

Beneficiary Satisfaction Report on Ministry of Health Services'

For the first half of 2023

Overview:

This file reviews the results of beneficiary satisfaction rating of the Ministry's services provided through several channels.

Rating channels:

Via Rating Form in MOH's E-Portal



- 937
- 920009080
- 920018090



Rating through Contact Channels





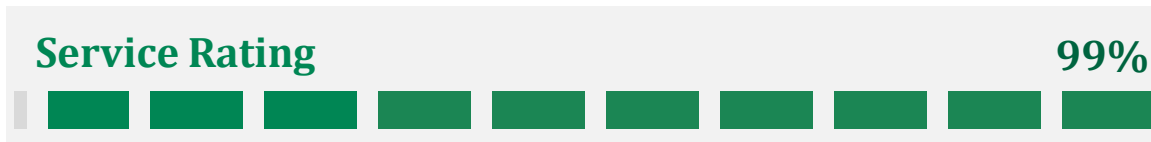
First: Unified contact number 937

Services	No. for Services Provided	Rating
General inquiries	219,402	94.00%
Medical consultations	1,841,626	94.84%
Booking appointments at primary care centers	1,156,426	
Volunteer platform	38,107	93.77%
Complaints and communications	554,481	84.43%
Treatment requests	14,129	64.19%
Communications resolved from the first contact	36,100	62.57%
COVID-19 services	82,435	
Number of suggestions	2,973	
Smoking clinic appointments	11,041	93.35%



First: Unified contact number 937

Most prominent communications \ Create an account \ login (Sehhaty).



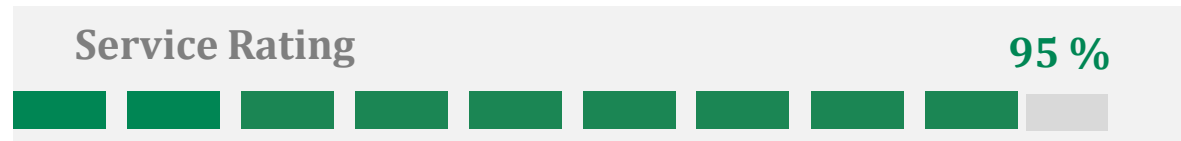
No. of closed Complaints	99.89%
No. of Communications	11072
Decision taken for improvement	<ul style="list-style-type: none">- Activating login through Nafaz- Activating login via Fase ID- Periodic follow-up of most prominent challenges facing beneficiaries in logging in and identifying improvement opportunities





First: Unified contact number 937

Most prominent communications / Appointments service (Sehhaty).



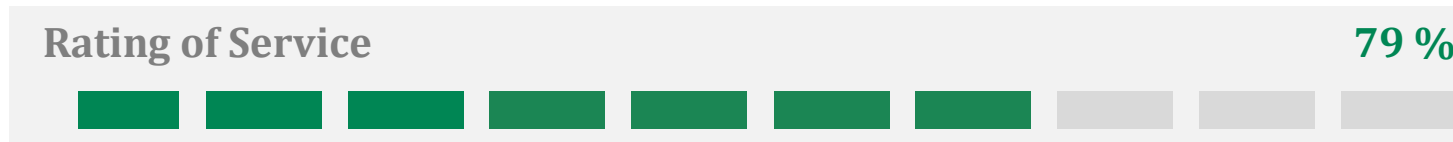
No. of closed Complaints	99.95%
No. of Communications	9998
Decision taken for improvement	<ul style="list-style-type: none">- Periodic follow-up of indicators, percentage of appointments available in the application.- Unifying appointment booking systems through a unified platform





First: Unified contact number 937

Most prominent communications | Shortage in vaccinations

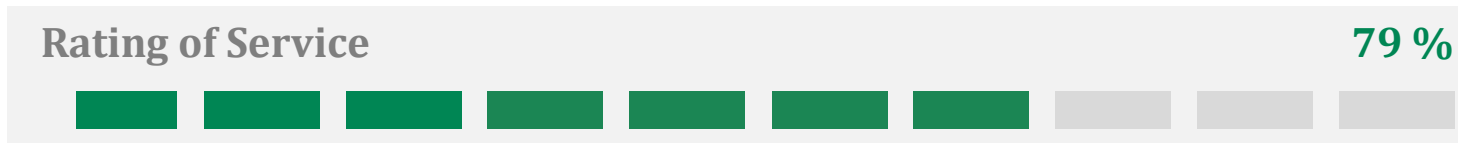


No. of closed Complaints	98.95%
No. of Communications	4032
Decision taken for improvement	<ul style="list-style-type: none">- Review the periodic report to support decision makers.- Setting a target for number of weekly reports as less than 100.- Continuous follow-up by the service owner and identifying defect sites and rectifying them.- Creating a vaccination steering committee at the level of the Ministry of Health.



First: Unified contact number 937

Most prominent communications | Problems related to receiving the patient in the health facility - emergency



No. of closed Complaints	99.33%
No. of Communications	28549
Decision taken for improvement	<ul style="list-style-type: none">- Review the periodic report to support decision makers- Setting a target for the weekly number of reports - less than 1,500.- Continuous follow-up by the service owner and identifying defect sites and addressing them.- Issuing alerts to the health facility in which the overcrowding of patients has been identified, and sharing it with the service operator and service owner.



Second: Unified contact number **920009080** for Ministry Employees

Service	No. of Services delivered	Service Rating
- Follow up on administrative and financial requests	29,865	87.09%
- Mawared system technical support service	42,160	93.43%
- Employment portal technical support service	5,770	
- Appointment system technical support service	905	100%
- Anat system technical support service	232	100%



Third: Services of investors and suppliers sector via 920018090



Rating of the Service	No. of Services Delivered	The Service
Control systems and violations inquiries service	66	98.8%
Follow up service for collecting financial dues of treatment services	1,478	83.3%
Investment Opportunities Inquiries Service	104	97.3%
Tenders and contracts inquiries service	31	83.8%
Service rules and regulations for licensing health facilities	695	97.6%
Follow up service for collecting financial dues of contractors and suppliers	578	84.0%
E-licensing Technical support service	168	82.7%

Evaluation Via the Rating Form in the MOH's Portal







Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Registration of external Corona (Covid-19) vaccines	17872	10 	2 
		<ul style="list-style-type: none">• I found the page useful and clear.• I was able to access the information easily.• Navigating the page is convenient and easy.	<ul style="list-style-type: none">• I could not find the information to be obtained.• I encountered a technical problem.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Health file - Health record (know your numbers)	44732	1 	11 
		<ul style="list-style-type: none">I found the page useful and clear.	<ul style="list-style-type: none">I could not find the information to be obtained.I encountered a technical problem.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Appointment booking service to receive the (Corona) vaccine	7925	13 	13 
		<ul style="list-style-type: none">I found the page useful and clear.	<ul style="list-style-type: none">I could not find the information to be obtained.I encountered a technical problem.The content is incomprehensible.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Appointment booking service	373083	26 	123 
		<ul style="list-style-type: none">• I found the page useful and clear.• I was able to access the information easily.• The wording of the content is elaborate on this page.	<ul style="list-style-type: none">• I could not find the information to be obtained.• I encountered a technical problem.• Sehhaty app is not responding to registration due to a problem with the date of birth icon





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Instant consulting service	48579	8 	14 
		<ul style="list-style-type: none">• I found the page useful and clear.• I was able to access the information easily	<ul style="list-style-type: none">• I could not find the information to be obtained.• I encountered a technical problem.• The content is incomprehensible.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Employment services	10412240	250 	281 
		<ul style="list-style-type: none">• I found the page useful and clear.• I was able to access the information easily.• The wording of the content is elaborate on this page.	<ul style="list-style-type: none">• I could not find the information to be obtained.• I encountered a technical problem.• The content is incomprehensible.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Dependents Addition Service	40246	2 	10 
		<ul style="list-style-type: none">I found the page useful and clear.	<ul style="list-style-type: none">I could not find the information to be obtained.The content is incomprehensible.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Sick leave service	175662	4 	27 
		<ul style="list-style-type: none">I found the page useful and clear.	<ul style="list-style-type: none">I could not find the information to be obtained.The content is incomprehensible.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Medical examination before marriage	84648	5 	18 
		<ul style="list-style-type: none">I found the page useful and clear.	<ul style="list-style-type: none">I could not find the information to be obtained.The content is incomprehensible.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Pregnancy follow-up service for women	13104	1 	0 
		<ul style="list-style-type: none">I found the page useful and clear.	





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Insurance approvals follow-up service	17210	3 	0 
		<ul style="list-style-type: none">I found the page useful and clear.	





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Drugs and prescription review service	17312	2 	8 
		<ul style="list-style-type: none">I found the page useful and clear.	<ul style="list-style-type: none">I could not find the information to be obtained.The content is incomprehensible.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
The service of verifying medical examination results for expatriate workers.	54533	171 	309 
		<ul style="list-style-type: none">• I found the page useful and clear.• I was able to access the information easily.	<ul style="list-style-type: none">• I could not find the information to be obtained.• The content is incomprehensible.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Self-evaluation service for private health institutions	2292	<p>3</p> 	<p>2</p> 
		<ul style="list-style-type: none">• I found the page useful and clear.• I was able to access the information easily.	<ul style="list-style-type: none">• I could not find the information to be obtained.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Inquire about medical treatment abroad.	16715	0 	1 
			<ul style="list-style-type: none">The content is incomprehensible





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Health licensing services	16715	25 	32 
		<ul style="list-style-type: none">• I found the page useful and clear.• I was able to access the information easily.• Navigating the page is easy and convenient	<ul style="list-style-type: none">• I could not find the information to be obtained.• The content is incomprehensible.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Temporary Contracting and Visiting Physicians Program	19053	6 	1 
		<ul style="list-style-type: none">• I found the page useful and clear.• I was able to access the information easily.• Navigating the page is easy and convenient	<ul style="list-style-type: none">• I encountered a technical problem.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Reminder service for children's immunization appointments	11772	18 	4 
		<ul style="list-style-type: none">• I found the page useful and clear.• I was able to access the information easily.	<ul style="list-style-type: none">• I could not find the information to be obtained





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Service for registration to participate with the Hajj Visiting Forces	41901	5 	3 
		<ul style="list-style-type: none">I found the page useful and clear.I was able to access the information easily.	<ul style="list-style-type: none">I could not find the information to be obtained





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Transaction query	41901	6 	55 
		<ul style="list-style-type: none">• I found the page useful and clear.• I was able to access the information easily.	<ul style="list-style-type: none">• I could not find the information to be obtained.• I encountered a technical problem.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Help to quit smoking service	3603	16 	3 
		<ul style="list-style-type: none">• I found the page useful and clear.• I was able to access the information easily.	<ul style="list-style-type: none">• I could not find the information to be obtained.• I did not find an appointment in my health.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Corona Covid-19 examination appointment booking service	14188	3 	2 
		<ul style="list-style-type: none">* I found the page useful and clear.* I was able to access the information easily.	<ul style="list-style-type: none">• I could not find the information to be obtained.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Supplier services	2864	1 	8 
		<ul style="list-style-type: none">I was able to access the information easily.	<ul style="list-style-type: none">I could not find the information to be obtained.I encountered a technical problem.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Exploratory medical examination program for school students	6441	0 	1 
			<ul style="list-style-type: none">I could not find the information to be obtained.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Students fitness examination for admission to the first grade of primary school	16667	8 	8 
		<ul style="list-style-type: none">• I was able to access the information easily.• I found the page useful and clear.	<ul style="list-style-type: none">• I could not find the information to be obtained.• The content is incomprehensible.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Service of receiving Corona virus vaccine at home for 70 years age group and over	462	2 	0 
		<ul style="list-style-type: none">• I was able to access the information easily.• I found the page useful and clear.	





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Service of application for exemption from receiving COVID-19 vaccine	11480	1 	2 
		<ul style="list-style-type: none">The wording of the content is elaborate on this page.	<ul style="list-style-type: none">I could not find the information to be obtained.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Child vaccination documentation service (self)	14752	0 	1 
			<ul style="list-style-type: none">I could not find the information to be obtained.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Portables service	4588	0 	1 
			<ul style="list-style-type: none">I could not find the information to be obtained.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
937 service for complaints and suggestions	150188	7 	25 
		<ul style="list-style-type: none">• I found the page useful and clear.• Navigating the page is convenient and easy.	<ul style="list-style-type: none">• I could not find the information to be obtained.• The content is incomprehensible.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Awlawiya card	55022	8 	12 
		<ul style="list-style-type: none">• I found the page useful and clear.• Navigating the page is convenient and easy.• The wording of the content is elaborate on this page	<ul style="list-style-type: none">• I could not find the information to be obtained.• The content is incomprehensible.• another thing.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Home health care	23426	3 	4 
		<ul style="list-style-type: none">• I found the page useful and clear.• Navigating the page is convenient and easy.• Wording of the content is elaborate on this page	<ul style="list-style-type: none">• I could not find the information to be obtained.• The content is incomprehensible.• Others.





Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Service for reviewing information and prices of alternatives to food and drug products (Tameeni)	2442	0 	0 



Via the Rating Form in MOH's E-portal

The Service	No. of Readings	Was this page useful?	
		Yes	No
Medical Team Selection Service (Tabibi)	7117	3 	0 
		<ul style="list-style-type: none">• I found the page useful and clear.• Navigating the page is convenient and easy.	

The decision to improve:

- **I could not find the information to be obtained**

A user manual has been attached to all service cards

- **The content is incomprehensible**

The content of the service cards on which the note was monitored has been reviewed and drafted.

- **I encountered a technical problem**

Pages related to technical problems were directed to the competent department.

* Continue evaluating the content of the pages semi-annually.

The End

The bottom of the slide features several overlapping, wavy, light-colored lines that create a sense of motion or a decorative flourish. These lines are in shades of light green and cream, contrasting with the dark green background.