

JIMS Patient Perception Survey

Survey Methodology

Survey was conducted by four trained Non- Clinical Staff of JIMS through personal interview based on standardised questioner.



The average time taken to complete survey was around 10 minutes per respondent.

Sample Size 10% of patients reporting every month i.e. 631 patients.

Respondents were selected through Simple Random Sampling Techniques to eliminate bias.

Gender

Of the total 631 respondents, 49% were male and 51% were female patients.

		Response (%)	Responses
Male		48.65	307
Female		51.35	324

JIMS Patient Perception Survey

Patient Addresses:

Respondents arrived at JIMS from 165 different locations. Patients arrived not only from nearby villages and towns but also from state of Karnataka and Neighbouring Nation of Nepal.

No	ADDRESS	NO. OF PATIENTS
1	Shadnagar	99
2	Shamshabad	59
3	Kothur	40
4	Palamakula	23
5	Ameerpet	13
6	Shapur	12
7	Dubba cherla	11
8	Kattedan	11
9	Madhanapally	11
10	Nandigama	11
11	Hyderabad	10
12	Keshampet	9
13	Nagi reddy pally	9
14	Kothapet	8
15	Subhanpur	8
16	Nagaram	7
17	Thimmapur	7
18	Peddatoopra	6
19	Rajendar nagar	6
20	Rangapur	6
21	Sardar nagar	6
22	Jbm	5
23	Manikgamma guda	5
24	Muchintal	5
25	Shabad	5
26	Balapur	4
27	Chegur	4
28	Chinna tupra	4
29	Devarampally	4
30	Hyderguda	4
31	Mekaguda	4
32	Nalgonda	4
33	Nandyal	4
34	Pendyala	4
35	Balanagar	3
36	Chinta pally	3

JIMS Patient Perception Survey

37	Gollapalli	3
38	Gollur	3
39	Hayat nagar	3
40	JP Durga	3
41	Jukal	3
42	Kismathpur	3
43	Kondamma gudam	3
44	Kondurgu	3
45	Narkuda	3
46	Pedda Golconda	3
47	Prakasham DT	3
48	Rallaguda	3
49	Santhosh nagar	3
50	Thukkuguda	3
51	B.n. Reddy	2
52	Bandlaguda	2
53	Dubbacherla	2
54	Edulapally	2
55	Faruk nagar	2
56	Gaganpahad	2
57	Gudur	2
58	Guntur	2
59	Jallpally	2
60	Jiva	2
61	Kalwakurthi	2
62	Karim nagar	2
63	Kesampet	2
64	Kishan nagar	2
65	lalapet	2
66	Mahaboob nagar	2
67	Maheswaram	2
68	Mallapur	2
69	Manchi revula	2
70	Pedda revalla	2
71	Pedda shapur	2
72	Ram nagar	2
73	Ramchandra guda	2
74	Ravichedu	2
75	Sanghem	2
76	Secunderabad	2
77	Shankarapuram	2
78	Siddapur	2
79	Solipet	2
80	sultanpally	2
81	Talakonda pally	2

JIMS Patient Perception Survey

82	Teegapur	2
83	Akuthotapally	1
84	Amangal	1
85	Appareddy gudem	1
86	Attapur	1
87	Badangpet	1
88	Burjugadda Thanda	1
89	Chandanagar	1
90	Chevella	1
91	Chinta gudam	1
92	Damarla pally	1
93	Doma	1
94	Ellikatta	1
95	Gaddicheruv	1
96	Gadmala	1
97	Ghansimiya guda	1
98	Gurajala	1
99	Harsha guda	1
100	Himay sagar	1
101	Ippatlu	1
102	Jatcharlla	1
103	Jejarpetta	1
104	Jiva netra vidyalayam	1
105	Kakkuluru	1
106	Kamadhawa	1
107	Kamssanpally	1
108	Kanapur	1
109	Kanduger	1
110	Kandukur	1
111	Kanva gudem	1
112	Karnataka	1
113	Kasharam	1
114	Kesaram	1
115	Khammadanam	1
116	Kodicherla	1
117	Kokkuluru	1
118	Kollapadkal	1
119	Kotha guda	1
120	Kother	1
121	Kothwal guda	1
122	Kummar guda	1
123	L.B nagar	1
124	Ligamda	1
125	Lingareddy guda	1
126	Madhapur	1

JIMS Patient Perception Survey

127	Maliardev pally	1
128	Manchirevella	1
129	Meerpet	1
130	Mirudoddi	1
131	Moulali	1
132	Nadargul	1
133	Nanajipur	1
134	Narsappa guda	1
135	Nawabpet	1
136	Nepal	1
137	Ongle	1
138	Parigi	1
139	Peddashapur	1
140	Peddavedu	1
141	Phulavavi gatta	1
142	Pittala gudem	1
143	Pulimaktha	1
144	Rasheed guda	1
145	Raviryala	1
146	Raychadu	1
147	Sangheru	1
148	Sarur nagar	1
149	Shivaram pally	1
150	Siddipeta	1
151	SR nagar	1
152	Srinivasula guda	1
153	Sudhanpur	1
154	Tigapur	1
155	Udengadda	1
156	Uppuguda	1
157	Valgerla	1
158	Vanasthali puram	1
159	Veerlapalli	1
160	Venkatapur	1
161	Verllapalli	1
162	Vijayanagaram	1
163	Vikarabad	1
164	Yellikatta	1
165	Zeheerabad	1

Out Patient Department

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- **83% Patients have availed the OPD, Lab and X-ray Services.**
- **20% have availed the services of physiotherapy, OT, Dental, Emergency and Sonography.**






1) Which Services of the hospital are availed by you so far?

		Response (%)	Responses
OPD		55.09	612
Laboratory		22.14	246
Physiotherapy		0.63	7
X-ray		6.84	76
Operation Theatre		2.52	28
IPD		2.97	33
Dental		2.16	24
Casualty		1.53	17
Sonography		6.03	67
Ambulance		0.09	1

73% of patients are under homoeopathic treatment at JIMS Hospital.





2) What type of Treatment have you taken at JIMS Hospital?

JIMS Patient Perception Survey

		Response (%)	Responses
Homoeopathic		73.00	503
Allopathic		23.22	160
Ayurveda		0.44	3
Physiotherapy		0.29	2
Dental		3.05	21


86 % patients are referred to JIMS Hospital by their friends and relatives.

3) How did you come to know about JIMS Hospital?



		Response (%)	Responses
Friends & Relatives		85.85	528
Newspaper		1.14	7
Internet		0.00	0
Referred by doctor		0.49	3
Others		12.52	77

91.97% patients have been helped by the treatment at JIMS Hospital.

4) What is your experience of treatment at JIMS hospital?





		Response (%)	Responses
It has helped me		91.97	561

JIMS Patient Perception Survey

It has not helped me 	7.70	47
It has worsened me 	0.33	2




55.84% patients wait more than 90 minutes on an average to see their doctor.

5) On an average how much time do you wait to see your doctor?

		Response (%)	Responses
30 mins 		16.56	102
60 mins 		14.61	90
90 mins 		12.99	80
more than 90 mins 		55.84	344

97% of the patients wait less than 60 minutes to get their medicine.

6) After you finish seeing your doctor how much time is required to get your medicines?

		Response (%)	Responses
Less than 60 min 		97.93	521
60 min 		1.32	7
90 min		0.00	0
120 min		0.00	0
more than 120 min 		0.75	4

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More than 95% of patients feel the OPD services offered at JIMS are “GOOD”.

7) What is your overall experience of the OPD services at JIMS Hospital?

	Good	Average	Below Average	Not Applicable	Responses	Total
Reception	96.39%	3.11%	0.49%	0%	610	36%
Homeopathy Pharmacy	97.54%	1.12%	0.22%	1.12%	448	26%
Allopathic Pharmacy	96.64%	2.68%	0.67%	0%	149	9%
Doctors	99.11%	0.67%	0%	0.22%	447	26%
Dentist	76.19%	0%	0%	23.81%	42	2%
Physiotherapy	47.37%	0%	0%	52.63%	19	1%

97.81% patients find the conduct of the staff at JIMS courteous.

8) What is your experience of conduct of staff in OPD?

	Response (%)	Responses
Courteous 	97.81	491
Average 	2.19	11
Rude	0.00	0

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Investigation Departments

More than 85% patients feel the Laboratory services at JIMS are "GOOD".

1)What is your experience of the Laboratory services offered at JIMS?



	Good	Average	Below Average	Not applicable	Responses	Total
Lab	97.27%	0.34%	0%	2.39%	293	58%
X Ray	87.29%	0.85%	0%	11.86%	118	23%
USG	88.78%	1.02%	1.02%	9.18%	98	19%

JIMS Patient Perception Survey

In Patient Department

7% of total respondents were admitted at JIMS

1) **Have you ever been admitted at JIMS Hospital?**

		Response (%)	Responses
Yes		7.01	40
No		92.99	531

93.75 % of respondents find the overall IPD experience at JIMS to be "GOOD".

JIMS Patient Perception Survey

2) How was your overall experience of the IPD Services at JIMS?

		Response (%)	Responses
Good		93.75	45
Average		6.25	3

More than 98% of respondents find different components of services like treatment, doctors, hygiene, promptness in the IPD services "GOOD".

3) What is your experience regarding the following?



	Good	Average	Below Average	Responses	Total
Treatment	98.80%	0.96%	0.24%	416	20%
Doctors	99.12%	0.88%	0%	341	17%
Nursing Staff	98.08%	1.92%	0%	156	8%
Other Staff	98.78%	1.22%	0%	327	16%
Hygiene	99.63%	0.37%	0%	534	26%
Promptness of Service	98.07%	1.93%	0%	259	13%

JIMS Patient Perception Survey

Emergency Department

5% of the total respondents have visited JIMS in an emergency situation.

1) Have you visited JIMS hospital for an Emergency situation?


		Response (%)	Responses
Yes		5.07	30
No		94.93	562

73% Patients were offered prompt treatment at JIMS in case of an emergency.

2) What was your experience in Emergency Services at JIMS hospital?

		Response (%)	Responses
Refused Treatment		18.18	6




JIMS Patient Perception Survey

Treated with Delay 	9.09	3
Prompt Treatment 	72.73	24

Charge Structure Feedback

96.65% find the charges offered at JIMS cheaper as compared to other hospitals.

1) How do you find the overall charges offered at JIMS?

		Response (%)	Responses
Cheaper to other hospitals 		96.65	577
Equal to other hospitals 		1.51	9
Costlier than other hospitals 		1.84	11

2) How do you find the charges offered at JIMS as compared to other hospitals?

	Economical	Reasonable	Expensive	Not Applicable	Responses	Total
Out-patient services	96.78%	1.97%	0.36%	0.89%	559	76%
In-Patient Services	66.10%	20.34%	3.39%	10.17%	59	8%
Investigations	73.53%	10.29%	0%	16.18%	68	9%

JIMS Patient Perception Survey

Dental	27.91%	16.28%	0%	55.81%	43	6%
physiotherapy	18.18%	0%	0%	81.82%	11	1%

Benefit to Community

92% of respondent feel JIMS Hospital has made a difference to the local community.

Has the presence of JIMS Hospital made a difference to the local community?

	Response (%)	Responses
Very much	92.13	468
Somewhat	6.69	34
No Difference	1.18	6

JIMS Patient Perception Survey

Suggestions from the Respondents

No	Suggestions from Respondents	Frequency
1	Transport facility needed from nearby areas	131
2	Waiting time reduction	28
3	Ophthalmologist should be available	28
4	CT & MRI facility should be made available	25
5	Improve desk information & telephone inquires	11
6	Cardiologist more frequently should be available	8
7	Reception waiting time is more	6
8	Pharmacy waiting time to be reduced	5
9	Canteen facility, waiting time and insufficient food	5
10	Full time Pediatrician	4
11	Emergency services for trauma	4
12	Surgery charges are high	3
13	Serial to be followed in all OPD's	4
14	Hot water facility	3
	Total	263

For Details please refer to next section

Survey Questionnaire and Responses