

Introduction: The study was an assessment of clients' satisfaction of the quality of health care services in Uganda. A case study of Health Centre IVs in Wakiso district

The main objective: To assess the satisfaction of clients with the quality of health care services offered in Health Centre IVs, Wakiso district.

Specific objectives: To assess the level of clients' satisfaction with the processes in place that influence quality of service delivery, assess the level of clients' satisfaction with the human resources for health and establish the level of clients' satisfaction with the general infrastructure for health that influence quality of health care delivery in Health Centre IVs.

Methodology: The study utilized a descriptive cross sectional study that was quantitative in nature in which questionnaires were researcher administered to the 245 clients or patients.

Results: The study found that the clients were dissatisfied with the health care processes that influence quality of health care in the different Health Centre IVs (Mean = 2.89, S.D = 1.18) more particular with the waiting time before getting services (Mean = 2.25), the payment of the health care services (Mean = 2.78), hours of service (Mean = 2.88) alongside waste segregation and disposal (Mean = 2.80) among others. It also found that the clients were moderately satisfied with the human resources in place that influence quality of health care (Mean = 3.19) except for the case of understanding of the health workers when handling the clients (Mean = 2.65) and the attitude of the health care staff (Mean = 2.96) which was low. The study also found that the clients were moderately satisfied with the infrastructure that influence quality of health care in Health Centre IVs (Mean = 3.17, S.D = 1.19) and however dissatisfied with the availability of medicines (Mean = 2.84), the availability of a reliable power (Mean = 2.86) alongside privacy, respect and dignity accorded to them (Mean = 2.14).

Recommendations: The management staff of the different Health Centres should design and institute mechanisms that ensure reduced waiting times for the clients visiting the different health Centres and the government should ensure continuous and adequate budgeting for the infrastructure not only in terms of ensuring reliable power supply but also medicines if health quality and therefore satisfaction amongst patients is to be achieved.