

## **A survey study on evaluation of satisfaction of attending patients at outpatients department (OPD) at GWAH (Gampaha Wickramarachchi Ayurveda Institute)**

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### **Abstract**

Health care consumers today are more sophisticated than in the past and now with the increasing demand more accurate and valid evidence of health plan quality is needed. So patient satisfaction with the healthcare services largely determines their compliance with the treatment and thus contributes to the positive influence on health. There are several medical systems to upgrade the health care provision in Sri Lanka such as Allopathic, Ayurveda and Traditional medicine, Siddha, Yunani, Homeopathy and other alternative medicines. Among these contributions of Ayurveda Medical Sector is remarkable through government recognized research hospitals, Teaching hospitals, rural hospitals central dispensaries and community medical centers. GWAH, the teaching hospital of Gampaha Wickramarachchi Ayurveda Institute (GWAI) which provides a remarkable contribution to the health care provision of Sri Lanka by accommodating 120 residential patients and dispensing for 300 patients at out patients department (OPD) daily. Thus the aim of this study was to evaluate the satisfaction of OPD patients under several criteria; such as acquired cure, clinical awareness, quality and quantity of dispensing drugs etc. One hundred and sixty patients attending at OPD were selected randomly. A questionnaire and short discussions used to gather details. The results revealed that 44% of patients were acquired considerable cure. Regarding the quality of dispensing drugs the analysis showed that 81.25% of patients were satisfied. But it displayed that 58.75% of patients were not satisfied with quantity of drugs that dispensing at the OPD. Overall finding of the survey revealed that there might be improvement of quality and standardization of drugs to upgrade the clinical service, customer care and proper time management in future.

**Key words:** Satisfaction, standardization, quality

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