

Figure 1 The SERVQUAL tool for assessing patients' satisfaction with quality of care (an Urdu translation was used in the survey)

Item no.	Dimensions of quality of care	Items	Level of satisfaction		
			0 Dissatisfied	1 Somewhat satisfied	2 Satisfied
1.	Reliability	Seen according to expectations			
		Got the problem solved			
		Given/received the required treatment			
2.	Responsiveness	Hospital staff gives prompt attention			
		Hospital staff does not keep patient waiting			
		Hospital staff helps according to the need			
3.	Assurance	Hospital is trustworthy			
		Doctor is qualified			
		Hospital staff are courteous			
4.	Empathy	Hospital staff are caring			
		Staff give individual attention			
		Doctor calls patient by name			
5.	Tangibility	Doctor's office is clean			
		Hospital staff use standard instruments			
		Prescription given is easy to understand			