

UNIVERSITY OF GOUR BANGA

GOUR MAHAVIDYALAYA

Name of Student - Sudipa Singha

Roll - 12 BVOC-22 NO-0010

Registration NO - 128-1242-0010-21

Session - 2021-2022

Department of - B.VOC in Healthcare (HNS)

Appearing year - 3rd Year

Title of Project - Basic Life Support.

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Title of Project : Mental Health and Hygiene.

GOUR MAHAVIDYALAYA

SUBJECT: HEALTH CARE

NAME: RABIUL KARIM

ROLL: 12 BVOC-23 NO: 0001

REG NO: 128-1114-0001-23

SEMESTER: II

SESSION: 2023-24

GOUR MAHAVIDYALAYA  
2025-2026

NAME~ KASAK KHATUN

SUB~ HEALTH CARE

ROLL~ NO~

REG.No~

STREM~ BVOC HEALTHCARE  
(HONOURS)

Gour

Mahavidyalaya

Name - Md. Afjal Ali

Sub. - Health Care

Roll - 12BYDC-26 NO: 0001

Stream - B.Voc Health Care

## Title of the Study:

"A Short Survey on Patient Satisfaction in Hospital Ward"

## Introduction:

Patient satisfaction is an important indicator of the quality of healthcare services in any Hospital.

It reflects how patient feels about the cleanliness of the environment, the behaviour of the staff, the quality of food provided, and the timely administration of medicines.

Understanding Patient Satisfaction helps the healthcare workers improve service delivery and ensure a better overall experience for patients. This small survey aims to gather basic feedback from patients to identify strengths and areas that may need improvement.

## Objective of the study:

- A. To assess patient satisfaction regarding cleanliness of the hospital ward, staff behaviour, food quality, and timely administration of medicines.
- B. To obtain an overall understanding of the patient's satisfaction level during their stay in the hospital ward.
- C. To identify areas of strength and areas that may require improvement in hospital services.
- D. To collect feedback that can help enhance the quality of patient care and promote better healthcare management practices.

Survey Questions:

Rating 1-5;

1 = Very Poor

2 = Poor

3 = Average

4 = Good

5 = Excellent

Basic Information of Patient:

Name - Falgu Nuniya

Age - 38

Gender - Male

Ward/Bed NO. - Gen/115

Total day of admitted - 05

1. How is the cleanliness?

- 1       2       3       4       5

2. How is the behaviour of Nurses/Staffs?

- 1       2       3       4       5

3. How would you rate the quality of the food?

- 1       2       3       4       5

4. Did you receive the medicine on time?

- 1       2       3       4       5

5. What is your overall level of satisfaction?

- 1       2       3       4       5

M.E. Monisha

Basic Information of Patient:

Name - Mausumi Khatri

Age - 23

Gender - Female

Ward/Bed No. - ~~105~~ Gen/105

Total day of admitted - 04

1. How is the cleanliness?

 1 2 3 4 5

2. How is the behaviour of Nurses/Staffs?

 1 2 3 4 5

3. How would you rate the quality of the food?

 1 2 3 4 5

4. Did you receive the medicine on time?

 1 2 3 4 5

5. What is your overall level of satisfaction?

 1 2 3 4 5

Basic Information of Patient:

Name - Nayan Saha

Age - 27

Gender - Male

Ward/Bed No. - 114

Total day of admitted - 02

1. How is the cleanliness?

- 1       2       3       4       5

2. How is the behaviour of Nurses / staff?

- 1       2       3       4       5

3. How would you rate the quality of the food?

- 1       2       3       4       5

4. Did you receive the medicine on time?

- 1       2       3       4       5

5. What is your overall level of satisfaction?

- 1       2       3       4       5

M.E. Monisha

Basic Information of Patient:

Name - Abhijit Roy

Age - 25

Gender - Male

Ward/Bed No - Gen/113

Total day of admitted - 03

1. How is the cleanliness?

- 1
- 2
- 3
- 4
- 5

2. How is the behaviour of staff/nurses?

- 1
- 2
- 3
- 4
- 5

3. How would you rate the quality of the food?

- 1
- 2
- 3
- 4
- 5

4. Did you receive the medicine on time?

- 1
- 2
- 3
- 4
- 5

5. What is your overall level of satisfaction?

- 1
- 2
- 3
- 4
- 5

M.E. Monisha

Basic Information of Patient:

Name - Sushmita Sinha

Age - 32

Gender - Female

Ward/Bed No - Gen/117

Total day of admitted - 05

1. How is the cleanliness?

1       2       3       4       5

2. How is the behaviour of staff/Nurses?

1       2       3       4       5

3. How would you rate the quality of the food?

1       2       3       4       5

4. Did you receive the medicine on time?

1       2       3       4       5

5. What is your overall level of satisfaction?

1       2       3       4       5

Data Collection Table:

Patient No Satisfaction	Cleanliness	Staff Behaviour	Food Quality	Timely Medicine	Overall
1	2	3	3	5	3
2	2	4	3	5	4
3	2	4	3	5	4
4	2	2	3	5	3
5	3	4	4	5	4
Total Overall	2.2	3.4	3.2	5	3.6

= 3.48

Findings:

What are patients most satisfied with? - Timely Medicine

What are less satisfied with? - Cleanliness

General Comments - ...

Conclusion:

The survey shows that overall satisfaction in the nursing home is moderate. Medicine administration is well managed and timely, which is a strong point. However, cleanliness is poor, and staff behaviour and food quality are average. Improvement in these areas is needed to enhance patient care.

*BSen*  
23/02/26