



Faculty of Mass Communication



Measuring the satisfaction of visiting patients of governmental hospitals

Field study

Participants Students:

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Project Summary:

The study aims at knowing the extent of Alexandrian patients' satisfaction of the medical services which offering to them from the governmental hospitals , the study sample was applied on 100 individual from the visiting patients to both AL Gomhoria & Gamal Abd El Nasser hospitals at Alexandria governorate .

The most important study results were:

42% from the study individuals seen that did not get the medical services which they need .

46% from the study individuals seen that the medicines they need are not available in hospital's pharmacy , 43% from the study individuals confirm that the doctors' specialists &consultants are not found on regular basis .