



THE NETWORK
TOWARDS UNITY FOR HEALTH



Facultad de Medicina



THE NETWORK: TOWARDS UNITY
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VIRTUAL CONFERENCE

"PRIMARY HEALTH CARE: A PATH
TOWARDS SOCIAL JUSTICE"

SYSTEMS AND COMMUNITY BASED
RESPONSES TO COVID-19

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TUFH 2020 Abstracts

Title	Assessment of patients satisfaction towards provided services in Banat primary health care center- 2020
Type	Oral Presentation <i>Working with Underserved Populations towards Community Empowerment</i>
Presenting Author	Elimam Adam
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Country	Sudan
Abstract N^o	TUFH220
Content	<p>Introduction: The Alma Ata declaration stated that primary health care (PHC) was the key to achieving Health for all by the year 2000 and it should be an integral part of a country's health care scheme. Patient satisfaction is generally considered as the extent to which the patients feel that their needs and expectations are being met by the services provided. Objectives: It aims to study health-services provided in Banat PHC center from a community perspective and to assess patient satisfaction to medical staff, services provided and center environment. Methodology: A cross-sectional descriptive study, conducted in PHC center in Wad Medani, Gezira State, Sudan. In period of 5 weeks. Population were patients attending the center. Sample size was estimated according to the equation $n = \frac{1}{1+N} (P) 2$. Npopulation, nsample size, p0.2(%2). Study units were selected randomly, data collected manually through a structured questionnaire filled by interviews. Results: 45% of respondents complain that working hours in the center are not sufficient. 65% mentioned that provided services are satisfactory for them. 45% think that the way of collecting disposable materials is not proper, while 55% mentioned that the center has good staff and they are satisfied from their work. 95% said they received proper health education about their illness and treatment. 75% agreed lack of medications in the center's pharmacy. Conclusions: The center plays a major role as 1st level in providing medical services to Banat, Wad Medani. It receives cases and directly treats them & follow the patients after referring them. We found that this is a socially accountable center because all its services & work are directed toward the needs of the community that mandates to serve. However, more efforts should be done from the central administration to satisfy patients' needs.</p>