



**PUNJAB HEALTH SYSTEMS CORPORATION**

CIVIL HOSPITAL.....

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

**OUTPATIENT 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	Information about the services are available					
3	Charges of services are displayed and well communicated					
4	Display of doctors list in hospital with room number and their availability					
5	Waiting time at registration counter	More than 30 mins	10-30 mins	5-10 mins	Within 5 mins	Immediate
6	Availability of enquiry counter in OPD area					
7	Availability of wheel chair and patient trolley					
8	Waiting area equipped with chairs, fan and drinking water					
9	Privacy maintained in OPD and examination room					
10	Adequacy of time spent on examination and treatment by the doctor					
11	Attitude and behaviour of doctors					
12	Attitude and behaviour of hospital staff					
13	Waiting time for report collection after lab and radiologic investigations	More than 3 hr	2-3hr	1-2 hr	30mins- 1 hr	30 mins
14	Waiting time at medicine dispensing counter	More than 3 hr	2-3 hr	1-2 hr	30mins- 1 hr	30 mins
15	Availability of prescribed drugs at hospital dispensary					
16	Cleanliness of bathrooms and toilets in waiting area					
17	Cleanliness status of hospital surroundings					
18	Availability of complaint/suggestion box with information of day of addressing					
19	Education/ communication by doctor/pharmacist about dosage and timings of drug intake with next follow up dates					
20	Condition of linen at examination table					
21	For P.P.Unit: Counselling regarding available family planning services					
22	Procedural satisfaction					
23	Post procedural counselling					
24	Communication of follow-up dates after procedure/immunization					