

Routine Client Satisfaction Feedback Tool

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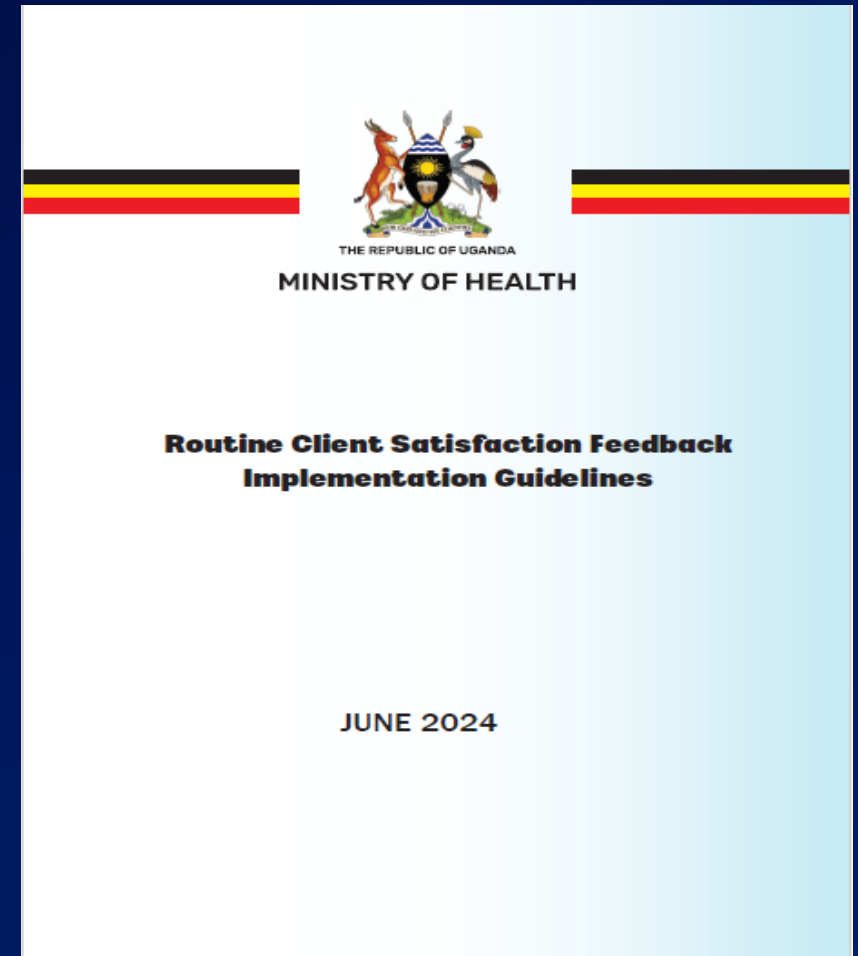
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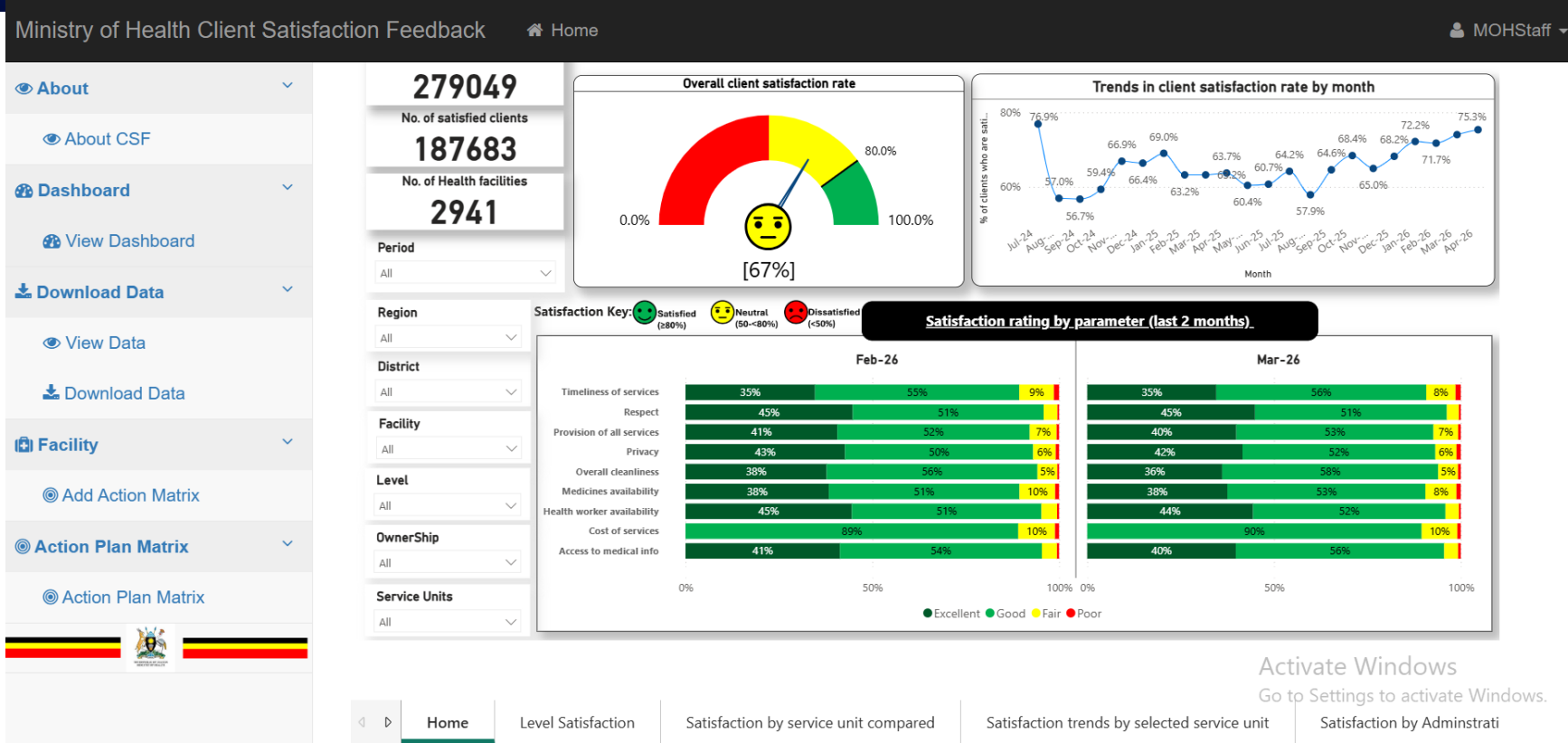
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Introduction

- The routine client satisfaction initiative aims at engaging clients as key stakeholders in the management of health services.
- Through the initiative, feedback on the quality of health services provided is obtained, gaps are identified, and addressed to improve service quality
- A routine client satisfaction feedback tool was developed to enable the clients assess key aspects of healthcare service delivery.
- Using the tool ensures that emerging issues are addressed and services are responsive to expectations/needs of the clients.
- Routine client satisfaction feedback is currently part of the integrated service delivery package



Implementation of the routine client feedback tool



Implementation is based on the Routine Client Satisfaction Feedback Implementation Guidelines.

Implementation occurs all levels of the health system: National, Regional, District, Facility, and community.

Implementation is integrated into routine health service delivery (it's not a survey)

All client feedback is visualized in form of an auto dashboard highlighting positive feedback and gaps for the facility teams to act

Administration of the routine client satisfaction feedback tool

Methods for client feedback

- Scanning a QR code displayed at a readily accessible location (e.g., notice board)
- Self-administered approach (clients are provided with the routine client satisfaction tool to fill by themselves)
- Interviewer administered approach (Designated person on interviews the client)

Two systems exist

- Paper-based tool
- Electronic/digital tool

The tool is administered individually, in privacy and clients are not discriminated for services on the account of their views.

Patients in critical condition, or those unable to engage in conversation, and those who decline to share their experiences are excluded



Routine Client Satisfaction Hard copy tools



Appendix 1: Routine Client Satisfaction Feedback Tool

This tool is used to obtain clients' feedback about their experience with the services and promote quality improvement, accountability and transparency within the healthcare system

REGION	DISTRICT			
HEALTH FACILITY	Reporting period (MM/YYYY)			
Service unit 1= OPD; 2=Medical ward; 3=Maternity; 4=Antenatal; 5=EPI/YCC/ Postnatal; 6=Surgical ward; 7= ART, 8= Community Services; 9= Other, specify				
Age (Write age in complete years)		Sex:		
1. Please rate each of the following according to your experience today on a scale of 1 to 4 where '1' means Poor, '2' Fair, '3' Good and '4' Excellent	4 Excellent	3 Good	2 Fair	1 Poor
a. Overall cleanliness of the facility				
b. Overall timeliness of services				
c. Privacy				
d. Respect				
e. Medicines were available during this visit				
f. Received all the services you needed during this visit				
g. Health workers were available to provide the services you needed during this visit				
h. Accessed health/medical information about your condition and what needs to be done				
i. Cost of services (where services are formally paid for)	Free	Affordable	Not Affordable	
2. Did you pay any charges that were not receipted in the form of a bribe?	Yes	No		
3. For the services you received, were you educated on them and your permission requested?	Yes	No		
4. Overall, were you satisfied with the services you received?	Yes	No		
5. Give one area of your choice where the facility should improve?				

MINISTRY OF HEALTH

Give your feedback about services received by scanning this QR Code

Demonstration of the CSF tool

Accessing the CSF tool via link

<https://tinyurl.com/2vjmsa7x>

Accessing the CSF dash board

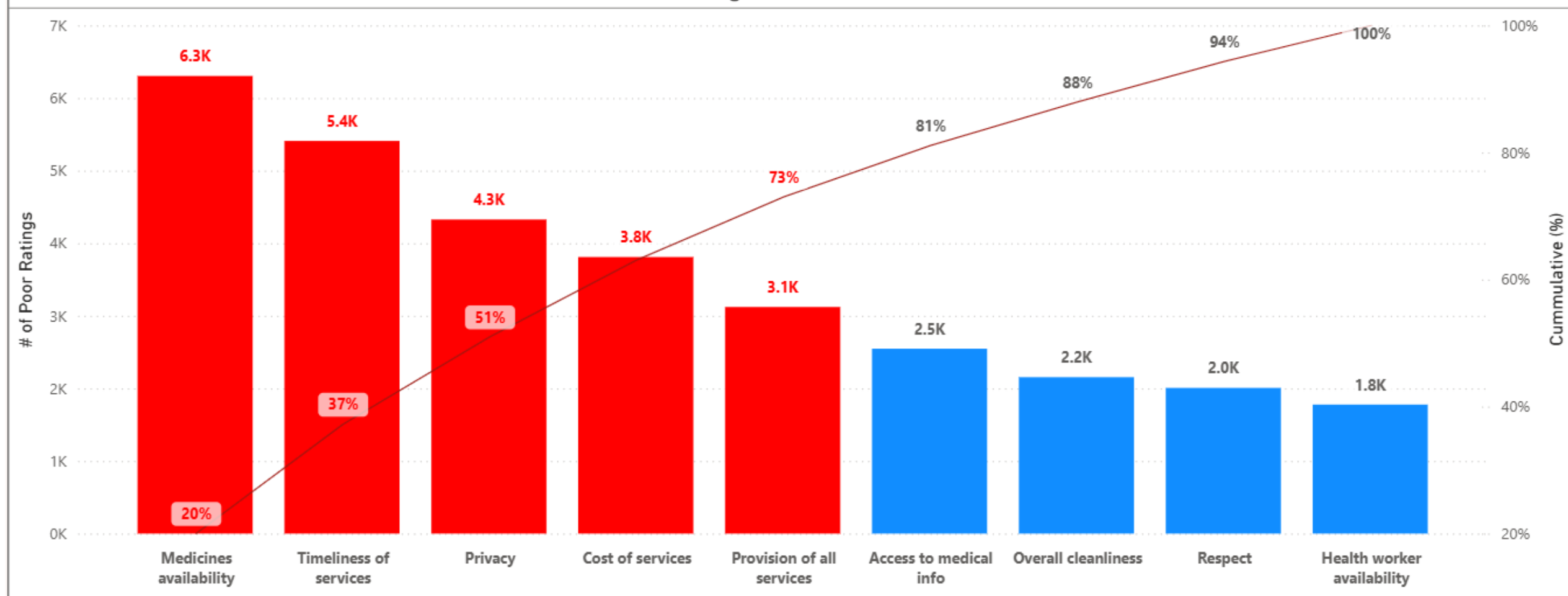
<https://tinyurl.com/4s7bxens>

Accessing the CSF tool via QR code



Results from the use of the tool

Factors contributing to 80% of client dissatisfaction





Thank You!

