

Non-fatal injuries of interpersonal violence at the Leratong Provincial Hospital, South Africa

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Abstract (Full text available online at www.tandfonline.com/ojfp)

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Background: Interpersonal violence is a global health issue. More than 1.6 million people die annually as a result of violence. Injured survivors suffer from a range of physical, sexual, reproductive and mental health problems. The aim of this study is to describe the trends and profile of violence-related injuries from hospital records of an urban emergency department and crisis centre in South Africa.

Methods: A descriptive study was conducted by reviewing patient files at Leratong Hospital. Relevant clinical information such as victim's age and gender; time, day of hospital attendance; nature of injury; presence/absence of alcohol; and nature of weapon was extracted.

Results: Leratong Hospital manages many patients with injuries due to interpersonal violence throughout the year, with an increase in May, November and December. Higher numbers of patients present in the last week of the month, and on Saturdays and Sundays. Victims were predominantly male (64%), except for sexual assault where the victims were females. Females also suffered more blunt injuries than penetrating injuries. Blunt injuries were the most frequent type of injury although over the weekend males sustained more penetrating injuries than blunt injuries. Young males were the main victims of interpersonal violence.

Conclusion: This study highlights a trend where young adults, especially males, are noted to be significantly affected by interpersonal violence.

Keywords: emergency unit, glass bottle injuries, interpersonal violence, non-fatal, sexual assault

Patient satisfaction with medical consultations among adults attending Mulago hospital assessment centre

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Background: Patient satisfaction is known to positively influence patients' compliance with medical advice. In Africa, and specifically Uganda, this interaction has rarely been put to scientific inquiry. This study aimed to determine the level of patient satisfaction and identify factors influencing satisfaction with medical consultations among adults attending Mulago Assessment Centre.

Methods: This was a quantitative descriptive cross-sectional study where 384 respondents were interviewed using a structured questionnaire adapted from the Medical Interview Satisfaction Scale (MISS-21) with a four-point Likert scale. Patient satisfaction was measured using four dimensions namely: information provision, clinicians' communication skills, perceived consulting time and patient's confidence in the clinician. Respondents' mean scores were categorised as satisfied or dissatisfied. Multivariate linear regression analysis assessed the effect of independent variables on the regression factor score of the dependent variable. Significance level was set at $p < 0.05$. Final data analysis was done using STATA version 11.0.

Results: Of the sample, 53.9% were satisfied with the medical consultation. Patients' average scores showed lowest satisfaction for information provision (2.7 points) compared with communication skills (3.22 points), patient confidence in the clinicians (3.22 points) and consultation time (3.05 points). Being older, employed, living further away from the health centre and frequently visiting the centre were positively associated with patient satisfaction.

Conclusions: Patient satisfaction was largely affected by interpersonal factors. This highlights the need for training of clinicians on the importance of adequate information provision, good communication skills and technical competences like thorough examination of patients and relieving worries about illness during the consultation.

Keywords: medical consultations, patient satisfaction, patient-clinician interaction