

Table 1 Proportion of clients unsatisfied by various aspects of family planning and reproductive health services

Item	%
Received unclear information at the reception desk	95.8
Received no (or incomplete) information about the cervical cancer prevention	91.1
Received no information about the social assistance	88.3
Received no (or incomplete) information about sexually transmitted infections and their prevention	87.4
Doctor did not introduce himself before examination	87.0
Received no (or incomplete) information about the services at the centre	84.2
Health professionals did not attend to clients' psychological and social concerns	82.7
Received no information about the 2 methods of induced abortion (surgical and medical)	76.6
Received no (or incomplete) information about breast cancer prevention	72.4
Received no information about what to do in case of urgent post-abortion problems	67.0
Doctor was not interested in the patients' health problems	65.9
Received incomplete information about the side-effects of contraceptive methods	62.4
Received incomplete information about the effectiveness of contraceptive methods	56.4
Experienced long waiting time in the centre	55.8
Received no information about the different contraceptive methods	55.8
Health professional did not discuss with the clients their reasons for the unwanted pregnancy	38.5
Received incomplete information about the chosen contraceptive method	32.5
Received no advice about the decision of abortion	32.0
Unclear road signs to the centre	28.4
Client choice of contraceptive method not offered at the centre	25.8
No apparent access signs for the centre	24.0
Perceived an unwelcoming attitude from the doctor	15.8
Experienced difficulty accessing the centre	14.4
Experienced very long administrative procedures	12.1
Perceived an unwelcoming attitude from health professionals	05.5
Centre lacked organization	04.7