

# Patients' Satisfaction from Primary Healthcare Services in 1<sup>ST</sup> Local Health Unit (LHU) of N. Philadelphia-N. Chalkidona Municipality Greece

<sup>1</sup>Kalagia P, <sup>2</sup>Theodorou P, <sup>2</sup>Hatzikou M.

<sup>1</sup> 1<sup>st</sup> Tomy Neas Philadelphias – Neas Chalkidonas, Athens, Greece <sup>2</sup>Hellenic Open University, Patras, Greece

ID: HSD25

## Introduction

- Primary Health Care is a whole-of-society approach to health that aims to ensure the highest possible level of health and wellbeing and their equitable distribution by focusing on people's needs and preferences (as individuals, families, and communities) as early as possible.<sup>1</sup>
- One of the most important key performance indicators for evaluating and designing high-quality healthcare is patient satisfaction.<sup>2</sup>
- Patient satisfaction with health services is significantly affected by nursing care,<sup>3</sup> but also the quality of administrative services<sup>4</sup> while another important factor that affects satisfaction is the environment and facilities of the hospital, such as the surrounding area and the hotel and the medical equipment.<sup>5</sup>

## Objective

The aim of this study was to assess patients' satisfaction from primary health services of 1<sup>ST</sup> TOMY of Nea Philadelphia – Nea Chalkidona in Greece.

## Methods

- A cross-sectional study was performed from April 2022 to May 2022.
- A questionnaire<sup>6</sup> for patient satisfaction from primary healthcare services was used, followed by demographic questions.
- The sample constituted by 118 patients who visited the 1<sup>st</sup> Local Health Unit (LHU) of Nea Philadelphia-Nea Chalkidona in Attica, Greece.
- Statistical analysis was performed with SPSS v21.

## Results

- Demographic and medical data are presented in table 1.

**Table 1.** Demographic / medical data of the sample

Characteristics	N = 93	%
<b>Sex</b>		
Male	49	41.5
Women	69	58.5
<b>Age</b>		
18-29	3	2.5
30-39	8	6.8
40-49	19	16.1
50-59	20	16.9
60-69	27	22.9
70-79	31	26.3
>79	10	8.5
<b>Citizenship</b>		
Greek	113	98.3
Other	2	1.7
<b>Marital status</b>		
Singles	23	19.5
Married	67	56.8
Divorced	12	10.2
Widowers	16	13.6
<b>Educational status</b>		
Compulsory education	35	29.6
Secondary education	47	39.8
University degree	26	22.0
Master	10	8.5
<b>Work</b>		
Unemployed	8	6.8
Household	6	5.1
Public servant/ Private employee	31	26.3
Free-lancer – self employed	9	7.6
Retired	60	50.8
Other	4	3.3
<b>Insurance</b>		
No	11	9.4
Public	99	84.6
Private	5	4.3
Public and private	2	1.7
<b>Chronic diseases</b>		
Yes	32	30.5
No	73	69.5

## Results

- The overall satisfaction level of the participants was very high (Mean 4.91±0.3), similarly, for the nursing care (Mean 4.91±0.3), medical care (Mean 4.96±0.2), the facilities (Mean 4.78±0.4), and the administrative services (Mean 4.80±0.4).(table 2).
- Participants who waited longer, were less satisfied with nursing care (p=0.003), and facilities (p=0.002), while participants with more visits were more satisfied with nursing (p=0.036), and medical care (p=0.024).
- Participants with chronic illnesses were less satisfied from administrative services (Mean 4.80 ±0.4).
- The most frequent reasons for visiting the health center was the issuance of medicine prescription (61%), referral testing (54.5%) and examination (52.5%) (table 3).

**Table 2.** The satisfaction in terms of the 5 dimensions of the questionnaire

Satisfaction	Mean	Standard deviation	Median	Minimum	Maximum
Nursing care	4.91	0.3	5	3.1	5
Facilities	4.78	0.4	5	3.4	5
Medical care	4.96	0.2	5	4	5
Administrative services	4.80	0.4	5	3.3	5
Total satisfaction	4.91	0.3	5	4	5

**Table 3.** The participants' reasons for visiting the health care unit

Reasons	N	%
Examination	62	52.5
medicine prescription	72	61
Referral testing	64	54.2
Certificate / opinion	2	1.7
Emergency	8	6.8
Vaccination injection	3	2.5
Completing the electronic health file	5	4.2
Combination of reasons	6	5.1

- Regarding the waiting time between the scheduled appointment and the actual visit, the majority (66.4%) waited less than 15 minutes, 13.8% waited 15-30 minutes while 12.9% had no waiting time (table 4).

**Table 4.** The waiting time between the scheduled appointment and the actual visit

Waiting time	N	%
<15 minutes	77	66.4
15-30 minutes	16	13.8
30-45 minutes	3	2.6
45-60 minutes	1	0.9
>1 hour	0	0
I came in earlier than the appointment	15	12.9
I didn't have an appointment	4	3.4

- The number of visits to the primary health care unit is presented in table 5. Most had visited the unit 3-4 times (35.5%), 30% had made two visits, 18.2% one visit and 16, 4% more than 4 visits.

**Table 5.** The number of visits to the primary health care unit

Number of visits	N	%
First time	20	18.2
2 times	33	30
3-4 times	39	35.5
>4 times	18	16.3

## Discussion

Primary Care Services are not very well established in Greece due to direct patients' access to secondary/hospital services and the degree of patients' satisfaction is important for the decision making process.

## References

- WHO and UNICEF (2018). A vision for primary health care in the 21st century: Towards universal health coverage and the sustainable development goals. <https://www.who.int/docs/default-source/primary-health/vision.pdf>
- DZOMEKU MV. Maternal satisfaction with care during labour: A case study of the Mampong-Ashanti district hospital maternity unit in Ghana. *Int J Nurs Midwifery* 2011, 3:30–34
- THOMAS LH, BOND S. Outcomes of nursing care: The case of primary nursing. *Int J Nurs Stud* 1991, 28:291–314
- GEORGOUDI E, KYRIAZIS S, MIHALACHE A, KOURKOUTA L. Measurement of patient satisfaction as a quality indicator of hospital health services: The case of outpatient clinics in general hospital. *Science* 2017, 5:128–135
- NEWSOME PR, WRIGHT GH. A review of patient satisfaction: 1. Concepts of satisfaction. *Br Dent J* 1999, 186:161–165
- GOULA A, ET AL (2019). Development and validation of a patient satisfaction questionnaire for use in primary health care. *Arch Hell Med*, 36(1):88–95