

Patients' Satisfaction with Maternity Services In a Regional Hospital and Its Referring Clinics at Limpopo Province: South Africa

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ABSTRACT

Introduction	Patient satisfaction with health services is used as a measure of the quality of care received and of the responsiveness of health systems to patients' expectations. A quantitative, descriptive, cross sectional study was undertaken to assess mothers' satisfaction with maternity services at one regional hospital in Limpopo province, and the eleven clinics that referred patients to this hospital.
Methods	A pre-tested structured interview schedule was used to interview mothers during postnatal visits.
Results	The profile of mothers indicated that many teenagers and single women gave birth and many were unemployed. Overall, 51.3% (n=41) of the interviewed mothers were satisfied, 32.1% (n=25) were neutral and 16.7 % (n=13) were dissatisfied with the care they had received during the intrapartum and early postpartum periods. Aspects that were rated worst were the arrangements for linen, inadequacy of explanation of procedures to be done and the involvement of mothers in decisions related to care. Lack of pain relief during labour was also of concern.
Conclusions	These aspects should be the focus of efforts to improve care and staff should be complemented on what they had achieved.
Keywords	client/mother - client satisfaction - intrapartum period - maternity services - post partum period - quality of midwifery care