

This study on, factors influencing patient satisfaction with nursing care at Kasangati health center, was conducted to document literature about satisfaction of patients with nursing care in this particular health facility.

The study covered a sample size of 100 respondents in the following composition, 90 health service seekers and 10 health workers. The respondents were selected through simple random sampling technique.

Finally the following were arrived at as pertinent findings of the study. Patients' related factors that influence nursing care established at the centre:-patients chose the health centre as their health unit of priority, the centre was found to be near their homes thus transport was not a challenge. A portion of patients were aware of the health services provided at the health centre as well as sharing information about the services among themselves.

Institutional factors that influence patients' satisfaction found out included:-health workers were readily available; reception accorded to patients was good, health workers quickly attended to patients, health workers were sensitizing the patients on preventive measures for diseases and provision of information to patients on personal conditions and treatment was effective.

Health workers related factors included: - attitude of health workers towards their work was positive, health workers respected patients' privacy and confidentiality.

However, the study established some factors which proved to be challenges towards patient satisfaction with nursing care. These included:- failure of patients to follow guidelines as prescribed by health workers, failure of patients to obtain prescribed drugs from the health center's pharmacy, lack of enough health workers at the centre, large number of patients did not match with the facilities in place, lack of accommodation for health workers, lack of certain equipment to handle peculiar cases.

In conclusion, the study found out that patient's satisfaction with nursing care at Kasangati health centre measured up to expected standards.