

1934. **Tennakoon, S**

**Patient satisfaction survey in a Sri Lankan Hospital.**

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The general objective of the study was to explore patient satisfaction. The specific objectives were to determine group variations of patient satisfaction to examine the relationship between satisfaction and patient attributes; and to compare the variations in patient satisfaction of the paediatric unit children's mothers before and after a staff training programme. The findings revealed high levels of patient satisfaction to medical treatment, nursing care, doctor patient communication and friendliness of the medical and nursing staff; exception being the work performance of the minor employees. Patient satisfaction was not found to be influenced by education, income, residence, type of admission and length of hospital stay of the respondents.