



**PUNJAB HEALTH SYSTEMS CORPORATION**

CIVIL HOSPITAL.....

DATE..... OPD No.....

**INPATIENT FEEDBACK**

S.No.	Attributes	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
1	Ease in locating the departments through proper bilingual directional & departmental signage					
2	Availability of sufficient Information at registration/admission counter					
3	Charges of services are displayed and well communicated					
4	Attitude and communication of nurses					
5	Waiting time at registration counter	More than 30 mins	10-30 mins	5-10 mins	Within 5 mins	Immediate
6	Regularity of doctor's round in ward					
7	Availability of wheel chair and patient trolley					
8	Cleanliness of the ward/ Room					
9	Cleanliness of bathrooms and toilets					
10	Cleanliness status of hospital surroundings and campus drains					
11	Time spent for examination of patient and counselling					
12	Communication of discharge process by the staff					
13	Attitude and communication of doctors					
14	Waiting time for report collection after lab and radiologic investigations	More than 3 hr	2-3hr	1-2 hr	30mins- 1 hr	
15	Waiting time at medicine dispensing counter	More than 3 hr	2-3 hr	1-2 hr	30mins- 1 hr	
16	Availability of prescribed drugs at hospital dispensary					
17	Availability, attitude and promptness of ward attendants					
18	Timeliness of supply of diet and its Quality					
19	Availability of complaint/suggestion box with information of day of addressing					
20	Education/ communication by doctor/pharmacist about dosage and timings of drug intake with next follow up dates					
21	Cleanliness of bed sheets/pillow covers etc					