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Ngwako Johannah Rapakwana

DECLARATION

I hereby declare that the dissertation titled:

**CLIENT SATISFACTION WITH REGARD TO
ACCESSIBILITY OF PRIMARY HEALTHCARE
SERVICES IN MOLEMOLE MUNICIPALITY OF
LIMPOPO PROVINCE**

is my original work, and that it has not been submitted before for any degree or examination at any other institution. All sources used or quoted have been acknowledged by means of complete references in the text and bibliography.

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ABSTRACT

CLIENT SATISFACTION WITH REGARD TO ACCESSIBILITY OF PRIMARY HEALTHCARE SERVICES IN MOLEMOLE MUNICIPALITY OF LIMPOPO PROVINCE

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In a descriptive survey, the accessibility of primary healthcare services in Molemole was explored and factors impacting on accessibility were identified. The research sample consisted of 134 community members who visited one of five clinics (one a mobile clinic) in Molemole. Questionnaires, information lists, observations and field notes were used as research instruments. Ethical principles were adhered to, and validity and reliability maintained.

Findings indicated that geographical, financial and cultural accessibility were satisfactory. Functional accessibility seemed problematic. The main reasons for dissatisfaction were attitudes, shortages of staff, unavailability of treatment, dysfunctional hours and fragmented services.

Recommendations included optimal utilisation of staff and resources, improvements on infrastructure and support systems, community involvement in decision-making, as well as reassessing service point locations and policies on medications, supplies and equipment.

Keywords: Accessibility; Primary healthcare services