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Assesment of client satisfaction on antenatal care services offered from the castle street hospital for women (C.S.H.W.)

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Objectives of the study were to determine the socio-economic and demography factors influencing the level of client satisfaction, to assess the client satisfaction on antenatal care service in the ward, in relation to interaction with the ward staff, services and facilities available in antenatal wards and to assess the overall level of client satisfaction on antenatal care service delivered in wards at the Castle Street Hospital for Women. Satisfaction regarding explanation on client's condition and result of investigations provided by ward staff was reported to be low. In general client satisfaction demonstrated in the study was at a high level. However, the communication between the client and the ward staff was observed to be low. This needs to be addressed by the hospital administrators.