

Table 3 Satisfaction with the latest health services received by families registered with and using family physicians programme (FPP) services, Marvdasht, 2014

Service provider	No.	Totally dissatisfied		Dissatisfied		Moderate		Satisfied		Totally satisfied	
		No.	%	No.	%	No.	%	No.	%	No.	%
Urban											
Health house*	NA	-	-	-	-	-	-	-	-	-	-
Health centre*	74	2	2.7	2	2.7	24	32.4	28	37.8	18	24.3
Family physician*	956	40	4.2	88	9.2	230	24.1	241	25.2	357	37.3
Private physician	681	33	4.8	22	3.2	134	19.7	214	31.4	278	40.8
Public hospital*	429	14	3.3	21	4.9	80	18.6	157	36.6	157	36.6
Private hospital	31	2	6.5	0	0.0	3	9.7	7	22.6	19	61.3
Other	27	0	0.0	0	0.0	5	18.5	12	44.4	10	37.0
Total	2198	91	4.1	133	6.1	476	21.7	659	30.0	839	38.2
Rural											
Health house*	90	7	7.8	12	13.3	22	24.4	24	26.7	25	27.8
Health centre*	93	4	4.3	7	7.5	12	12.9	21	22.6	49	52.7
Family physician*	988	30	3.0	83	8.4	210	21.3	276	27.9	389	39.4
Private physician	594	14	2.4	13	2.2	104	17.5	206	34.7	257	43.3
Public hospital*	315	19	6.0	12	3.8	54	17.1	94	29.8	136	43.2
Private hospital	22	2	9.1	0	0.0	1	4.5	4	18.2	15	68.2
Other	12	2	16.7	2	16.7	0	0.0	6	50.0	2	16.7
Total	2114	78	3.7	129	6.1	403	19.1	631	29.8	873	41.3
Overall total											
Health house*	90	7	7.8	12	13.3	22	24.4	24	26.7	25	27.8
Health centre*	167	6	3.6	9	5.4	36	21.6	49	29.3	67	40.1
Family physician*	1944	70	3.6	171	8.8	440	22.6	517	26.6	746	38.4
Private physician	1275	47	3.7	35	2.7	238	18.7	420	32.9	535	42.0
Public hospital*	744	33	4.4	33	4.4	134	18.0	251	33.7	293	39.4
Private hospital	53	4	7.5	0	0.0	4	7.5	11	20.8	34	64.2
Other	39	2	5.1	2	5.1	5	12.8	18	46.2	12	30.8
Total	4312	169	3.9	262	6.1	879	20.4	1290	29.9	1712	39.7

*Under FPP services.

NA = not available.