

**A SURVEY ON PATIENT PERCEPTION OF THE QUALITY OF EYE CARE
SERVICES AT THE OPTOMETRY CLINIC EKEHUA CAMPUS, UNIVERSITY OF
BENIN, BENIN CITY.**

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FACULTY OF LIFE SCIENCES

UNIVERSITY OF BENIN

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**A PROJECT WORK SUBMITTED TO THE DEPARTMENT OF OPTOMETRY,
FACULTY OF LIFE SCIENCES, UNIVERSITY OF BENIN, BENIN CITY, IN PARTIAL
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DEDICATION

This project is dedicated to God almighty for making it successful and also to my parents, Mr & Mrs Joseph Okafor for giving me courage and motivation. I also dedicate it to my Uncle and his dear wife, Mr & Mrs Afamefune Okonkwo for all their show of love and support.

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ABSTRACT

The need to examine health services from the patient's perspective has become increasingly important. The purpose of this study was to determine how patients perceive the quality of eye care services provided at the optometry clinic Ekehuan Campus, University of Benin. A pilot test was conducted within a small group of individual. A well structured questionnaire was administered on a cross-section of 134 patients at the University of Benin optometry clinic, Ekehuan campus. Participants were 18 years and above. Results obtained were analyzed using the SPSS. A well structured questionnaire was randomly issued out to participants that meet the inclusion criteria of this study. The questionnaire contained different sections such as, Demographics, General perception of eye care services, Factors affecting perceived quality of eye care services and specific services and staff performance. Overall, 47.0% of the respondents were satisfied, 22.4% were neither 'satisfied' nor 'dissatisfied' while 4.5% were very dissatisfied with the quality of eye care services. According to the patient's opinion, the study showed good satisfaction with respect to the services provided by the eye care provider, affordability of eye care services.

Keywords: Perceive, Quality, Eye care services, Structured questionnaires, Optometry

CHAPTER ONE

1.0 INTRODUCTION

Patient perception is the amalgamation of patients' thoughts, feelings, and attitudes regarding their healthcare experiences. In an era where information is readily accessible and patients are more informed than ever before, their perception can have far-reaching consequences. It encompasses a multitude of dimensions, from the initial encounter with healthcare professionals to the post-treatment follow-up, shaping their overall experience.

A key driver of the shift towards patient-centered care is the recognition that patients are not merely passive recipients of healthcare interventions. Instead, they are active participants in their own care journey. When patients perceive that their preferences, values, and concerns are acknowledged, they are more likely to engage in shared decision-making, adhere to treatment plans, and follow preventive measures. This translates to improved health outcomes and greater patient satisfaction.

Measuring patient perception involves capturing both objective and subjective aspects of their experiences. Objective factors may include waiting times, the physical environment of the clinic, and the availability of facilities. Subjective factors, on the other hand, encompass the quality of interactions with healthcare providers, the clarity of information provided, and the extent to which patients feel their needs are understood and met. The interplay between these factors shapes patients' overall perception of care.

Beyond the realm of individual experiences, patient perception plays a critical role in shaping the reputation of healthcare institutions. Positive patient experiences are often shared through word-of-mouth, online reviews, and social media platforms, amplifying the clinic's reach and influence. Conversely, negative perceptions can have cascading effects on the clinic's image and patient influx.

Healthcare organizations, including optometry clinics, are increasingly recognizing the significance of patient perception. They are investing in strategies to enhance communication between patients and healthcare providers, improve service delivery processes, and create environments that foster trust and empathy. Implementing patient feedback mechanisms, such as surveys and focus groups, provides a continuous feedback loop that aids in identifying areas for improvement and check for the effectiveness of interventions.

However, patient perception of the quality of care is a cornerstone of modern healthcare. The optometry clinic, as a hub for eye care services, is no exception. Understanding patient perspectives, addressing their concerns, and adapting services to align with their expectations are essential for cultivating a patient-centered approach. By valuing patient perception, optometry clinics can ensure that their services not only cater to visual health but also contribute to overall well-being, reflecting the holistic nature of contemporary healthcare practices.

1.1 BACKGROUND INFORMATION

The survey on patient perception of the quality of eye care services at the Optometry clinic can cover a wide range of areas, including the quality of the optometrist's expertise, the availability of advanced equipment and technology, the cleanliness and organization of the clinic, the

friendliness and professionalism of staff, and the overall patient experience. The survey can be conducted through various methods such as online surveys, phone interviews, or in-person interviews.

The interplay between patient perceptions and the efficacy of eye care services is a symbiotic relationship that goes beyond the realm of mere feedback. Informed by both quantitative ratings and qualitative narratives, the survey results provide clinic administrators, practitioners, and staff with a better understanding of what contributes to a positive patient experience and what areas warrant potential improvement. Such insights enable optometry clinics to foster a culture of patient-centered care, where not only the clinical expertise but also the empathy and attentiveness of the staff become paramount.

As the medical landscape continues to emphasize patient outcomes, the survey outcomes serve as a compass guiding clinics toward service enhancements that can lead to higher patient retention rates and improved overall well-being. Moreover, the survey facilitates a two-way communication channel between healthcare providers and patients, fostering a sense of partnership that empowers patients to voice their preferences, concerns, and aspirations.

The connection between patient perceptions and the effectiveness of eye care services forms a mutually beneficial relationship that extends beyond simple feedback. The survey's findings provide clinic administrators, practitioners, and staff with a nuanced comprehension of factors contributing to a positive patient experience and areas that could benefit from potential improvement. Such insights enable optometry clinics to foster an environment centered around

patient needs, where both clinical expertise and the compassionate responsiveness of the staff take center stage.

The results of the survey can provide valuable insights into areas that need improvement in the Optometry clinic's eye care services. For example, if patients report long waiting times or difficulty scheduling appointments, the clinic may need to improve its scheduling system or hire additional staff. If patients report discomfort during eye exams or dissatisfaction with the quality of their eyeglasses or contact lenses, the clinic may need to invest in better equipment or training for its optometrists.

By addressing areas that need improvement based on patient feedback, the Optometry clinic can enhance its overall patient experience and reputation. This can lead to increased patient satisfaction, loyalty, and referrals, ultimately benefiting both the patients and the clinic.

1.1.1 IMPORTANCE OF PATIENT PERCEPTION IN HEALTHCARE

In the rapidly evolving landscape of healthcare, the transformation from a provider-centric model to a patient-centered approach has revolutionized the way healthcare services are conceptualized and delivered. Patient perception of the quality of care has emerged as a pivotal determinant in evaluating healthcare services, including those offered at optometry clinics. Understanding and harnessing patient perception hold significant implications for improving the overall quality of care, enhancing patient-provider relationships, and ultimately influencing health outcomes.

Satisfied patients relatives are likely to recommend eye care to others in their communities as it is also well documented that information travels fast and are more believed by patients when coming from their relations than from the health worker who is considered a stranger.

Information about patients perception of eye care is sure to stimulate regular dialogue between patients and eye Health Workers, and this will hopefully encourage a dynamic process of improving eye care delivery with a view to achieving excellence in patient care and in eye care system in particular.

One of the key components of quality eye care services is patient perception. Patient perception refers to how patients perceive the quality of care they receive from eye care providers. Patient perception is an essential aspect of quality improvement in healthcare because it helps identify areas where improvements can be made to enhance patient satisfaction and outcomes.

The importance of patient satisfaction in healthcare has been widely recognized as a critical factor in determining the success of healthcare facilities. Patient satisfaction is not only essential for maintaining a positive reputation but also for improving patient outcomes and adherence to treatment plans. Therefore, healthcare facilities must regularly assess patient perception of the quality of services provided to identify areas that need improvement and implement changes to improve patient experience.

In the field of optometry, patient satisfaction is particularly critical as it directly impacts the patient's vision and quality of life. The American Optometric Association (AOA) recognizes the importance of patient satisfaction and recommends that optometrists regularly assess patient perception of the quality of services provided.

Several studies have been conducted on patient satisfaction in optometry clinics, and the results have shown that patients are generally satisfied with the quality of services provided. However,

there are still areas that need improvement, such as waiting times, staff behavior, and communication with patients.

Patient perception of quality of eye care services is an essential aspect of quality improvement in healthcare, and several studies have examined the factors that influence patient perception, including the quality of care provided by eye care providers, communication between patients and eye care providers, and access to care.

However, the importance of quality eye care services cannot be overstated, as they play a crucial role in maintaining good vision and preventing eye diseases. Optometry clinics are one of the primary sources of eye care services, offering a range of services from routine eye exams to specialized treatments for various eye conditions.

Moreover, the quality of these services can vary significantly depending on various factors such as the expertise of the optometrist, availability of advanced equipment, and overall patient experience. Therefore, it is essential to assess patient perception of the quality of eye care services at the Optometry clinic to identify areas that need improvement and ensure that patients receive the best possible care. In this survey, we aim to explore patient perception of the quality of eye care services at the Optometry, Ekehuan Campus and provide valuable insights for enhancing the overall patient experience.

However, from the vast data gathered from this survey, we hope to use it as a guide in pursuit of excellence. The knowledge gained from this study will enable the optometry clinic ekehuan campus to make the necessary decisions, implement necessary improvements and in general improve quality of eye care services.

1.2 STATEMENT OF PROBLEM

The optometry clinic, as a critical provider of eye care services, strives to meet patients' needs effectively, efficiently and compassionately.

While the clinic may implement various quality assurance protocols and adhere to professional standards, the true measure of success lies in the perspective of the patients it serves. Understanding patient perception of the quality of eye care services is essential to continuously improve and optimize service delivery and ultimately enhance patient satisfaction and treatment outcomes.

Thus, the primary purpose of this study is to conduct a comprehensive survey to investigate and analyze patient perception of the quality of eye care services at the Optometry clinic Ekehuan campus.

1.3 RESEARCH QUESTION

1. What are the factors that influence patient perception of the quality of eye care services at the Optometry clinic Ekehuan campus?
2. How satisfied are patients with the quality of eye care services provided at the Optometry clinic Ekehuan campus?
3. How does the perceived quality of eye care services at the Optometry clinic affect patient willingness to recommend the clinic to others?
4. What improvements can be made to enhance the quality of eye care services at the Optometry clinic Ekehuan campus, based on patient feedback and suggestions?

1.4 AIM OF STUDY

The aim of study is to assess patients' perception of quality of eye care services provided by the Optometry clinic Ekehuan campus.

1.5 OBJECTIVES OF STUDY

1. To assess patient satisfaction on the quality of eye care.
2. To identify the strength and weaknesses of optometry clinic ekehuan campus in terms of patient care.
3. To investigate the level of confidence patients have in the knowledge and skills of the optometrist.
4. To evaluate the waiting time, cleanliness of the environment and its impact on patients satisfaction.

1.6 SIGNIFANCE OF STUDY

1. The findings from this study can help the optometry clinic Ekehuan campus identify areas for improvement in its services.
2. The study can also contribute to larger body of research on patient-centered care in optometry, providing insights into the factors that influence patients' perception of quality eye care.

CHAPTER TWO

6.0 LITERATURE REVIEW

Okoloagu *et al.*, (2023). Carried out a survey on Patients' Perception and Satisfaction with Waiting Time, and Facilities in eye clinics by highlights the importance of these factors in assessing the quality of service provided by healthcare facilities. Factors that affect waiting time include the availability of resources and personnel, efficient deployment of resources, and the competence and punctuality of healthcare workers. Patients' satisfaction with the physical environment, comfort, and level of infrastructure in the hospital also influence their overall satisfaction with the service received.

The study conducted in Enugu State, Nigeria, provides insights into patients' perceptions of the quality of eye care services provided by a tertiary hospital. The majority of patient's perceived waiting time as being long, and only about half were satisfied with the waiting time. While most patients perceived the cleanliness of the eye clinic as being good, there were concerns about the adequacy of the waiting space and availability of medication. The study highlights the need for improvements in areas such as waiting time and communication with healthcare providers to improve patients' satisfaction with eye care services. Overall, the findings underscore the importance of patient satisfaction surveys in evaluating healthcare services and driving improvements in quality of care.

Achigbu *et al.*, (2016). Conducted a survey on the 'Knowledge, Attitude and Practice of Patients with Diabetes Regarding Eye Care. The study was conducted in Nigeria and involved 103 respondents who were interviewed using a structured questionnaire. The results showed that while 56.4% of the respondents could define diabetes, only 40.77% could mention some ocular complications of diabetes. Furthermore, only 31.1% had their eyes examined, with the rest citing reasons such as lack of funds, time, no ocular problems, or not being referred to an eye doctor. The study concludes that there is a poor knowledge of ocular complications of diabetes and a poor attitude and practice regarding eye care among these patients. The article recommends an interdisciplinary patient-centered approach to the management of diabetic eye diseases to reduce the burden of visual impairment from diabetes.

The literature on diabetic retinopathy emphasizes the importance of early detection and prevention of ocular complications to reduce visual impairment. Factors that affect patients' access to eye care include lack of awareness, knowledge, and resources, as well as attitudes towards seeking medical care. Studies have shown that patient education and awareness campaigns can improve patients' knowledge and attitudes towards eye care, leading to increased uptake of eye examinations and better outcomes. A multidisciplinary approach involving healthcare providers, patients, and community stakeholders is necessary to address the challenges in providing effective eye care services for patients living with diabetes.

Albelall *et al.*, (2019). carried out a study on the 'Physician-Patient Quality Time at the Clinic'. This study discusses an observational study conducted in a tertiary care hospital in Riyadh to determine the ideal time for patients to receive necessary health information from doctors and improve clinic performance. The study involved 202 randomly selected patients, and their arrival

time, appointment time, entry time, and exit time were recorded and analyzed. The results showed that the overall median waiting time was 29 minutes, with a 95% confidence interval for mean between 29-41 minutes for cardiology and 24 minutes for general surgery. The median utilization time was 8 minutes for cardiology and 10 minutes for general surgery. A significant relationship was detected between allocated time and actual time spent by the patient in the clinic. The study concludes that the data can be used to design interventions that increase efficient use of resources and improve scheduling patterns.

The literature on patient satisfaction and clinic efficiency highlights the importance of reducing waiting times and improving patient flow to enhance patient experience and outcomes. Studies have shown that long waiting times can lead to decreased patient satisfaction, increased stress levels, and lower adherence to treatment plans. Furthermore, inefficient clinic practices can result in increased healthcare costs and decreased quality of care. To address these issues, several interventions have been proposed, including optimizing scheduling patterns, increasing staff efficiency, and implementing patient-centered care models. The use of technology, such as electronic health records and telemedicine, has also been shown to improve clinic efficiency and patient outcomes. Overall, a multidisciplinary approach involving healthcare providers, administrators, and patients is necessary to improve clinic performance and enhance patient experience.

Muhammad *et al.*, (2015). carried out a study to assess the knowledge, attitude and practices (KAP) towards diabetes and diabetic retinopathy in a suburban town of Karachi. It presents an observational study conducted in Bin Qasim Town, Karachi, to assess the knowledge, attitude, and practices towards diabetes and diabetic retinopathy in the general population. The study

included 692 adults, and the results showed that 39.2% had diabetes. The lowest mean knowledge score was observed in illiterate respondents, and males had a better mean knowledge score than females. The overall mean score of attitudes towards diabetes was higher in diabetic respondents compared to non-diabetic respondents. In terms of practices, the majority of respondents did not exercise, took high caloric snacks between meals, and ate outside the home once a month. Only 56.8% of diabetics visited an ophthalmologist for routine eye examination, and a mere 9.2% asked for retinal examination. The study concludes that there is a lack of knowledge about diabetes in the surveyed community, particularly among females, illiterate individuals, and those without diabetes.

The literature on diabetes highlights the importance of patient education, self-management, and regular monitoring to prevent complications and improve outcomes. Studies have shown that patient education programs can increase knowledge and improve self-care behaviors, leading to better glycemic control and reduced healthcare costs. Furthermore, regular eye examinations are crucial for the early detection and treatment of diabetic retinopathy, which can lead to blindness if left untreated. Patient-centered care models that involve patients in decision-making and goal-setting have also been shown to improve outcomes and patient satisfaction. However, barriers to accessing healthcare services, such as lack of resources and cultural beliefs, can hinder effective management of diabetes. Therefore, a multidisciplinary approach involving healthcare providers, community leaders, and patients is necessary to address these issues and improve diabetes care in the community.

Ezegwui *et al.*, (2014). The study titled is aimed to assess the satisfaction levels of patients with eye care services in Nigeria. The study used a descriptive cross-sectional design, and 307

patients were surveyed using an interviewer-administered questionnaire. The questionnaire evaluated satisfaction levels with the time spent in the clinic, attitude of various categories of staff, physical facilities, cleanliness of the clinic, and willingness to recommend the clinic to others.

The aim of the study was to reduce waiting times for patients seeking medical consultation or lab results in an outpatient cardiology office in India. The six sigma methodology was used to identify and eliminate inefficiencies in processes, with data collection through voice of the customer (VOC) used to gather information from patients about their experiences and expectations regarding waiting times. Statistical tools were used to analyze the root causes of delays, and process improvements were implemented to reduce waiting times. The study showed significant reductions in waiting times and increased patient satisfaction with the services provided. The findings highlight the importance of using quality improvement methodologies such as six sigma to enhance patient satisfaction and outcomes in healthcare services.

Another article assessed patient satisfaction levels with eye care services in Nigeria using a descriptive cross-sectional design and an interviewer-administered questionnaire. The questionnaire evaluated satisfaction levels with various aspects of the clinic, including time spent, attitude of staff, physical facilities, cleanliness, and willingness to recommend the clinic. Patient satisfaction has been shown to have a significant impact on healthcare service utilization, adherence to treatment, and health outcomes, making it crucial for healthcare providers to assess and improve patient satisfaction levels. Factors influencing patient satisfaction with eye care services include waiting times, accessibility, cost of care, quality of care, and staff behavior.

The literature review of this article shows that patients' satisfaction with eye care services is influenced by various factors, including waiting times, accessibility, cost of care, quality of care, and staff behavior. These factors have been identified in studies conducted in different countries, highlighting the universal nature of the challenges faced by healthcare providers in addressing patient satisfaction.

This article by Ezegwui *et al.*, (2014) provides valuable insights into patients' satisfaction with eye care services in Nigeria. The study highlights the importance of assessing patient satisfaction levels in healthcare services and identifies areas of satisfaction and dissatisfaction among patients. The literature review of this article further emphasizes the significance of patient satisfaction in healthcare services and highlights the need for healthcare providers to consider various factors that influence patient satisfaction levels.

Jenkinson *et al.*, (2002). The article presents a literature review on patient satisfaction with inpatient care in five hospitals within one NHS trust in Scotland. The study utilized a postal survey of 3592 patients aged 18 and over who underwent a period of inpatient care, and the results showed that almost 90% of respondents indicated that they were satisfied with their period of inpatient care. Age and overall self-assessed health were only weakly associated with satisfaction. A multiple linear regression indicated that the major determinants of patient satisfaction were physical comfort, emotional support, and respect for patient preferences.

The study also found that many patients who reported their satisfaction with the care they received also indicated problems with their inpatient care as measured on the Picker Inpatient

Survey. Specifically, 55% of respondents who rated their inpatient episode as "excellent" indicated problems on 10% of the issues measured on the Picker questionnaire.

The literature on patient satisfaction emphasizes its importance in healthcare quality improvement and patient-centered care. Higher patient satisfaction is associated with better adherence to treatment, improved health outcomes, and increased patient loyalty. Patient satisfaction surveys can also identify areas for improvement in healthcare services and inform quality improvement initiatives.

Factors such as physical comfort, emotional support, and respect for patient preferences are major determinants of patient satisfaction with inpatient care. However, the study highlights the need for healthcare providers to address patient concerns even when patients report overall satisfaction with their care. This suggests that healthcare providers should prioritize patient-centered care and continuously assess and improve their services to meet patient needs and expectations.

Imad *et al.*, (2008). The study sample included patients from a large urban hospital system in the United States. The data was collected through surveys, interviews, and focus groups. The data was analyzed using quantitative and qualitative methods.

The study found that secondary support functions, such as parking, food services, and patient amenities, can be used as effective marketing tools for hospitals. Patients who had positive experiences with secondary support functions were more likely to recommend the hospital to others and return for future care. Additionally, patients who rated their overall hospital experience as excellent were more likely to indicate that they would return to the hospital.

Research limitations/implications; The study was limited to a single hospital system in a large urban area. The results may not be generalizable to other hospital systems or geographic locations. Additionally, the study did not examine the impact of secondary support functions on patient outcomes or long-term loyalty.

Practical implications; Hospital administrators and marketers should consider the strategic use of secondary support functions to increase patient volume and satisfaction. Hospitals can differentiate themselves from competitors by providing exceptional patient experiences through secondary support functions.

This study provides empirical evidence for the strategic use of secondary support functions in hospital marketing. The study contributes to the literature on healthcare marketing and patient satisfaction. The findings can help hospital administrators and marketers make informed decisions about resource allocation and marketing strategies.

Affi *et al.*, (2018). aimed to assess patient satisfaction and related factors in the Kasena Nankana district of Ghana. The study utilized a sample of 200 patients from the War Memorial Hospital, with a relatively equal gender distribution. The results showed that a majority of the patients were satisfied with the hospital's services, indicating a relatively high level of satisfaction. The study also developed a logistic regression model to establish the relationship between patient satisfaction and contributing factors such as age, sex, education, job, health, LTIME, AESTH, PHWR, and NHIS.

The findings of the study revealed that sex, LTIME, AESTH, and PHWR were the most important variables associated with patient satisfaction. Specifically, female patients were more

likely to be satisfied than male patients. Patients who spent less time in attaining services were more likely to be satisfied than those who spent more time. Patients who perceived the hospital's aesthetic features as good were more likely to be satisfied than those who perceived them as poor. Finally, patients who had a good health-worker relationship were more likely to be satisfied than those who had a poor relationship.

The study highlights the importance of patient satisfaction and its contributing factors in healthcare services. The findings provide insights for healthcare providers to improve their services and meet patient needs and expectations. Moreover, the study emphasizes the need for continuous assessment and improvement of healthcare services to promote long-term growth of healthcare systems. Overall, this study contributes to the literature on patient satisfaction and provides valuable information for healthcare providers in Ghana and other developing countries.

The article by IkeOluwapo O. Ajayi titled (2002). "Patients' waiting time at an outpatient clinic in Nigeria—can it be put to better use?" investigates the waiting times of patients in an outpatient clinic in Nigeria and the activities they engage in while waiting. The study was conducted using systematic random sampling of one in every five subjects, resulting in a total of 321 adult subjects comprising patients and accompanying persons visiting the GOP Clinic, UCH, Ibadan between April and June 1999. Out of these, 315 gave informed consent to participate in the study.

The results of the study showed that the mean waiting time was 144 minutes with a standard deviation of 94 minutes. The demographic characteristics of the respondents were also analyzed and presented in Table 1. The average number of visits in the preceding year per patient was four with a standard deviation of three.

Furthermore, the study investigated the activities in which patients engaged while waiting to see the doctor. The most common activity was watching happenings in the clinic, accounting for 28.3% of the responses, followed by reading at 23.8%. The responses to these activities were significantly related to the demographic characteristics of the respondents.

The study concludes that the waiting times for patients in outpatient clinics in Nigeria are long and need to be reduced. Additionally, the study suggests that the waiting time can be put to better use by providing educational materials or health talks that can improve patients' knowledge and understanding of their health conditions. This will not only make waiting time more productive but also improve patients' health outcomes.

In conclusion, the study provides valuable insights into the waiting times of patients in an outpatient clinic in Nigeria and their engagement in various activities while waiting. The findings highlight the need for healthcare providers to reduce waiting times and provide educational materials or health talks to improve patients' health outcomes.

Iliyasu *et al.*, (2010). The literature review focuses on patient satisfaction with services provided in a teaching hospital in northern Nigeria. The study used structured questionnaires and focus group discussions to gather data from 201 patients and their relatives. The results showed that 83% of the patients were satisfied with the services received, with high satisfaction rates for patient-provider relationship, in-patient services, hospital facilities, and access to care. However, 30% of the patients were dissatisfied with waiting time, and 27% were dissatisfied with the cost of treatment. Patients and their relatives also complained about delayed appointments, missing

folders, missing laboratory results, and long appointments for ultrasound and other radiological investigations.

The study concluded that while patient satisfaction is high, health workers need to consider patients as customers by being friendly and reducing waiting times for consultation and investigations. The implementation of the National Health Insurance Scheme is also recommended to reduce the cost of services and drugs to patients. This literature review highlights the importance of patient satisfaction surveys in providing feedback to hospital management and staff regarding the quality of services rendered. It also emphasizes the need for healthcare providers to prioritize patient-centered care by addressing issues such as waiting times and cost of treatment.

Ademola-Popoola. *et al.*, (2005). carried out a study on patients' perception of the quality of care received in a tertiary health facility in Nigeria, specifically at the eye clinic. The study used a questionnaire instrument to gather data from 124 respondents on their socio-demographic data, waiting time, charges, supportive services, and pharmacy services. The results showed that the majority of patients reported long waiting times, missed clinic appointments due to health workers' strikes, and difficulties in procuring prescribed drugs due to hospital bureaucracy. However, most patients reported receiving adequate explanation of their ailment from health workers and expressed satisfaction with the quality of care received.

The study concluded that there is a need to frequently examine the quality of health care received by patients in developing countries to identify areas that require improvement. The literature review highlights the importance of patient-centered care and the need for healthcare providers

to address issues such as waiting times, bureaucracy, and access to drugs. The study recommends strategies such as improving hospital management and staff training, reducing waiting times, and implementing policies that promote patient-centered care.

Overall, this literature review emphasizes the importance of patient perception of the quality of care received in developing countries and the need for healthcare providers to prioritize patient-centered care. It highlights the need for frequent assessment of the quality of health care services to identify areas that require improvement and provide feedback to hospital management and staff.

Sudhan *et al.*, (2011). conducted a survey on patients' satisfaction with eye care services at a tertiary hospital in central India. The study used a structured questionnaire to gather data from 320 patients on their satisfaction with different components of eye care services, including waiting times, cleanliness, food facilities, and child-friendly facilities. The results showed that the majority of patients expressed satisfaction with the quality of eye care services received, but also identified areas for improvement, such as long waiting times, poor cleanliness, and insufficient toilet facilities.

The study concludes that patient satisfaction surveys should be encouraged in hospitals to improve accountability and strengthen the quality of eye care services. The literature review highlights the importance of patient-centered care and the need for healthcare providers to address issues such as waiting times and cleanliness. The study recommends strategies such as improving hospital management and staff training, reducing waiting times, and implementing policies that promote patient-centered care.

Overall, this literature review emphasizes the importance of patient satisfaction with the quality of care received in developing countries and the need for healthcare providers to prioritize patient-centered care. It highlights the need for frequent assessment of the quality of health care services to identify areas that require improvement and provide feedback to hospital management and staff.

Ndibuagu *et al.*, (2020). The literature review focuses on patients' satisfaction with services provided in a hospital, specifically in the General Outpatient Department (GOPD) of a teaching hospital in Nigeria. The study aimed to assess patients' satisfaction with waiting time and the attitude of health workers in the GOPD. A cross-sectional study was conducted over three months in 2017, using a structured, interviewer-administered questionnaire. A total of 313 patients were interviewed, and the results were analyzed using the Statistical Package for Social Sciences (SPSS) version 21.0.

The study found that patients' satisfaction score for waiting time was 53.7%, which suggests that waiting time is a significant contributor to overall patients' satisfaction. Patients' satisfaction scores for the attitude of Records staff, nurses, doctors, time spent with the doctor, and doctor's explanation were relatively high, ranging from 70.6% to 78.3%. However, the patients' satisfaction score for privacy was low at 40.6%.

The study concludes that overall satisfaction with services rendered at the GOPD was 60.4%. The authors suggest that identifying and implementing interventions that enhance patients' satisfaction can improve health facility utilization. The literature review emphasizes the importance of patient-centered care and the need for healthcare providers to address issues such

as waiting time and privacy. The study recommends strategies such as improving hospital management and staff training, reducing waiting times, and implementing policies that promote patient-centered care.

This literature review highlights the importance of patient satisfaction with the quality of care received in developing countries and the need for healthcare providers to prioritize patient-centered care. It emphasizes the need for frequent assessment of the quality of healthcare services to identify areas that require improvement and provide feedback to hospital management and staff.

Dinesh *et al.*, (2013). In recent years, there has been a growing emphasis on improving the quality of healthcare services provided to patients. One of the key areas of focus has been the reduction of waiting times in outpatient departments, which can have a significant impact on patient satisfaction and outcomes. In response to this need, many healthcare organizations have turned to quality improvement methodologies such as six sigma to identify and eliminate inefficiencies in their processes.

The present study was conducted in an outpatient cardiology office of a university hospital in India, with the aim of reducing waiting times for patients seeking medical consultation or lab results. The six sigma methodology was used as a framework for the project, which involved several stages including data collection, analysis, and process improvement.

The data collection phase involved gathering information from patients about their experiences and expectations regarding waiting times. This process, known as voice of the customer (VOC), helped to identify areas where improvements could be made. The analysis phase involved using

statistical tools to identify the root causes of delays in the outpatient department. This information was then used to develop and implement process improvements aimed at reducing waiting times.

The results of the study showed that significant reductions in waiting times were achieved following the implementation of process improvements. Notably, these improvements were not limited to medical consultation waiting times but also included reductions in waiting times for lab results. Patients reported higher levels of satisfaction with the services provided, which is an important indicator of quality healthcare.

The study highlights the importance of using quality improvement methodologies such as six sigma to enhance patient satisfaction and outcomes. By identifying and eliminating inefficiencies in processes, healthcare organizations can improve the quality of care provided to patients. The use of data collection through VOC is recommended as a tool to monitor and control any variance in processes.

Overall, the present study adds to the growing body of literature on the use of six sigma methodology in healthcare quality improvement. The findings demonstrate the effectiveness of this approach in reducing waiting times and improving patient satisfaction in an outpatient cardiology office in India. It is hoped that these results will encourage other healthcare organizations to adopt similar approaches to improve the quality of care provided to patients.

Jha *et al.*, (2008). This review discusses a study that utilized data from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey to investigate the interplay between patients' experiences, hospital characteristics, and the quality of clinical care.

The study assessed various aspects of patients' experiences in hospitals and examined whether specific hospital characteristics, including nurse-to-patient ratios, for-profit status, and academic affiliation, were linked to better patient experiences. Additionally, the study explored the connection between a hospital's performance on the HCAHPS survey and the quality of clinical care it provided.

The study's findings revealed that patient satisfaction levels were relatively high, with significant correlations between different measures of patient experiences. Hospitals with higher nurse-to-patient ratios tended to perform better on the HCAHPS survey, indicating a positive relationship between nurse staffing levels and patient satisfaction. For instance, hospitals with more nurses per patient had a greater percentage of patients who expressed a strong willingness to recommend the hospital. Moreover, hospitals with high patient satisfaction scores consistently delivered higher-quality clinical care across various medical conditions, such as acute myocardial infarction and pneumonia.

In conclusion, this review summarizes key findings from the study, emphasizing the significance of patients' experiences within U.S. hospitals. It suggests that hospital characteristics associated with increased nurse staffing levels may contribute to enhanced patient experiences. Furthermore, the study offers evidence that hospitals can excel in both providing high-quality clinical care and ensuring a positive patient experience. These insights underscore the ongoing need for healthcare improvement, with a particular focus on enhancing patients' perceptions of care.

Andaleeb., (2007). The reviewed article sheds light on the often overlooked aspect of patients' perceptions of healthcare services in developing countries. It highlights that these perceptions,

especially concerning service quality, wield substantial influence over patients' confidence and their healthcare-related decisions, including the choice and utilization of healthcare facilities. In many instances, patients in these countries tend to avoid their healthcare systems or resort to them only as a last option. For those who can afford it, seeking medical assistance in other countries becomes an alternative, resulting in a neglect of preventive care and early detection. The article advocates for a more significant role for patients' voices in shaping the processes of healthcare service delivery within developing nations.

The primary focus of this study is Bangladesh, and it adopts a patient-centered approach. Its main objectives are to identify the critical service quality factors that hold significance for patients and to examine how these factors correlate with patient satisfaction.

To accomplish these objectives, the researchers conducted an extensive field survey. Patients were asked to assess various dimensions of perceived service quality, including responsiveness, assurance, communication, discipline, and "baksheesh," which refers to informal payments or bribes.

The study utilized robust statistical techniques, such as factor analysis and multiple regression, to analyze the collected data. These analyses revealed substantial and meaningful connections between the five dimensions of service quality and patient satisfaction. This pivotal finding underscores that patients' perceptions of service quality have a direct impact on their overall satisfaction with the healthcare system in Bangladesh.

The implications of this research are far-reaching. It underscores the urgent need for healthcare providers and policymakers in developing countries to prioritize patient-centered care. By

addressing the service quality factors that matter most to patients, healthcare systems can enhance not only patient satisfaction but also the promotion of preventive care and early detection.

Furthermore, the article calls for future research in this field. It suggests that additional studies should delve into other factors influencing patient satisfaction in developing countries. Moreover, it advocates for targeted interventions aimed at improving healthcare services in these nations, focusing on the identified dimensions of service quality.

In summary, this article underscores the pivotal role played by patients' perceptions, especially those related to service quality, in shaping healthcare utilization patterns in developing countries, with Bangladesh as a case study. It underscores the pressing need for patient-centered approaches to healthcare delivery and calls for further research and practical interventions aimed at enhancing healthcare services in these contexts.

Hansen *et al.*, (2008). E. This literature review examines the efficacy and safety of three cholinesterase inhibitors (donepezil, galantamine, and rivastigmine) in the treatment of Alzheimer's disease (AD). The review includes 33 articles from 26 studies.

The meta-analyses of placebo-controlled data indicate that all three drugs have modest overall benefits in stabilizing or slowing the decline in cognition, function, behavior, and clinical global change. However, the results from comparative trials directly comparing these drugs are conflicting.

Some studies found no significant differences in efficacy between the compared drugs, while others reported that one drug was more efficacious than the others. Adjusted indirect

comparisons of placebo-controlled data did not find statistically significant differences among the drugs in terms of cognition. However, the relative risk of global response was better with donepezil and rivastigmine compared to galantamine. Donepezil also appeared to be more effective than galantamine in terms of behavior.

The incidence of adverse events varied among the three drugs, with donepezil generally having the lowest incidence and rivastigmine having the highest.

Overall, cholinesterase inhibitors provide modest benefits in managing the symptoms of AD. However, the comparative efficacy of these drugs remains inconclusive due to conflicting results from direct comparative trials. Donepezil and rivastigmine appear to have a better global response compared to galantamine. Adverse events were generally lowest with donepezil and highest with rivastigmine.

Further research is needed to clarify the comparative efficacy and safety profiles of these cholinesterase inhibitors in the treatment of Alzheimer's disease.

Kovai *et al.*, (2011). conducted a survey on “Patient satisfaction regarding eye care services at tertiary hospital of central India” aimed to evaluate patient satisfaction with eye care services provided Sadguru Netra Chikitsalaya, Chitrakoot, Madhya Pradesh, India. The study population included patients attending the eye clinic and those admitted as in-patients in the hospital. The study utilized a close-ended questionnaire to conduct structured interviews with randomly selected patients.

The results of the study showed that out of the 320 persons interviewed, 48.1% of patients attending the clinic and 97.5% of patients admitted in the hospital expressed excellent

satisfaction with the eye care services provided. However, patients expressed dissatisfaction with long waiting periods in clinics, poor cleanliness, and insufficient toilet facilities. Patient admitted in the hospital also felt that food facilities were less than expected quality. On the other hand, child-friendly facilities received high satisfaction scores.

The study provides valuable insight into patient satisfaction with eye care services in a tertiary hospital in central India. The findings highlight the importance of addressing issues related to waiting times, cleanliness, and facilities such as toilets and food to improve patient satisfaction. The study also underscores facilities to enhance patient experience.

Overall, the article contributes to the literature on patient satisfaction with healthcare services, particularly eye care services in India. The study's limitation include the use of a close-ended questionnaire and a relatively small sample size. Nonetheless, the findings provide a basis for further research and interventions to improve patient satisfaction with eye care services in India.

Otani *et al.*, (2012). This literature review focuses on patient satisfaction in healthcare and how seriously ill patients differ from less seriously ill patients in their combining process of healthcare experiences. The study collected data from five large hospitals in the St. Louis area through a patient satisfaction questionnaire.

Multiple linear regression analyses were conducted, taking into account age, gender, and race. Two models were analyzed: overall quality of care and willingness to recommend to others. The severity of illness variable showed interaction effects with physician care, staff care, food, and the scatter term variable in the willingness to recommend model.

The results indicate that with more seriously ill patients, physician care becomes more important, while staff care becomes less important. Seriously ill patients are also more likely to combine their attribute reactions only in the willingness to recommend model.

The study found that nursing care and staff care consistently showed influence in both models. This suggests that healthcare managers should prioritize enhancing nursing care and staff care to improve patient satisfaction the most.

Overall, this study highlights the importance of considering patients' health conditions when assessing patient satisfaction and provides insights into which aspects of healthcare are most influential for seriously ill patients.

CHAPTER THREE

3.0 MATERIALS AND METHODS

3.1 RESEARCH DESIGN

A cross-sectional study design was employed for this survey.

3.2 SAMPLING TECHNIQUE

A random sampling technique was employed that in selecting participants who are readily available and accessible.

3.3 RESEARCH LOCATION

This study was conducted at the Optometry Clinic, University of Benin, Ekehuan campus Benin City, Edo State.

3.4 STUDY POPULATION

During the period of one month (August till September), a total population of 134 participants consisting of 79 females and 55 males were randomly selected to take part in this study. These participants were randomly selected based on their fulfillment of the inclusion criteria for the study.

3.5 MATERIALS AND METHODS

RESEARCH MATERIALS

A well-structured questionnaire consisting of closed-ended questions.

The questionnaire was used to gather information on demographics, perception of eye care services, factors affecting quality of care, and specific services and staff performance at the Optometry Clinic Ekehuan campus. It included sections on demographics, clinic visits and satisfaction, factors influencing quality of care, and optometrist performance.

3.6 PROCEDURE

This study was a cross-sectional study. The questionnaire was distributed by hand to 134 participants who had received eye care services at the optometry clinic Ekehuan campus, and was self-administered.

The questionnaire asked questions regarding demographics, general perception of eye care services, factors affecting perceived quality of eye care services and specific services and staff performance.

Participants were informed about the purpose of the study and relevance of their information.

The data was collected between August 2023 and September 2023.

3.7 INCLUSION CRITERIA

1. Both new and returning patient who have received eye care services at the Optometry Clinic Ekehuan Campus.

2. Patients who have had at least one interaction with the clinic's optometrist or other staff members.
3. Patients who have sought eye care for various conditions, including routine eye examinations, vision correction (glasses/contact lenses), eye infections, eye injuries, and other ocular health issues.
4. Individual must be 18 years and above.

3.8 EXCLUSION CRITERIA

1. Individuals who have never visited the optometry clinic, ekehuan campus, or have not had any direct experience with its eye care services.
2. Patients who are unable to communicate or provide feedback effectively due to language barriers, cognitive impairments, or any other reason.
3. Individuals who are below the age of 18.

3.9 PRECAUTIONS

1. **Random sampling:** Patients of various age were randomly selected to avoid sample bias and ensure that all patients have an equal chance of being included in the survey.
2. **Anonymous responses:** Patients name was not stated, to encourage patients to provide honest and accurate responses.
3. **Clear and concise questions:** Clear and concise language were used when designing survey questions to minimize ambiguity and confusion.

4. **Comprehensive scope:** The survey covers a wide range of patient experiences and perceptions to provide a comprehensive understanding of the quality of eye care services provided by the clinic.

3.10 LIMITATIONS

The number of individuals that took part in this study were not so much and that could be attributed to the fact that ekehuan campus in general is smaller in terms of its population.

3.11 DATA ANALYSIS

The data obtained from this study was analyzed using the Statistical Package for social sciences (SPSS) version 22.0.

CHAPTER FOUR

4.0 RESULTS

Table 4.1: Table showing the Socio-demographics of Respondents

VARIABLE	FREQUENCY	PERCENT(%)
Gender		
Male	55	41.0
Female	79	59.0
Age		
≤24	87	64.9
25-34	36	26.9
35-44	5	3.7
45-54	2	1.5
55-64	2	1.5
≥65	2	1.5
Educational background		
High school or below	51	38.1
Bachelor's degree	42	31.3
Masters' Degree	34	25.4
Doctorate	7	5.2
Employment status		
Employed	33	24.6
Unemployed	34	25.4
Student	64	47.8
Retired	1	0.7
Self employed	2	1.5

Table 4.1 shows that the majority of the respondents were female (59%), and a significant proportion of them were aged 24 or younger (64.9%). Regarding educational background, a significant proportion of the respondents had a high school education or below (38.1%), while others had higher education degrees. In terms of employment status, the majority of the respondents were students (47.8%), followed by unemployed (25.4%) and employed (24.6%).

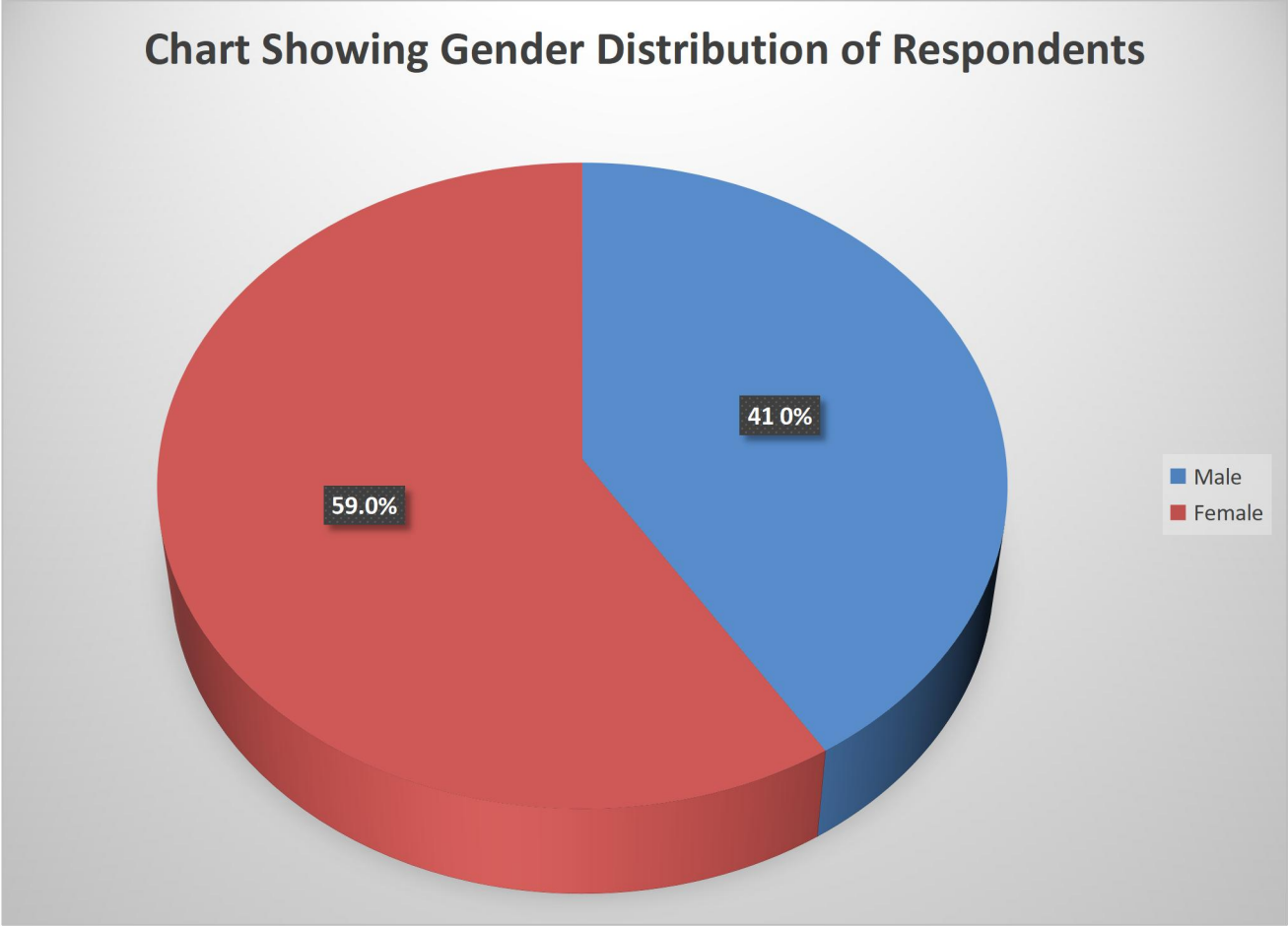


Figure 1.1: Gender distribution among participants.

The chart above shows that female were the more with 59.0% (n = 79), while male were 41% (n=55)

Table 4.2: Table Showing General Perception Of Eye Care Services

TABLE 2:		
VARIABLE	FREQUENCY	PERCENT(%)
How often do you visit the Optometry Clinic, Ekehuan campus?		
First-time visitor	33	24.6
Occasionally	47	35.1
Regularly	35	26.1
Not sure	19	14.2
How did you learn about the optometry clinic, Ekehuan campus?		
Referral	25	18.7
Website	17	12.7
Social media	28	20.9
Word of Mouth	57	42.5
Billboard advert	7	5.2
How would you rate the quality of care provided by the eye care providers at the optometry clinic, Ekehuan campus?		
Excellent	22	16.4
Good	67	50.0
Fair	35	26.1
Poor	10	7.5
How satisfied are you with the level of eye care service at the Optometry Clinic, Ekehuan campus?		
Very satisfied	17	12.7
Satisfied	63	47.0
Neutral	30	22.4
Dissatisfied	18	13.4
Very dissatisfied	6	4.5

How confident are you in the knowledge and skills of the optometrists and clinic staff at the Optometry clinic, Ekehuan campus?

Very confident	30	22.4
Confident	59	44.0
Neutral	26	19.4
Not very confident	12	9.0
Not at all confident	7	5.2

How likely are you to recommend the Optometry clinic to your friends and family?

Very likely	23	17.2
Likely	37	27.6
Neutral	21	15.7
Unlikely	22	16.4
Very unlikely	31	23.1

42.5% stated that their source of information about the clinic, was through word of mouth. And the 50.0% of respondents rated the quality of care provided by the eye care providers as good, while (7.5%) rated it as fair. The overall satisfaction with the level of eye care service, and the majority of respondents (47.0%) reported being satisfied. Majority of the respondents (44%) reported being confident in the knowledge and skills of the optometrists and clinic staff. While 27.6% of respondents reported being likely to recommend the clinic to friends and family.

Table 4.3: Table Showing Respondents- Opinion of Affordability of Eye care Services

VARIABLE	FREQUENCY	PERCENT (%)
Affordability of eye care services		
Very affordable	30	22.4
Affordable	71	53.0
Expensive	24	17.9
Very expensive	9	6.7

Table 3.1 shows majority of the respondents found the services to be affordable (53%), while 22.4% found them to be very affordable. A total of 6.7% of the participants found the services to be very expensive.

Table 4.4: Table Showing the Respondents' Opinion of Specific Services and Staff Performance

VARIABLE	FREQUENCY	PERCENT(%)
How would you rate the optometrists' ability to address your vision concerns?		
Unsatisfactory	15	11.2
Satisfactory	79	59.0
Very satisfactory	26	19.4
Excellent	10	7.5
How would you rate the optometrists' communication and explanation of your eye health condition and treatment options?		
Unsatisfactory	24	17.9
Satisfactory	49	36.6
Very satisfactory	28	20.9
Excellent	33	24.7
How comfortable do you feel asking questions and expressing concerns to the optometrists and other staff?		
Very uncomfortable	28	20.9
Uncomfortable	15	11.2
Neutral	31	23.1
Comfortable	48	35.8
Very uncomfortable		

Table 4 shows the ability of the optometrists to address vision concerns, and the majority of respondents (59.0%) rated it as satisfactory. However, (11.2)% of the participants rated it as unsatisfactory. The communication and explanation of eye health condition and treatment options, and the majority of respondents (36.6%) rated it as satisfactory. However, (17.9%) of the participants rated it as unsatisfactory. The comfort level in asking questions and expressing concerns to the optometrists and other staff, and the majority of respondents (35.8%) reported feeling comfortable. However, a significant proportion (20.9%) reported feeling very uncomfortable.

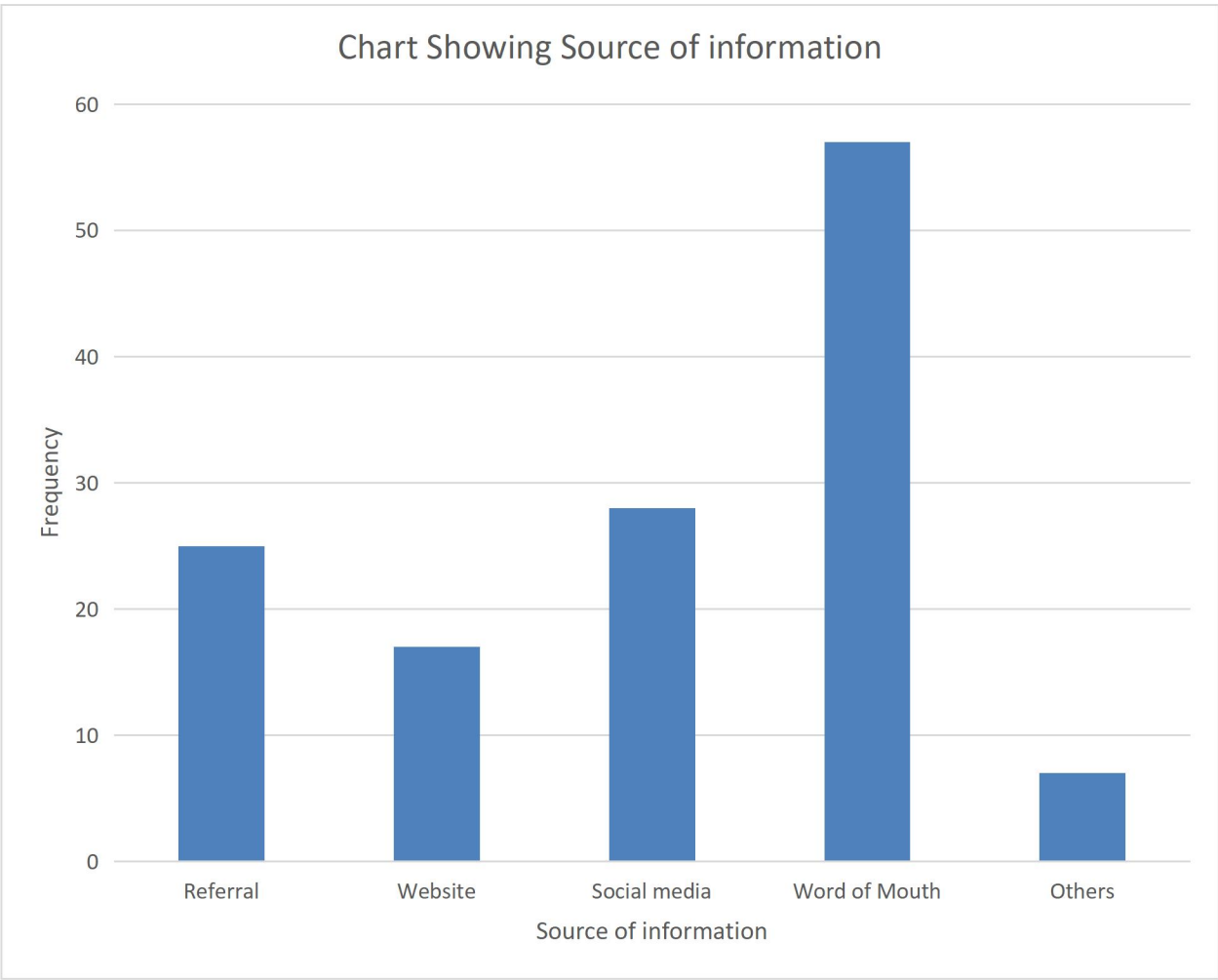


Figure 4.2: Respondents source of information

The chart above shows that 57 respondents got to know about Optometry clinic Ekehuan campus through word of mouth.

Table 4.5: Table showing Respondents' Opinion on the cleanliness and hygiene of the clinic

Cleanliness and hygiene of the clinic	Frequency	Percent
Unsatisfactory	18	13.4
Satisfactory	26	19.4
Very satisfactory	35	26.1
Excellent	54	40.3
Total	134	100.0

A total of 40.3% of the respondents considered the cleanliness and hygiene of the clinic to be "Excellent. This is followed by 19.4% of respondents who consider it to be "satisfactory."

On the other hand, only 13.4% of respondents consider the competence and friendliness cleanliness and hygiene of the optometry clinic to be "Unsatisfactory."

Table 4.6: Table showing Respondents' Opinion on the competence and friendliness of the optometry clinic

Competence and friendliness of the optometry clinic staff	Frequency	Percent
Unsatisfactory	15	11.2
Satisfactory	45	33.6
Very satisfactory	33	24.6
Excellent	41	30.6
Total	134	100.0

The largest percentage of respondents (30.6%) consider the competence and friendliness of the optometry clinic staff to be "Excellent." This is followed by 33,6% of respondents who consider it to be "satisfactory."

On the other hand, only 11.2% of respondents consider the competence and friendliness of the optometry clinic staff to be "Unsatisfactory."

A total of 24.6% of the respondents consider the competence and friendliness of the optometry clinic staff to be either "very satisfactory"

Table 4.7: Table showing Respondents' Opinion on the waiting time

Waiting time for appointments	Frequency	Percent
Unsatisfactory	9.0	6.7
Satisfactory	28	20.9
Very satisfactory	43	32.1
Excellent	54	40.3
Total	134	100.0

The majority of respondents (49.3%) consider the waiting time for appointments to be Excellent. This is followed by 20.9% of respondents who consider it to be satisfactory.

On the other hand, only 6.7% of respondents consider the waiting time for appointments to be unsatisfactory.

A total of 32.1% of the respondents consider the waiting time for appointments to be very satisfactory.

Table 4.8: Table showing Respondents' Opinion on the clarity of communication with the eye care professionals

Clarity of communication from eye care professionals	Frequency	Percent
Unsatisfactory	14	10.4
Satisfactory	31	23.1
Very satisfactory	35	26.1
Excellent	54	40.3
Total	134	100.0

This table suggests that the majority of respondents (40.3%) consider the clarity of communication from eye care professionals to be Excellent. This is followed by 23.1% of respondents who consider it to be satisfactory.

On the other hand, only 10.4% of respondents consider the clarity of communication from eye care professionals to be unsatisfactory.

While 26.1% respondents considered the clarity of communication from eye care professionals to be very satisfactory.

CHAPTER FIVE

5.0 DISCUSSION

A total of 134 participants were used for this study, with the total number of female being 79 (59%) while the male were 55 (41%).

47.0% of respondents were satisfied with the quality of eye care services in the optometry clinic ekehuan campus. This is in agreement with the study by Ezegwui *et al.*,(2014) who also noted increased patient satisfaction with the services provided. This is a positive finding for the clinic, as satisfied patients are more likely to return for future appointments and recommend the clinic to others.

Moreover, it is worth noting that 4.5% respondents were very dissatisfied about their experience.

This implies that while the quality of eye care may be good, there may be other factors influencing their willingness to recommend, it could be cost or accessibility.

This could be useful to the management to look further to identify areas for improvement and address any concerns raised by the patients.

Affordability of services is generally perceived positively, with a significant portion of 53.0% finding them affordable. This is in agreement with the study by Ademola-poopa *et al.*,(2005) whited noted that the cost of eye care service was affordable to majority of the patient that visited the University of Illorin teaching hospital.

This is important as affordability can be a deciding factor for individuals seeking eye care services.

However, 6.7% considered the eye care services to be very expensive. It would be better for the management of the clinic to engage with patients regarding their cost-related concerns, potentially offering transparent pricing structures and exploring avenues for financial assistance.

In assessing the cleanliness and hygiene by the patients from the optometry eye clinic ekehuan campus, 40.3% rated it to be excellent. This is in an agreement with a study carried out by Nkiruka *et al.* (2023).

33.6% of the participants rated the competence and friendliness of the staffs to be satisfactory while 11.2% rated it to be unsatisfactory. Patients who had a good health-worker relationship are more likely to be satisfied than those who had a poor relationship.

In assessing the quality of care received by the patients from the optometry eye clinic ekehuan campus, 40% of the participants rated their waiting time to be excellent and this shows that majority of the patients come to the clinic and receive treatment just within their expected time without having to wait for so long. While on the other hand, 6.7% patients rated their waiting time to be unsatisfactory and this is as a result of less cubicles in the clinic.

In assessing the clarity of communication, 40.3% of the participants rated it to be excellent and this shows that the patient will comply more with the treatment or the follow the counsel of the optometrist. However, there is still an opportunity to enhance the social media presence of the clinic by creating a good and effective online presence, as it received the lowest mean score.

Also, this survey has shown the critical role played by word of mouth and social media in disseminating information about the optometry clinic ekehuan campus.

The management of the optometry clinic ekehuan campus should place increased emphasis on maintaining a positive online presence and also encouraging satisfied patients to share their experiences, thereby amplifying their reach to attract new clients.

Overall, the information above highlights areas of strength and some areas that may require attention for the optometry clinic to provide even better service and attract more clients, especially in terms of accessibility and recommendations.

CHAPTER SIX

6.0 CONCLUSION AND RECOMMENDATION

6.1 CONCLUSION

In conclusion, the optometry clinic has received mostly positive feedback from patients, with 47% expressing satisfaction. This indicates that the clinic is making an effort to provide quality care and service to its patients. Also, it is worth noting that some patients have expressed dissatisfaction or neutrality, highlighting areas for improvement. To address these concerns, the management of the optometry clinic ekehuan campus could gather more detailed feedback through further surveys or focus groups, which would help identify specific areas for improvement and inform targeted efforts to enhance the patient experience. Regular training and development programs for staff could also ensure that they are providing the best possible care and service to patients. By taking these steps, the clinic can build on its positive reputation and maintain high levels of patient satisfaction. Although the clinic has made significant progress in meeting the needs and expectations of its patients, there is always room for improvement in delivering exceptional care and service.

6.2 RECOMMENDATIONS

A further survey should be carried out in the future with a larger number of participants, to get a wider range of response.

A system should be established to monitor and evaluate all aspects of the clinic's operations from time to time. The feedback could be regularly collected and analyzed to identify areas for improvement. An action plan should be developed based on feedback to address specific concerns or suggestions from patients.

Engaging more in community outreach can as well increase awareness about the clinic's services. This could be carried out through offering free eye screenings, or collaborating with local schools and organizations.

While the optometry clinic ekehuan campus has received mostly positive feedback from patients, there is always room for improvement in delivering quality care and services to patients.

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APPENDIX

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	55	41.0	41.0	41.0
	Female	79	59.0	59.0	100.0
	Total	134	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	24 and younger	87	64.9	64.9	64.9
	25-34	36	26.9	26.9	91.8
	35-44	5	3.7	3.7	95.5
	45-54	2	1.5	1.5	97.0
	55-64	2	1.5	1.5	98.5
	65 and above	2	1.5	1.5	100.0
	Total	134	100.0	100.0	

Educational Background

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High school or below	51	38.1	38.1	38.1
	Bachelor's degree	42	31.3	31.3	69.4
	Master's Degree	34	25.4	25.4	94.8
	Doctorate degree	7	5.2	5.2	100.0
	Total	134	100.0	100.0	

Employment status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed	33	24.6	24.6	24.6
	Unemployed	34	25.4	25.4	50.0
	Student	64	47.8	47.8	97.8
	Retired	1	.7	.7	98.5
	Self employed	2	1.5	1.5	100.0
	Total	134	100.0	100.0	

How often do you visit the optometry clinic, Ekehuan campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First-time visitor	33	24.6	24.6	24.6
	Occasionally	47	35.1	35.1	59.7
	Regularly	35	26.1	26.1	85.8
	Not sure	19	14.2	14.2	100.0
	Total	134	100.0	100.0	

How did you learn about the optometry clinic, Ekehuan campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Referral	25	18.7	18.7	18.7
	Website	17	12.7	12.7	31.3
	Social Media	28	20.9	20.9	52.2
	Word of Mouth	57	42.5	42.5	94.8
	Billboard advert	7	5.2	5.2	100.0
	Total	134	100.0	100.0	

How would rate the quality of care provided by the eye care providers at the optometry campus Ekehuan campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	22	16.4	16.4	16.4
	Good	67	50.0	50.0	66.4
	Fair	35	26.1	26.1	92.5
	Poor	10	7.5	7.5	100.0
	Total	134	100.0	100.0	

How satisfied are you with the level of eye care service at the Optometry clinic Ekehuan campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	17	12.7	12.7	12.7
	Satisfied	63	47.0	47.0	59.7
	Neutral	30	22.4	22.4	82.1
	Dissatisfied	18	13.4	13.4	95.5
	Very dissatisfied	6	4.5	4.5	100.0
	Total	134	100.0	100.0	

How confident are you in the knowledge and skills of the optometrists and clinic staff at the optometry clinic Ekehuan campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very confident	30	22.4	22.4	22.4
	Confident	59	44.0	44.0	66.4
	Neutral	26	19.4	19.4	85.8
	Not very confident	12	9.0	9.0	94.8
	Not at all confident	7	5.2	5.2	100.0
	Total	134	100.0	100.0	

How likely are you to recommend the Optometry clinic to your friends and family?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very likely	23	17.2	17.2	17.2
	Likely	37	27.6	27.6	44.8
	Neutral	21	15.7	15.7	60.4
	Unlikely	22	16.4	16.4	76.9
	Very unlikely	31	23.1	23.1	100.0
	Total	134	100.0	100.0	

Affordability of eye care services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very affordable	30	22.4	22.4	22.4
	Affordable	71	53.0	53.0	75.4
	Expensive	24	17.9	17.9	93.3
	Very expensive	9	6.7	6.7	100.0
	Total	134	100.0	100.0	

How would you rate the optometrist's ability to address your vision concerns?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsatisfactory	15	11.2	11.2	11.2
	Satisfactory	79	59.0	59.0	70.1
	Very Satisfactory	26	19.4	19.4	89.6
	Excellent	10	7.5	7.5	97.0
	Not Applicable	4	3.0	3.0	100.0
	Total	134	100.0	100.0	

How comfortable do you feel asking questions and expressing concerns to the optometrists and other staff?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Uncomfortable	28	20.9	20.9	20.9
	Uncomfortable	15	11.2	11.2	32.1
	Neutral	31	23.1	23.1	55.2
	Comfortable	48	35.8	35.8	91.0
	Very comfortable	12	9.0	9.0	100.0
	Total	134	100.0	100.0	