

**FACTORS INFLUENCING THE UTILISATION OF THE
CURATIVE COMPONENT OF PRIMARY HEALTH CARE
IN THE EKURHULENI METROPOLITAN AREA**

by

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submitted in part fulfillment of the requirements

for the degree of

MASTER OF ARTS IN HEALTH STUDIES

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UNIVERSITY OF SOUTH AFRICA

SUPERVISOR: DR JH ROOS

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Student number: 653-597-6

DECLARATION

I declare that **FACTORS INFLUENCING THE UTILISATION OF THE CURATIVE COMPONENT OF PRIMARY HEALTH CARE IN THE EKURHULENI METROPOLITAN AREA** is my own work and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete references and that this work has not been submitted before for any other degree at any other institution.

SIGNATURE

.....

(ME Sekabate)

DATE

.....

ACKNOWLEDGEMENTS

I wish to express my sincere gratitude to all those persons who contributed to and assisted me in compiling this study. In particular, I would like to thank the following:

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- All those persons who made it easier for patients to participate
- My colleagues for providing me assistance to pull the study through

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ABSTRACT

The study aimed to explore and describe factors which impacted on the satisfaction of patients using the curative component of primary health care in the Ekurhuleni Metropolitan area. A qualitative, explorative and contextual design was followed in this study. Focus group interviews were used to collect data from clients, nurse clinicians and community health committee members.

Findings indicated that there was lack of facilities, resources and supplies, lack of safety and security measures, negative attitudes of nurse clinicians, lack of community involvement and lack of clinic management involvement. Suggestions were made by the groups on how to improve the curative primary health care service and intervention strategies were identified from the suggestions made.

The implementation of these strategies will help with the improvement of the service delivery at the clinic for primary health care.

KEY CONCEPTS

Community health committee, community involvement, curative services, nurse clinicians, primary health care.

Dedication

I dedicate this work to my family,
especially my late father whom I miss very much,
my mother, my one and only brother, Mpatiso,
My three sisters, Louisa, Naome and Soso
and my two daughters, Rose and Ntebaleng.
Mrs Vrey and Imogene for all their support.