

PATIENT SATISFACTION SURVEY 2014

1 BACKGROUND

The PSS is conducted annually to assess the level of patients' satisfaction in the public healthcare institutions (HCIs) in Singapore. In 2014, all the public HCIs, with the exception of Alexandra Hospital¹ (AH), participated in the survey.

Patients were asked to rate their level of satisfaction with the HCIs, and whether they would recommend the services to other patients. They were asked to assess their perceptions based on service quality attributes, which included:

- a) Knowledge and skills of doctors, nurses and allied health professionals
- b) Care and concern shown by doctors, nurses and allied health professionals
- c) Clear explanation by staff on the procedures and care
- d) Care coordination
- e) Facilities

2 KEY SURVEY RESULTS

a. Overall Satisfaction Level

In 2014, 79.1% of the respondents rated their overall satisfaction levels as "excellent" and "good". This is an improvement of 1.9% compared to 2013.

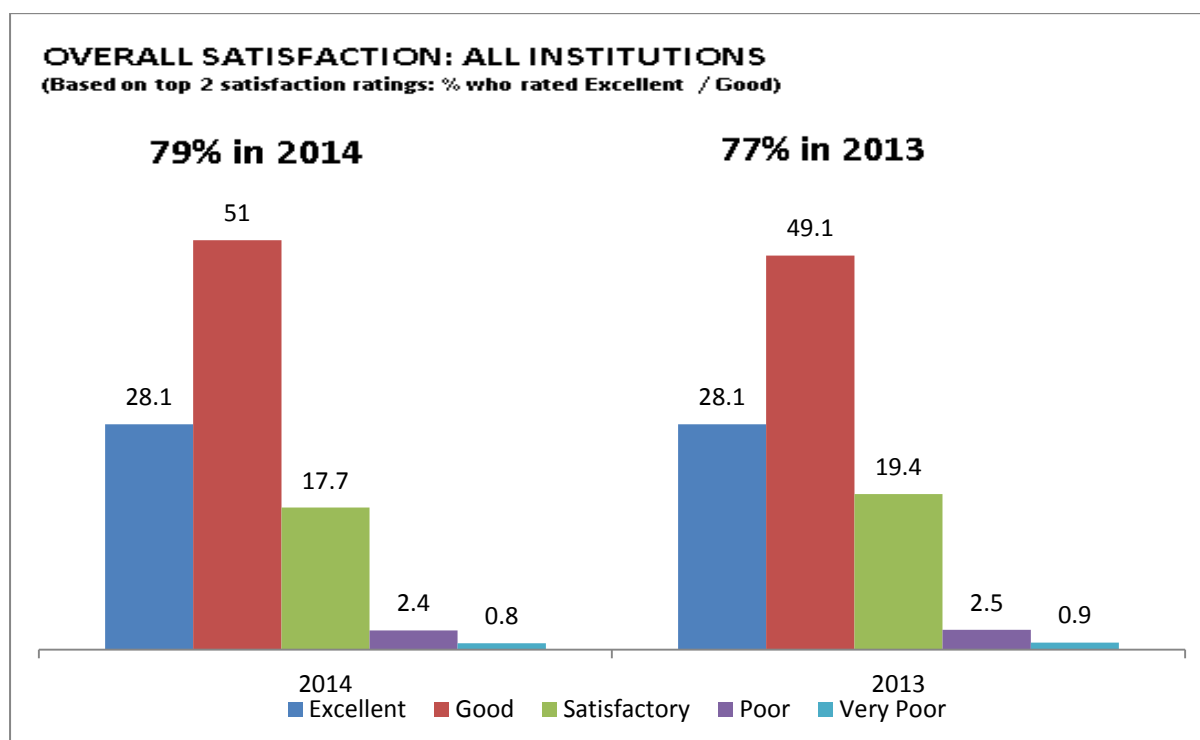


Chart 1: Overall Satisfaction in Public Healthcare Institutions

¹ AH was not included in the survey in view of its scaling down of services to facilitate a smooth transition for JurongHealth's move to operate the Ng Teng Fong General Hospital.

b. Meeting Expectations

In the 2014 survey, 80.6% of the respondents rated the public healthcare institutions to be “better than expected” and “slightly above expectation” compared with the ratings of 79.4% in 2013.

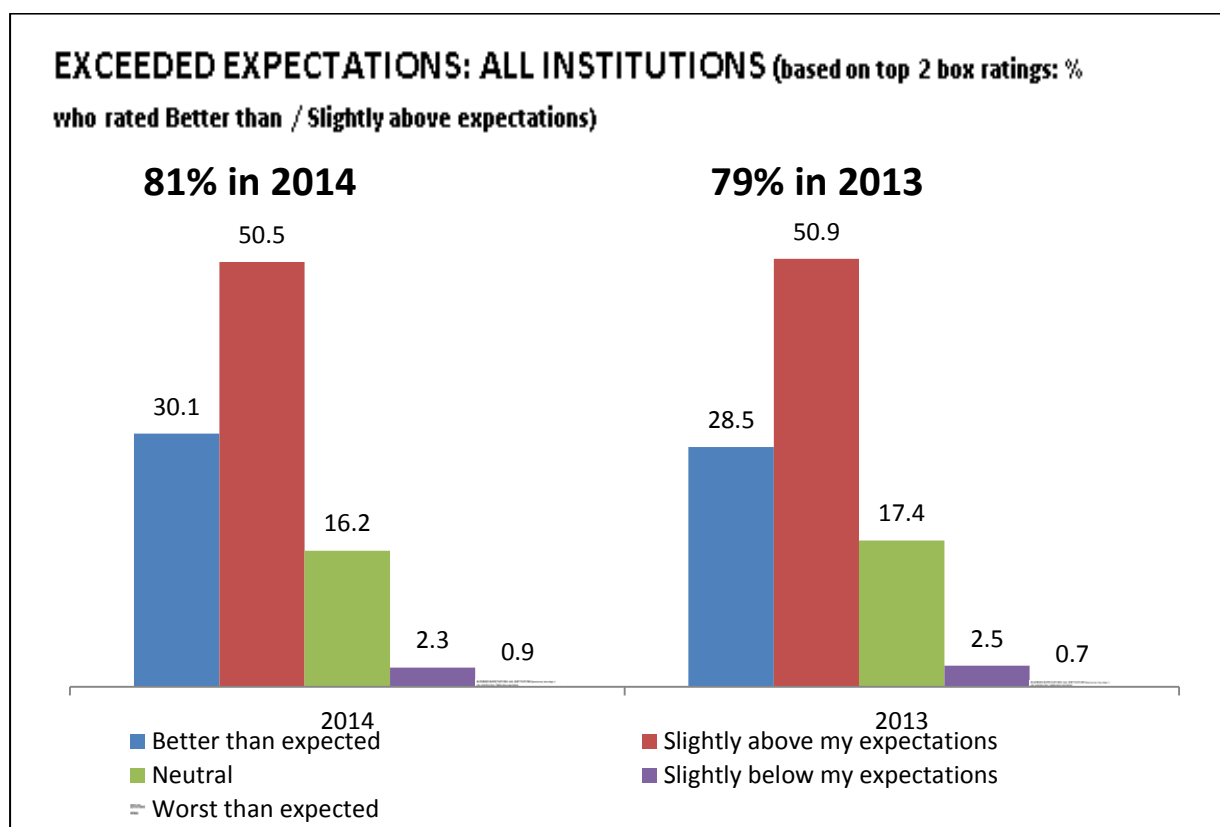


Chart 2: Meeting Expectations in Public Healthcare Institutions

c. Willingness to Recommend

This year, we see a significant increase in the overall percentage of respondents who said they would “strongly recommend” and “likely to recommend” the HCIs to others based on their experience i.e. 82.4% in 2014 compared with 78.3% in 2013.

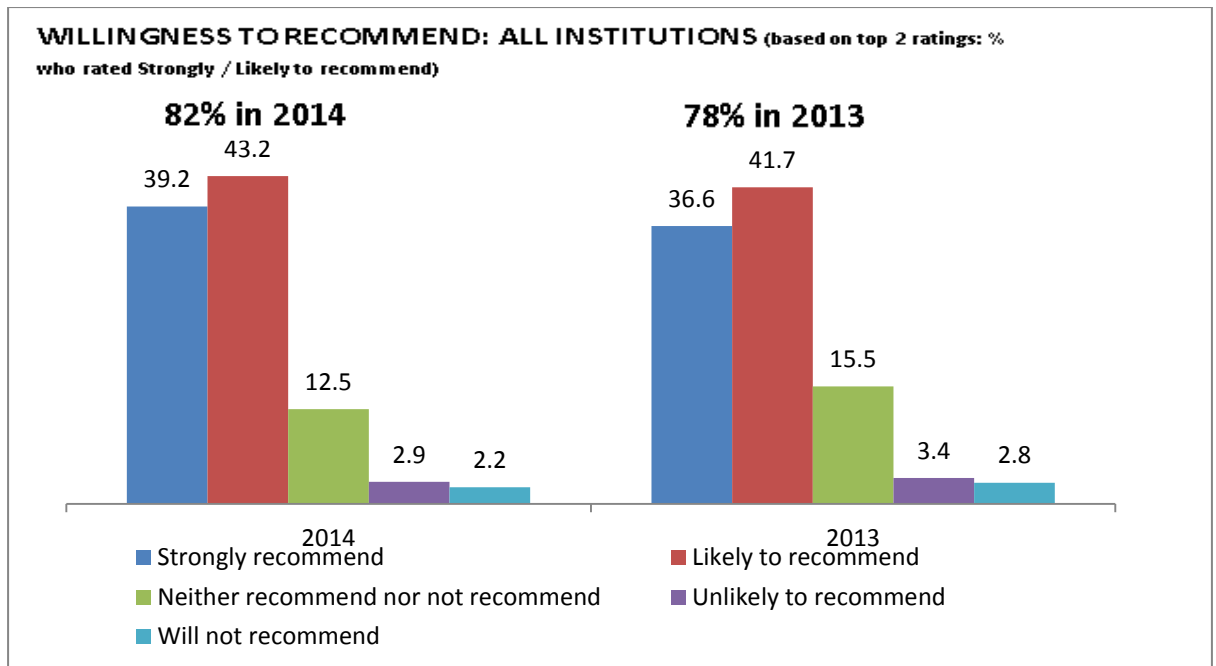


Chart 3: Willingness to recommend Public Healthcare Institutions

d. **Value for money**

Respondents rated 2% higher for the 2014 survey question on value for money. 68.7% of the respondents said that the service quality and the facilities of the public HCIs are value for money (rated “Excellent” and “Good”), compared with 66.7% for 2013.

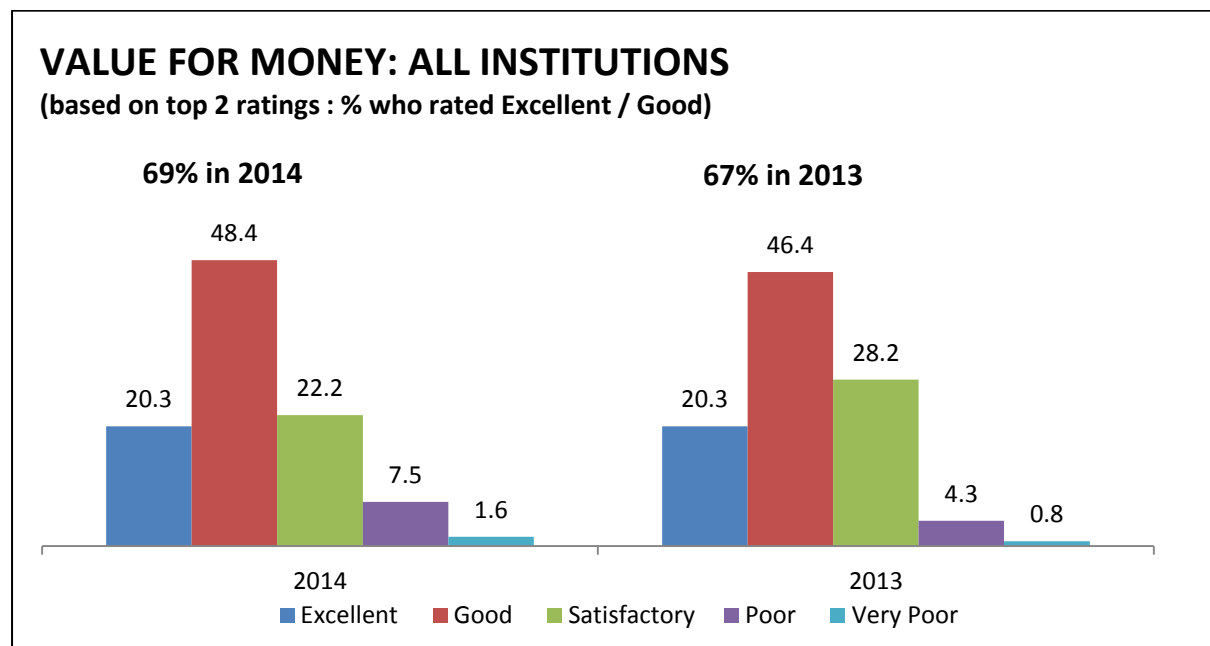


Chart 4: Value for money

e. **Touch-points gaps for waiting time**

Respondents were asked to comment on their level of importance and satisfaction with the waiting time at various touch-points. In general, they placed high importance on waiting times at the different touch-points. However, their level of satisfaction fell short compared with the level of importance, especially in the waiting time to get beds at A&E.

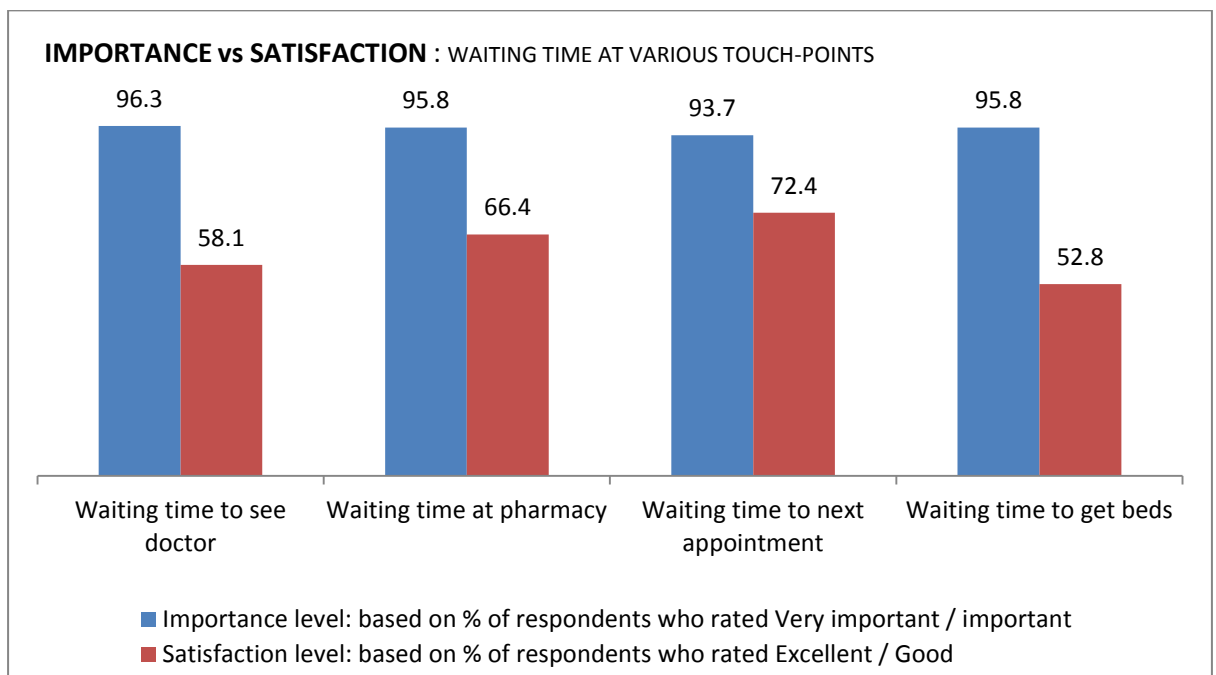


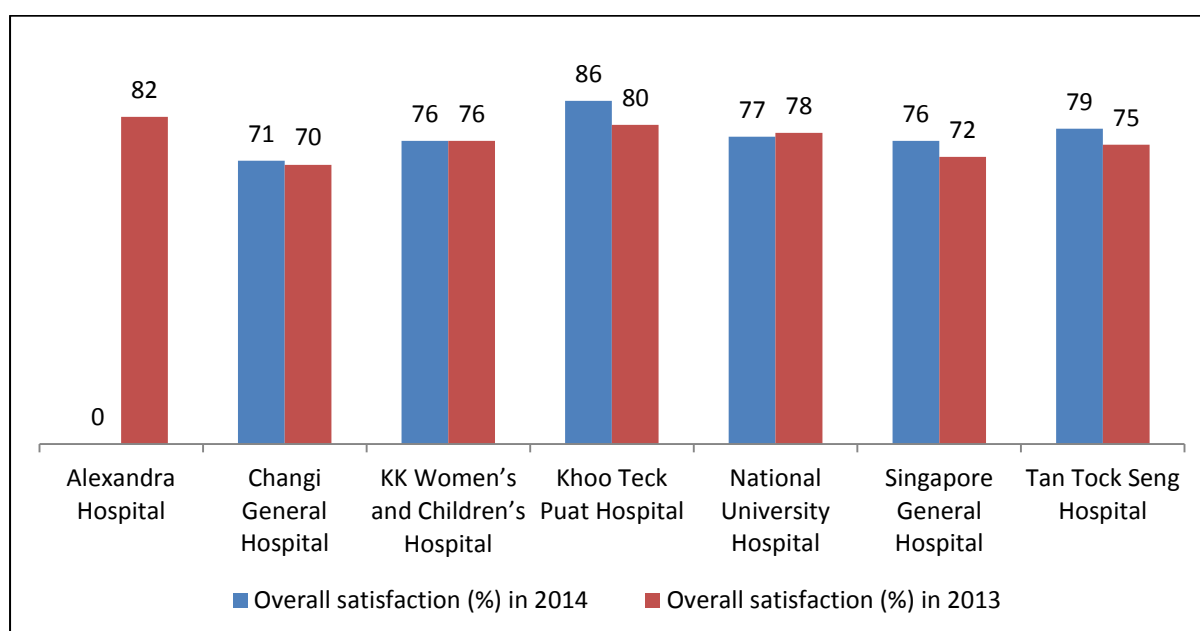
Chart 5: Importance vs Satisfaction (touch-point gaps for waiting time)

f. **Comparison Among Public healthcare Institutions**

Public Hospitals

Among the public hospitals, Khoo Teck Puat Hospital (KTPH) achieved the best results with an overall satisfaction of 86%, followed by Tan Tock Seng Hospital (79%) and National University Hospital (77%). The highest score for 2013 was achieved by Alexandra Hospital with a percentage point of 82%.

Chart 6: Overall satisfaction of public hospitals in 2014 and 2013



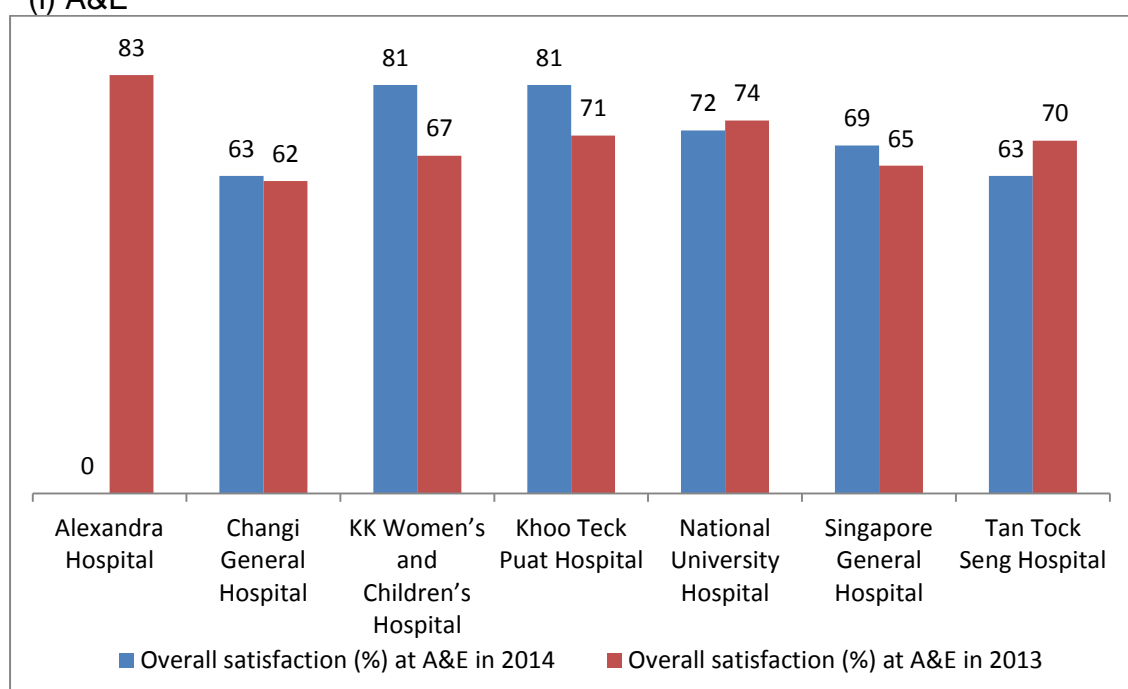
Note: Based on percentage of respondents who indicated that the level of service was “excellent” or “good”.

Overall satisfaction level at the A&E, SOC and wards

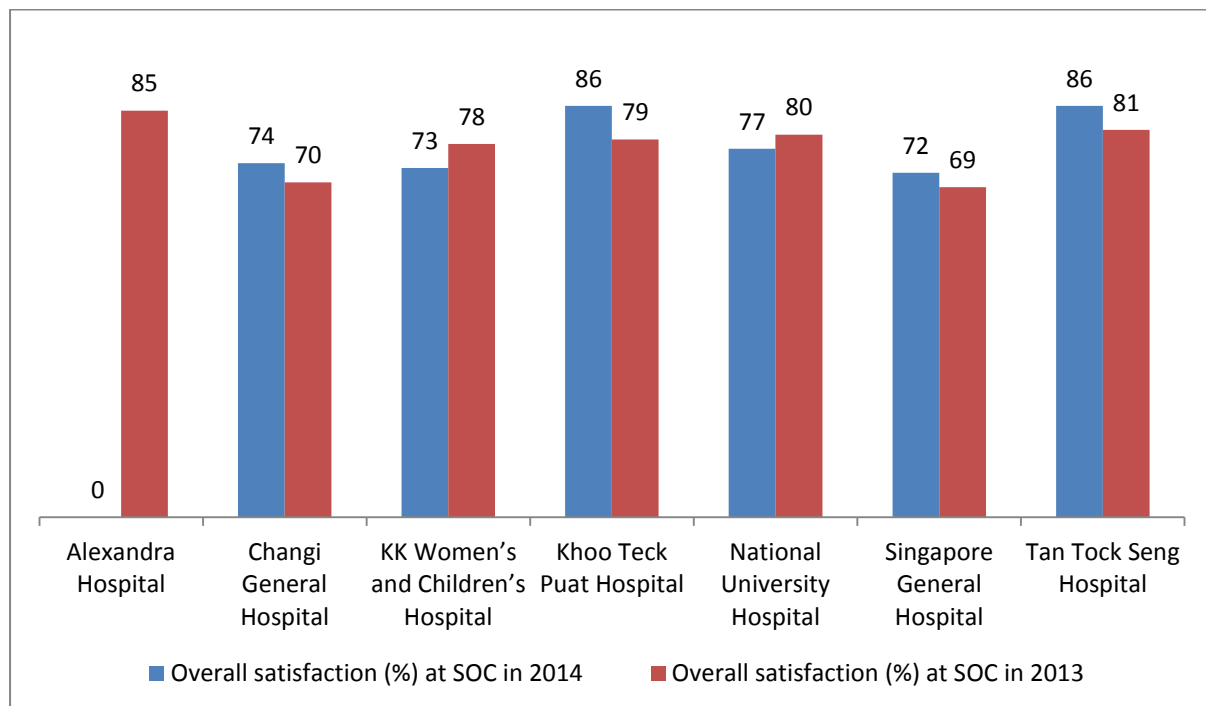
In 2014, the overall satisfaction level at the A&E, SOC and wards improved at most of the institutions. KK Women's and Children's Hospital achieved the biggest improvement, with an increase of 14 percentage points in the A&E compared with 2013.

Chart 7: Overall satisfaction level at A&E, SOC and Wards in 2014 and 2013

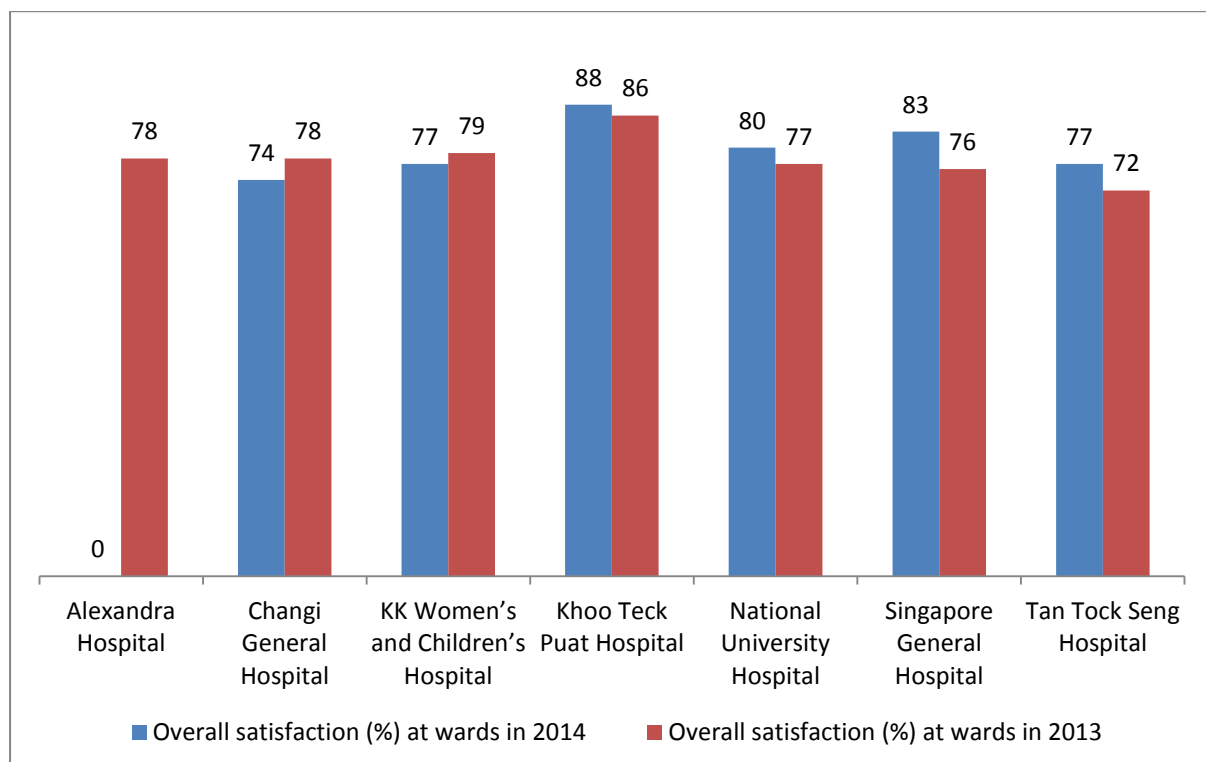
(i) A&E



(ii) SOC



(iii) Wards

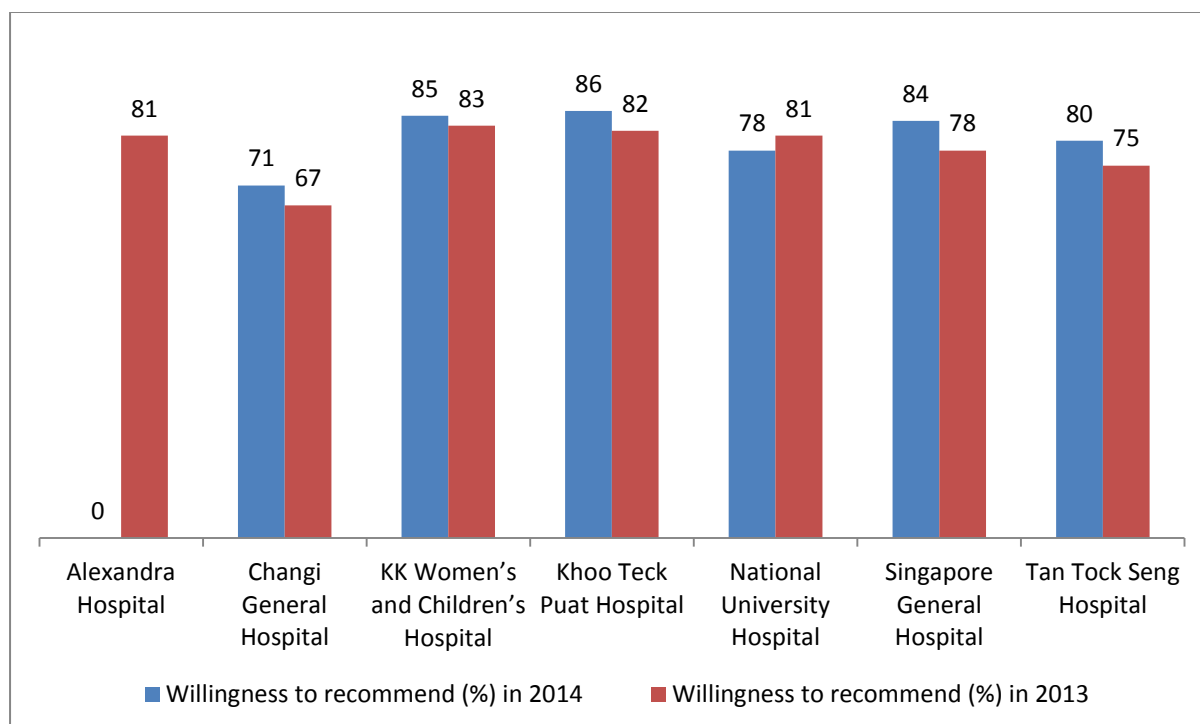


Note: Percentages are based on patients who rated the service levels as “excellent” or “good”.

Willingness to recommend

Khoo Teck Puat Hospital ranked as the top public hospital to be recommended by patients (86%). This was closely followed by KK Women's and Children Hospital (85%), Singapore General Hospital (84%) and Tan Tock Seng Hospital (80%). Singapore General Hospital was also the institution which made the biggest improvement, with an increase of 6 percentage points compared with 2013.

Chart 8: Willingness to recommend public hospitals in 2014 & 2013

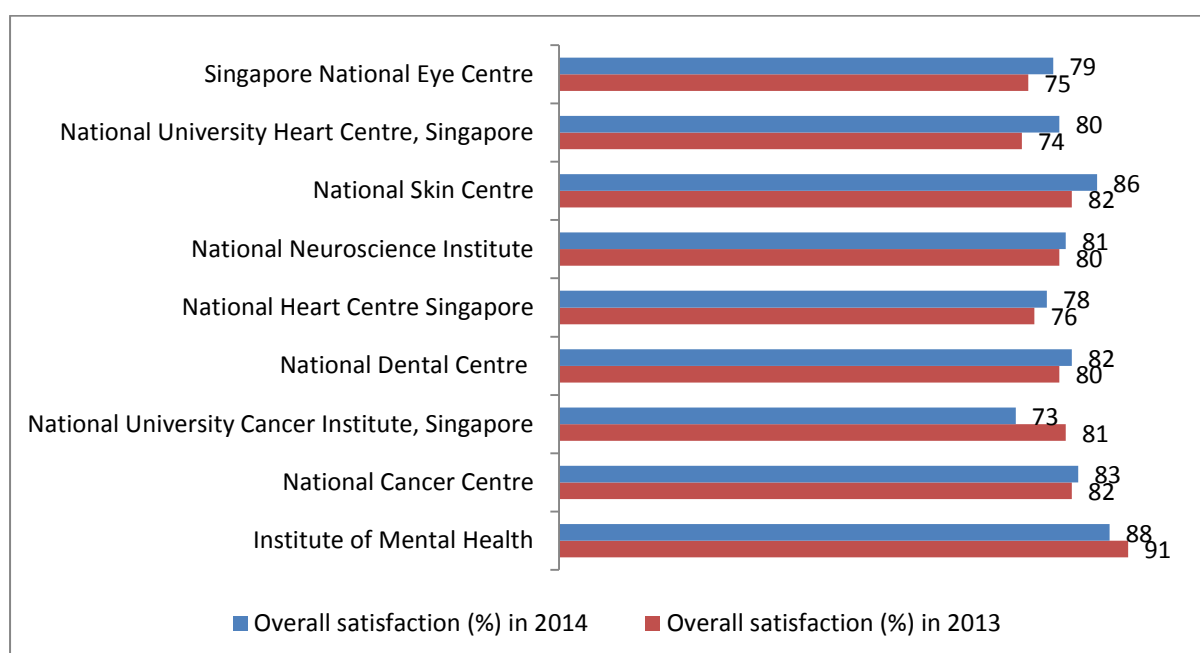


Note: Based on percentage of respondents who indicated that they would “strongly recommend” or “likely recommend” the services at the hospitals.

National Specialty Centres

Eight out of the nine National Specialty Centres surveyed registered an improvement compared with 2013. The Institute of Mental Health (88%) remained the HCI with the highest overall satisfaction, followed by the National Skin Centre (86%) and the National Cancer Centre (83%). The largest improvement of 6 percentage points was made by the National University Heart Centre Singapore.

Chart 9: Overall satisfaction among National Specialty Centres in 2014 & 2013

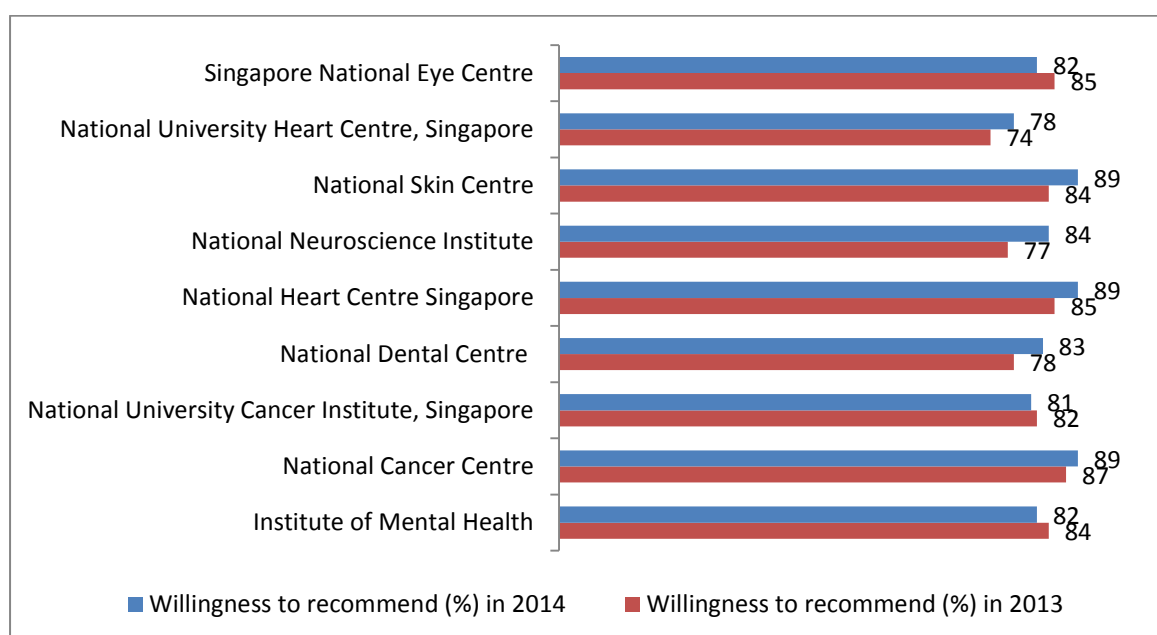


Note: Based on percentage of patients who responded that the level of service was “excellent” or “good”.

Willingness to recommend

On average, the percentage of patients who said that they would “strongly recommend” and “likely recommend” specialty centres to other patients in 2014 rose by 2 percentage points compared with 2013. The National Neuroscience Institute made the biggest improvement of 7 percentage points compared with 2013.

Chart 10: Willingness to recommend National Specialty Centres in 2014 & 2013

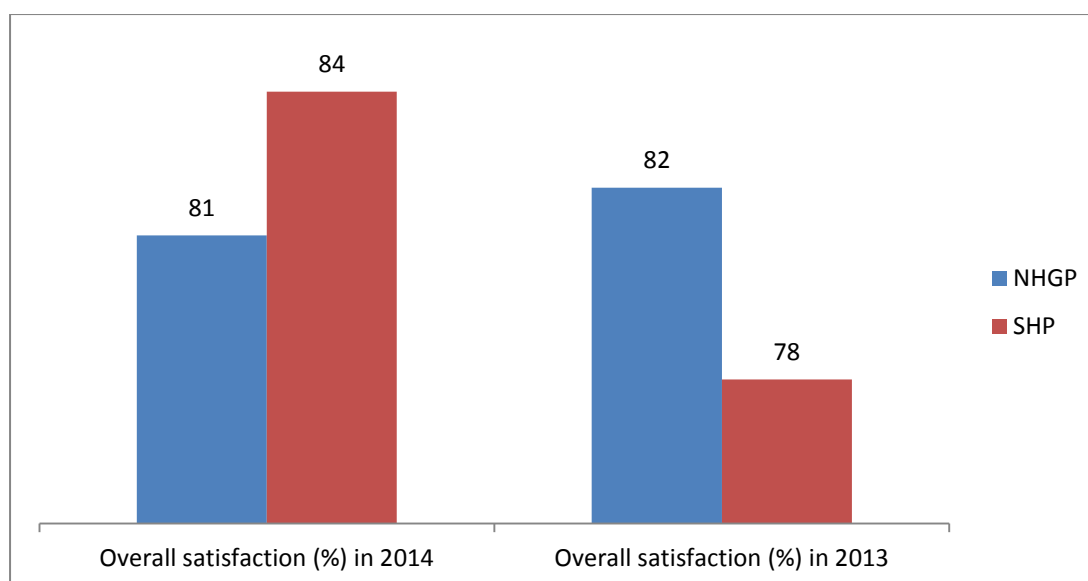


Note: Based on percentage of patients who responded that they would “strongly recommend” or “likely recommend” the specialty centres.

Polyclinics

Satisfaction levels at the polyclinics for 2014 rose by an average of 2 percentage points when compared with 2013, with SingHealth Polyclinics making a significant improvement of 6 percentage points to 84%.

Chart 11: Overall satisfaction in polyclinic clusters in 2014 and 2013

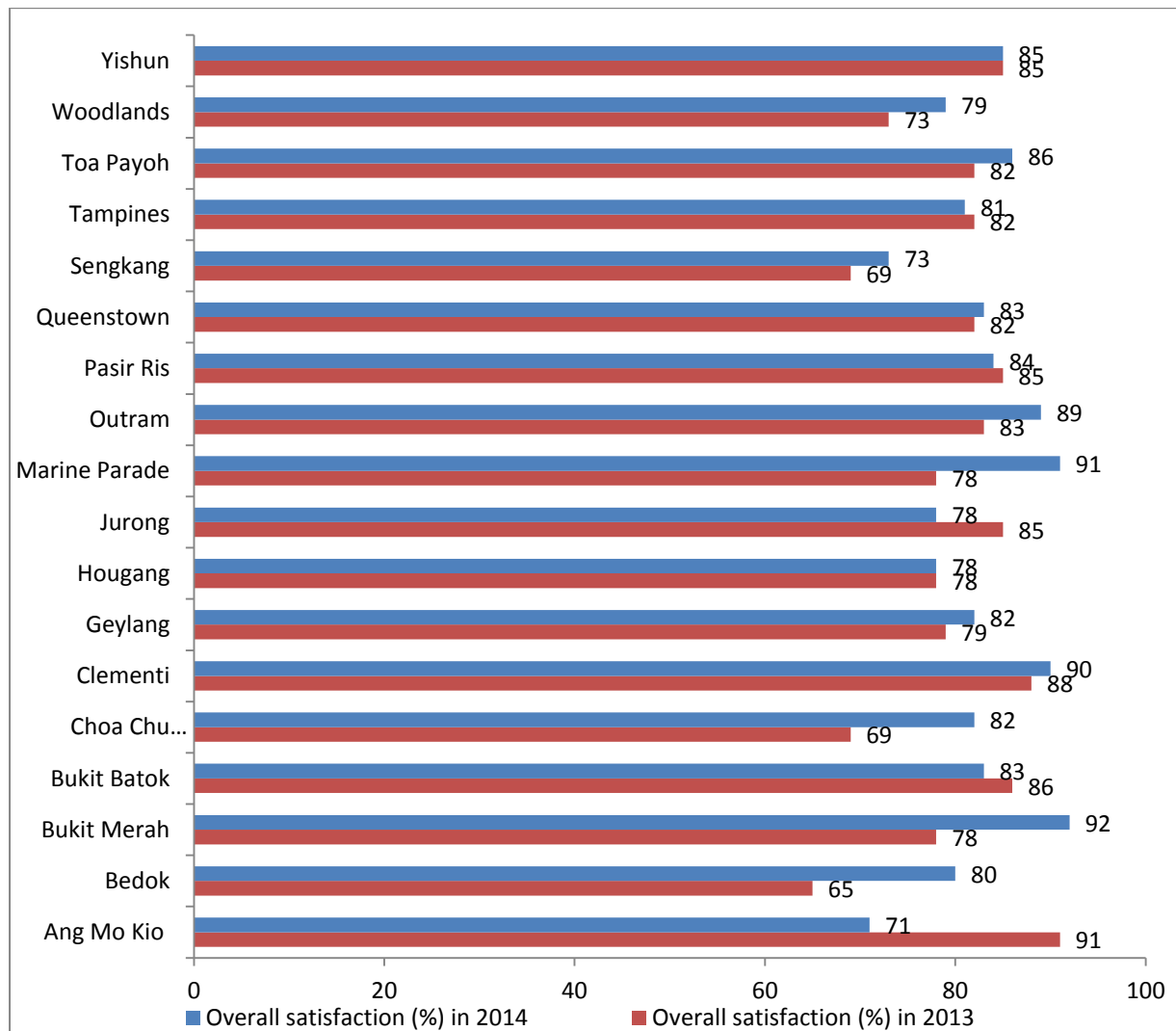


Note: Based on percentage of patients who rated the service quality as “excellent” or “good”

Comparison of overall satisfaction scores

Based on the results in 2014, Bukit Merah Polyclinic topped the charts with an overall satisfaction score of 92%. Bedok Polyclinic came in with the biggest improvement of 15 percentage points.

Chart 12: Comparison of overall satisfaction scores at polyclinics in 2014 & 2013

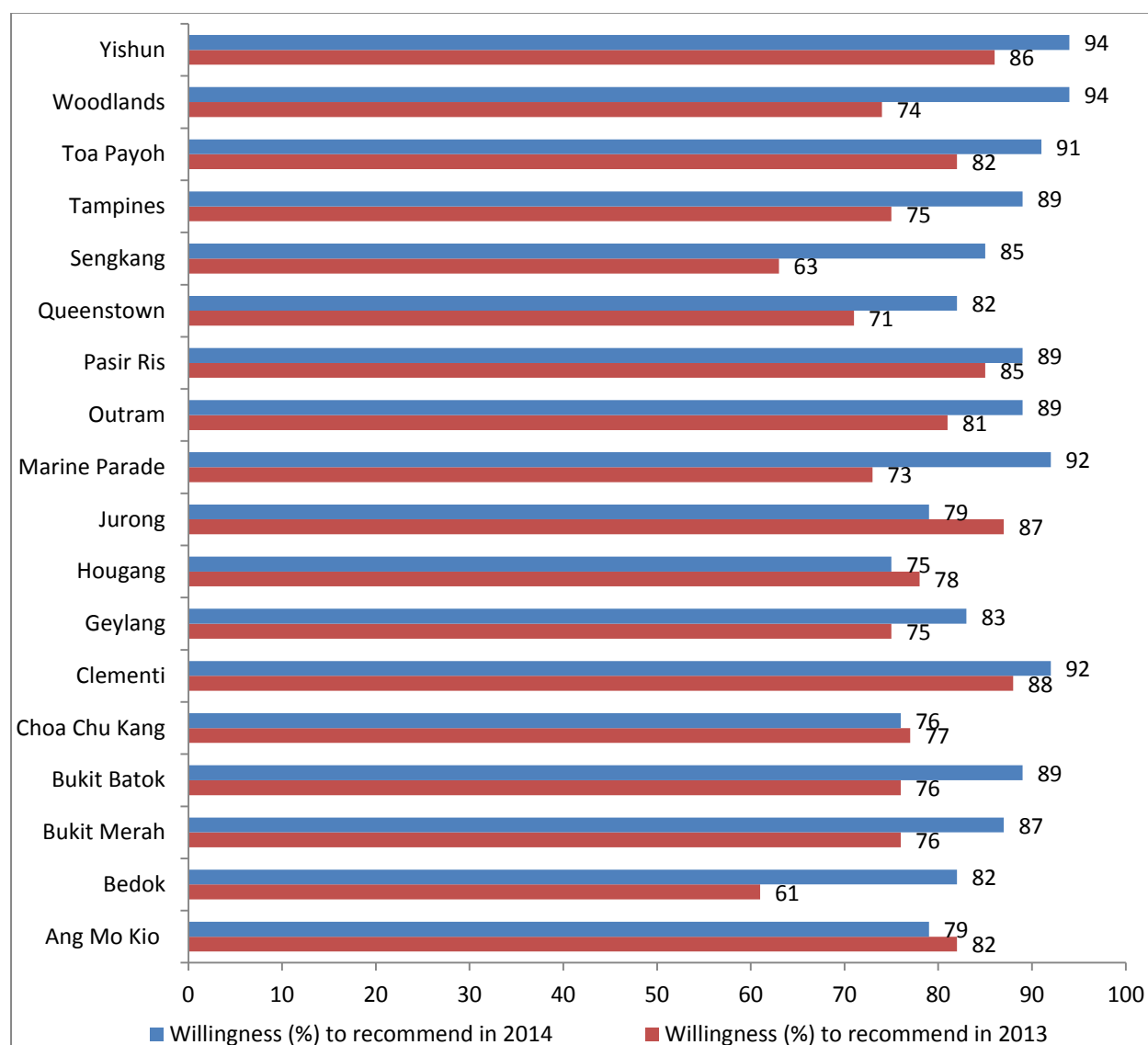


Note: Based on percentage of patients who rated the service quality as “excellent” or “good”.

Willingness to recommend

Patients said that they would most likely recommend the services at Yishun Polyclinic and Woodlands Polyclinic (both 94%) and Marine Parade Polyclinic (92%). Sengkang Polyclinic made the most improvement with 22 percentage points, followed closely by Bedok Polyclinic (21 percentage points).

Chart 13: Willingness to recommend polyclinics in 2014 and 2013



Note: Based on percentage of patients who responded that they would “strongly recommend” or “likely recommend” the polyclinics.

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