

[Print](#) [Bookmark](#) [Request this item](#)

INSIGHT 07: Health and social services in Ireland: a survey of customer satisfaction

Author: HSE;UCD; Lansdowne Market Research

Publication Year: 2007

Download

- [INSIGHT 07](#) (1,758k)

Contents

Foreword

1. Executive Summary
2. Author's interpretation of the findings
3. Objectives
4. Background and Literature Review
 - 4.1 Sources for Question included in the current research
 - 4.2 Definitions of Satisfaction
 - 4.3 Differences between Public and Patient Perceptions
 - 4.4 Overview of Irish Research in Patient Satisfaction
 - 4.5 Overview of Literature from Abroad
 - 4.6 Overview of UK Literature
 - 4.7 Conclusions
5. Methodology
 - 5.1 The Eight Dimensions of Satisfaction
 - 5.2 Preparation and Design
 - 5.3 Ethical Clearance Procedures
 - 5.4 Data Collection/Fieldwork
 - 5.5 Sample Size and Sampling

5.6 Questionnaire Design

5.7 Archiving

5.8 Statistical Analysis

6. Results

6.1 Demographics and Social Classification

6.2 Profile of Health Service Users in the 12 months preceding the survey

6.3 Profile of Non-users of Health Services in the 12 months preceding the survey

6.4 Self-reported Health and Smoking Status

6.5 Knowledge, Attitudes and Beliefs

6.6 Consumer Experiences of Services

7. Models of Healthcare Consumer Satisfaction

7.1 Demographic Model

7.2 Model of Outpatient Satisfaction

Bibliography

Appendices

Appendix 1: Determining the Profile of Healthcare Service Users

Appendix 2: Survey Responses by Age and GMS Status

Appendix 3: Flow Diagram for Interviewers

Description

Commissioned by the HSE in 2006, the study was carried out by the School of Public Health and Population Science in University College Dublin (UCD) in partnership with Lansdowne Market Research. 'INSIGHT 07' is the first independent large scale study undertaken among people who have used hospitals and community based health services.

Format Download

Keywords consumer satisfaction, social services, health services

Publisher [HSE](#)

Classification consumer satisfaction

Pages 42

Categories: Reports, Irish Content