

OBJECTIVES:

To determine the mean waiting time and patient satisfaction about waiting time at different service points in urology OPD.

METHODOLOGY:

This **cross-sectional study** was done at **KRL Hospital Islamabad**, from **30th Nov 2020 to 30 May 2021**. **146 patients of both gender** were selected. Patients were randomly selected by the trainee researcher on daily basis during 10'O clock to 13'O clock.

Nurse at the nursing station was **instructed to record the time at patient registration slip** just after completing the nursing services as per standard time of registration counter. Trainee researcher **monitored the patient and noted the time when patients were called for consultation**.

Mean waiting time at different service points in urology OPD & **frequency of patient satisfaction** from mean waiting time spent at these points were evaluated.

RESULTS:

Mean waiting time at registration to nursing services was noted as **24.86 ± 8.53 minutes**

While **16.83 ± 6.68 minutes** and **17.16 ± 6.38 minutes** for **nursing services to call for consultation** and **time for consultation** respectively.

11.6% of patients were not satisfied with waiting time from registration to nursing services, while **1.4%** and **4.1%** were not satisfied with **waiting time from nursing services to call for consultation & time for consultation**.

GENDER	FREQUENCY	PERCENTAGE	Age (Years ± SD)
MALES	100	68.5	44.88 ± 14.83
FEMALES	46	31.5	34.61 ± 12.93
TOTAL	146	100	41.64 ± 14.99

Table 1: Age & Gender Distribution

SERVICE POINTS	MINIMUM	MAXIMUM	MEAN	STANDARD DEVIATION
REGISTRATION TO NURSING COUNTER	10.00	45.00	24.86	8.53
NURSING TO CONSULTATION	2.00	45.00	16.83	6.68
CONSULTATION	5.00	35.00	17.16	6.38

Table 2: Mean Waiting Time at Different Service Points in Urology OPD

CONCLUSION :

Mean waiting time and **patient satisfaction level** at all the **studied service points** in our OPD were found to be **satisfactory**.

Disorganized files and a **lack of coordination between IPD & OPD** were found to be **major contributors to the delays**. **Pre-clinical radiology meetings** and a **synchronous urology Clinical Nurse Specialist clinic** can facilitate patient discharge.

However, there is a **need to detect further underlying causes of a relatively long time** at registration to nursing services point and **improve its efficiency**

KEYWORDS : Outpatient Department, Consultation Time, Waiting Time, Quality of Services