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## Sidra Outpatient Clinic recognized for patient satisfaction excellence

**Doha, Qatar - 04 February 2017** - Sidra Medical and Research Center's Outpatient Clinic has scored top marks in the organization's regular internal patient satisfaction survey, seven months after opening the doors to its first clinics, figures released today show.

The results from the survey reveal that out of more than 7,000 appointments (or nearly 800 survey respondents) that have taken place at the Sidra Outpatient Clinics since May until December 2016, 92 per cent of patients were fully satisfied with their experience at Sidra.

Sidra's Chief Executive Officer Peter Morris said, "At Sidra, we pride ourselves on putting our patients at the heart of all we do. We are delighted with the results from our patient satisfaction survey, which is testament to Sidra's ongoing vigilance and commitment to our patients and thanks to the skills and expertise of our diverse healthcare leaders and teams. We collect and transparently report on patient satisfaction at the Sidra Outpatient Clinic to ensure that we continuously deliver the best quality care and safety for our patients. This is an ongoing process as we gear up to open more services and clinics until the Outpatient Clinic becomes fully operational later next month."

Since May, Sidra has been collecting data and feedback from patients following their visits to the Outpatient Clinic. Through surveys, patients are asked to rate their experience on areas including the ease of their journey from home through to their registration at the clinic, the process of getting an appointment, rating the doctors and nursing teams, comfort in the hospital building and the quality of waiting room and hospital amenities.

Highlights from the patient feedback collected include, "The care we received was more than I imagined it would be. It was excellent and I hope they continue to keep up providing such great levels of care and service to patients" (about General Surgery), "Excellent care - I felt like a VIP!" (about Orthopedics) and "The service provided was excellent. I have yet to experience better service in other facilities" (about the Ear, Nose and Throat Clinic). One patient, was so happy with the care she received from the Obstetrics team that she named her baby Sidra. "The team and staff at Sidra were exceptional. I really valued the attention and care that was given to me – and it seemed fitting that I name my baby Sidra - a beautiful name which is also mentioned in the Quran."

Dr. Abdulla Al Kaabi, Deputy Chief Medical Officer of Sidra, added, "The feedback that we receive from each patient allows us to ensure that we are identifying any gaps and concerns immediately and making necessary improvements to enhance patient experience at Sidra. The high patient rating of our doctors, nurses and the services motivates us to work harder and to ensure we maintain the best possible standards of care. This is particularly critical as we attend to a higher volume of patients, ramp up more services including readying our main hospital for inpatient care and recruit for over 3500 clinical and administrative roles over the course of two years."

Sidra successfully began the phased opening of its Outpatient Clinic in May 2016 with several pediatric outpatient clinics and services and also offers obstetrics care. Pediatric specialties include psychiatry, dermatology, neonatology, urology, orthopedics and plastics/craniofacial consultation clinics.

In October, Sidra also launched its Day Surgery clinic and in January 2017 launched Qatar's first Child Advocacy Program dedicated to handling neglect and child abuse cases. By the time the roll out of all clinic and service openings is complete by February 2017, Sidra will have over 35 clinics and services.

The referral-based Sidra Outpatient Clinic is currently accepting patients from Hamad Medical Corporation, Primary Health Care Corporation and the QF Primary Health Care Center. Sidra is collaborating closely with other healthcare institutions in Qatar to expand the referral network as more clinics and services are launched.

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#### **About Sidra Medical and Research Center**

Sidra Medical and Research Center will be a groundbreaking hospital, research and education institution, focusing on the health and wellbeing of children and women regionally and globally.

Sidra represents the vision of Her Highness Sheikha Moza bint Nasser who serves as its Chairperson. The high-tech facility will not only provide world-class patient care but will also help build Qatar's scientific expertise and resources.

Sidra will be a fully digital facility, incorporating the most advanced information technology applications in all its functions when it is fully operational in 2018. Designed by renowned architect Cesar Pelli, Sidra features a main hospital building and a separate outpatient clinic. The main hospital will initially have 400 beds with infrastructure to enable expansion to 550 beds in a subsequent phase.

Sidra opened its Outpatient Clinic on 1 May 2016 with the launch of three clinics – Dermatology, Pediatric General Surgery Consultation and Obstetrics. These clinics are supported by radiology, pathology, pharmacy and laboratory facilities. The Sidra Outpatient Clinic offers outpatient services for women and children through a referral based system in partnership with other healthcare providers in Qatar. More clinics and services will be rolled out over the course of 2016.

Sidra is also part of a dynamic research and education environment in Qatar and through strong partnerships with leading institutions around the world, Sidra is creating an intellectual ecosystem to help advance scientific discovery through investment in medical research.

For more information please visit [www.sidra.org](http://www.sidra.org).

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