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Health - Citizen

OCTOBER / NOVEMBER 2016

MAKING ALL
VOICES COUNT

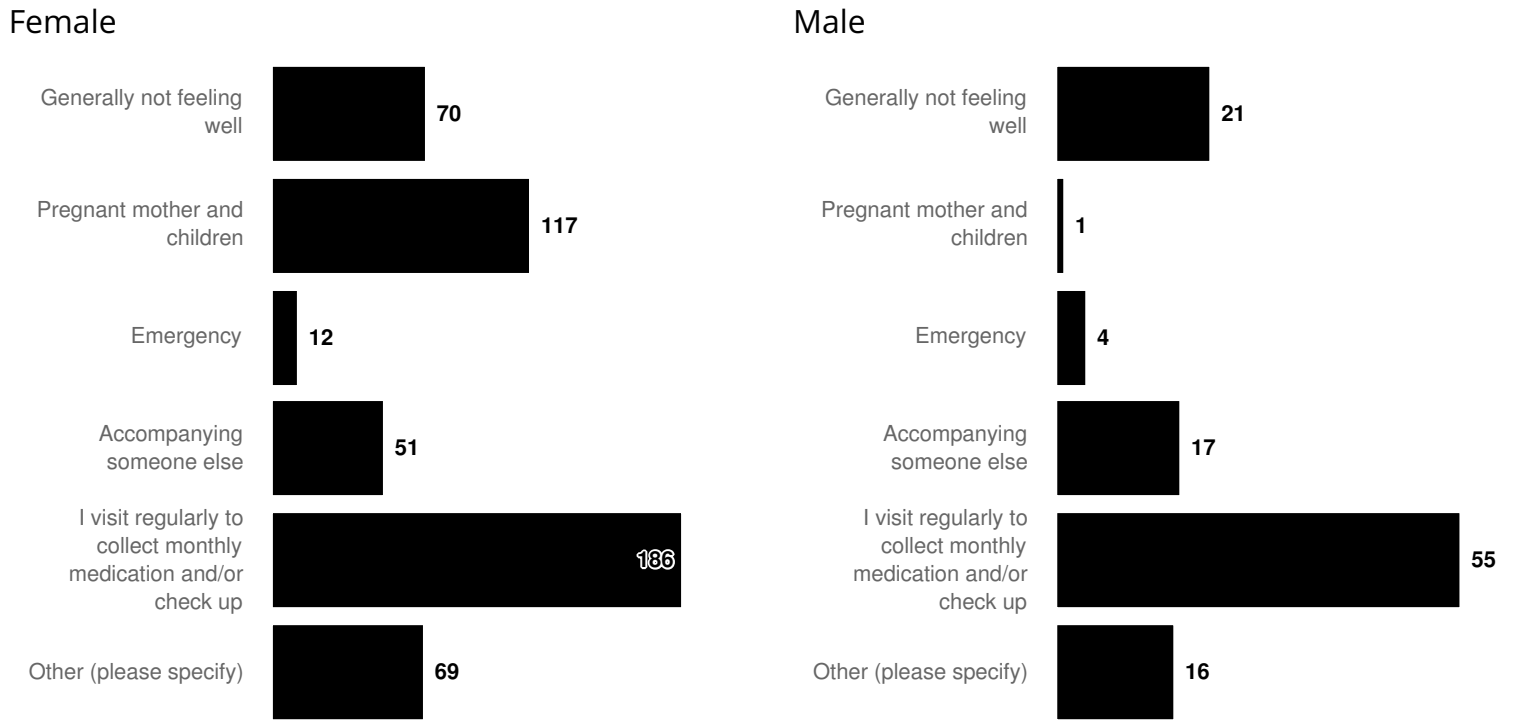
B L A C K S A S H
MAKING HUMAN RIGHTS REAL

South Africa

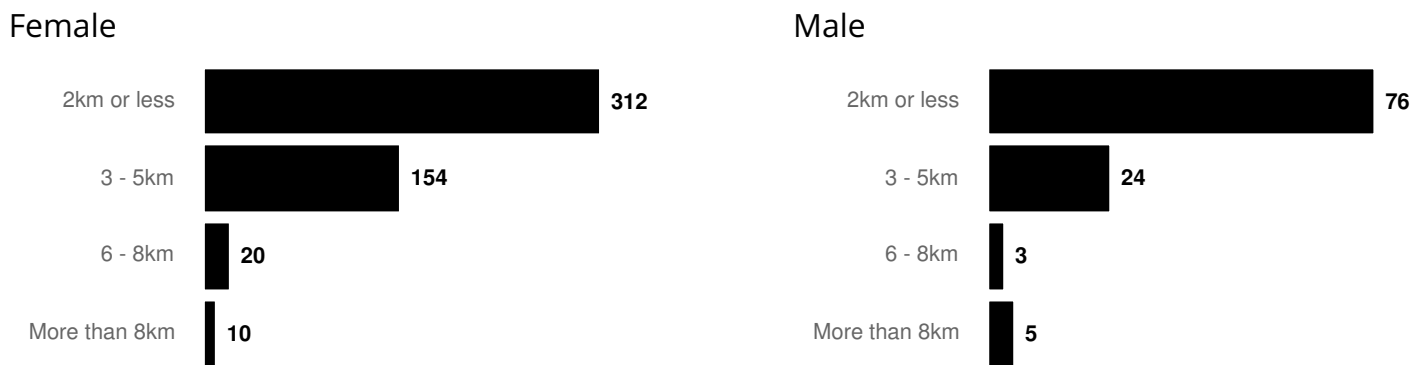
Feedback of users of health clinics

	Participants	Female	Male
Khutsong West Clinic	304	258	46
Soshanguve Block X Clinic	300	238	62
South Africa	604	496	108

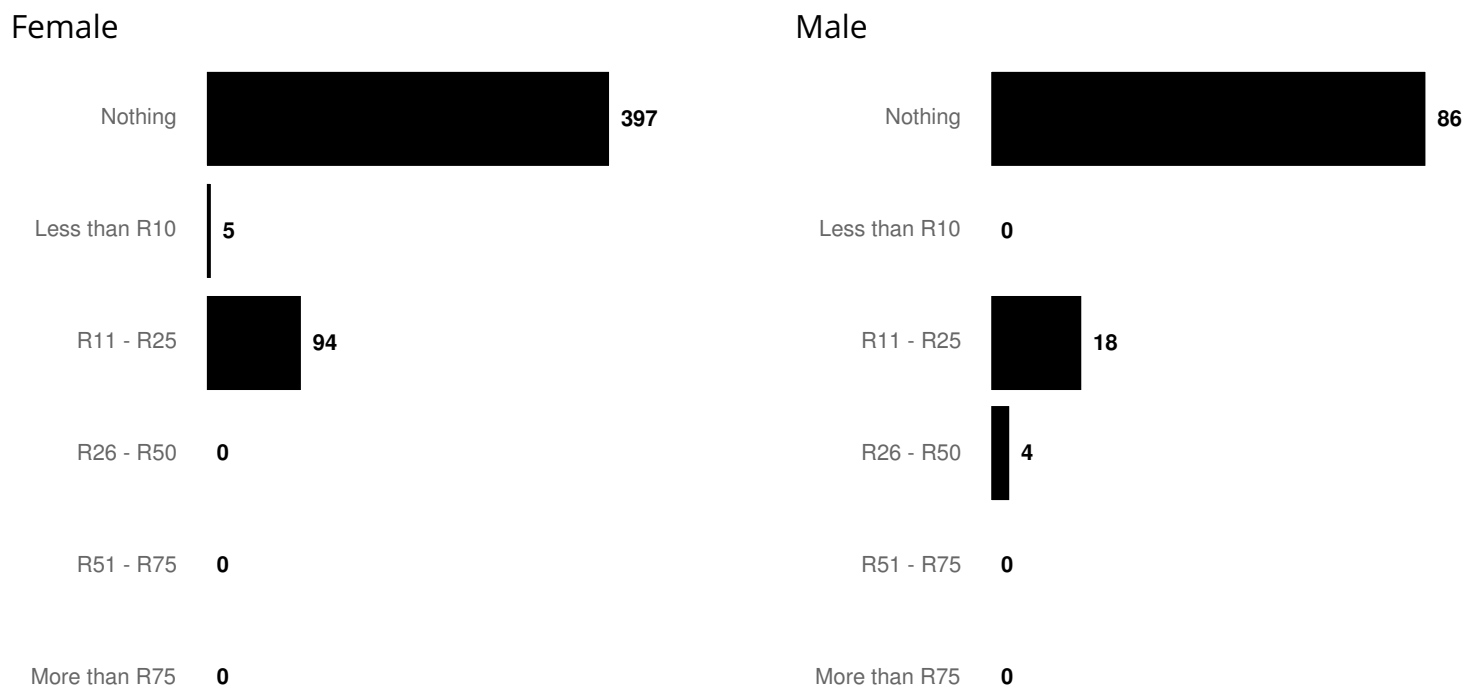
What was your reason for visiting the facility?



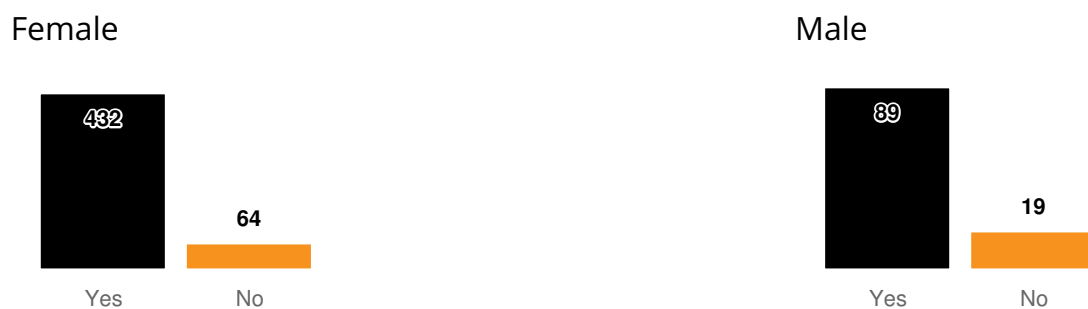
How far did you travel to get to the clinic?



What was the total amount you had to pay for transport to the service office?



Is this clinic the nearest health facility to your home?



Please tell us how long you waited to:

Get registered at reception

Female

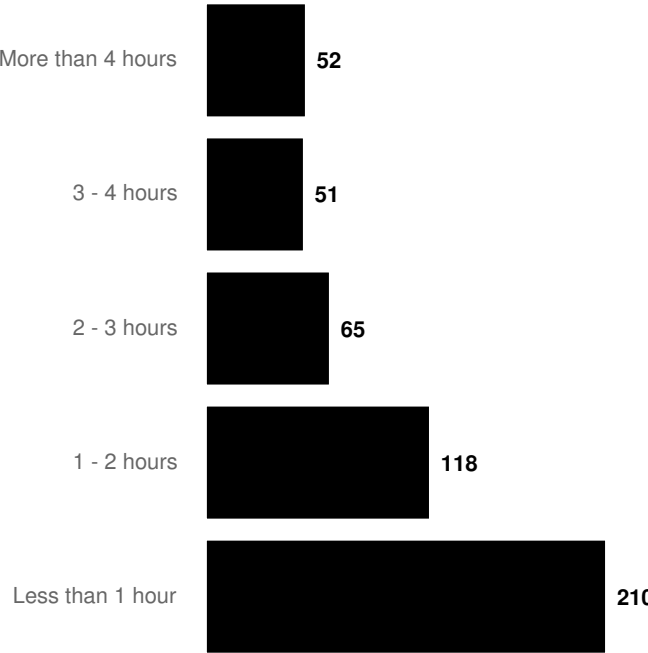


Male

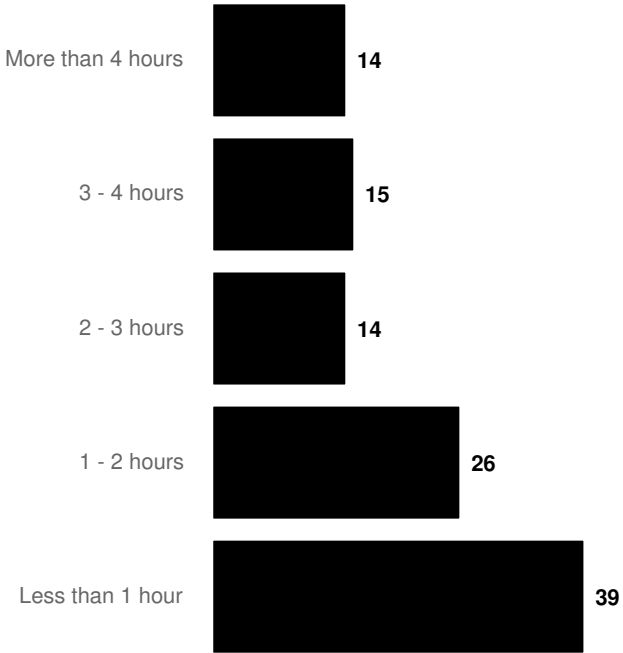


See a professional (nurse or doctor)

Female

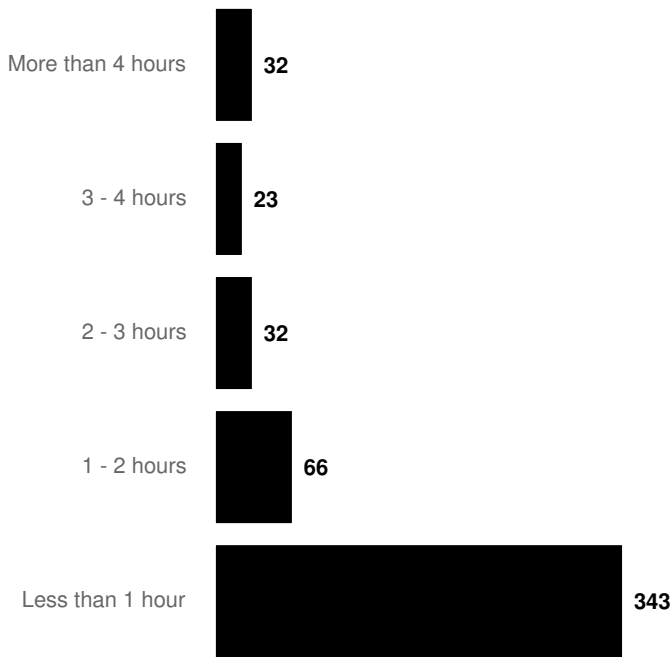


Male

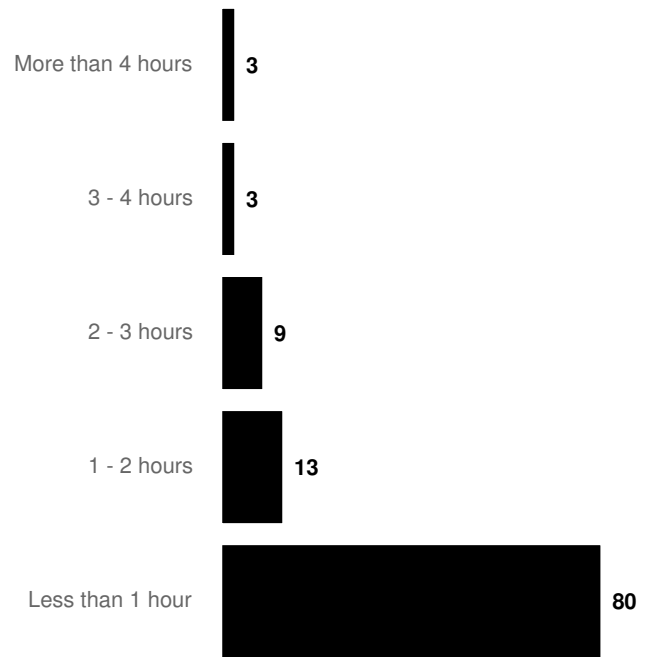


Collect your medication

Female



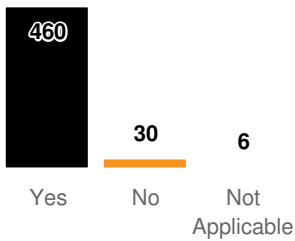
Male



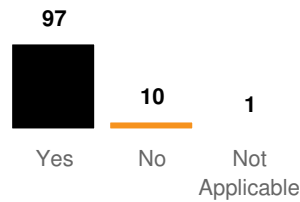
Please answer yes or no to the following questions

Did you feel safe in and around the clinic?

Female

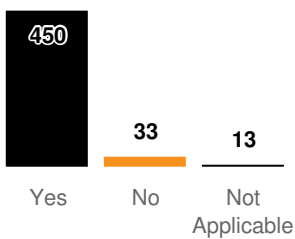


Male

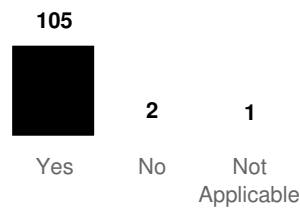


Did the staff respect your right to be examined in private?

Female

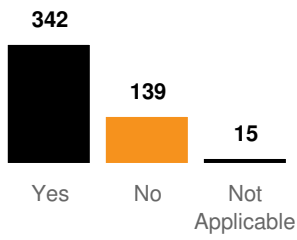


Male

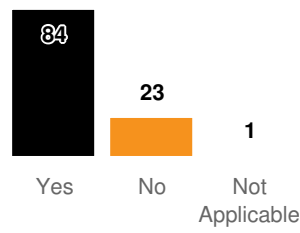


Did the nurse or doctor explain your rights and ask for your consent before treating you?

Female

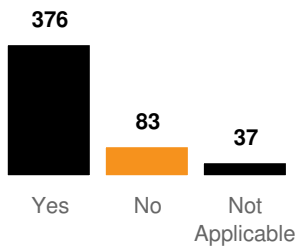


Male

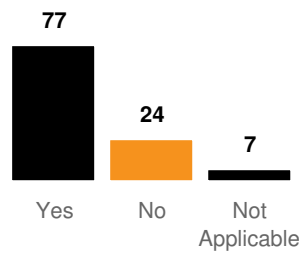


Did you get all the medication that you needed?

Female

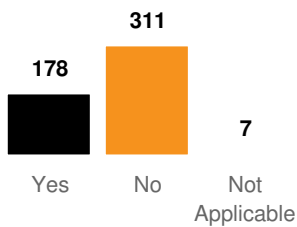


Male

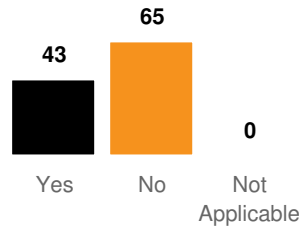


Do you know how to make a complaint at this clinic if you wanted to?

Female

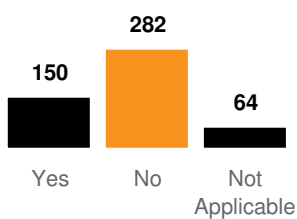


Male

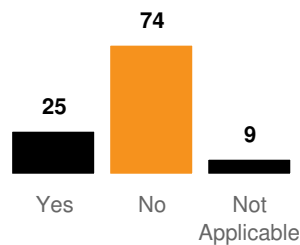


Do you think that the clinic will respond to a complaint if you make one? *

Female



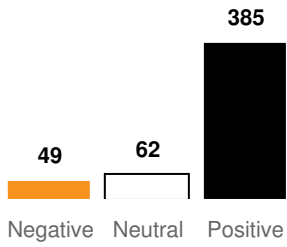
Male



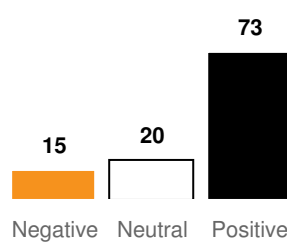
How would you rate the performance of the clinic staff in the following areas?

Was the clinic clean?

Female

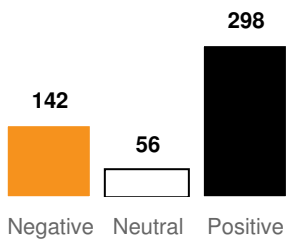


Male

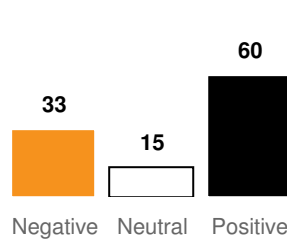


Did the clinic manage queues well?

Female

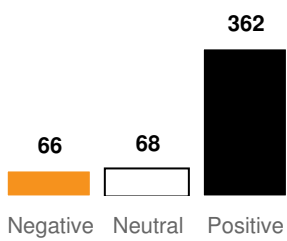


Male

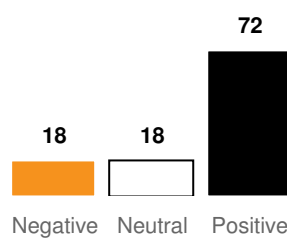


Did the administrative staff treat you respectfully?

Female

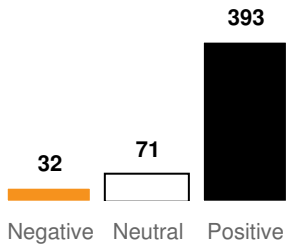


Male

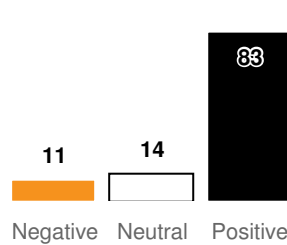


Did the health professionals (doctors and nurses) treat you respectfully?

Female

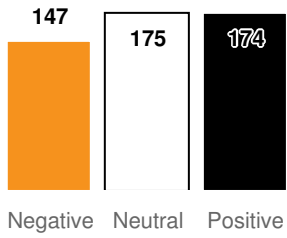


Male

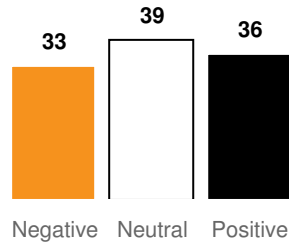


How good are the ambulance services?

Female

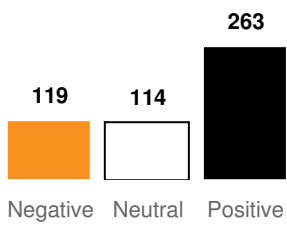


Male

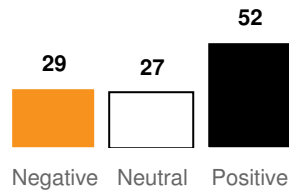


Does the clinic have the necessary equipment in good working condition to provide the services you need?

Female

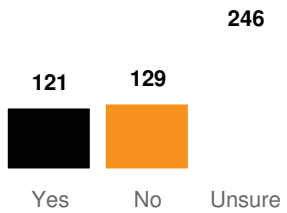


Male

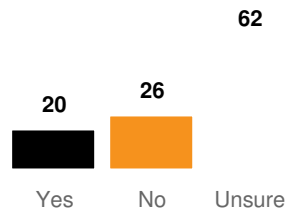


Does this clinic have a Clinic Committee?

Female

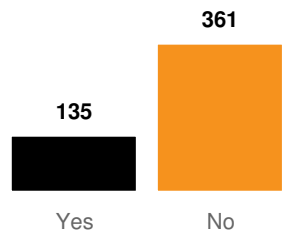


Male

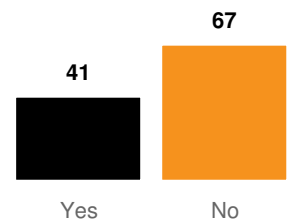


Do you know what the Clinic Committee should do?

Female

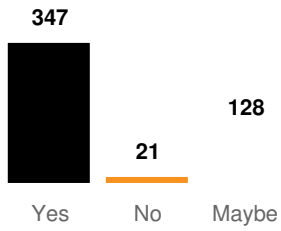


Male

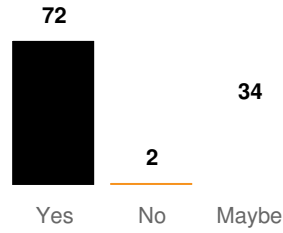


Do you think that this clinic will learn from this survey and improve their services?

Female



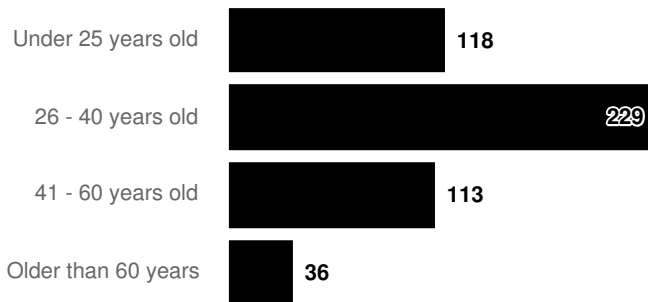
Male



Some questions about you

How old are you?

Female

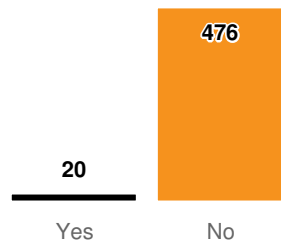


Male

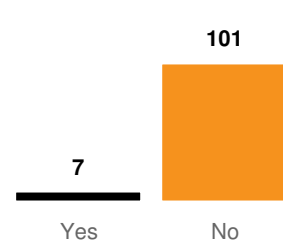


Do you have any disabilities?

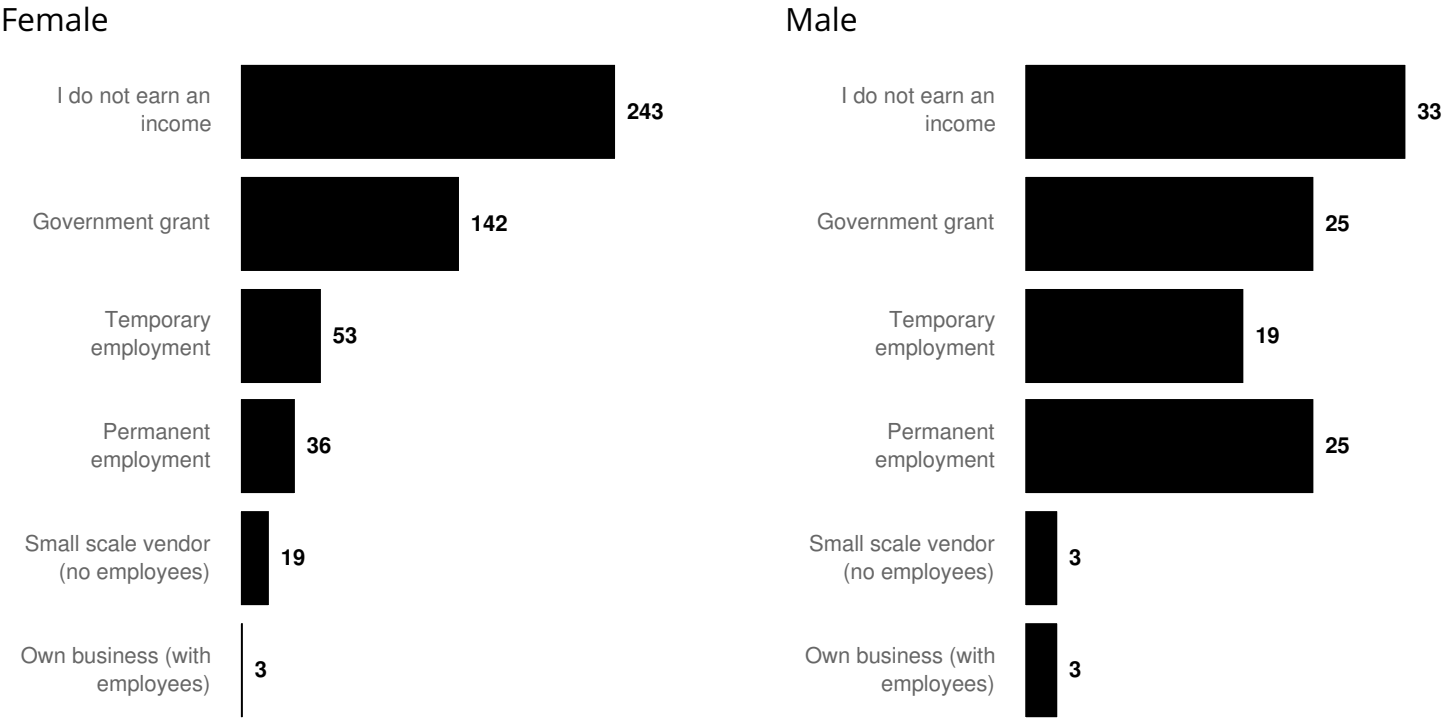
Female



Male



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