

This research is about patients satisfaction with the services received at the Out Patients Department of Kisugu Health Center III.

The main objective was to assess the clients satisfaction with the health service delivery in the Out Patient Department of Kisugu Health Center III. While the specific objectives were:

- i. To assess patients satisfaction levels with clinical services at the OPD of Kisugu Health Center III
- ii. To assess patients satisfaction levels with the laboratory services of Kisugu Health Center III
- iii. To assess patients satisfaction levels with the pharmacy services at the OPD of Kisugu Health Center III

This study involved 200 respondents all of which where if good mental health, visited the opd at least more than once and had completed the whole routine of getting services at the health center of Kisugu.

Conclusion: Conclusively the study shows that the majority of clients are not satisfied but the cause varies from person to person The most outstanding factors affecting the clients satisfaction included: long waiting time individual attention and proper explanation of the clients" condition, cutesy, and absence of hand washing soap with single use towels.

Recommendations: The health center management should consider conducting sensitization sessions for all staff especially those involved with patient/client contact and care at the OPD. This will provide the necessary information needed to meet patients" holistic care needs which contribute to their level effectiveness and efficiency thus increasing client satisfaction with the whole OPD services in general. sensitization on sensitivity to clients feeling, culture, religion, intellect. For the problem of waiting time the most evident factors were absence of the health worker at the station in time. This can be solved by setting motivations for early reporting to work. The long queues can be solved by creating more clinical rooms and increasing on the work force which results in more clients attended to at ago thus shorter lines and less waiting. Provision of the hand washing soap and single use towels to promote hygiene and comfort.