Abstract

Objective: We attempted to gain insight into the opinions of our clinic’s patients regarding services in order to offer more satisfactory services. Design: We conducted a qualitative study that utilized questionnaires and personal interviews. Materials and Methods: Data were collected by means of a qualitative study with a sample of 50 beneficiaries 60 years of age and older and who received services at a Mexico City-based Family Clinic located in Iztapalapa, Federal District. Results: Although the majority of interviewees considered the medical care received to be adequate, complaints were voiced. Complaints emerging in the interviews were primarily concerned with treatment provided, while patient complaints comprised lack of communication with physicians during the medical visit, problems encountered with the administrative staff, lack of laboratory results, lack of medication supplies, and non-functioning or malfunctioning diagnostic equipment. Conclusions: The negative relationship between physicians and patients, difficulties with the administrative staff, and technical problems comprised the principal problems noted by interviewees. These are the areas that need to be addressed if the quantity and quality of services are to be improved.

Keywords

Family Practice, Quality of Healthcare, Quality Indicators Health Care