



وزارة الحرس الوطني - الشؤون الصحية

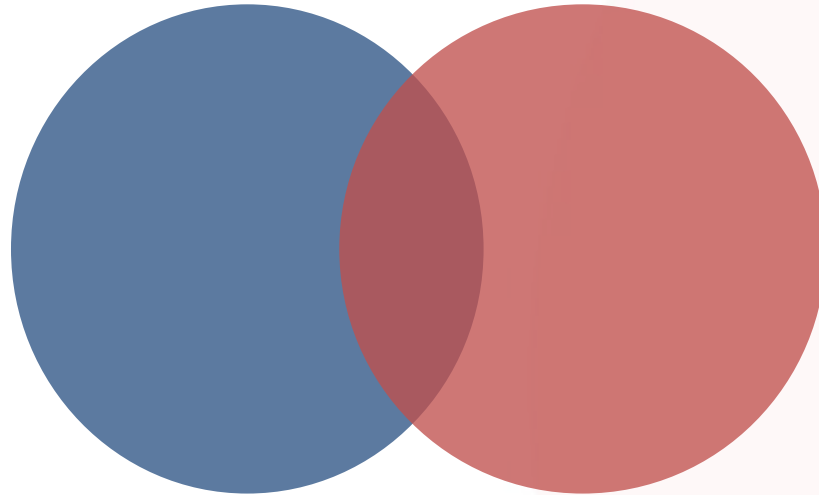
MINISTRY OF NATIONAL GUARD HEALTH AFFAIRS

**MNGHA**

# Results of website survey to develop and improve Patient Feedback Service

## Expected effect

Identifying beneficiaries' satisfaction will have positive impacts on the enhancing of the Patient Feedback Service and will help to better understanding beneficiaries' opinions and expectations, which will enable us to do the required enhancement and development.

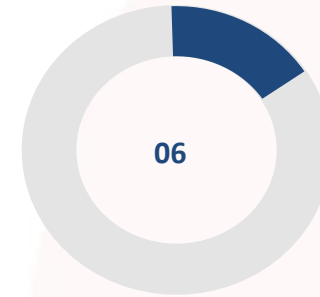


## The Target

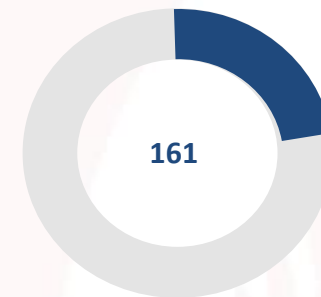
The co-initiative aims to improve the Patient Feedback Service and receiving creative initiatives and ideas that drive further development and improvement of the services and contribute to the best user experience. by sharing their opinions and advice of general beneficiaries from community members

# Results

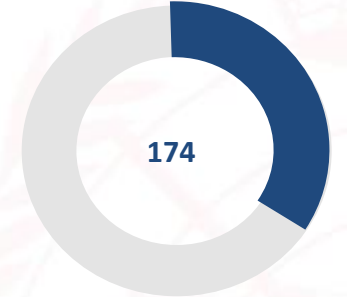
In our continuous pursuit of providing a distinguished user experience, we will consider all survey results and work to enhance and develop Patient Feedback Service



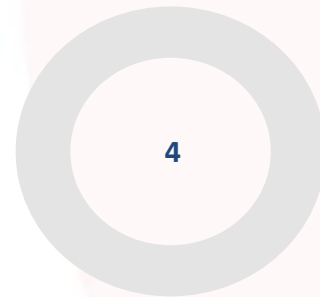
Neither



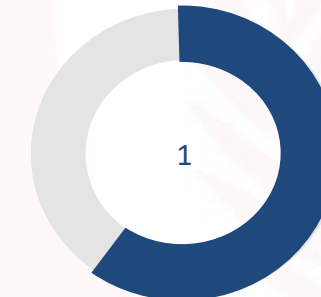
Satisfied



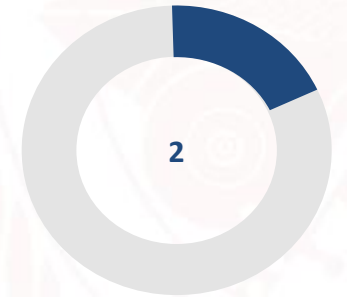
Very Satisfied



Unsatisfied



No Answer



Very Unsatisfied

# Results and impact

**Based on the results of the initiative to develop and improve Patient Feedback Service, the user experience has been enhanced through the integration of the service with the WeCare system. This allows tracking beneficiary requests through various channels, such as main hospital phone number and the social media platform X, contributing to improve services and increase satisfaction levels.**

**To Access the service [Click Here](#)**

[Home](#) > [E-Services](#) > [Service Details](#)

## Patient Feedback Service

[Start the service](#)

Patient Feedback Service to receive feedback from MNGHA patients and visitors, this will be helpful for service improvement and a communication channel with MNGHA clients.


[Service Level Agreement](#)[Steps](#) [Eligibility](#) [Required Documents](#)


- Visit MNGHA Website
- From main menu select E-Services then click on Patient services.
- Choose Patient Feedback Service
- Fill out the form and attach files, if any.
- click on submit


### Service Evaluation




Last Modified: 10/24/2024 8:05 PM Saudi Arabia Time

 **Citizen**  
Target audience

 **Arabic and English**  
Service language


 **2 Working Days**  
Service duration

 **MNGHA Portal**  
Service channels

 **Free**  
Service cost

#### FAQ

[FAQ](#)

 **Service release date:**  
2/8/2022

[User Manual](#)



[Home](#) > [E-Services](#) > [Patients and Visitors Service](#)

## Patients and Visitors Service

### Dear Patient:

As part of our commitment to delivering the right health care for our patients at the right time, we are pleased to receive your service request, complaint, suggestion, and comments by filling out the below form.

Please fill the form below, and attach document if needed.

(With our best wishes for good health)

### Patient Information

\* Patient Medical record number

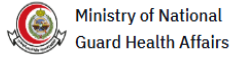
\* First Name

\* Family Name

\* Mobile Number

# Initiative

To access the Development and improvement of Patient Feedback Service initiative [Click Here.](#)



Ministry of National  
Guard Health Affairs

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[E-Participation](#) > [co-development](#) > [Development and improvement of Patient Feedback Service](#)

## Development and improvement of Patient Feedback Service

The initiative aims to improve the patient feedback service and receiving creative initiatives and ideas that drive further development and improvement of the services and contribute to the best user experience.

● **Finished**

📅 **01-07-2024**  
Start date

📅 **30-09-2024**  
End date

👤 **joint development**  
Initiative Type

👤 **All beneficiaries**  
Beneficiaries

[Results and Decisions](#)

Last Modified: 11/13/2024 9:16 AM Saudi Arabia Time

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**Thank you**

