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Patient's satisfaction about private sector primary care nurses in Sri Lanka

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Introduction: Patient's satisfaction on services provided by primary care health services depends on many factors. One key factor in this depends on the nursing services received in primary care. Since majority of the primary care in Sri Lanka is provided by the private sector, it is important to assess patient satisfaction on this.

Objective: To assess the satisfaction among the public on nurses working in dispensaries in Sri Lanka.

Methods: A descriptive study was done on 200 individual selected using convenient sampling among dispensaries in Gampaha district, Sri Lanka.

Results: 59.3% of the sample had long term illnesses or disabilities and all of them preferred speaking to a nurse. 70.9% of the sample used to make appointments with nurses while 57.8% out of them were comfortable in discussing their health concerns. 98.9% agreed that they get individual attention by the nurses. Majority of the sample that is 34.2% spends around 20 minutes with the nurse without even making any pay. Significantly, the whole sample believes that the nurses are professional and admits that the care given is of high quality. All 100% of the sample said that the nurses could understand their concerns while 93.5% admitted that it was very useful in their recovery.

Conclusions: Majority of the public were very much satisfied with the nurses and their practice at the dispensaries.

Biography

Mendis is currently working as an eminent Faculty member at Nursing, National Hospital of Sri Lanka in Sri Lanka. Mendis has published numerous research papers and articles in reputed journals and has various other achievements in the related studies. Mendis has extended his/her valuable service towards the scientific community with Mendis extensive research work.

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