Conference Abstract

Patient Satisfaction by Family Health Unit Infrastructure; A EUROPEP Survey Study in the Maltepe District of Istanbul

Aysen Eker, 2nd year student, Acıbadem University School of Medicine, Turkey

Burak Erdi Celik, 2nd year student, Acıbadem University School of Medicine, Turkey

Firat Cindemir, 2nd year student, Acıbadem University School of Medicine, Turkey

Oguzhan Altun, 2nd year student, Acıbadem University School of Medicine, Turkey

Tugce Hayret, 2nd year student, Acıbadem University School of Medicine, Turkey

Pinar Topsever, Acibadem University School of Medicine, Assoc. Prof. Department of Family Medicine, Turkey

*Correspondence to: **Pınar Topsever**, Acibadem University School of Medicine, Department of Family Medicine, Fevzi Cakmak Caddesi, Divan Sokak Nr 1, Gülsuyu, Maltepe 34848 Istanbul, Turkey, E-mail: pinar.topsever@acibadem.edu.tr*

Abstract

Purpose and Theory: The concepts of quality and patient satisfaction are important in the evaluation of healthcare services. In 2011, the Ministry of Health grouped "Family Health Units" (FHU) -according to infrastructure- as A, B, C, D and "without ranking". The primary objective of this study was determining patient satisfaction in primary healthcare services by FHU group.

Methods: In this study cross-sectional and descriptive study data were collected with two tools: a form featuring 6 questions about socio-demographic issues and the EUROPEP (patient satisfaction) questionnaire, which consists of 23 questions scored by a 5-point Likert scale. The FHUs were selected randomly based from a list of all FHUs by grouping. There was no a priori-sample size calculation. All consenting men and women between the ages of 18-65 applying to the selected FHUs between 19.02.2013 and 26.02.2013 were enrolled in a fort following fashion (systematic sampling).

Findings: The number of enrolled patients by FHU group was as follows: group A n=80 (19.7%), group B n=70 (17.2%), group c n=117 (28.8%), group D n=66 (16.3%), and 73 (18%) patients from the FHU "without ranking"; total n=406. There was no correlation between age, gender, marital status, education level, income level and EUROPEP scores (p=0.26, p=0.380, p=0.058, p=0.109, p=0.625, respectively). Participants receiving clinical care scored significantly higher on the EUROPEP (clinical care group 4.1±0.7 vs. 3.9±0.9 other reason for encounter, p=0.048). The satisfaction scores of Group A, B, C and D FHU patients (4.2±0.7, 4.1±0.8, 4.0±0.8, 4.2±0.6, respectively) were all significantly higher as compared to the score of patients attending the FHU "without ranking" (3.6±0.8, p=0.001).

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Discussion: In the studied sample, average patient satisfaction was high, and seemed related to infrastructure of the FHU (higher satisfaction in better equipped FHUs). Patients receiving clinical care seemed to be more satisfied as compared to people attending the FHU for administrative purposes like prescription refills, referrals or health reports

Keywords:

primary health care services, family medicine, health care infrastructure, patient satisfaction

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