Satisfaction with maternal healthcare services in the Ketu South Municipality, Ghana: A qualitative case study

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Background

Women’s satisfaction with maternal healthcare services is vital in quality healthcare delivery. However, the dearth of in-depth information on the issue is a challenge in Ghana. In this study, we explore women’s satisfaction with maternal care services at a health facility in the Ketu South Municipality, Ghana.

Method

This is a qualitative study that used a purposive sampling technique to select 15 women who attended a child welfare clinic at the facility for in-depth interviews. The interviews were tape-recorded, and the results presented in quotes in accordance with the themes that emerged. Results: The study found that respondents were generally satisfied with the quality of maternal healthcare services provided to them. However, they were dissatisfied with drug administration procedures at the facility. Respondents generally reported poor attitudes on the part of healthcare providers at the health facility. Some logistics were also reported to be in unfavourable condition. Nonetheless, respondents generally had positive perceptions about maternal care services provided to them by the healthcare facility.

Conclusion

Drug administration procedures and attitude of healthcare providers toward clients as well as logistics need to be improved to enhance satisfaction with services at the health facility, particularly among pregnant women and mothers.