

# COMMUNITY MONITORING

Tshwane North Outreach Community Dev Project

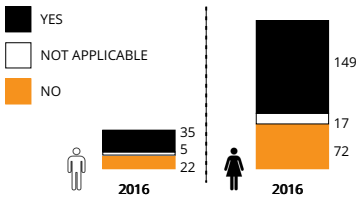
OCTOBER / NOVEMBER 2016

**Brot für die Welt**

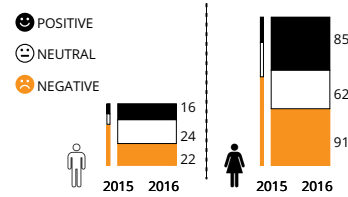
**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

## Soshanguve Block X Clinic

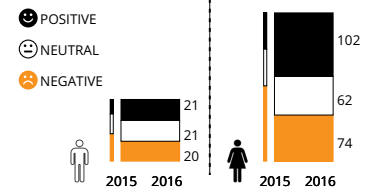
DID YOU GET ALL THE MEDICATION THAT YOU NEEDED?



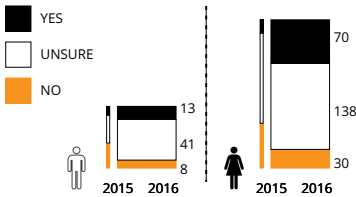
HOW GOOD ARE THE AMBULANCE SERVICES?



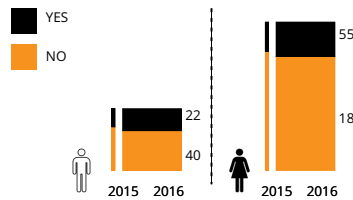
DOES THE CLINIC HAVE THE NECESSARY EQUIPMENT IN GOOD WORKING CONDITION TO PROVIDE THE SERVICES YOU NEED?



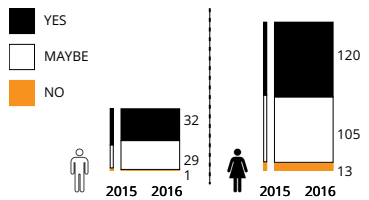
DOES THIS CLINIC HAVE A CLINIC COMMITTEE?



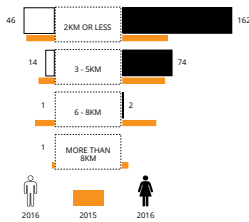
DO YOU KNOW WHAT THE CLINIC COMMITTEE SHOULD DO?



DO YOU THINK THAT THIS CLINIC WILL LEARN FROM THIS SURVEY AND IMPROVE THEIR SERVICES?

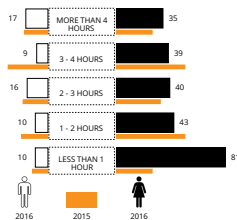


HOW FAR DID YOU TRAVEL TO GET TO THE CLINIC?

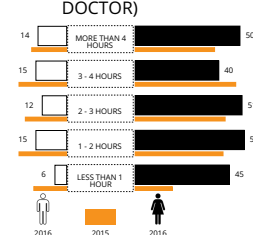


HOW LONG DID IT TAKE TO:

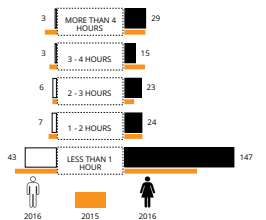
GET REGISTERED AT RECEPTION



SEE A PROFESSIONAL (NURSE OR DOCTOR)



COLLECT YOUR MEDICATION

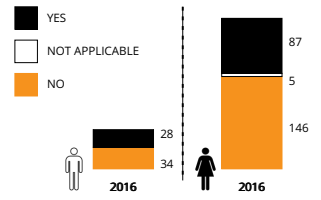
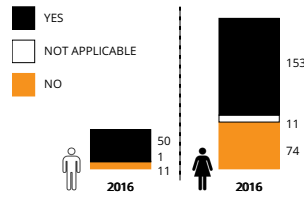
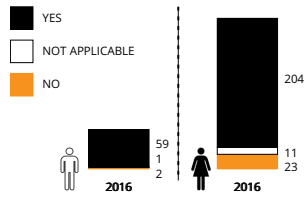
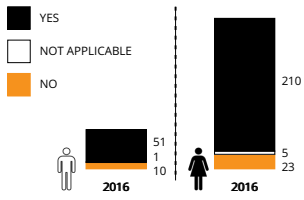


DID YOU FEEL SAFE IN AND AROUND THE CLINIC?

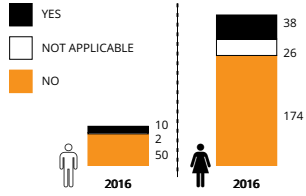
DID THE STAFF RESPECT YOUR RIGHT TO BE EXAMINED IN PRIVATE?

DID THE NURSE OR DOCTOR EXPLAIN YOUR RIGHTS AND ASK FOR YOUR CONSENT BEFORE TREATING YOU?

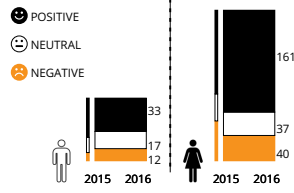
DO YOU KNOW HOW TO MAKE A COMPLAINT AT THIS CLINIC IF YOU WANTED TO?



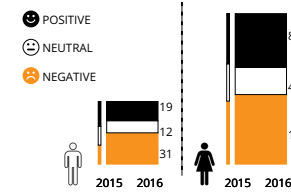
DO YOU THINK THAT THE CLINIC WILL RESPOND TO A COMPLAINT IF YOU MAKE ONE? \*



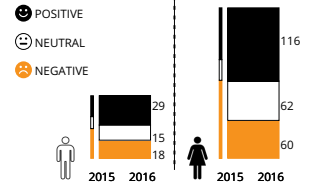
WAS THE CLINIC CLEAN?



DID THE CLINIC MANAGE QUEUES WELL?



DID THE ADMINISTRATIVE STAFF TREAT YOU RESPECTFULLY?



DID THE HEALTH PROFESSIONALS (DOCTORS AND NURSES) TREAT YOU RESPECTFULLY?



	2016	2015
PARTICIPANTS:	300	288
FEMALE:	238	189
MALE:	62	99

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CBM Resources

Norms & Standards

Batho Pele Principles

## Sites

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**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

**Hivos**  
people unlimited

MAKING ALL  
VOICES COUNT

A GRAND CHALLENGE  
FOR DEVELOPMENT

DG  
MT



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