

**Background :** primary health care is the main focus of health systems, the improving of the quality of health care and service delivery at the health facility level is a universal concern. The perception of patient satisfaction with health system is the key indicator that reflects the quality of care and services.

**Objectives :** to assess the level of patient satisfaction with the quality of Health care and services in order to improve services and care at the level of primary health care facilities, and to determine the factors involved.

**Methods :** This is a cross sectional descriptive and analytical study with a quantitative approach carried out on a sample of 129 people at 5 urban health centers in the city of Oued Eddahab using a questionnaire multidimensional, the collected data are analyzed via SPSS software.

**Results :** the overall satisfaction is 70,6%, 72,1 will recommend the primary health care facilities to their relatives. There are significant links between the dimensions (Accessibility, Availability, Acceptability, Reactivity, Continuity) and overall patient satisfaction. The binary logistic regression model obtained retained the information / communication sub-dimension and the reactivity dimension as factors related to overall satisfaction.

**Conclusion:** The results of this study showed us that the majority of participants (70.6%) are generally satisfied and that there is a significant relationship between overall satisfaction and the dimensions of accessibility; acceptability; the continuity ; the reactivity ; the availability. This study made it possible to highlight the most important points that require improvements, namely the information and communications sub-dimension and the reactivity dimension. The results of this study will give some visibility to the decision makers of Oued Eddahab province regarding the quality of services provided at the urban health centers.

**Keywords :** Patient satisfaction ; Patient satisfaction study; Primary health care; Questionnaire ; Satisfaction measurement tool