

# CITIZEN MONITORING

Philakathi

MAKING ALL  
VOICES COUNT

## Health Clinic: Umlazi

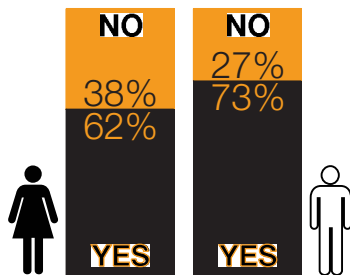
PARTICIPANTS: 368

FEMALE: 302

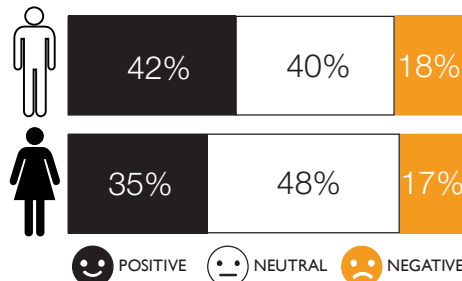
MALE: 66

**BLACKSASH**  
MAKING HUMAN RIGHTS REAL

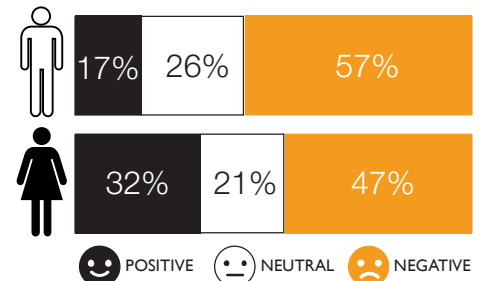
DID YOU GET ALL THE MEDICATION THAT YOU NEEDED?



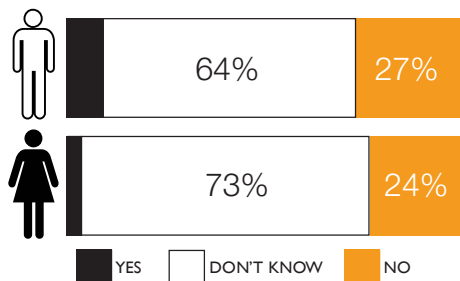
HOW GOOD ARE THE AMBULANCE SERVICES?



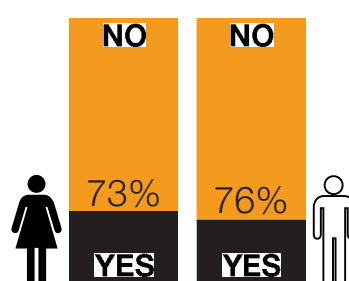
IS THE CLINIC EQUIPMENT IN GOOD WORKING CONDITION?



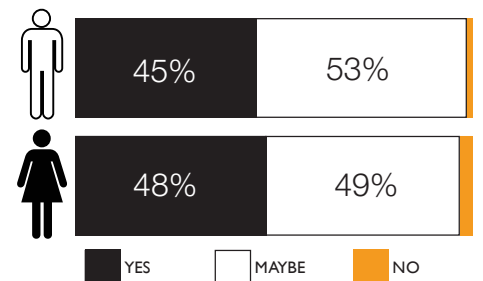
DOES THIS CLINIC HAVE A CLINIC COMMITTEE?



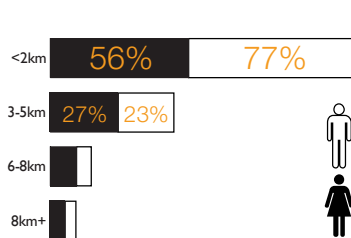
DO YOU KNOW WHAT THE CLINIC COMMITTEE SHOULD DO?



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

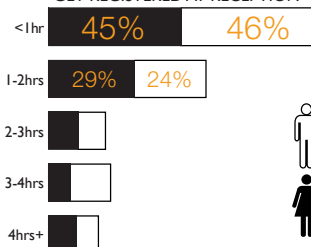


HOW FAR DID YOU TRAVEL TO GET TO THE CLINIC?

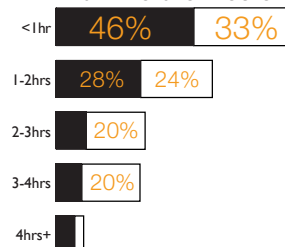


HOW LONG DID IT TAKE TO:

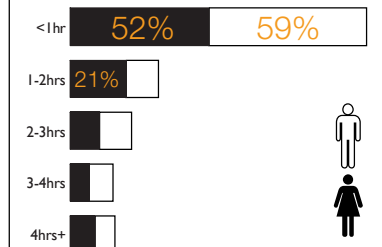
GET REGISTERED AT RECEPTION



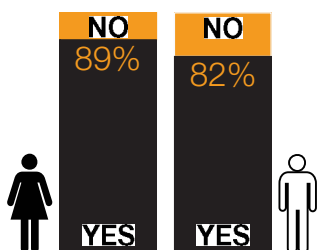
SEE A NURSE OR DOCTOR



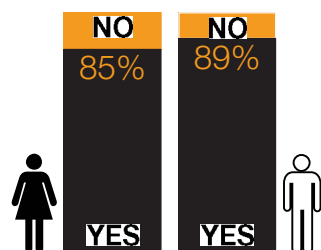
COLLECT YOUR MEDICATION?



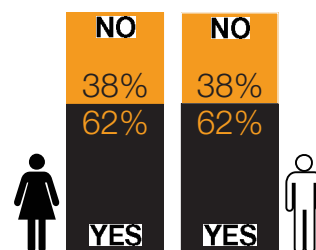
DID YOU FEEL SAFE IN AND AROUND THE CLINIC?



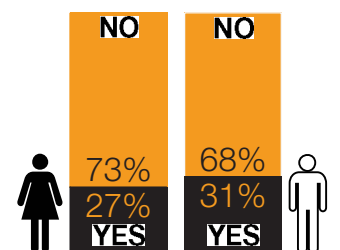
DID STAFF RESPECT YOUR RIGHT TO BE EXAMINED IN PRIVATE?



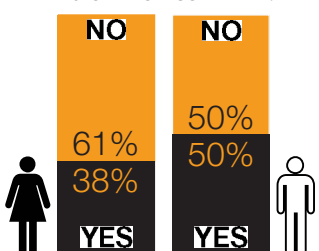
WAS YOUR CONSENT OBTAINED AND RIGHTS EXPLAINED BEFORE TREATMENT?



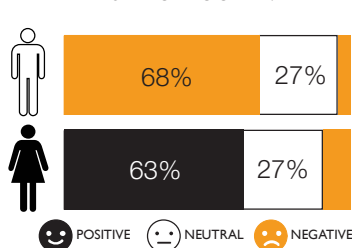
DO YOU KNOW HOW TO MAKE A COMPLAINT AT THIS CLINIC?



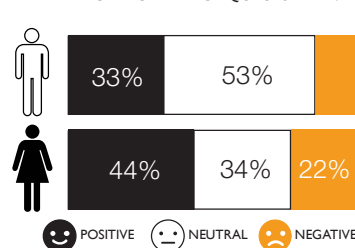
DO YOU THINK THAT THE CLINIC WILL RESPOND TO A COMPLAINT?



WAS THE CLINIC CLEAN?



DID THE CLINIC MANAGE QUEUES WELL?



WERE YOU TREATED RESPECTFULLY BY:

