATION

Public Health Clinics	Outpatients	Inpatients	Dental Clinic
790	674	53	359

Response rates by question were above 90% for all questions with the exception of the cashier and cost questions on the Health clinics form and the question asking about waiting time for the dental clinic. This question was slightly different on the dental clinic questionnaire. It was broken down by whether the wait time was with or without an appointment, some respondents choose to only answer for one of the situations. Inpatients also had a low response rate comparatively, as many of the Inpatients said that they did not know their bill amount and so could not cast a judgment.

Table F: RESPONSES BY QUESTION AND CLINIC

	Public Health Clinics	Inpatients	Outpatients	Dental Clinic
Purpose		100%	95%	96%
Health Team	98%	100%	n.a.	99%
Staff	n.a.	100%	n.a.	n.a.
Waiting Time	99%	n.a.	n.a.	97%
Amount of time waiting	95%	n.a.	93%	82%
Service in general	98%	n.a.	93%	n.a.
Medical Needs	96%	n.a.	95%	92%
Food	n.a.	85%	n.a.	n.a.
Physical Condition	99%	98%	92%	97%
Temperature	99%	100%	95%	99%
Clinic Cleanliness	99%	n.a.	95%	98%
Washrooms cleanliness	99%	100%	95%	99%
Noise Level	n.a.	98%	n.a.	n.a.
Reception	98%	n.a.	92%	98%
Administration Process	n.a.	85%	n.a.	n.a.
Cashier	77%	n.a.	92%	95%
Cost	86%	90%	91%	95%
Appointment scheduling	n.a.	n.a.	n.a.	96%
Dental chair	n.a.	n.a.	n.a.	96%

Purpose of Visit

The possible reasons for visits were different for each service provider.

Table 3.1 REASON FOR VISITS FOR PUBLIC HEALTH CLINICS

Purpose	Freq.	%
Vaccination	183	23%
Doctor	183	23%
Child	146	18%
Hypertension Clinic	58	7%
Accompanying someone	39	5%
Antenatal Clinic	34	4%
Diabetes Clinic	28	4%
Lab test	16	2%
Visit a friend or family member	11	1%
Collect results	10	1%
Other	89	11%

Table 3.2 REASON FOR VISIT TO OUTPATIENTS

Purpose	Freq	%
Renewal of prescription	185	29%
Follow up from a previous visit	86	13%
Accompanying someone	62	10%
Have pains	54	8%
Visiting	47	7%
Pre-natal care	41	6%
Lab Test	15	2%
Cold/flu/fever	15	2%
Accident	14	2%
Other	127	19%

Table 3.3 REASON FOR VISIT TO DENTAL CLINIC

Purpose	Freq	%
Filling/ cavity	98	28%
Scaling & Cleaning	70	20%
Extraction	41	12%
General Exam	39	11%
Follow- up	25	7%
Toothache	20	6%
Root Canal	15	4%
Other	38	11%

Table 3.4 REASON FOR VISIT TO INPATIENTS WARD

Purpose	Valid %
To have a baby	15%
To have surgery	19%
To have treatment	36%
Other	30%
Total	100%

Overall Assessment of Services

The dental clinic has the best rating for overall service and the outpatients the lowest.

52% of Dental clinic clients said that they were caring and professional compared to 41% of the Health clinics. 6% of dental clinic clients said that they were insensitive or rude or uncaring compared to 9% for the Public Health Centres.

Table 3.5 HEALTH TEAM

	Friendly	Caring/ professional	Insensitive/ Rude/ Uncaring
Public Health Clinic	50%	41%	9%
Outpatient	n.a.	n.a.	n.a.
Inpatients	51%	47%	2%
Dental Clinic	41%	52%	6%

83% of the Inpatients said that the staff was friendly and helpful, while 4% said that were rude and unhelpful.

Table 3.6 STAFF AT THE HOSPITAL

Rating	Valid %
Friendly and Helpful	83%
Acceptable	13%
Rude and Unhelpful	4%
Total	100%

43% of outpatient clients said that they thought the service that they received was either fair or poor compared to 33% of those visiting the Public Health Clinics.

Table 3.7 ASSESSMENT OF SERVICE RECEIVED

	Excellent	Good	Fair	Poor	Total	Fair/Poor
Public Health Clinic	10%	56%	28%	6%	100%	33%
Outpatient	9%	48%	34%	9%	100%	43%
Dental Clinic	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.

93% of Dental clinic clients said that their needs were met compared with 90% of Public Health clinic clients. 96% of outpatients said that their needs were either completely or partially met.

Table 3.8 MEETING OF NEEDS

	No	Partially	Yes	Total
Public Health Clinic	10%	n.a.	90%	100%
Outpatient	6%	48%	46%	100%
Dental Clinic	7%	n.a.	93%	100%

Waiting Time

Waiting time is an issue with 48% of Health Clinic visitors saying that the waiting time is too long and 41% having to waiting more than an hour. 71% of Dental clinic visitors without an appointment have to wait more than an hour and 53% of outpatient clients wait more than an hour. Dental patients with appointments are more fortunate with over two thirds being seen in less than half an hour. One third of Dental clinic visitors have never booked an appointment.

Table 3.9 FEELING ABOUT WAITING TIME

Clinic	About right	Too long	Much too long	Total
Public Health Clinic	52%	32%	16%	100%
Outpatient	n.a	n.a	n.a	n.a
Inpatients	n.a	n.a	n.a	n.a
Dental Clinic	42%	36%	22%	100%

Table 3.10 WAIT TIME FOR SCHEDULED APPOINTMENT

Wait to get an appointment	Freq	%	% excl no appt.
Less than a week	39	11%	16%
1 - 8 weeks	74	21%	31%
2 to 3 months	69	20%	29%
More than 3 months	55	16%	23%
Never called for an appointment	108	31%	
Total	345	100%	100%

Table 3.11 WAITING TIME

Clinic	Less than 30 mins	30 - 59 mins	1 or more hours	Total
Public Health Clinic	21%	38%	41%	100%
Outpatient	34%	13%	53%	100%
Dental Clinic with appointment	67%	26%	8%	100%
Dental Clinic without appointment	6%	23%	71%	100%

Physical conditions, cleanliness and temperature.

None of the three service providers rated very well on physical conditions. Only the public health clinics had more than half saying that the physical conditions were either excellent or good. The inpatients rated the best with only 4% saying it was poor and incomprehensibly the outpatients of the same hospital rated the worst with less than half saying that the physical condition was either excellent or good.

Table 3.12 RATING OF PHYSICAL CONDITION

	Excellent	Good	Fair	Poor	Total	Excellent/Good
Public Health Clinic	9%	46%	34%	12%	100%	55%
Outpatient	5%	42%	39%	13%	100%	47%
Inpatients	6%	58%	33%	4%	100%	63%
Dental Clinic	7%	42%	42%	9%	100%	49%

The dental clinic again rated best for temperature with 91% percent of clients saying that the temperature was just right, however 6% said that it was too cold.

Table 3.13 TEMPERATURE

	Just right	Too cold	Too hot	Total
Public Health Clinic	71%	1%	28%	100%
Outpatient	71%	1%	28%	100%
Inpatients	60%	8%	32%	100%
Dental Clinic	91%	6%	3%	100%

Cleanliness is an issue. The Public Health Clinics rated best for cleanliness and the outpatients worst. More than half of washroom users said that they rated only fair or poor in terms of cleanliness and a third rated the overall cleanliness as only fair or poor.

Table 3.14 CLEANLINESS OF WASHROOMS

	% users	Excellent/Good	Fair/Poor	Total
Public Health Clinic	46%	72%	28%	100%
Outpatient	59%	48%	52%	100%
Inpatients	100%	60%	32%	100%
Dental Clinic	56%	61%	39%	100%

Table 3.15 CLEANLINESS OF CLINIC OR HOSPITAL

	Excellent	Good	Fair/Poor	Total
Public Health Clinic	8%	67%	26%	100%
Outpatient	8%	56%	35%	100%
Dental Clinic	11%	55%	34%	100%

Comfort of the dental chair is not an issue.

Table 3.16 COMFORT OF DENTAL CHAIR

Rating	Valid %
Excellent	19%
Good	67%
Fair/Poor	14%
Total	100%

The majority, 67%, of the inpatients thought that the ward's noise level was fine for them, while 27% said that it was too noisy either some or most of the time.

Table 3.17 NOISE LEVEL OF INPATIENT'S WARD

Rating	Valid %
Much too noisy most of the time	4%
Too noisy sometimes	23%
The noise level was fine for me	67%
It was too quiet for me, I prefer noise	6%
Total	100%

60% of the Inpatients said that the food served to them was good; and 7% thought it was poor.

Table 3.18 FOOD SERVED TO INPATIENTS

Rating	Valid %
Excellent	11%
Good	60%
Fair	22%
Poor	7%
Total	100%

Receptionist, cashier and cost

The cashier's service is rated better than the receptionist's service for all three outlets. Again the dental clinic is rated best and the outpatient's worst.

Nearly three quarter's of clients of the dental clinic said the receptionist's service was fast and helpful compared to only a third for the Outpatients. More than a half of patients in the outpatients said that the receptionist service was helpful after they asked for service.

Table 3.19 RECEPTIONIST SERVICE

	Fast & helpful	Helpful after I asked	Rude/ unhelpful	Total
Public Health Clinic	54%	41%	5%	100%
Outpatient	32%	54%	13%	100%
Dental Clinic	74%	24%	2%	100%

Over three quarter's of the dental clinics patients rated the cashier as helpful and fast, however only a half of the outpatient's customers rated the cashier as helpful and fast, most other's rated the cashier as helpful but slow.

Table 3.20 CASHIER SERVICE

	Fast & helpful	Helpful but slow	Slow & Unhelpful	Total
Public Health Clinic	67%	32%	1%	100%
Outpatient	54%	42%	4%	100%
Dental Clinic	77%	23%	0%	100%

The administrative process of admissions, paying and checking out for Inpatients was mostly found to be "good" by 69% of the respondents.

Table 3.21 ADMINISTRATION PROCESS

Rating	Valid %
Excellent	4%
Fair	18%
Good	69%
Poor	9%
Total	100%

The dental clinic fees are considered less reasonable than the fees for the outpatients and public health clinics. The outpatients and public health clinics fees are the same so it is interesting that 71% of Outpatients customers rated the cost as reasonable compared to 80% for the public health centres. Just over two thirds of Dental Health customers thought the cost was reasonable. Unlike the other services, the majority of Inpatients, 31%, found that it was too expensive.

Table 3.22 COST OF VISIT

	Reasonable	A little too costly	Too expensive	Total
Public Health Clinic	80%	12%	8%	100%
Outpatient	71%	20%	9%	100%
Inpatients	47%	22%	31%	
Dental Clinic	69%	25%	6%	100%

Conclusion

In nearly all areas the Dental Clinic was rated best and Outpatients the lowest, the public health centres together were mainly rated second.

The areas identified for improvement for all four outlets were:

- Waiting time – its is too long
- Cleanliness of washrooms
- Physical conditions require improvement
- Speed of service and help from the receptionist.

Chapter 4 - Comparison of Satisfaction at the Different Community Health Clinics

Introduction

This chapter examines the results of the third section of the questionnaire on people using the public health clinics during the three-month period May to July 2004. This section of the questionnaire poses questions about peoples satisfaction with the service, health professional, waiting time, cleanliness and cost.

The most number of questionnaires were completed for Valley clinic with 425 and the least by the East End clinic with only 52 forms.

The question with the lowest response rate was question 33 "When you need to make payments how would you rate the assistance from the cashier?" The overall rate was 77%. All other questions except question 34 on cost had a response rate above 90%. Toward the end of a questionnaire it is common for the response rate to decline, as people get tired of answering questions. Overall the response rate is high.

Table G: RESPONSES BY QUESTION AND CLINIC

	East End	Welches	South Hill	Valley	West End	Total	Response Rate
21. Clinic	52	97	134	425	82	790	100%
23. Health Team	50	93	133	421	80	777	98%
24. Waiting Time	52	95	133	425	79	784	99%
25 Amount of time waiting	49	89	122	415	75	750	95%
26. Service in general	52	93	133	419	79	776	98%
27. Receipt of service	50	88	132	418	74	762	96%
28. Physical Condition	51	96	133	424	80	784	99%
29. Temperature	52	96	130	422	82	782	99%
30. Clinic Cleanliness	51	97	132	421	81	782	99%
31. Washrooms cleanliness	51	97	133	423	82	786	99%
32. Reception	52	90	131	419	81	773	98%
33. Cashier	35	76	109	332	56	608	77%
34. Cost	41	82	114	383	63	683	86%

Question 22 Purpose of Visit

At the beginning of the survey there was promotion of vaccinations and this turned out to be one of the major reasons for visits along with seeing the doctor. Vaccinations were the most important reason for visiting South Hill and West End Clinics. The doctor was the most important reason given for visiting the East End, Welches, and the Valley Clinics. Taking a child to the clinic was the second most important reason given.

The incidence of Family Planning as a reason given to visit the clinics was given very infrequently. This may have been because few people do in fact visit the clinics for Family Planning Services or they were reluctant to admit that they were coming for family planning services.

Table 4.1: PURPOSE OF VISIT

	East End	Welches	South Hill	Valley	West End	Total
Doctor	21	30	23	97	12	183
Child	6	11	24	93	12	146
Antenatal Clinic	1	4	5	23	1	34
Hypertension Clinic	3	7	8	32	8	58
Diabetes Clinic	0	0	8	16	4	28
Vaccination	5	14	56	65	43	183
Visit a friend or family member	2	0	2	5	2	11
Accompanying someone	1	9	3	24	2	39
Lab test	3	3	0	10	0	16
Collect results	0	1	3	4	2	10
Other	8	13	9	57	4	89

Questions 23, 26 and 27. Overall Assessment of Services

Welches Polyclinic received the best ratings on these questions followed by West End and East End. The Valley Clinic received the lowest ratings and South Hill the second lowest although there was a great deal of spread in the responses for South Hill. These two clinics are also the busiest clinics.

Two thirds of clinics' clients described the services as either Excellent or Good. However 8% of Welches Polyclinic clients described the services as poor. Only 1% of South Hill's clients described the services as poor. Interestingly the Valley, South Hill and East End Clinics scored above average in being Caring or Professional.

None of the clinics can be said to have scored poorly on usually providing the service/ treatment needed. There was only a 3-percentage point difference between the East End and South Hill Clinics scoring the highest on this question and the Valley and West End scoring the lowest.

Table 4.2: Q 23 HEALTH TEAM

Clinic	Friendly	Caring/ professional	Insensitive/ Rude/ Uncaring	Total
East End	50%	44%	6%	100%
Welches	58%	37%	5%	100%
South Hill	49%	42%	9%	100%
Valley	46%	43%	11%	100%
West End	59%	36%	5%	100%
Total	50%	41%	9%	100%

Table 4.3: Q 26 IN GENERAL HOW DO YOU FEEL ABOUT THE SERVICES YOU RECEIVE?

	Excellent	Good	Fair	Poor	Total	Fair/Poor
East End	13%	62%	25%	0%	100%	25%
Welches	12%	66%	15%	8%	100%	23%
South Hill	9%	58%	32%	1%	100%	33%
Valley	9%	54%	29%	8%	100%	37%
West End	15%	52%	28%	5%	100%	33%
Total	10%	56%	28%	6%	100%	33%

Table 4.4: Q 27 DO YOU USUALLY RECEIVE THE SERVICE/TREATMENT YOU NEED?

	No	Yes	Total
East End	8%	92%	100%
Welches	9%	91%	100%
South Hill	8%	92%	100%
Valley	11%	89%	100%
West End	11%	89%	100%
Total	10%	90%	100%

Questions 24 and 25 Waiting Time

The longest waiting times are experienced at the South Hill clinic followed by the Valley and the shortest at the West End clinic followed by the Welches Polyclinic. However the most dissatisfied by the waiting time are in order: The Valley, South Hill, Welches, East End and West End. One fifth (20%) of Valley and 17% of South Hill clients say that the wait is far too long.

Table 4.5: Q 24 FEEL ABOUT WAITING TIME

Clinic	About right	Too long	Much too long	Total
East End	71%	19%	10%	100%
Welches	63%	28%	8%	100%
South Hill	56%	27%	17%	100%
Valley	42%	39%	20%	100%
West End	72%	19%	9%	100%
Total	52%	32%	16%	100%

Table 4.6: Q 25 HOW LONG DID YOU WAIT TO SEE DOCTOR?

Clinic	Less than 30 mins	30 - 59 mins	1 or more hours	Total
East End	20%	51%	29%	100%
Welches	25%	45%	30%	100%
South Hill	15%	38%	48%	100%
Valley	20%	34%	46%	100%
West End	29%	47%	24%	100%
Total	21%	38%	41%	100%

Questions 28, 29, 30 & 31. Physical conditions, cleanliness and temperature.

Welches Polyclinic received the highest ratings for these questions and the Valley and West End Clinics the lowest.

55% (The Valley) 52% (The West End) or over half of clients said that the physical condition of these clinics was fair or poor. While only about half of clients use the washrooms, of these 34% (The Valley) 29% (West End) said that their cleanliness was either fair or poor. 35% (West End) and 9% (Valley) clients said the overall cleanliness was either fair or poor.

The West End clinic also appears to have a problem with being too hot. 60% of respondents said the clinic was too hot. 40% of South Hill respondents also said that this clinic was too hot and 35% of East End clients said it was too hot. The temperature was one area that the Valley clinic seemed to perform well.

Table 4.7: Q28 RATING OF PHYSICAL CONDITION

Clinic	Excellent	Good	Fair	Poor	Total	Excellent/Good
East End	14%	59%	24%	4%	100%	73%
Welches	39%	52%	6%	3%	100%	91%
South Hill	3%	55%	35%	7%	100%	58%
Valley	4%	40%	40%	15%	100%	45%
West End	4%	44%	35%	18%	100%	48%
Total	9%	46%	34%	12%	100%	55%

Table 4.8: Q 29 TEMPERATURE OF THE CLINIC

Clinic	Just right	Too cold	Too hot	Total
East End	63%	2%	35%	100%
Welches	97%	1%	2%	100%
South Hill	60%	0%	40%	100%
Valley	76%	0%	23%	100%
West End	40%	0%	60%	100%
Total	71%	1%	28%	100%

Table 4.9: Q 31 CLEANLINESS OF WASHROOMS

Clinic	% Users	Excellent/Good	Fair/Poor
East End	47%	79%	21%
Welches	53%	92%	8%
South Hill	44%	68%	32%
Valley	46%	66%	34%
West End	43%	71%	29%
Total	46%	72%	28%

Table 4.10: Q 30 CLEANLINESS OF CLINIC

Clinic	Excellent	Good	Fair/Poor
East End	10%	73%	18%
Welches	18%	76%	6%
South Hill	5%	69%	26%
Valley	6%	65%	29%
West End	7%	58%	35%
Total	8%	67%	26%

Questions 32, 33 and 34 Receptionist, cashier and cost

Welches Polyclinic followed by the West End clinic received the most positive ratings for service from the reception and cashier. The poorest ratings were received by South hill where 7% said that the reception was rude or unhelpful and 4% said that the cashier was slow and unhelpful.

Table 4.11: Q 32 RECEPTIONIST SERVICE

Clinic	Fast & helpful	Helpful after I asked	Rude/ unhelpful	Total
East End	67%	29%	4%	100%
Welches	74%	23%	2%	100%
South Hill	53%	40%	7%	100%
Valley	46%	49%	5%	100%
West End	69%	30%	1%	100%
Total	54%	41%	5%	100%

Table 4.12: Q 33 CASHIER SERVICE

Clinic	Fast & helpful	Helpful but slow	Slow & Unhelpful	Total
East End	63%	34%	3%	100%
Welches	76%	22%	1%	100%
South Hill	61%	35%	4%	100%
Valley	67%	33%	1%	100%
West End	68%	32%	0%	100%
Total	67%	32%	1%	100%

Since the cost of visits is the same for all clinics, the results give a reading more of people's perceptions in the different communities than the difference in price. 80% of clients consider the cost to be reasonable and 5% said it was too expensive. Clients in Welches Polyclinic seem less satisfied with the cost than other communities and South Hill and the West End seem the most satisfied with the cost.

Table 4.13: Q 34 COST OF VISIT

Clinic	Reasonable	A little too costly	Too expensive	Total
East End	83%	12%	5%	100%
Welches	82%	9%	10%	100%
South Hill	86%	10%	4%	100%
Valley	77%	14%	9%	100%
West End	86%	10%	5%	100%
Total	80%	12%	8%	100%