

## PATIENT SATISFACTION SURVEY 2015

### 1 BACKGROUND

The PSS is conducted annually (except in 2011) to assess the level of patients' satisfaction with the public healthcare institutions (HCIs) in Singapore. In 2015, all the public HCIs from the various healthcare clusters i.e. SingHealth, National Healthcare Group (NHG), National University Health Systems (NUHS), JurongHealth, Eastern Health Alliance (EHA) and Alexandra Health (AH) participated in the survey.

Respondents were asked to rate HCIs, overall, in terms of (a) their level of satisfaction; (b) the extent to which their expectations were met; (c) whether they would recommend the services to others; and (d) affordability of services. They were also asked to assess their perceptions based on service quality attributes in relation to seven touchpoints:

- a) doctors;
- b) nurses;
- c) Allied Health Professionals (AHPs);
- d) care coordination
- e) facilities
- f) waiting times; and
- g) billing issues.

### 2 KEY SURVEY RESULTS

#### (A) Overall satisfaction level

85.9% of respondents rated their overall satisfaction levels as “excellent” and “good”. This is an improvement of 6.8 percentage points compared to 2014.

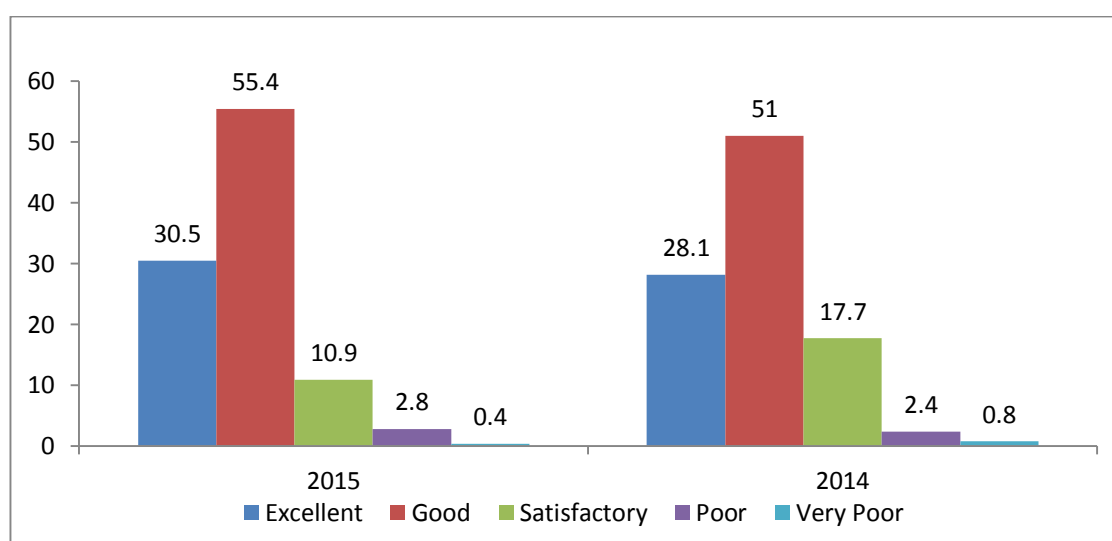


Chart 1 – Overall satisfaction for all healthcare institutions (based on top 2 satisfaction ratings % who rated Excellent / Good)

**(B) Meeting expectations**

83.8% of respondents rated the public healthcare institutions to be “better than expected” and “slightly above expectations” compared with ratings of 80.6% in 2014.

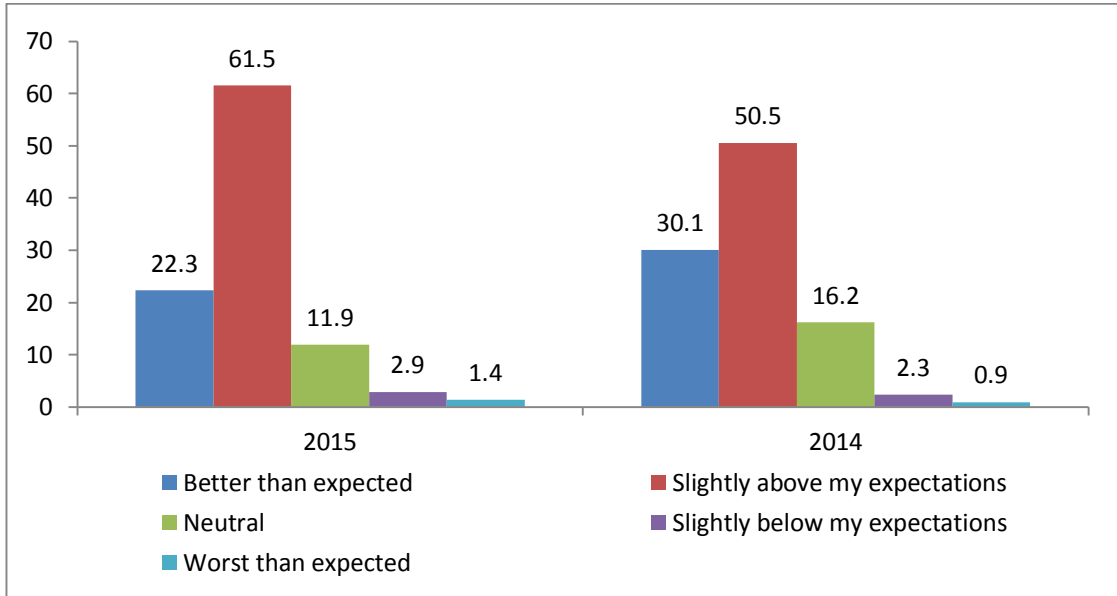


Chart 2 - Overall expectations for all healthcare institutions (based on top 2 ratings % who rated Better than expected / Slightly above expectations)

**(C) Willingness to recommend**

More respondents said they would “strongly recommend” and “likely to recommend” the HCIs to others based on their experiences i.e. 84.9% in 2015 compared with 82.4% in 2014.

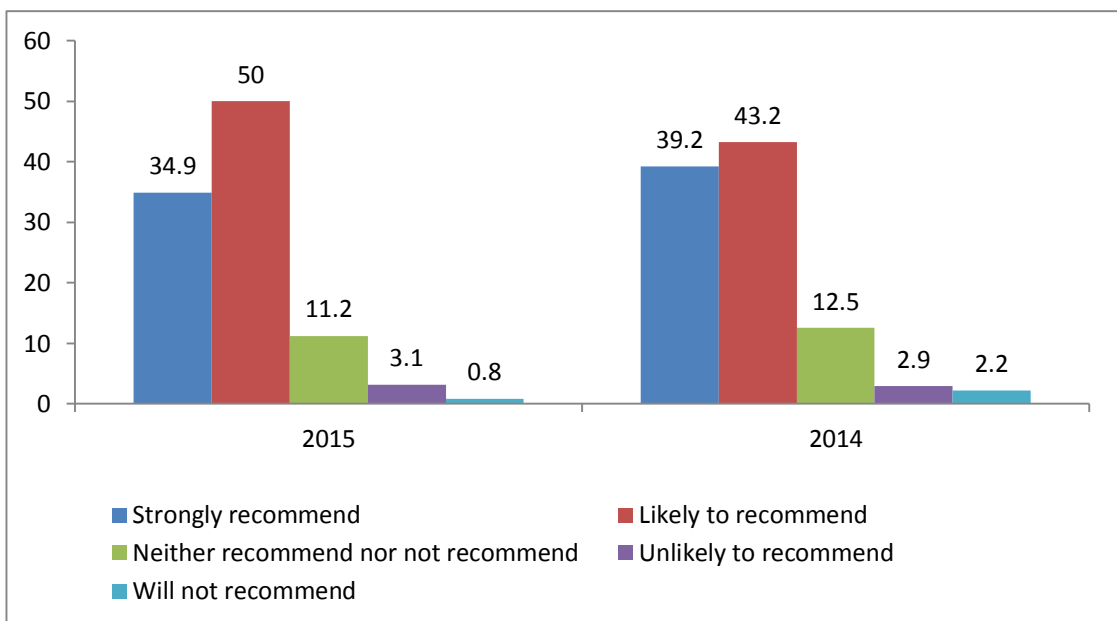


Chart 3 – Willingness to recommend (based on top 2 ratings % who rated Strongly / Likely to recommend)

### (D) Value for money

Respondents were asked to rate the affordability of the services provided by HCIs. In 2015, there was a 3.3 percentage point increase in the number of respondents who rated “excellent” and “good” compared to 2014.

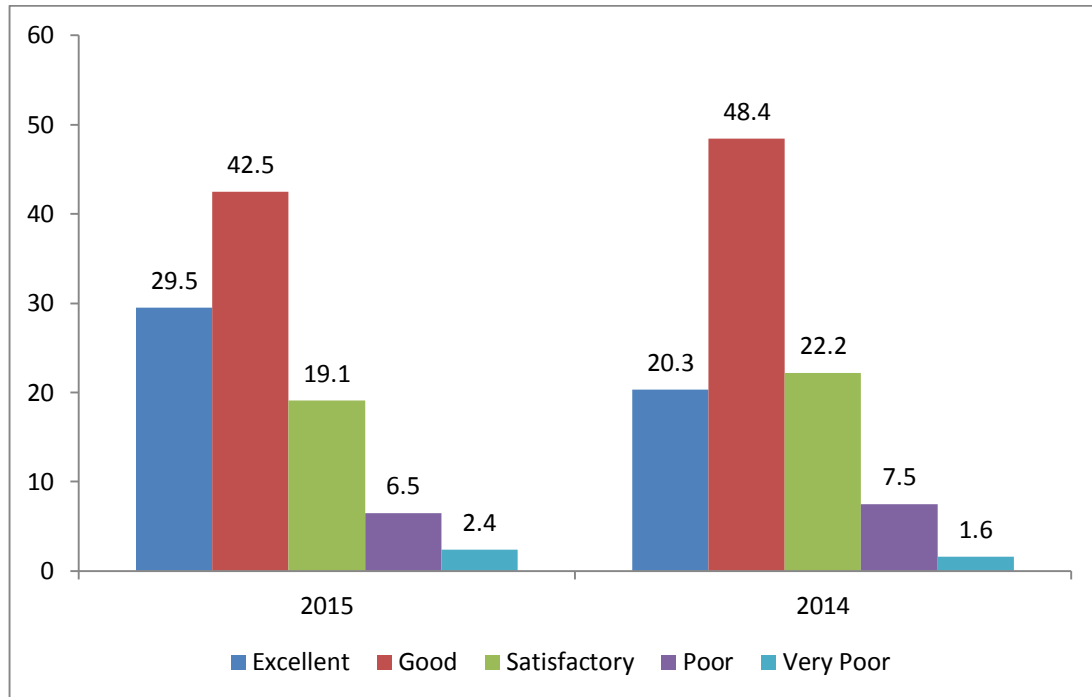


Chart 4 – Value of money (based on top 2 ratings % who rated Excellent / Good)

### 3 TOUCHPOINT ATTRIBUTES (OVERALL LEVEL)

Respondents were asked to indicate the Importance level and Satisfaction level for attributes under each of the seven touchpoints.

The gap between ratings for the Importance level and the Satisfaction level for each of the questions was used to determine whether the situation had improved or deteriorated for each of these areas. The charts below show the gaps for 2015 and the figures in brackets indicate the gaps recorded in 2014.

Generally, the largest gap was found in the waiting times, which respondents placed high importance on.

**(A) Touchpoint gap for waiting time**

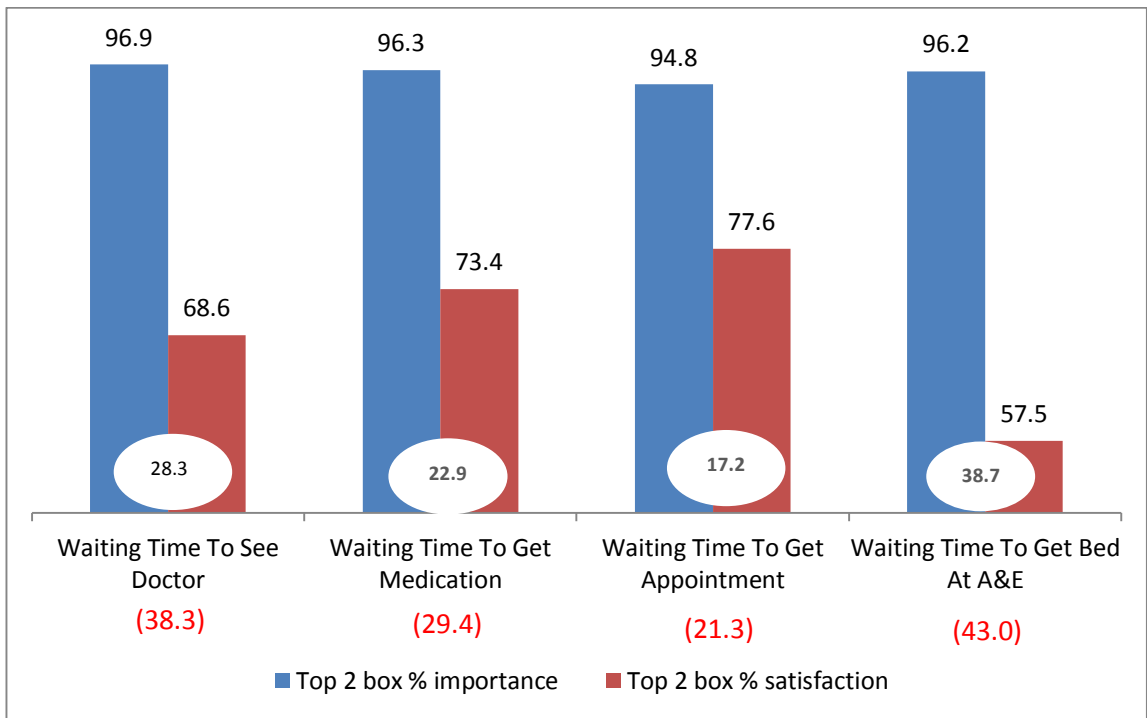


Chart 5 – Overall touchpoint gaps for waiting time  
 \* Number in red refers to the touchpoint gap for 2014.

**(B) Touchpoint gap for billing issues**

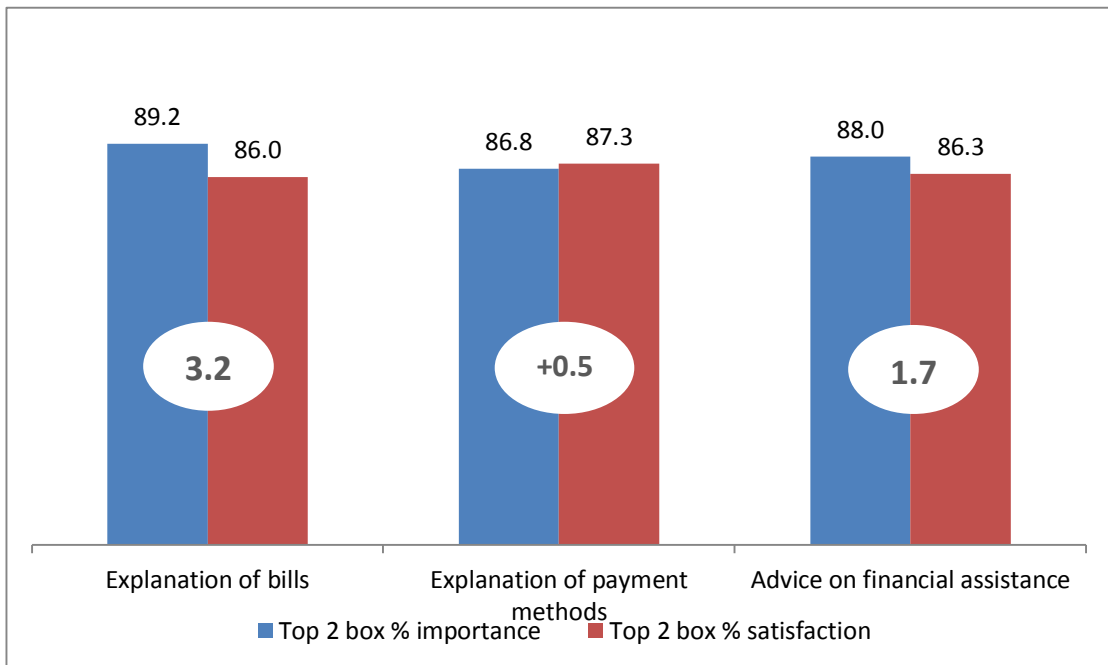


Chart 6 – Overall touchpoint gaps for billing issues

## 4 DETAILED ATTRIBUTES

This section presents the detailed attributes at the different HCI levels, namely hospital, National Specialty Centre (NSC), and polyclinic level.

### (A) Hospital level



Chart 7 – Detailed attributes at hospital level

### (B) National Specialty Centre level



Chart 8 – Detailed attributes at National Specialty Centre (NSC) level

**(C) Polyclinic level**

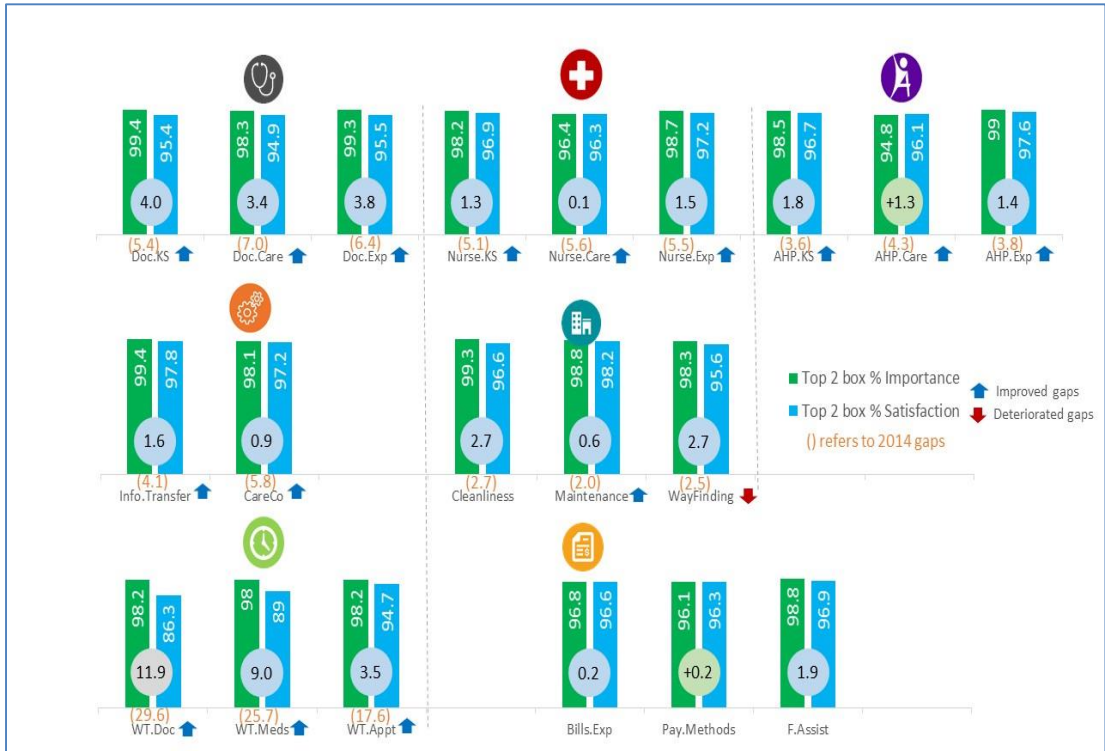


Chart 9 – Detailed attributes at polyclinic level

**Legend**

Acronym	Term
Doc	Doctor
AHP	Allied Health Professional
KS	Knowledge & Skills
Care	Care & Concern
Exp	Clear Explanations
Info Transfer	Information Transfer
Care Co	Co-ordination of Care
Post Discharge	Post Discharge follow up (ED only)
WT Doc	Waiting time to see doctor
WT Meds	Waiting time get medicine
WT Appt	Waiting time between appointments
WT Beds	Waiting time to get beds (ED only)
Bills.Exp	Billing explanations
Pay.Methods	Payment methods explanations
F.Assist	Financial assistance explanations

## 5 COMPARISON OF THE SATISFACTION SCORES AMONG PUBLIC HEALTHCARE INSTITUTIONS

*Disclaimer: The ratings in this section are derived strictly from responses based on perceptions of the respondents at the time of survey. It is by no means representative of the clinical or professional competence of the public healthcare institutions. Patients are advised to exercise their own discretion when seeking medical attention.*

### (A) Public hospitals

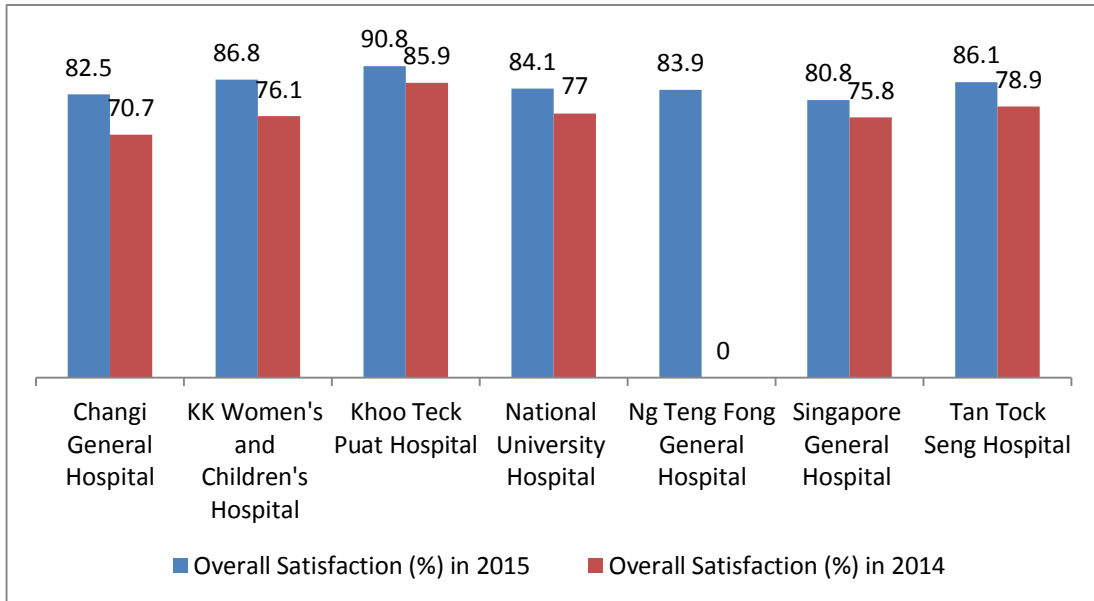


Chart 10: Overall satisfaction of public hospitals in 2015 and 2014

Note: Based on percentage of respondents who indicated their overall satisfaction to be "excellent" or "good".

## (B) National Specialty Centres

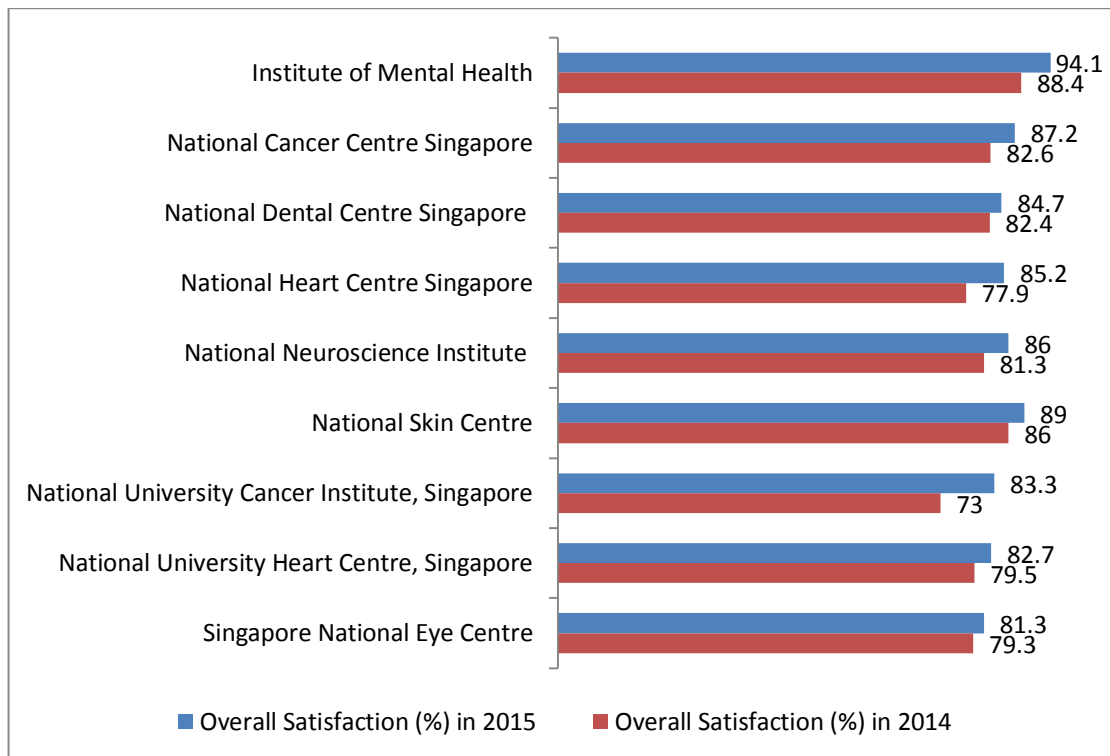


Chart 11: Overall satisfaction of individual NSCs in 2015 and 2014

Note: Based on percentage of respondents who indicated their overall satisfaction to be "excellent" or "good".

## (C) Polyclinics

17 out of 18 polyclinics in Singapore took part in the PSS 2015 as Marine Parade Polyclinic was undergoing renovation at the time of the survey. Of these 17 polyclinics, 13 improved in their satisfaction scores when compared to 2014.

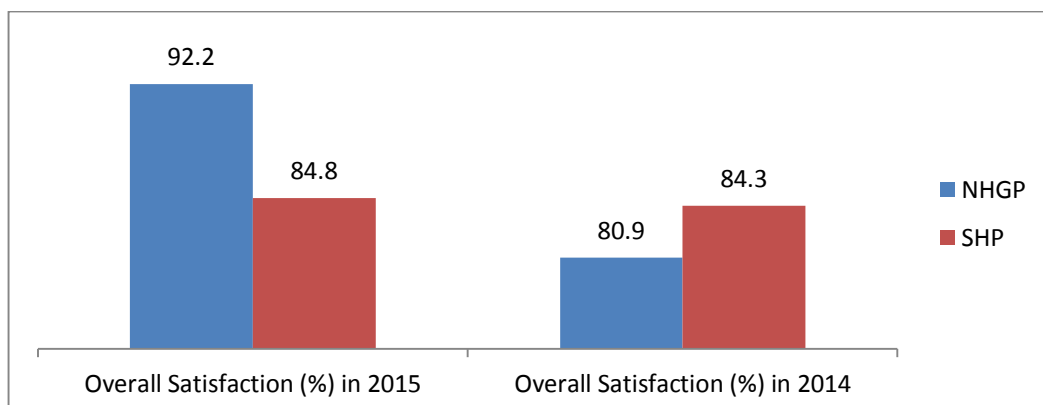


Chart 12 – Overall satisfaction in the polyclinic clusters (SHP & NHGP) in 2015 and 2014



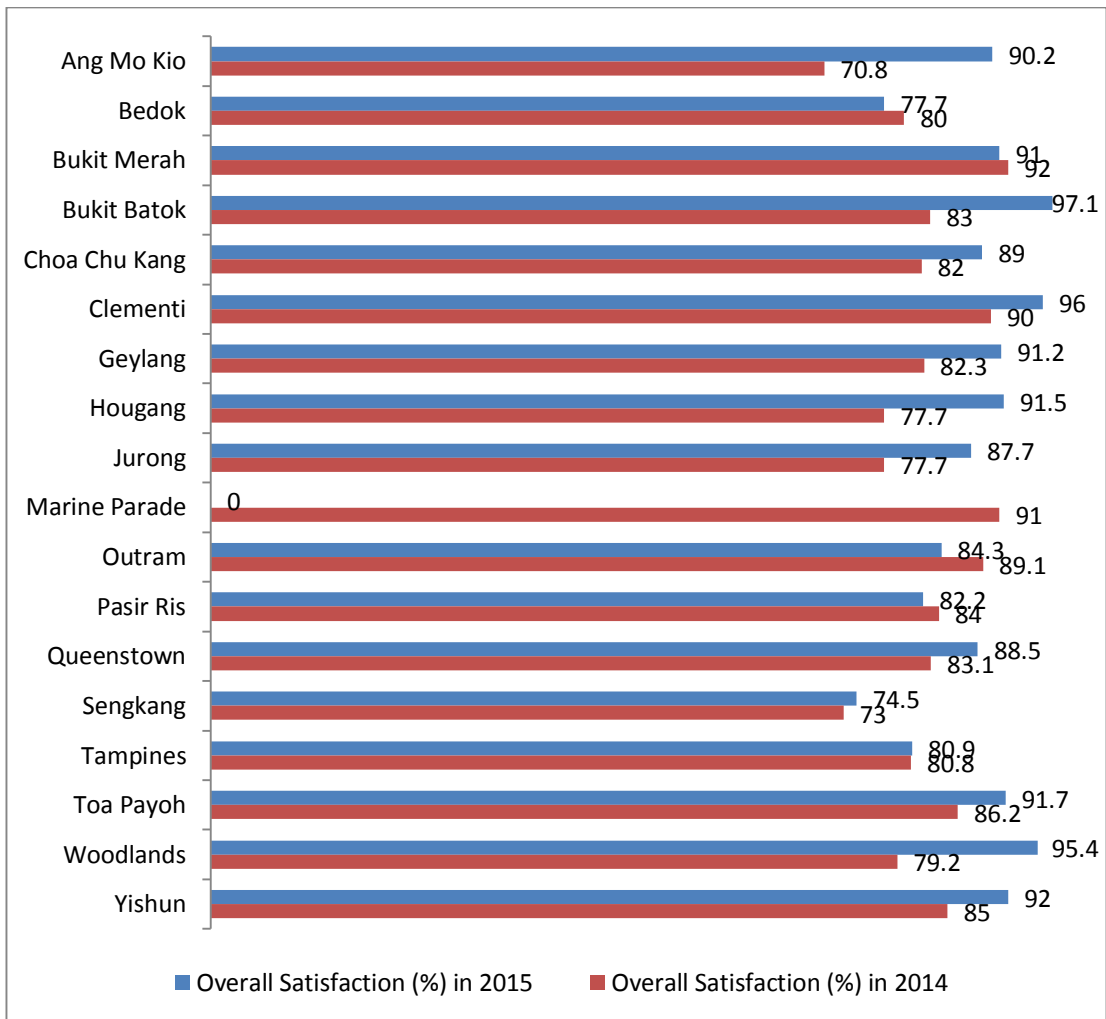


Chart 13: Overall satisfaction of individual polyclinics in 2015 and 2014

Note: Based on percentage of respondents who indicated their overall satisfaction to be “excellent” or “good”.

**(D) A&E, Specialist Outpatient Clinics (SOCs) and Wards at public hospitals**

The PSS also surveyed respondents at the A&E, SOC and wards of each public hospital to track their satisfaction levels at these touchpoints.

**(i) A&E**

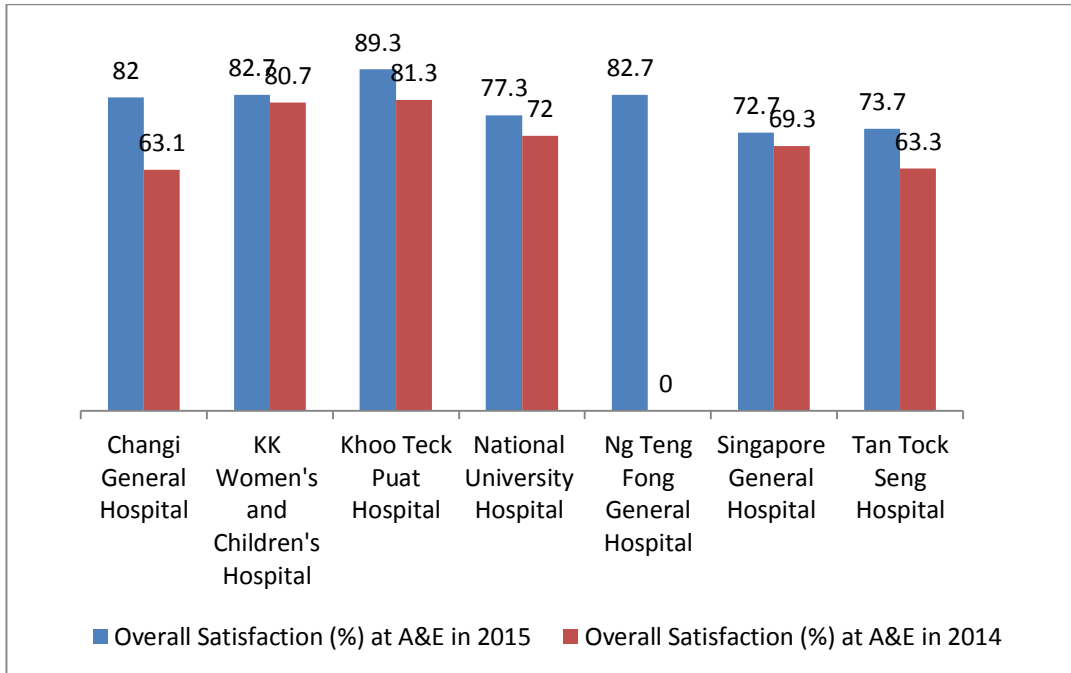


Chart 14 – Overall satisfaction scores at hospitals' A&E for 2014 and 2015

**(ii) Specialist Outpatient Clinics (SOCs)**

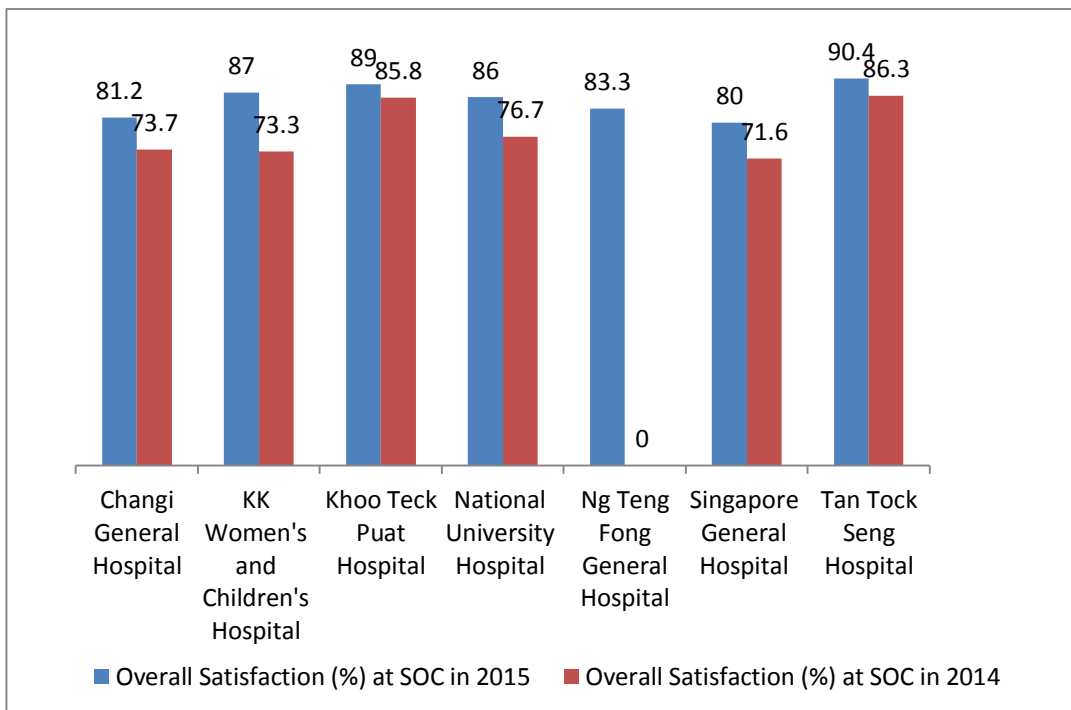
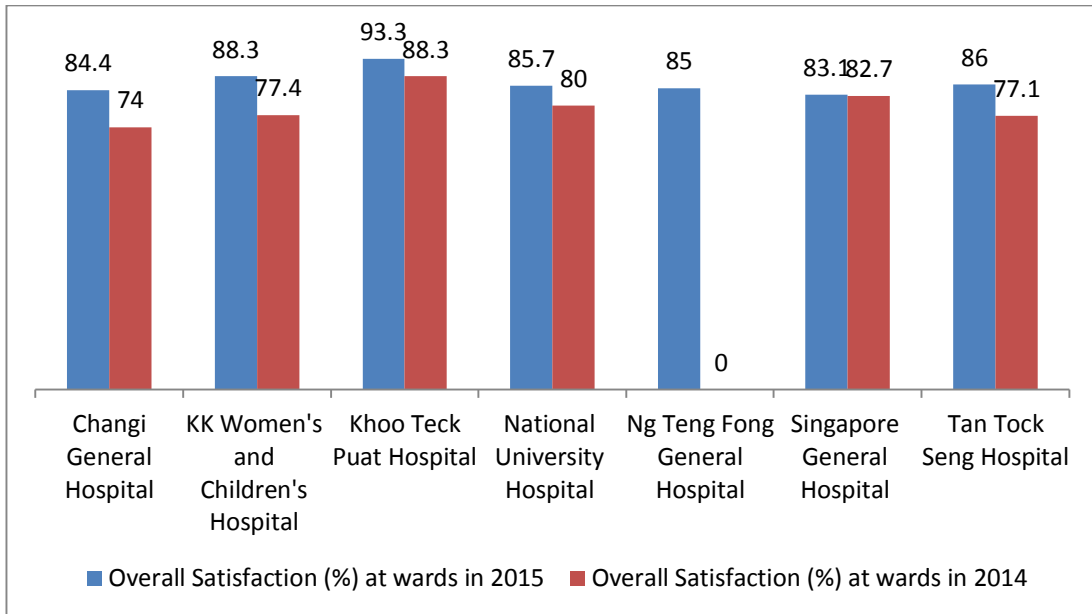


Chart 150 – Overall satisfaction scores at hospitals' SOC for 2014 and 2015

**(iii) Wards**



*Chart 16 – Overall satisfaction scores at hospitals' wards for 2014 and 2015*