

# MAIELLA HEALTH CENTRE

FINDINGS OF THE SURVEY ON SERVICE DELIVERY DONE BY THE NATIONAL TAXPAYERS ASSOCIATION(NTA) IN COLLABORATION WITH THE MINISTRY OF HEALTH

## SCORING INDICATORS



YES  
GOOD



AVERAGE



NO  
BAD

OPEN 24 HOURS

NO

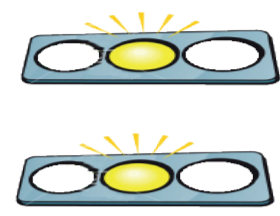
OPEN DURING WEEKENDS

NO

## SERVICES OFFERED

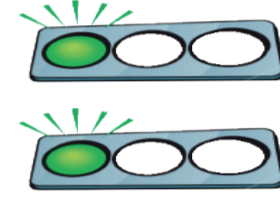
### 1. AWARENESS OF SERVICES OFFERED

- Is the community aware of the services offered at the health centre?
- Does the health centre provide all the services that are supposed to be offered?



### 2. MATERNITY & EMERGENCY SERVICES

- Availability of a functional maternity ward?
- Are maternity and emergency services offered on a 24hr basis?



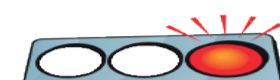
### 3. LABORATORY SERVICES

- Does this health centre have a laboratory?



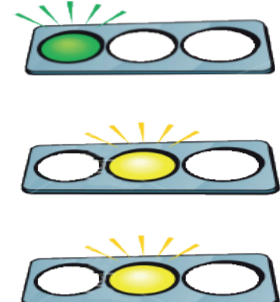
### 4. AMBULANCE SERVICES

- Does this health centre have an ambulance service?



### 5. REFERRAL SERVICES

- Are referrals to the next level given?
- Are written referrals notes / accompaniment by health worker given?
- How do you rate the referral service?



### 6. PHARMACY SERVICES

- Are all prescribed drugs available in the facility?



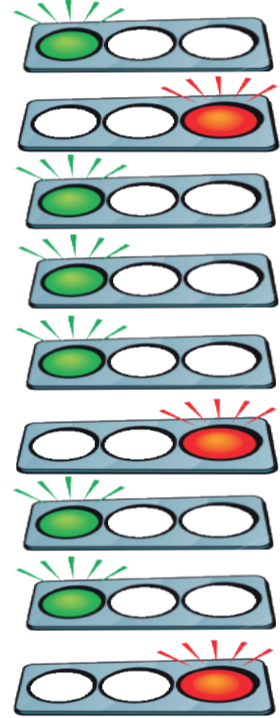
### 7. OUTREACH SERVICES

- Does the health facility offer outreach services?
- Information about the outreach services is communicated through social sites, local barazas, local leaders and markets.
- Services offered include; vaccination and pre & post - natal services.

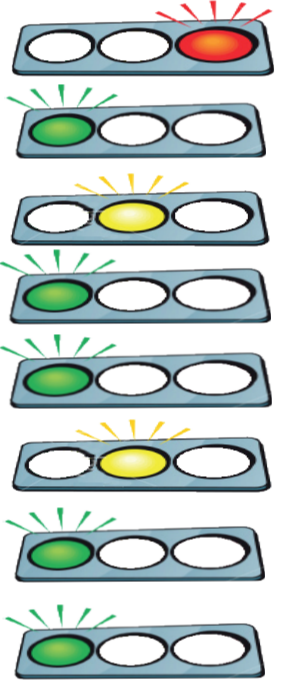


## HEALTH FACILITY COMMITTEE

- Is the community aware that there is a health facility committee in the health centre?
- Does the community know the role of the health centre committee?
- Are any of the health centre committee members known by the community?
- Is the health centre committee representative (gender, disability etc.)?
- Was the health centre committee formed transparently and democratically?
- Does the health centre committee consult and dialogue with the community?
- Does the health centre committee take action on grievances of the community?
- Is the community actively involved in planning at the health centre?
- Is the health centre committee adequately skilled to deliver on it's mandate?



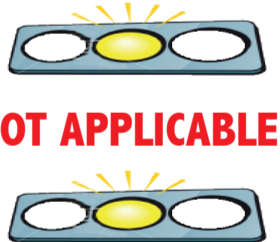
- Does the health centre committee inform the community about its decisions?
- Does the health centre committee organize meetings with the community to plan on utilization of funds?
- Are the funds spent according to the community needs and priorities?
- Does the health committee hold meetings atleast once every three months?
- Are the committee meetings minutes available to the community?
- Has the health facility committee been trained?
- Does the community feel that the committee is empowered to make decisions and initiate actions in the health facility?
- Does the community feel that the committee is empowered to make decisions and initiate actions in the health facility?



## TRANSPARENCY AND ACCOUNTABILITY

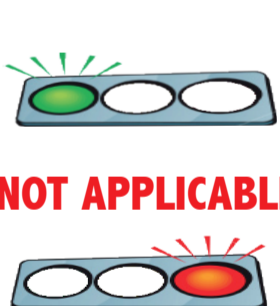
### 1. SERVICE CHARTER

- Is the service charter displayed to the public?
- Are all services provided within the set timelines? **NOT APPLICABLE**
- Are all services provided free of charge?



### 2. FINANCE

- Are financial sources displayed publicly?
  - H.S.S.F
  - C.D.F
  - Other



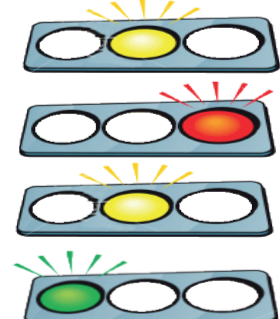
### 3. COMPLAINTS

- Is the community aware about the mechanisms for registering complaints?
- Has the facility management ever received complaints from the community?
- Complaints were sent to the facility management in person, in writing and through suggestion box.
- The nature of the complaints were mostly financials, staff mistreatment & negligence
- Was the response of the complaints satisfactory?

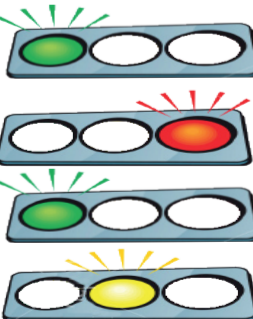


## GENERAL PERCEPTION OF SERVICES OFFERED

- How does the community rate the service delivery of the health facility?
- Is the community satisfied with the services offered by the health centre?
- How does the community rate the quality of services offered by the health centre?
- Are the facility staff courteous and respectful to the patients?



- Are the facility staff helpful to the patients?
- Are the patients satisfied with the time they wait for services at the facility?
- Does the community know about the Public Health Officers and their roles?
- Is the Public Health Department doing enough to improve the health of the community?



## SUGGESTIONS FOR IMPROVEMENT

1. What services offered by the health centre have impressed the community?

- FRIENDLY MANAGEMENT
- QUALITY SERVICES
- DOCTOR - PATIENT RELATIONSHIP

2. What are the problems being encountered by the community in this health facility?

- INADEQUATE STAFF
- NO AMBULANCE

3. What are the priority areas that the community feel the need to be addressed?

- STAFFING
- REFERRAL SERVICES
- THE ROADS
- AMBULANCE

National Taxpayers Association

Ministry of Health

