# NATIONAL ASSEMBLY

**FOR WRITTEN REPLY**

**QUESTION NO. 2111**

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**(INTERNAL QUESTION PAPER NO. 19)**

**Ms L V James (DA) to ask the Minister of Health:**

Whether his department will provide the results of the surveys on patient satisfaction conducted in health facilities in 2014; if not, why not; if so, what are the relevant details?

###### NW2422E

**REPLY:**

1. The Provincial Departments of Health have conducted patient satisfaction surveys in health facilities during 2014/15.
2. Nationally 42% of public health facilities conducted patient satisfaction surveys during 2014/15 financial year;
3. In total 1 810 334 patients participated in surveys at these facilities, and from these 1 377 851 patients were satisfied with services rendered at public health facilities.
4. In addition STATSA conducts patients satisfaction surveys as part of the Annual Household surveys.

END.