

# **Patient Satisfaction with Nursing Care At Narok County Referral Hospital, Kenya**

**Emily Akinyi & Winfridah Njung'e**  
**Department of Health Sciences, Maasai Mara University,**  
**P.O Box 861-20500, Narok, Kenya**  
**Tel: +254725686855**  
**Email: [wnjunge@mmarau.ac.ke](mailto:wnjunge@mmarau.ac.ke)**

## **Abstract**

Patient satisfaction is a vital healthcare quality assurance metric for evaluating performance of the healthcare delivery. This key performance indicator aims at improving the quality of care and promoting patient-centered care. The study assessed whether the nursing care provided met the expectations of the individual patients. A cross-sectional, descriptive survey study was conducted using the Newcastle Satisfaction with Nursing scale, with a total of 19 items in August 202. It measured the discharged patients' level of satisfaction with the healthcare experience, focusing on the quality of care, facilities, and interactions with staff. Most of the patients (59.2 %) in the medical and surgical wards were quite satisfied with the nursing care received. Specifically, more (69.45%) respondents were satisfied with the 'Concern and caring by nurses', 68 % were satisfied with the 'Time spent with nurses', and a lesser number (42.6 %) were satisfied with the 'Information given to you.' There was a statistically significant relationship between the respondents' level of education and satisfaction scores ( $p < .05$ ). About a third of patients in the medical and surgical wards were not satisfied with the nursing care provided. Nurses need to improve the delivery of nursing care to raise overall patient satisfaction scores. Special focus should be directed on the information-giving process and supporting autonomy in decision-making.

**Keywords:** Patient satisfaction; Newcastle satisfaction with nursing scale; nursing care; medical surgical wards