

Table 5. Number of surveys with negative response cases, by area for improvement and mean level of dissatisfaction at initial survey and follow-up survey, and percentage change in dissatisfaction, by area for improvement

Area for improvement	No. of initial surveys with negative response cases	Mean level of dissatisfaction (%)		
		In initial survey	In follow-up survey	% change in dissatisfaction
Waiting time too long	11	27.0	15.0	-44.4
Prices too high	6	10.9	6.5	-40.4
Clinic hard to reach	6	14.2	8.6	-39.4
Clinic hours not convenient	5	9.0	6.4	-28.9
Not enough opportunity to ask questions	4	12.2	4.9	-59.8
Time in consultation insufficient	2	7.0	2.5	-64.3
Other*	5	10.7	3.5	-67.3

*Includes overall satisfaction with services in Brazil, information on other contraceptive methods in Colombia and if "anything displeased you" in Trinidad and Tobago.