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JUNE / JULY 2015

# COMMUNITY MONITORING

Health - Citizen

Eastern Cape

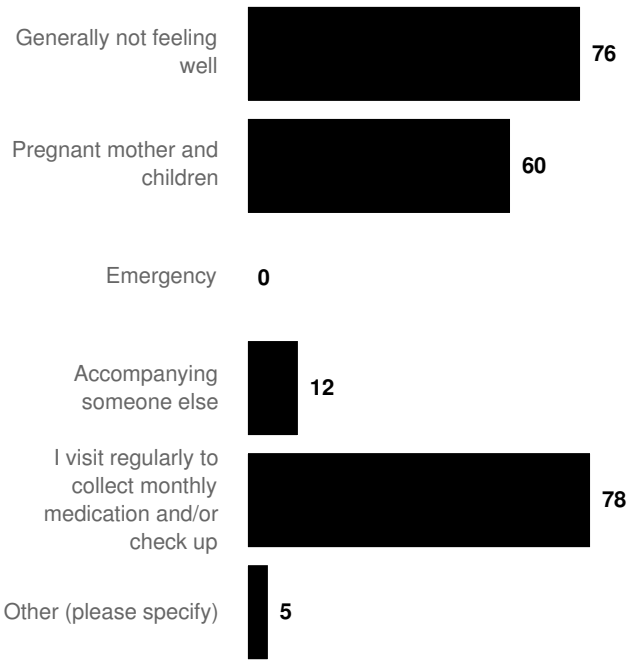
**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

## Feedback of users of health clinics

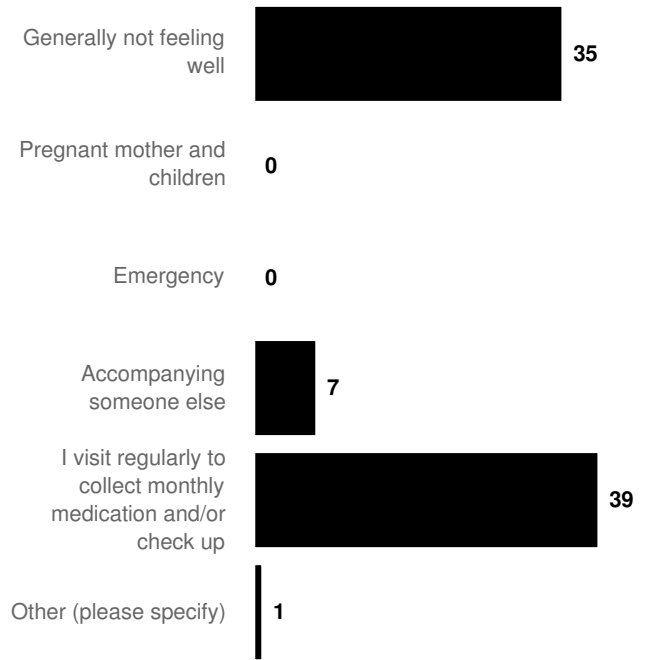
	Participants	Female	Male
Port St. Johns CHC	311	229	82
<b>Eastern Cape</b>	<b>311</b>	<b>229</b>	<b>82</b>

## What was your reason for visiting the facility?

### Female

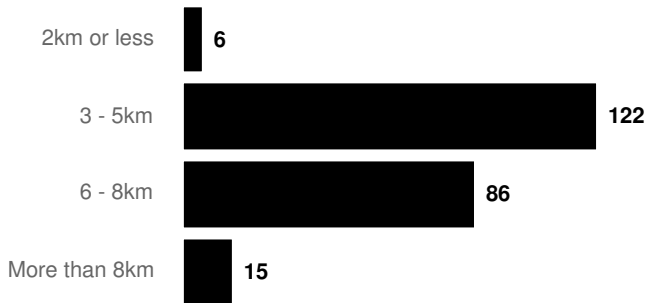


### Male



## How far did you travel to get to the clinic?

### Female



### Male



## What was the total amount you had to pay for transport to this clinic?



## Is this clinic the nearest health facility to your home?



## Please tell us how long you waited to:

# Get registered at reception

## Female

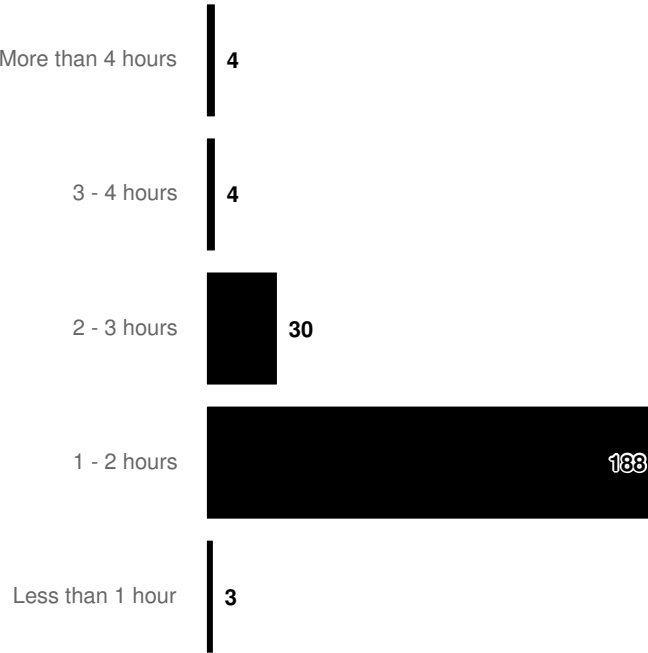


## Male



# See a professional (nurse or doctor)

## Female

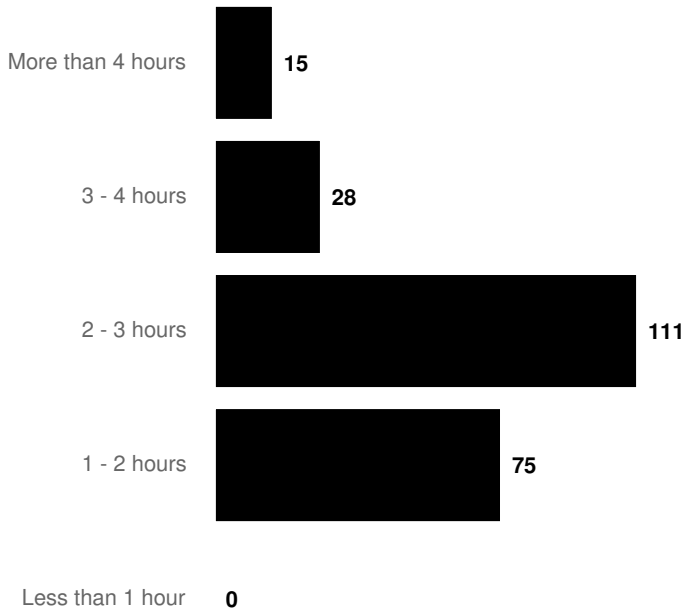


## Male

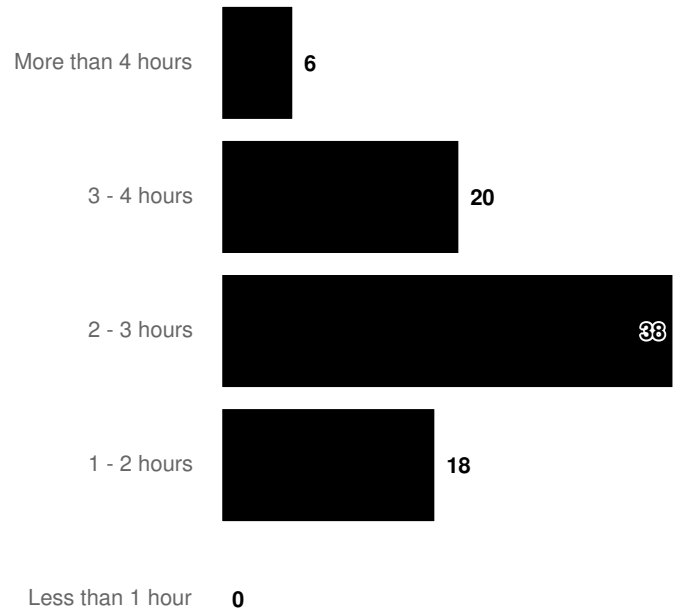


## Collect your medication

Female



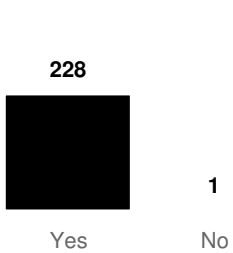
Male



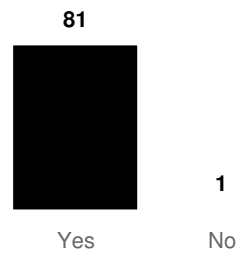
## Please answer yes or no to the following questions

Did you feel safe in and around the clinic?

Female

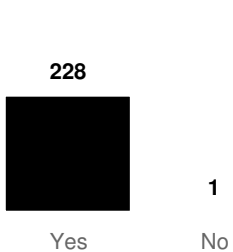


Male

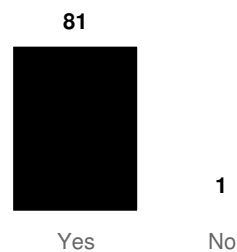


Did the staff respect your right to be examined in private?

Female

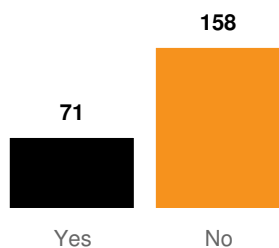


Male

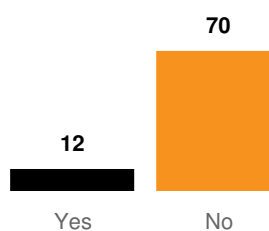


Did the nurse or doctor explain your rights and ask for your consent before treating you?

Female

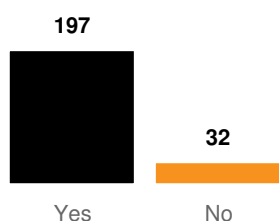


Male

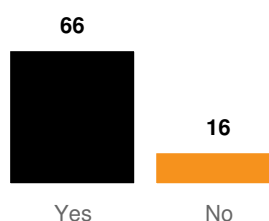


Did you get all the medication that you needed?

Female

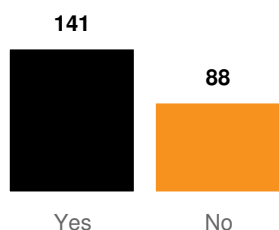


Male

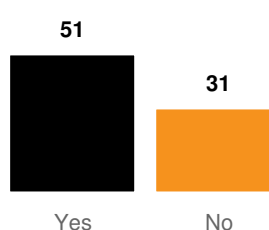


Do you know how to make a complaint at this clinic if you wanted to?

Female

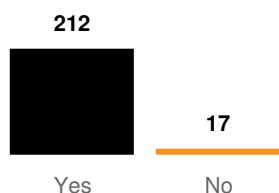


Male

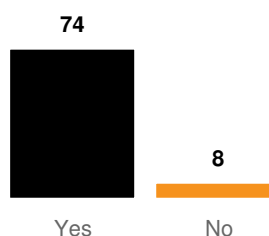


Do you think that the clinic will respond to a complaint if you make one?

Female



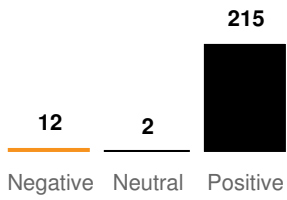
Male



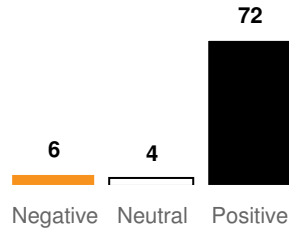
How would you rate the performance of the clinic staff in the following areas?

## Was the clinic clean?

Female

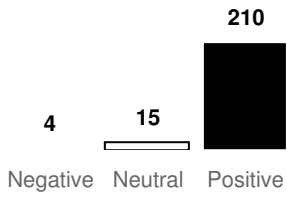


Male

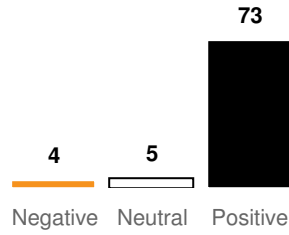


## Did the clinic manage queues well?

Female

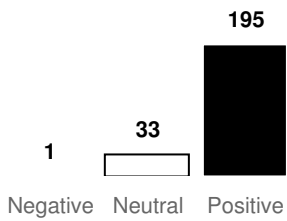


Male

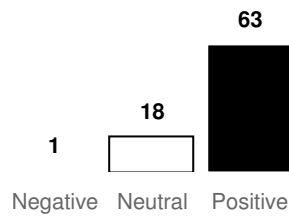


## Did the administrative staff treat you respectfully?

Female

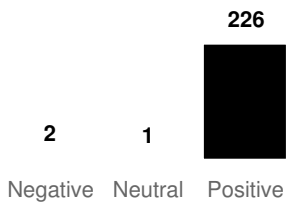


Male

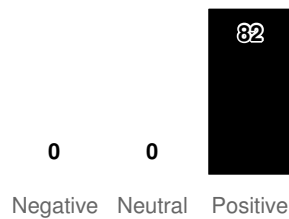


## Did the health professionals (doctors and nurses) treat you respectfully?

Female

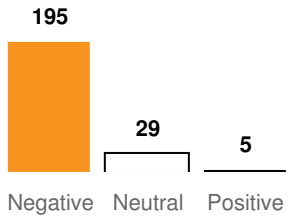


Male

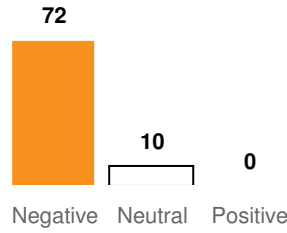


## How good are the ambulance services?

Female

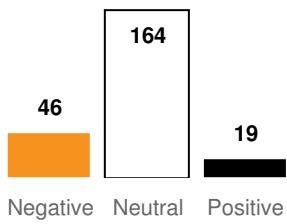


Male

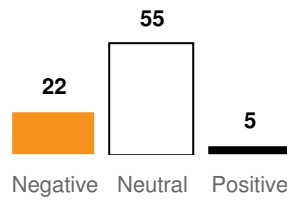


## Does the clinic have the necessary equipment in good working condition to provide the services you need?

Female

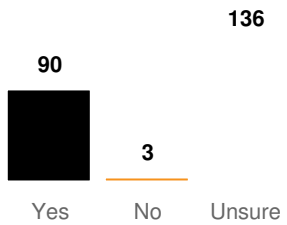


Male

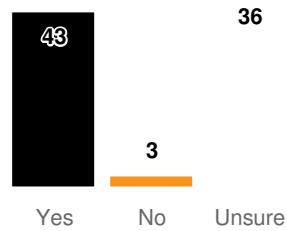


## Does this clinic have a Clinic Committee?

Female

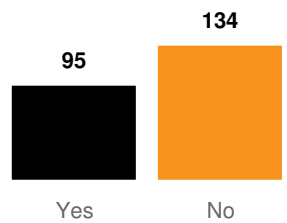


Male

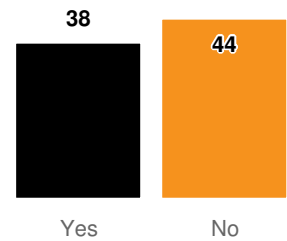


## Do you know what the clinic committee should do?

Female



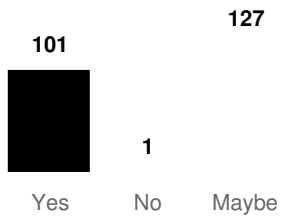
Male



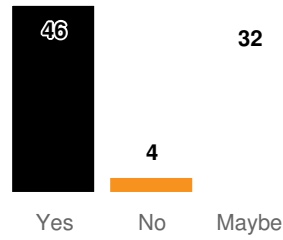


Do you think that this clinic will learn from this survey and improve their services?

Female



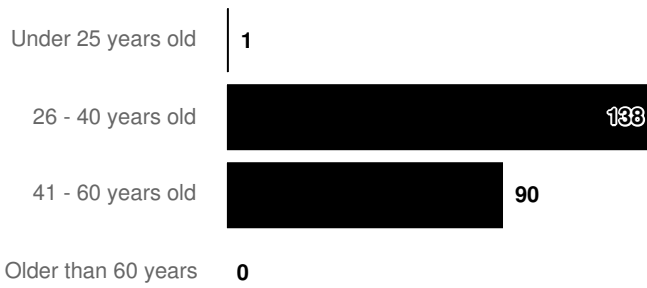
Male



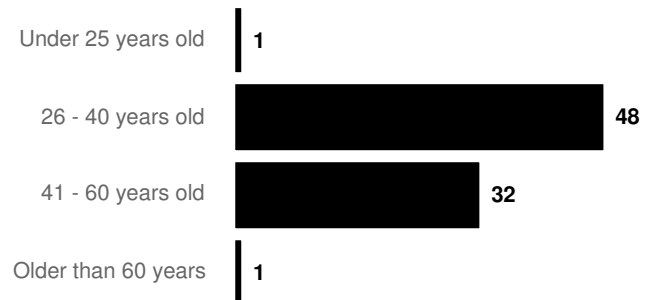
## Some questions about you

How old are you?

Female

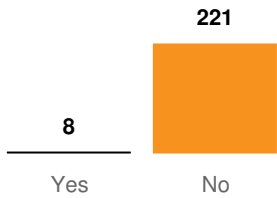


Male

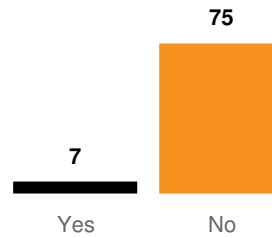


Do you have any disabilities?

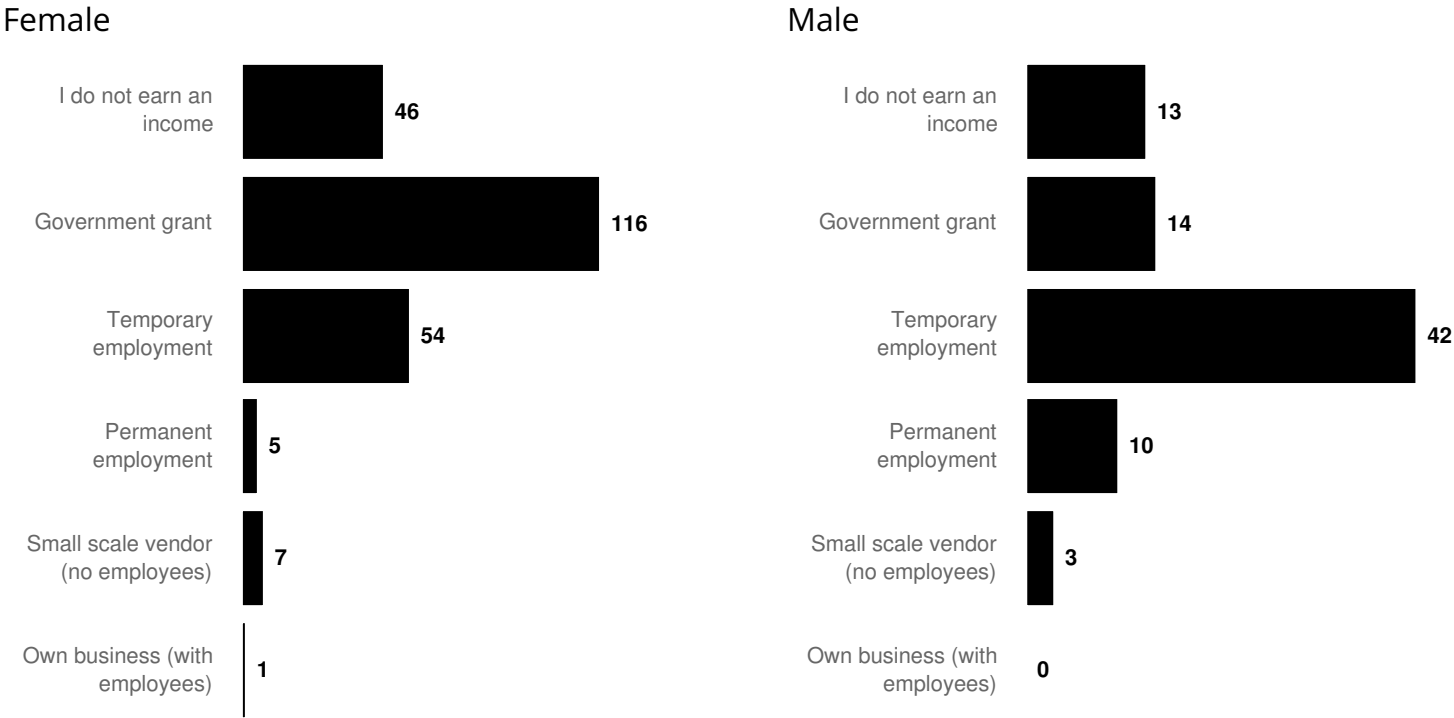
Female



Male



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VOICES COUNT  
A GRAND CHALLENGE  
FOR DEVELOPMENT

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