

## **ANNEXURE E**

### **QUESTIONNAIRE**

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

This questionnaire tries to understand if you are satisfied with primary healthcare services in the Molemole municipality. Aspects that will be included are:

- Distance to the clinic
- Cost involved to get health services
- Availability of treatment
- Nature of services

If you give us honest answers it will assist us to improve the service. Remember that your information will remain confidential and you can withdraw from the study at any time.

Thank you for your participation.

To be filled in by the respondent.

**CLIENT SATISFACTION WITH REGARD TO ACCESSIBILITY OF PRIMARY HEALTHCARE SERVICES IN MOLEMOLÉ MUNICIPALITY OF THE LIMPOPO PROVINCE.** Accessibility is defined as the continuing and organised supply of an equitable level of health care that is within easy reach of all citizens geographically, functionally, financially and culturally.

1. Questionnaire number: \_\_\_\_\_
2. Name of the clinic: \_\_\_\_\_
3. Day of the week: \_\_\_\_\_
4. Number of the participant: \_\_\_\_\_

## 5. BIOGRAPHICAL DATA

- 5.1 Gender: \_\_\_\_\_
- 5.2 Age: \_\_\_\_\_
- 5.3 Village: \_\_\_\_\_

MARK WITH AN X IN THE APPROPRIATE SPACE

## 6. GEOGRAPHICAL ACCESSIBILITY

6.1 How long does it take you to get from the village to your nearest clinic?

Less than an 1 hour	
1 hour to 2 hours	
More than 2 hours	

6.2 What type of transport do you take when you visit the clinic?

Walking	
Taxi	
Bus	
Donkey cart	
Own car	
Other (specify)	

6.3 How much does it cost you to travel to the clinic?

Nothing	
R0-R10	
R11-R20	
R21-R30	
R31-R40	
R40 and above	

## 7. FINANCIAL ACCESSIBILITY

7.1 How much do you pay for the services provided?

Nothing	
R0-R5	
R6-R10	
R11-R20	
R21-R30	

## 8. FUNCTIONAL ACCESSIBILITY

8.1 Are you satisfied with the operational (opening) hours of the clinic?

YES		NO	
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8.2 If not, give the reason why are you not satisfied.

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8.3 Were you involved in the decision about the operational hours of the clinic?

YES		NO	
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8.4 If not, would you like to be involved in deciding on operational hours for the clinic?

YES		NO	
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8.5 How can you be involved?

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8.6 How could you change the operational times of the clinic?

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8.7 What other services are available in the community?

Care groups	
Home-based care	
DOTS supporters	
Traditional healers	
Religious groups	
Traditional midwives	
Other (Specify)	

8.8 Why are you visiting the clinic today?

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8.9 Are you satisfied with the service you receive at the clinic?

YES		NO	
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8.10 If yes, why are you satisfied?

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8.11 If no, why are you not satisfied?

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**9. CULTURAL ACCESSIBILITY**

9.1 Is the relationship between the nurses and the community members acceptable?

YES		NO	
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9.2 Will you always utilise this clinic in your community?

YES		NO	
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9.3 Are the services provided at the clinic acceptable according to the culture of your community?

YES		NO	
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9.4 If no, which services are not acceptable?

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9.5 Give suggestions on how services can be improved.

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## ANNEXURE G

### INFORMATION LIST: COMPLETED BY RESEARCHER

Name of the clinic: \_\_\_\_\_

Day of the week: \_\_\_\_\_

#### 1. Staffing Level

##### 1.1 Approved staff structure (according to Department of Health):

Professional nurses: \_\_\_\_\_

Enrolled nurses: \_\_\_\_\_

Auxiliary nurses: \_\_\_\_\_

General assistance: \_\_\_\_\_

Watchman: \_\_\_\_\_

##### 1.2 Number of staff positions filled:

Professional nurses: \_\_\_\_\_

Enrolled nurses: \_\_\_\_\_

Auxiliary nurses: \_\_\_\_\_

General assistance: \_\_\_\_\_

Watchman: \_\_\_\_\_

##### 1.3 Number of staff on day of data collection:

Professional nurses: \_\_\_\_\_

Enrolled nurses: \_\_\_\_\_

Auxiliary nurses: \_\_\_\_\_

General assistance: \_\_\_\_\_

Watchman: \_\_\_\_\_

#### 2. Types of services available at the clinic

*Services available at fixed clinics:*

- Curative care (minor ailments)
- Antenatal care
- Deliveries
- Postnatal care

- Growth monitoring (child health care)
- Family planning
- Immunisation
- Mental health
- Chronic treatment
- School health services
- Home visits
- HIV/AIDS counselling

*Services available at mobile clinic:*

- Curative care (minor ailments)
- Antenatal care
- Growth monitoring (child health care)
- Family planning
- Immunisation
- Health education
- Mental health
- Chronic diseases (including TB)
- School health services
- Home visits

### **3. Referral system**

All clinics refer their clients to the district hospital which is 9-18km away from the clinics.

### **4. Nurses' support system, including facilities and equipment**

*Equipment available per clinic:*

- Scales for weighing adults
- Scales for weighing babies
- Height measuring device
- Thermometers
- Stethoscope
- Obstetrical stethoscope
- Instruments for measuring blood pressure
- Diagnostic sets
- Autoclave (steam sterilisation)
- Suture material
- Delivery packs

- Incubator
- Oxygen cylinder
- Examination light
- Suction machine, electrical
- Doptone
- Refrigerators, electrical or gas

*Facilities available at the clinics:*

Clinic A is utilising a new clinic since April 2003. The new clinic has enough consulting rooms. Clinic B still operates in the small clinic and does not have enough consulting or counselling rooms. Clinic C is a very big clinic, but it does not have a nurse's home. Some of the consulting rooms are used as the nurse's residence. The clinic has no telephones, only a public phone that uses a card. It has no water supply and no toilets. Clinic D uses the community offices. Only two rooms are available as the clinic is under construction. Clinic E operates in the field, but has a small room as an office, and a store room at the district hospital.

**5. Availability of supplies according to the essential drug list (EDL):**

**Available:** According to the staff, stock is sufficient to meet the clinic's needs until the next delivery.

**Not available:** According to the staff, stock is insufficient and will not meet the clinic's needs until the next delivery.



Treatment available for specific systems according to the EDL	Available	Not available on day of data collection	Reason
A. Alimentary tract and metabolism			
B. Blood and blood-forming organs			
C. Cardiovascular system			
D. Dermatological treatment			
G. Genitourinary system and sex hormones			
H. Systemic hormonal preparations, excluding sex hormones			
J. General anti-infectives for systemic use			
L. Antineoplastic and immunomodulating agents			
M. Musculoskeletal system			
N. Central nervous system			
P. Antiparasitic products			
R. Respiratory system			
S. Sensory organs			
V. Various			