

17<sup>th</sup> World Congress on

# Clinical Nursing & Practice

August 29-30, 2018 | Zurich, Switzerland

## Patients' views regarding the care received in surgical and medical wards of the public hospitals within Makhado municipality in the Limpopo province

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Patient satisfaction has become an important indicator to measure the quality of care rendered to the patients while in hospital. Patient satisfaction surveys can help identify ways of improving nursing and health care services. The purpose of the study was to determine patient's satisfaction with the care received from the nursing staff while admitted in the surgical and medical wards of the public hospitals within Makhado municipality. An exploratory, descriptive design was used. The population consisted of all patients admitted in all three sampled hospitals of Vhembe district in Limpopo province. A non-probability convenient sampling of 200 men and women who were admitted in the sampled public hospital at the time of data collection were recruited to participate in this study. A questionnaire with open and close ended questions was used to collect data. This study found that patients were less satisfied with resources such as equipments including television, cleanliness of the environment, nurse-patient relationship and quality of food. The findings of the study revealed that the majority of patients were satisfied with cleanliness of the beddings and hospital attire. However, patients were less satisfied with unavailability of resources such as equipments; cleanliness of the environment; interpersonal relationship and quality of food.

### Biography

Hilda Shilubane has completed her PhD at Maastricht University, Netherlands. She is an Associate Professor in the Department of Advanced Nursing Science at University Of Venda. She has published more than 25 articles in reputed journals.

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