

INPLASY

The Private Healthcare Experience: Insights from a Systematic Review in Saudi Arabia

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ADMINISTRATIVE INFORMATION

Support - The authors received no financial support for this study.

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Conflicts of interest - None declared.

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Amendments - This protocol was registered with the International Platform of Registered Systematic Review and Meta-Analysis Protocols (INPLASY) on 5 April 2026 and was last updated on 5 April 2026.

INTRODUCTION

Review question / Objective To systematically review patients' experiences from private healthcare services in Saudi Arabia.

Condition being studied This systematic review focuses on patient satisfaction within private healthcare services in Saudi Arabia. Patient satisfaction is a key indicator of healthcare quality and reflects patients' perceptions of various aspects of care, including service promptness, communication, accessibility, and overall quality of care. In the context of Saudi Arabia's ongoing health system transformation under Vision 2030, the private healthcare sector is expanding and playing an increasingly important role in service delivery. Understanding patient satisfaction in this sector is essential for evaluating healthcare performance and identifying areas for improvement.

METHODS

Participant or population Patients receiving care in private healthcare facilities in Saudi Arabia who reported their satisfaction or experience with healthcare services.

Intervention Private healthcare services provided in hospitals and clinics in Saudi Arabia.

Comparator Not applicable. This systematic review does not include a comparison group, as it focuses on patient satisfaction within private healthcare services only.

Study designs to be included This review includes quantitative observational studies that assess patient satisfaction in private healthcare settings, such as cross-sectional surveys and descriptive studies.

Eligibility criteria Studies were included if they assessed patient satisfaction in private healthcare

settings in Saudi Arabia and were published in peer-reviewed journals. Only studies written in English were considered. Studies focusing on public healthcare settings, mixed settings without clear separation, or not directly assessing patient satisfaction were excluded. Dissertations, conference papers, and commentaries were also excluded.

Information sources The literature search was conducted using electronic databases, including PubMed, EBSCOhost (via the Saudi Digital Library), and Google Scholar.

Main outcome(s) The main outcome is patient satisfaction with private healthcare services, assessed across multiple dimensions including service promptness, communication, accessibility, quality of care, and facility-related factors.

Quality assessment / Risk of bias analysis A formal risk of bias assessment tool was not applied in this review. Instead, the quality of included studies was considered based on study design, sample characteristics, and clarity of reported findings. The review provides a descriptive synthesis of the evidence.

Strategy of data synthesis A narrative synthesis was conducted by grouping findings into key patient satisfaction categories and summarizing patterns across studies. No meta-analysis was performed due to heterogeneity.

Subgroup analysis No subgroup analysis was conducted in this review due to the descriptive nature of the included studies and variability in reported outcomes.

Sensitivity analysis No sensitivity analysis was conducted, as this review did not include a quantitative meta-analysis and was based on a narrative synthesis of findings.

Country(ies) involved Saudi Arabia.

Keywords Patient satisfaction; Private healthcare; Saudi Arabia; Healthcare quality; Patient experience; Health services.

Contributions of each author

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