

Satisfactory Survey on Hospital Dispensary among Outpatients at Government Siddha Medical College and Hospital, Palayamkottai from May – August 2018

S. Lakshmipriya^{1*} G. Essakypandian² A. Rajarajeshwari³

¹PG Scholar, Department of Gunapadam, ²Lecturer, Department of Gunapadam, ³Lecturer Grade II, Research methodology and medical biostatistics, Government Siddha Medical college, Palayamkottai, Tirunelveli, India.

ABSTRACT

Background

Patient satisfaction is a relative phenomenon, which embodies the patients perceived need, his expectations from the health system and experience health care. Eventhough from the origin still there is no evidence in documentation of patients satisfactory survey regarding medicine dispensing. Here this study is necessary in order to standardize the dispensary sector of Government Siddha Medical College, Palayamkottai to provide a conventional maintenance as per patients concern.

Corresponding author

S. Lakshmipriya

PG Scholar, Department of
Gunapadam
drilakshmipriya93@gmail.com

Aim: To document the satisfactory rate of the patients and to improve the quality of dispensary and dispensing medicines. So the study has been taken.

Materials and Methods: This study was a hospital based, cross sectional study. A total of 120 patients were included in this study by selecting randomized method.

Results: This study was conducted between 120 patients with equal representation of sexes (60 male and 60 female) as per outpatient

Department registration from January to April 2018. The statistical report shows that patients answered positively in majority and negatively in minority as per questionnaire prepared.

Conclusion: This survey report shows to improve and maintain the quality of dispensary and dispensing medicine in Government Siddha Medical College, Palayamkottai.

Keywords: Patients satisfaction, dispensary, Siddha, quality indicator, GSMC.

INTRODUCTION

Generally, patients satisfaction is an important and commonly used indicator for measuring the quality of medicine in health care. It is linked with patients expectations, health status, personal characteristics as well as health system characteristics. The survey of satisfaction among the patients in a hospital is considered to be the most primary development to further. In particular it may be based on the facilities avail in the hospitals such as special treatment therapies, especially external therapy, paediatric care, geriatric care, etc., and also dispensary division for concern.

Since from 1904, Government Siddha Medical College and Hospital established a proper uninterrupted functioning divisions such as Outpatient division with dispensary, In patient division. Still most of the public utilize the siddha system of medicine with good medication advice by dispensar as per as doctor guidelines. Eventhough from the origin, still there is no evidence in documentation of patients satisfactory survey regarding medicine dispensing.

METHODOLOGY

A descriptive cross sectional study was conducted in GSMC and Hospital, palayamkottai. The patients attending OPD services of the hospital comprised the study population. Overall on an average

our OPD nominal register data shown that about 21350 patients from Jan to Apr 2018 were availed the usage of siddha hospital medicines. Out of this population size, a sample of 120 patients were selected by employing systemic random sample technique. The questionnaire developed for data collection contained both open ended and closed ended questions regarding patients socio-demographic history.

RESULTS

A total of 120 patients were sampled for the study and there was almost equal representations of males (50%) and females (50%) in which 22.5% patients categorized under the age group between 36-45 years. 12% patients under the age group above 66 years and also comprises age below 25 years (12.5%), 26-35 years (21.7%), 46-55 years (19.2%), 56-65 years (17%). The education of the patients was categorized into two divisions such as educated and uneducated. Among them 46.7% were educated and 53.3% were uneducated. Based on the diseased condition about 59.2% patients were reported with acute onset and 40.8% patients with chronic condition. The data regarding satisfaction survey under various analysis with respect to questionnaire as follows.

Table: 1 Dispensing satisfactory assessment data:

Interaction	Excellent	Good	Fair	Bad	Unfair	Unsatisfied
Hygienic manner	2.50%	55.83%	30.00%	6.67%	0.83%	4.17%
Pharmacist approach	2.50%	45.83%	39.17%	5.83%	2.50%	4.17%
Infrastructure	-	51.67%	35.83%	7.53%	1.67%	3.33%
Kashayam area	0.83%	40.83%	40.83%	7.50%	1.67%	8.33%
Kashayam distributing area	1.67%	40.83%	43.33%	9.17%	1.67%	3.34%
External medicine area	0.83%	45.00%	41.67%	5.83%	0.83%	5.83%
Prescribed medication and proper instruction	22.50%	36.67%	21.67%	13.33%	0.83%	5.00%

Table: 2 The patients response towards general aspects of dispensary

Interaction	Yes	No
Previous cure	45.00%	55.00%
Taste of Kashayam	30.00%	70.00%
Delay of medicine	39.17%	60.83%
Avail of special medicine	64.17%	35.83%
Difficulty to identify the special medicine	37.50%	62.50%
Que system	65.83%	34.17%
Note of the medicine	60.8%	39.2%
Any alternative medicine	29.17%	70.83%
Oil quantity	60.83%	39.17%
Daily avail medicine and their quantity	59.17%	40.83%

The patient interaction was explored and analyzed on a 6 point likert scale including 1. Excellent upto 6. unsatisfied. Various aspects of patient interaction were explored, including hygienic manner,

approach of pharmacist, infrastructure, proper instruction of prescribed medicine are shown in table 1.

The patients response towards general aspects of dispensary and dispensing medicine are shown in table 2.

A majority of patients said good that hospital was in hygienic manner 55.83% and pharmacist approach 45.83%. The external medicine area was found to be good in 45.00% and fair in 41.67% towards the patients.

DISCUSSION

The present study was taken in GSMC and hospital, Palayamkottai to evaluate the level of satisfaction with various aspects of dispensary and health care. Patient satisfaction is a multi dimensional concept which is not influenced by physician related factors but also aspects of patients experience with the health facility.

CONCLUSION

According to the results, hygienic manner and Infrastructure of the GSMC

RECOMMENDATION

To recommend the proposals for improve the quality of dispensary facility of GSMC and hospital . Efforts should be made to get regular feedback from the patients.

REFERENCES

1. Patient Satisfaction – OPD services in a Tertiary Care Hospital of Lahore. Dr.Fatima Mukhtar, Dr.Aftab Anjum, Dr.Muhammad Aslam Bajwa, Shahzana Shahzad, Shahzeb Hamid, Zahra Masood, Ramsha Mustafa.
2. Patient Satisfaction With Services Of The Outpatient Department - Athar Mohd,Surg Lt Cdr and Abhijit Chakravarty,Brig

To cite this: *S. Lakshmipriya, G. Essakypandian, A. Rajarajeshwari, Satisfactory Survey on Hospital Dispensary among Outpatients at Government Siddha Medical College and Hospital, Palayamkottai from May – August 2018, International Journal of Reverse Pharmacology and Health Research, 2018, 1(1): 59-62.*