

Health Citizen Survey 2015 Comments

Extracted from the Black Sash MAVC programme, cycle 2

Community Partner: Justice & Peace FS Welkom

Site: Thabong Clinic, Welkom

Number of participants: 268

Q: What was the other reason for your visit? (other)

Number of responses: 7

Test for pregnancy
Ask about circumcision
For a child vaccine
Blood Test Lab results
Private
Blood Test
Blood Tests

Q: Would you like to say more about your personal experience regarding your rights at this clinic?

Number of responses: 257

Nurses and staff after Catholic church monitoring have changed and speaks with us with respect
Since the visit of justice and peace nurses talked to us in respectable manner
Medication shortage its a problem
Staff nurses treated me with dignity and respect
Patient felt it would be a waste to write a complaint as she thinks her complaint wont be properly addressed
Shortage of medication put our lives at risk, every month one cannot get all medication
Waiting time is too much due to long queues and shortage of staff nurse
Waiting time is really a problem
Waiting period is a problem
This clinic has a long queue, even if you come early your likely to get help after 2-3HRS
No visibility of security guards
Sometimes i default on coming to the clinic as i know the nurses will always treated me badly
Nurses truly shows respect and patient confidentiality, they also truly practice it
Some nurses are very rude, the facility is unclean, we are given appointment dates and times but we are attended very late
One hardly receives all medication

Treatment has been very good
One waits outside the facility in the morning for more than 2hours
Mostly everything is under control but the toilets needs attention
No visibility of security guards,
The facility is dark only one bulb is working
Happy with services offered to me and my kid
Im accompanying my grandma and the clerk received us in a good manner and showed us were to sit
The facility is short of staff hence we take long seating unattended
They expect us to write down our complaints though im illiterate, how will i make my complaints known?
The are treating us well
Happy with good service offered
Hardly gets all medication there is always a shortage
Didn't received all medication was told there is a shortage
Privacy isnt respected here
Though i feel safe but the security isnt visible
Stock is always a problem here every month there is no medication
One cannot see a single visible security guard
While your with the nurse someone enters and privacy gets invaded
I am happy with good serviced being offered
I didn't get all my medication
Every month i take blood test and its irritating, i prefer to get 3 months ARVs medication unlike coming every month
I felt safe inside the clinic only
I don't know who to consult, when i need to make a complaint
There is always shortage of Medication every month
Im happy to get all my medication n full this time
Medical shortage always a problem
While your a nurse someone enters, no privacy at all
Im happy with the good service i get all the time
The staff only think for themselves, the dont care about patients as we go months without medication
I never even in my wildest dream receives all medication
I hardly gets all my medication in full
One is not respected at all here
While your busy with nurse someone enter to invade ones privacy
My rights were violated though i cannot tell you more about it
Complaints box not visible
Clinic management should ensure we dont go without getting all medication
Received half of my medication
Privacy is just a word isnt practiced
I dont know to whom to complain even the box can't see it
One doesn't know the committee hence i dont even know how to make a complaint

I applaud the clinic for good things that they are doing
One waits for too long to be serviced
Safety and rights of the patients are not taken into consideration
Nurses dont attend us in time and when they do attend the patients privacy isnt respected
The staff treat patients equally
Our safety isnt guaranteed as guards aren't visible
Environment isnt healthy for patients
Happy with the service
Our safety is n question and time wasting
Time wasting and patients privacy a big problem
Time Management is lacking and rights of patients neglected
My rights are not respected
My safety isn't guaranteed and rights violated
Staff should respect me
I am glad to realized suggestion box has been made available and surely they will reply to comments
Don't respect rights of patients
Security isnt visible
Everything is under control
Staff don't respect our rights
Medication is always not enough
Service is too slow
Most sick people don't get all medication
The suggestion box not visible enough
The complaint box not visible
Even if i knew how to make a complaint ive lost faith in this clinic management
Happh with services
Happy with serviced offered
Happy with services but they are very slow
Happy with services but wish they could speed up service
Complaints and suggestions box not visible enough
I haven't seen suggestion or complaints box
One always come back without getting all medication
I haven't seen the complaints box but I know they will try to attend to complaints
I haven't seen suggestions box, it should be put whereby everyone can see it
I've confidence on the clinic management and believes they will attend to all complaints
Complaints box one cannot see at all in this facility
We feel safe because i can see security
Suggestion box not visible
No use to complain help one never gets
Possibly one will get help when you complain but it depends who your dealing with
It was my first visit and everything seems ok
Thanks to the staff nurse, i got all my medication without hiccups
I really dont know how to make a complaint

Was told to go to Nkandla as Zuma has all medication
I never gets all medication ever before
Ive lots of complaints but dont know how to make or to whom to speak with
Happy that I got all medication
The box isnt visible one cannot make any complain
I am happy about safety i saw security guards today
I hardly receives all medication
Happy with services offered
Medication always a shortage
No use to write a complaint, rather see clinic manager
Poor time management
Our rights not respected here
My rights aren't respected
Service is too slow
Security guards cannot be seen
Medication always a shortage
Time Management poor
They leave us and go to lunch
When they return your told medication isn't available
Didn't get all pills
I am happy to get all pills today
Ive faith in clinic management
Have faith in clinic management and happy to get all medication
I like service of this facility
Things can't be perfect at one go, things will improve over time
The service is very fast and they are on time
They are professional and treat people very well
Happy to get all pills
I have in this facility management
Finally got all medication
No complaints happy with services
Suggestion box not visible
Happy with services offered
Services are satisfactory
As i am from farms i am happy with services i got
I dont have anything to say
Everything is a mess here
No complaints happy with services
Time Management and lack of medication a problem but i am happy with services
Happy with services
Lack of time management
Happy with services
I dont like working hours of this clinic and they are very slow
Medication always a shortage, i have never seen complaints box

They lost my kid file and i was only help the next day
We come early but it takes hours before one gets service
What a great service happy with it
Not happy because i did not get all medication
Happy with services
Happy with good services
Finally received all medication
Didn't get all medication
Ev3n if i knew about suggestion and complaints box, dont think i will be replied
Sister in charge of children has a good heart
Besides time wasting all is well
Have not seen complaints box
Hardly receives all pills
Angry that they lost my file
Haven't seen complaints box
Happy with services
I finally got all pills
I have faith in clinic management
Happy with services
Complaints not visible enough
Happy with services
Happy with services as i a new patient
Happy with services
Happy with services
Our complaints are never addressed
Good service rendered
Nurses are friendly
No need to make complaints i wont be replied
Happy with services
Complaints and suggestions box not visible
At times like today i dont receives all my pills
Suggestion box not visible
Hardly receives all medication
Patients should know when and whom opens the suggestion and complaints box
Time Management has improved
Everything they do is on time
Time Management should be considered seriously
Everytime i come here i get my treatment
I appreciate the service is very good
Services are good and fast
They undermine my language
The service is great and good relationship
The service is impressive
There's a good working relationship with them

They treated me with respect
Staff respect our rights
The service is so impressive
Keep up the good work
Time Management can be realized here
Time Management is under control
Security guards should be visible and move around
They shown me respect and good working relationship
Shortage of staff makes services to become slow
Security guards cannot be seen outside
There is no security
Happy with time management
Our safety isn't assured
Management has all under control
Happy on how i am treated
Safety of people isnt assured
Our safety is compromised
Safety of the people is compromised
They take their patients very seriously
Nothing much but happy with services
Everything is under control
Lack of time management and our safety is compromised
Staff is friendly and good to me
Its too small and cold outside
The service is good but slow
The service is very good
Service is good but too slow
No medication
Nurses treated me with respect
The service is very good
They lost my file and claimed i didn't returned it back
I came in time but the system isnt working
The service is good
The service is satisfactory but slow at times
Service good but slow
They lack principles of ubuntu
The service is too good
Good service but its too slow
I usually get all medication and happy about it
Service was fast though i didn't get all medication
Didn't get all medication and suggestions box isn't visible
The nurse servicing we have become friends
Nothing to say happy with everything
Security personnel not visible

Safety of patients is compromised
Safety is compromised as security can't be seen
Time Management and safety is a huge problem
Everything is under control
Time Management is poor
Security not visible
Management should take steps to ensure everything is under control
Safety and time management is a problem
Time Management and safety are comprised
Time Management is a problem
With good time management all goes well
Didn't get all medication
Time wasting
What a poor service
Didn't get all pills
Time wasting
Security personnel not visible
Didn't get all medication
Was shouted by a nurse for asking to be given more information on my kid health
No reason given to receives such a poor Service
Not happy with service
Didn't bet all pills
Complaints box not visible
Staff dont communicate well while serving me
Happy with services
Poor time management
Everything is under control
Security personnel cant be seen
Security personnel not visible
Security personnel not visible
They treated us all on this day
Security personnel not visible
No security personnel around
Everything is under control
Time Management it is a problem
Happy with quality service received
The service is too slow
My child didn't received all medication for the past 4 months now
They rendered quality services, the nurse was surprised a man bringing a kid instead of the mother, she was friendly
The complaint box can't be seen at all, because its placed on the Administrative desk
The manager always lend an ear when we verbally complain about slow service and speaks with her staff
Service has improved a lot

One hardly receives all pills for months now
I've always here stories about the clinic, but today i went together with my wife, I am satisfied with a great service our kid had been given
Suggestion box if will be huge enough will be visible
I hardly receives all medication for months now
Ive seen complaint box, i once complained verbally and was assisted
Happy that i saw or not experienced bad service
Service was great though it takes time to see a nurse
The service standards highly appreciated

Q: Would you like to say more about your personal experience regarding the facilities and staff at this clinic?

Number of responses: 253

Cleanliness though they are trying but it has to be emphasized
The administrative staff attitude has changed for the better
Nurses too attitude has changed
The queuesare managed poorly
Queues are managed poorly
Administrative staff were friendly
Some nurses waste time as they will see one patient for an hour chatting
Nurses are trying their best but he queue is too long, one gets to be attended at 3pm while i arrived in the morning
Staff behaviour and attitude is satisfactory and needs to be commended
Staff nurse have been very good, their attitude has improved a lot
He staff have been good to me
Some nursing staff really showed respect and attitude has improved
Some staff personnel treats me with respect whereas others lack respect
The management of queues waste our time, as it takes long to see a nurse
I applaud the staff as they have patience with clients and have never experienced bad treatment
Facility is very dirty, there is no enough medication
One comes early just to wait outside on the queue and I hate it
Everything is a mess
The facility is very dirty, behaviour has improved a lot
They are trying under circumstances
The cause of slow queues seems like is due to staff shortage.
One fears to speak openly with nurses as they seem harsh
They don't treat us with respect
Because male toilet is broken down, we are using one toilet
Nurses didn't want to allow me to sit with my grandma inside but after i gave reasons she allowed me
Cleaners are rude and they facility was so dirty
Just want to thank the staff for their good work though waiting time is still a problem

Their behaviour is satisfactory
The staff behaviour is satisfactory
Nurses always says they don't have necessary equipment, the clinic is dirty
We wait for us before being serviced
Clerks have bad attitude
This place is dirty
As a former Bongani Hospital cleaner im disappointed to see how dirty is this facility
Staff treated me with respect
The service is commendable
Shortage of staff leads to long queues
The clinic doesn't have BP machines
Xhosa's are treated bad and they dont care even if i don't understand their language
Staff are xenophobic and prejudice, if your a Xhosa we are treated harshly
Satisfied the way staff showing some of us respect
One of the administrative staff was once harsh to me
The facility needs bit of cleaning
The staff is very professional
Nurses indeed are good though there is one or two who are rude
Administrative staff behaviour is disappointing
The facility is so dirty
Queues are slow no progress
Staff have been pretty good since u last came last year
Behaviour especially of administrative staff is very poor, treat people like dogs
Everything is such a mess in this clean staff behaviour, at times one doesn't even want to come to the clinic
I am not happy on how one is get treated here
There are times when the staff is good to you but most often they are rude
Staff attitude its a huge problem
One spend hours waiting on the poor managed queues and its time wasting
This facility is such a mess
I am happy with services offered though its offered in a filthy environment
The administrative lady is so rude
Queues are too long and slow
He facility is dirty
Happy with good service
The clinic is so filthy
Administrative staff lacks respect for elders, shes so cheek and arrogant
Administrative clerk lady shouldn't talk with people the way she does
Im very much happy with kind of service ive got
Often gets all help when i need im happy
Administrative clerk lady at times shes very rude
Administrative clerk lady is very rude towards patients
The facility is so dirty
Nurses and doctors are very good people but the state of the clinic is embarrassing

Only if the facility can be clean
I find them professional and friendly
The facility is so dirty
Facility environment is dirty and in bad conditions
I was disappointed to be served in a dirty environment
Facility is so dirty
Facility is dirty
Clerks attitude is appalling
The facility is unclean
Under circumstances the clinic is doing its best
For our sake, the facility must be clean
The facility is dirty
Everything is a mess in this facility
People should be serviced in a clean environment
Clinic is too small to queue and we wait outside and its cold
Cant complaint service is free of charge
Staff dont treat us equally
Some patients are special than others
The administrative lady has a very bad attitude and doesn't respect elders
They are trying shame under circumstances
Some staff members have bad attitude
Appreciate kind of gesture shown by the nurses
Appreciate how the staff especially nurses speaks in a good way with us
Facility is very dirty
Appreciate staff good treatment
The way this facility is dirty one will end up sick due to this unclean place
I am satisfied with staff behaviour and attitude but eish the facility is so dirty
Facility is very dirty, I am happy with staff attitude
I believe they can do better, they need to improve
Queues are poorly managed
They are trying but they can do better
Since u last came the staff attitude has improved
Staff attitude has improved
I think the clinic doesn't want to employ people who have passion for cleaning work
Happy with staff attitude it has improved over the months
Some of the staff knows how to speak with patients others they dont
Some nurses are good others aren't
I once called an ambulance was told its busy somewhere an was told to get a car for my pregnant wife to take to hospital, then they asked i return to them for feedback
Administrative lady was arrogant
Good service one received i applaud both administrative and staff nurses
Happy with good behaviour shown by clerks and nurses
Happy with good treatment ive got from clerks and nurses
Good behaviour ive seen today encouraging

Administrative lady was so rude and arrogant
This administrative lady working lacks professionalism and she doesn't know how to talk
Facility was dirty
Happy with staff treatment, was sad one staff member spoke badly to me as they have lost my file when i asked how did they lost it
Staff has been well to me
The way this facility is dirty will end up causing us sick
Facility isnt healthy enough
Happy with good treatment i received
They really dont care about people
Due to high number of people coming here queues are so slow
Happy with the staff members behavior
Behaviour of staff members satisfactory
The staff are doing their best
They treated me very well
They open early but problem is that the clinic is too small a d we are crowded and queues becomes slow
I don't really have anything to say
Timing is better and queues aren't slow anymore
I applaud the staff for their good manners
Trying their best
Happy with the staff conduct
Trying their level best
Happy with staff conduct
Their conduct this time was great
No complain
I like staff conduct
Nurses are welcoming and lovely
Worst clinic i have visited
No further comment
They are well mannered
Happy with their conduct
This time the clerk attitude was better
What i like is that you wont leave the clinic without being serviced
They can do better
Someone died on y presence and nobody bothered to help
Yes, i once saw a seriously ill patient and the ambulance was so fast to arrive
Good conduct from staff
Lazy staff
They shows lots of disrespect
They really treated me well
All is well beside the clinic being dirty
Conduct was satisfactory
Appreciate their conduct

Staff good conduct highly appreciated
Staff is good to me
Happy with staff conduct
Some of the staff conduct is satisfactory whereas other staff members are rude
Their are trying their level best
Appreciate how they speak with me
Some staff attitude leaves a lot to be desired
Facility is dirty
Queues are too long and slow
Some staff members are good others dont even come close
Staff conduct satisfactory
Queues are slow
Facility is unclean
Facility is unclean
Facility is unclean
I appreciate the way how the staff addressed me
They were so friendly to me
Clerks and nurses have bad attitude
Hard working nurses indeed can be found here
They are professional and very friendly
Not really bad but they are trying
Some of the staff members are very kind
They are trying their best though they work slow
Happy with staff conduct
Some of the staff attitude is appalling
Some staff members are good others aren't
Clerk attitude is really bad
Especially mens toilets it has not been working
Facility isnt clean needs hands
The clinic isnt good
The facility isnt clean
Cleanliness isn't a priority in this facility
Toilets aren't working
Files loss waste time
Poor queues
Facility isn't clean
Nothing to say
Facility is not well cleaned
The facility isnt clean
Happy with their conduct
Take care of the facility in terms of cleaning it
Take lives of patients seriously and clean the facility
The clinic is very dirty
Due to filthy environment, health of patients isnt taken seriously

We are made to sit in unhealthy environment
The facility is unclean
The facility isnt clean
Facility isnt clean
Service is poor and facility isnt clean
This facility is dirty
He clinic isnt clean
There are papers everywhere inside the clinic
Environment isnt clean enough
Lack of batho pele principles in this clinic
Clinic isnt clean
The facility is so filthy
The facility isnt clean
Clinic isnt clean
Clinic isnt clean
The environment isnt clean
Spent too much time waiting here
Nurses dont have time for patients
Everything i need i received it
They are very slow
Shortage of staff makes queues to be poor
No cleaners at this facility
Clinic isnt clean
Happy with everything
Poor queues
The clinic needs cleansing
They are so slow and one queue for long
Queues are slow due to staff shortage
Shortage of staff leads to poor queues
Staff members are very respectful
Staff conduct satisfactory
The facility isnt clean at all
The facility isnt clean
The clinic is dirty
Cleanliness is just a dream in this facility
Most people also cries about unclean facility
The clinic is dirty
The clinic is unclean
The clinic isnt clean at all
Cleaners needed as this clinic is dirty
Unclean facility
The facility isn't clean
Facility isn't clean
Clinic is very dirty

Happy with staff conduct
But not happy with facility unclean condition
Everything is a mess
Everything is a mess
They are trying their best
I was returned home with a sick child without a child being attended by a very rude nurse
No services one can enjoy receiving here
They are trying though i think they can do better
Clerks conduct not satisfactory
Happy with everything
Such a poor services and conditions
They dont bother about cleaning
The clinic isnt clean
The clinic is very dirty
The facility isnt clean
The facility isnt clean
The clinic is unclean
We keep complaining about unclean clinic but nothing changes
The facility is unclean
The facility is unclean
The facility is very dirty
Papers of yesterday are lying around
Not that bad but they can do better
Facility is unclean
Queues are managed poorly
Nurses at times dont have all needed equipment
Facility is unclean
Queues managed poorly
I believe Queues can be managed better not in this poor manner
Facility is so dirty papers of yesterday can be seen lying around
Customer care principles lacking indeed, clerks speaks poorly
If there are cleaners here, i believe they can do better
I appreciate how the nurse served me
Place needs bit of extra hands to be cleaned
Queues are slow
I must say today nurses was satisfactory
I once called an ambulance and it never came
Cleaner should not cleaned the facility while we are inside queuing
The nurse was so friendly
Queues managed poorly

Q: What improvements would you most like to see at this clinic?

Number of responses: 252

The way queues are managed needs attention Toilets needs attention as well
Come up with a way to manage queues well Toilets needs attention Building is too crowded, maybe it should be extended
Find a way to manage queues better Extend the building is too crowded Toilets needs bit of attention
Health care workers if they can be used it will help a lot as they will visit us at our homes The queues needs to be managed better
Increase nursing personnel Toilets also needs attention
Those who come for monthly check up and collect medication, should have their own queue
More staff nurses needed More administrative staff also needed
If waiting period could be reduced, surely if more staff nurses can be employed, we will spend less time at the clinic
Nurses should listen attentively to the needs of the patient Doctors shouldn't refuse to give referral letter because our grants are being cancelled by SASSA if one doesn't get a referral letter
Stock enough medication The facility must be cleaned Nurses attitude needs to improve
Nurses should attend us in time and stop wasting our time
Toilets needs to be repaired The facility needs thorough cleaning
Department should employ a good cleaner, stock enough medication
Toilets should be clean, Get at least 2 nurses to help with children
Get 2 nurses to assist mothers and children, at least days should be made for children
The facility must be clean
Doors should be opened exactly at 7am
Those who are seriously ill and elder should be attended first
Facility should be clean Staff attitude needs to improve Queues should be managed differently
Cleaners should appreciate their job and patients should also be taught not to litter Those fetching medication should have their own queue
Good communication - Inform patients that there is shortage of staff, so that we dont point fingers. More nurses really needs to be employed
Employ more staff

Employ cleaners please
Employ more cleaners
Recruitment of more staff needed
Treat us all equally and show us respect
Time wasting should be minimized
More nurses should be employed
Attitude of personnel needs to improve
Stock more and enough medication
Dept might as well employ pensioners to clean this facility
Only if the facility can be furnished with all necessary resources everything will run smoothly
Nurses of different languages should be employed
Treat us all with respect, dignity and courtesy.
Practice ubuntu and stop being xenophobic
Continue to service in this good manner
Medication must be a priority, stock enough medication
Treatment should be given at least for 2-3 months
Employ more staff then service will improve
Complaints and suggestions box must be visible enough to see it
Improve on queues
Cleanliness should be a priority
Employ more staff nurses
Extend the building current one is too small
I would like to see respect in this facility and cooperation from the staff
Staff should be taught how to work with patients and improve on their bad behavior
Nurses should treat patients with respect
They must treat us with respect and understand that people are different
Staff needs to improve on their bad behavior
The facility should be clean
Our rights must be respected
Stock enough medication
Be treated with respect and dignity
Ones rights must be respected at all times
Queues should be managed better
Our rights must be respected
The committee must be formally introduce to the patients, visit the clinic regularly
Respect our rights
Be serviced inside clean environment
The manager must reprimand the administrative clerk and address issue of lack of respect with her
Cleanliness must be a priority
Clerk lady must be reprimanded and taught how to speak
Management should attend to the needs of the patients
Elderly people and the sick should get help first
We should be told about the committee and introduce the it to patients

The committee must be introduced to the patients
Stock enough medication
Facility must be clean
It must be safe
The clinic committee should deliver on their mandate
Queues should be well managed
Cleanliness should be a priority
Introduce the clinic committee
Dept should visit to inspect the facility and address the staff
Respect rights of patients
Clean must be clean
Introduce the committee
Clean the facility
Facility must be clean
Introduce the clinic committee
Must introduce the committee
Talk more about the committee
Cleanliness must be a priority
Attitude should improve
Respect of patients must be a must
Clean the facility
Extend the building
Employ more nurses
Stock enough medication
Treat patients equally
Employ more staff
Speed up the queue for babies
Patients must be treated with respect and dignity
Waiting outside its bad, must be cancelled
Cleanliness should be a priority
Employ more cleaners
Service should be fast and make available more nurses to help with kids
Cleanliness must be a priority
Cleanliness should be a priority
Hire more cleaners
Hire more staff nurses
This system of allocating times as to when one should come, isnt working should be scrapped
Employ more staff
Employ more staff
Queues should be well managed
Employ more staff
Elders and the sick should be treated firstly
Stock enough cleaning material
Queues must be well managed

Be serviced in time
Stock more medication
Administrative lady behaviour must change
Employ more staff
Allocate patients according to their needs
Administrative clerks should improve their attitude
Treat all equally and with respect
Facility must be clean
Stock enough medication
Nurses must be on time always
Stock enough medication
The yard needs to be cleaned
Treat people with respect and equally
Toilets needs to be kept clean
The facility also needs to be kept clean
Teach this administrative lady how to speak with cliengs
Minimize files lost
Cleanliness must be a priority
Cleanliness must be addressed
Clinic must be clean
Patients rights must be respected
Make patients feel welcomed
Treat people with respect
Queues must be managed well
Speed up service
Make males and females queues
Continue with good service
Hire more staff
Employ queue marshal
Extend the facility
Everything is fine
No, nothing will be fixed
Clean the facility
Clerks manners should please improve
Everything is under control
Improve on time management
All seems to be working well
Fix men toilets
Fix toilets as we share with men one toilet
Fix men toilets
Nurses should know how to treat people
Help people faster
Service rendering
Medication availability

Be time conscious
Speed up services
Their working hours
Improve services
Service patients fast
Stock enough medication
Provide chairs for those who are queuing outside, some are old people they can stand for long due to their age
Improve on time management
Stock enough medication
Employ more staff
Improve time management
Time conscious
Cleanliness must be a priority
Time allocation should be kept as promised, if was told to be at the clinic at 10 then i shouldn't be serviced at 3pm
Stock enough medication
Cleanliness must be a priority
Time allocation is commended
Speed up services
Speed up services
Cleanliness should be a priority
Minimize loss of files
Rather use computers system
Continue to serve people with good hearts
Queues should be well managed
Toilets needs attention
Change the system
Speed service
New system used is very slow
Cleanliness must be a priority
Toilets needs attention
2 or 3 nurses should be allocated to help with children
Cleanliness should be a priority
Employ more staff
Improve service
Toilets should be fixed
Speak well with patients
Change attitude
Provide chairs for those who queue outside
Extend the facility
Employ more nurses and doctors
Improve on queues
Improve time management

Provide Good service
Fix mens toilets
Speed up services
Time allocation new system is highly appreciated
Staff should be taught a good customer care
Learn how to address patients concerns
Employ capable staff
Offer good service
Fix men toilets
Informed patients more about the committee
Introduce the clinic committee
J&P should come often to monitor because things are good only when your available
Keep time
Employ queue marshal
Treat me with respect and understand patients languages
Hire more staff
Hire more staff
Overtime should be implemented
Reduce number of people to service per day
Introduce the committee to the patients
Talk more with patients about the committee
Service is good but too slow
Talk more with patients about the committee
Introduce the committee
Clean the facility
Encourage not to litter
Reduce number of patients to br consulted each day
Work overtime
Improve services
Talk more about the committee
Employ security guards
Introduce the committee
Talk more about the committee
The facility must be clean
Introduce the committee
Hire more cleaners
Everything is fine for me
Treat patients with respect
Understand that we aren't the same
Employ more nurses
Employ more staff
Fix toilets
Employ cleaners
Employ nurses

Fix toilets
Fix toilets
Hire more staff
Hire more staff and cleaners
Hire cleaners
This time allocation isnt working
Happy with new system
Employ more cleaners
Hire cleaners and staff nurses
Hire more staff
Everything is fine for me
Employ more staff
Employ new staff who knows why they are working at the clinics
Keeping their promises which they had made
Employ more nurses
Treatment should always be available to all patients
Employ more staff
I think everything is fine
Employ more professional nurses
Employ more nurses
Cleanliness must be a priority
Nothing to say
Department should visit facilities
Introduce the committee
Nothing to say
Employ more cleaners
Nothing to say
Inform patients if there is a problem
Nothing to say
Nothing to say
Cleanliness must be a priority
Cleanliness must be a priority
Department must come and visit
Employ more staff
Patients should not wait for too long as some of them are too sick and old
Treat patients with good manners and show respect
Employ more staff
Health clean standards must be maintained
Clerks conduct should improve
Give good service to all
Department must pay a visit
Employ more staff
Nothing to say
I feel they are doing all their best to make things work

Emphasize that cleanliness is a priority
Nothing to say
Nothing to say
Talk more about the clinic committee
Would like to see clean toilets
Employ security personnel
Nothing to say
Introduce the committee to the patients
Nothing to say
Employ cleaners
Employ more staff
Dept must made available necessary equipments
Employ cleaners
Facility Must be everyday after business hours not in the morning while we are inside
Employ cleaners
Clinic Committee should regularly visit the facility
Employ more professional nurses
Facility needs cleaners
Employ more staff nurses
Employ cleaners
Employ more cleaners
Improve staff morale
Employ cleaners
Improve staff morale
Improve on time management
Employ queue marshal
Employ more cleaners