

# Health Citizen Survey 2015 Comments

*Extracted from the Black Sash MAVC programme, cycle 2*

**Community Partner:** Port St John's Advice Office

**Site:** Port St John's Community Health Centre

**Number of participants:** 311

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

Number of responses: 5

I had a car accident
To collect results for sputum
I had an accident
Children's medication
ART

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

Number of responses: 66

No time to explain as they were short
If the nurses can told us our rights as patients so that we can make complaints when it necessary
Sometimes I did not get all my medication
They can respond or not
Sometimes medicines is not available
No manager in charge in this facility
When you have a problem no one that I know to report it
If the attitude of gate security can change not searching us when we are going out of the facility to see what is our treatment
If we can know our rights before treated
If medicines can be available all times
There is no time to explain about our rights as patients as sometimes you were given a wrong medication what supposed to be done on that
Nurses have attitude but we do not know how to complain
Nurses have attitude but we did not know how to complain
Provision of Medication as prescribed not to be told to collect it
There is no education on our rights here, sometimes did not have medicines
I did not get my medication told to do come again
No time for education here about our rights
Box is locked and the management is good that's why I said they can respond

I don't know who is available when the box is opened, shortage of staff has impact, pharmacist needs workshop because of the attitude
I don't know who open the box, pharmacist are not enough even those that are there are not friendly
Because of the shortage of staff there is no time to explain about rights of the patients
Staff don't have care and Batho Pele is not implemented , cause of the staff shortage
There is a shortage of nurses so we have to wait if they can employ more nurses and educate patients about how to make a complaints
I didn't know how to whom
More medicines as sometimes some of the medication is not available
Complaint box should begin a safe plain and to be known how to make a complaint
I don't know my rights as patients
Nurses don't care
Today no pharmacist and management don't care
Shortage of doctors,nurses
You wait long time to see nurse and pharmacist no care
They don't have time to explain about our rights
We don't know who open box and how to complain
Suggestion box is locked but don't know who opens it
Shortage of staff
More pharmacist is needed
No time to explain our rights
I know nothing about my rights as a patient
Pharmacists don't care to prevent crowding
Shortage of drugs, staff and there is no time to explain our rights
More nurses can assist to explain our rights, more pharmacist
Shortage of staff has great impact I'm explaining our rights
It's useless to to make a complaint as there is no improvement
Shortage of staff, no time to explain our rights
I don't know how to make complaint
Shortage of staff things are worse now
At dispensary you wait for a long time
Staff dedicated their time but shortage of staff, they have to work in many different consulting rooms
I don't know who o complaints box
Shortage of staff, one time to explain our rights
Shortage of staff no time to explain our rights
Staff are doing well but there is a shortage of staff
I was refer by local clinic for medication but I have to go hospital
Dispensary people are lazy I think there is no time enough because of shortage
Pharmacist too lazy
Nurses and doctors are trying to work hard though they are few
Shortage of staff, laziness of pharmacists, suggestion box is available and locked
They must try to brief us about our rights

Since I came in this clinic I didn't hear about my rights because of shortage of staff. They have to work to cover more people
People at reception are good but at dispensary you have to wait for 3 to 4 hours
Reception is good but in dispensary is a problem
In dispensary they just leave people without notifying them
Shortage of staff is a big problem and pharmacist are so rude
Pharmacists shout at people
Shortage of staff
Pharmacists are too lazy, not care

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

Number of responses: 59

They did not have time to explain our rights and operations of ambulances is very poor
If government can provide an ambulances in the clinic, scales & X-ray
Ambulances is not controlled by the facility so it takes time to come when you call Mtata
No ambulances managed by the health centre
If ambulances can be available at all times
If BP machine can be fixed and x ray
If you want ambulance it came late or not and you to call Mtata
Ambulances dedicated to PSJ health centre
Xray not working have to go to Isilimela hospital which is far from this centre
Sometimes here there is no BP machine and when you want an ambulance it came late
Phone Mtata for ambulances
No access to ambulance services at all as it is controlled at Mtata, no one from the health centre
BP and x ray machines is not working
When you want an ambulance it comes late
No x ray, scan, scales and those that they have is not in a good condition
Ambulances are not available , Staff is not friendly, if they can be operated here it can be better
The equipment is not in good condition, x ray is not available at all
Ambulances are difficult to come because of it centre as lwe don't know where is it, if it can be around PORT ST JOHNS it can be better
No equipment if you want x ray you have to go to Isilimela hospital which is very far
Equipment in good condition is needed
Ambulance staff are not friendly and we'don't know how to call an ambulance
Ambulances must be operated here in PSJ
X ray, scan, BP are not in good condition
Equipment should be available, ambulances should operate here
This clinic is very poor and ambulance staff are not friendly
Shortage of doctors, nurses, long queues, no care
Management is very poor, they must be trained on Batho peel principles
Shortage of nurses and doctors

Carelessness is very strong
Management is very poor and nurses attitude
Availability of doctors, nurses, midwives, equipment and pharmacist
Ambulances
Staff is not friendly
Ambulances should operate in here
Ambulances is not accessible
Toilets are dirty, ambulances don't come when you call, BP machine and x ray are not working
Poor service of ambulances, equipment
Ambulances don't come, staff is not friendly, no x ray, scales and scan
Ambulances not come staff is not friendly
Ambulances available but not come when y call and no equipment in good condition
Rude ambulances driver's no equipment
Ambulances not come, no equipment at all
No equipment, ambulances not available
Poor service of ambulances
Clinic very dirty one direct you where to go poor service of ambulances
Poor service of ambulances
Not easy t find ambulances equipment not working
Ambulances
Dirty toilets
No one guides patients
Ambulances service, equipment
Ambulance services are very poor
Ambulances are operated in the facility
Toilets are not clean
We need operation centre for ambulances in the facility
Ambulances don't come when you call them but you can seen it around doing nothing
Equipment with good condition you have to spend more than R100 for x ray
Ambulance services are very poor we need our centre
Doctors are so friendly and staff

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

Number of responses: 306

Nurses, doctors, equipment, midwives
Enough nurses
Ambulances and working equipment
Enough nurses,doctors, equipment and ambulances
Availability of medicines, nurses, ambulance services and good condition equipment
Medicines and nurses
Enough medicines, ambulances and ambulances
Equipment, nurses, doctors and medicines

Ambulances, equipment, nurses
Good condition equipment
Enough nurses and availability of ambulances
Ambulance services, equipment, nurses and doctors
Availability of ambulances, nurses, equipment in good condition
Enough medication, pharmacists and nurses
Medicines, nurses and ambulances
Rights of patients, ambulances and equipment
Ambulances, equipment, nurses
Enough nurses, equipment
Ambulances, nurses
Ambulances,enough nurses
Ambulances, nurses, doctors
Ambulances, nurses, doctors and equipment
Availability of ambulances and nurses
Good equipment and ambulance services
Doctors, nurses, equipment, ambulances
Good condition of equipment like x ray, nurses, doctors
Service of ambulances
Enough doctors
Enough nurses
Ambulances, enough nurses, doctors!
Medication availability, professional nurses, doctors, equipment and ambulance services
Doctors,nurses, ambulances
Ambulances, nurses, doctors
Ambulances and equipment
Staff attitude, ambulances, equipment
Ambulance services, nurses, availability of equipment like BP machine
Equipment in good conditions and ambulances
Ambulances and nurses
Ambulances,nurses
Ambulances, equipment, nurses, doctors
Ambulances, professional nurses
Nurses, doctors, ambulances
Equipment,nurses, doctors
Ambulance services
Ambulances, doctors
Employment o nurses, ambulances, enough medicines
Medicines, nurses, doctors to be employed
Availability of ambulances
Enough nurses
Availability of ambulances
Enough nurses, doctors,availability of medicines
Ambulances, nurses, doctors, equipment

Nurses equipment, ambulances
Employment of enough staff
Ambulance services
Enough professional nurses especially midwives
Ambulances and equipment
Enough nurses and midwives
Nurses attitude and ambulances
Enough nurses, ambulances
Ambulance services enough nurses
Ambulances, nurses
Ambulances, nurses
Ambulances, equipment in working condition
Ambulances, nurses
Enough nurses, availability of ambulances
Availability of ambulances,adequate equipment,enough nurses
Ambulances,nurses,doctors
Nurses, ambulances, equipment
Ambulances,nurses
Ambulances, nurses
Nurses,pharmacist, ambulances
Ambulances, nurses
Ambulances, nurses
Medicines, Ambulances
Nurses, ambulances, doctors
Enough nurses
Nurses attitude, ambulances
Nurses, ambulances
Enough nurses
Ambulances, enough nurses
Nurses attitude
Ambulances, nurses, equipment
Attitude of nurses, ambulances
Ambulances, enough nurses
Ambulances, equipment, nurses
Ambulances, equipment
Clinic ambulances, nurses
Enough ambulances, nurses, doctors
Ambulances, nurses employees performance
Equipment in good condition, enough nurses
Enough nurses
Educate community about clinic committee role, enough nurses, ambulances
Provide adequate resources like equipment and enough human resource
If always they provide medicines you supposed to get from the clinic and monitoring of workers in their performance because if they go for tea they take a long time

Ambulance services, enough nurses
Ambulances, Nurses
More ambulances managed by centre manager, enough nurses, doctors and medicines
Equipment, nurses, ambulances
Equipment, doctors, pharmacist, medication
Ambulances, nurses, equipment
Ambulances, nurses, equipment
Ambulances, nurses, equipment
Enough nurses, doctors, pharmacist, equipment in good condition, enough medications
Ambulances enough nurses doctors
Ambulances, nurses, doctors, equipment
Enough resources
Nurses attitude, working equipment which is in good condition
Enough nurses and pharmacist
Employment of professional nurses
Ambulance services
Ambulances, equipment, professional nurses
Enough nurses
Enough nurses
Equipment, nurses, pharmacist
Equipment and nurses
Ambulances, medicines, nurses
Equipment, ambulances and nurses
Pharmacists,doctors and ambulances
Ambulances and nurses
Ambulances and doctors
Nurses, doctors and ambulances
Nurses and doctors
Enough nurses
Ambulances and nurses
Ambulances an nurses
Ambulances, medication and equipment
Medicines, ambulances and equipment
Ambulances and nurses
Ambulances an nurses
Ambulance services, enough nurses
Nurses,equipment and ambulances
Ambulances and nurses
Proper equipment, nurses,doctors and ambulances
Nurses
Nurses and equipment
Nurses and equipment
Nurses, equipment and ambulances
Proper equipment and ambulances

Nurses and equipment
Ambulances and nurses
Nurses, equipment and ambulances
Midwives nurses
Enough medicines
Nurses and doctors
Proper equipment and ambulances
Equipment and ambulances
Enough nurses
Enough nurses and medicines
Nurses and ambulances
Equipment and nurses
Equipment
Nurses, medicines and ambulances
Medication, nurses
More nurses
Working BP machines,x ray, nurses and ambulances
More nurses, doctors, equipment and ambulances
Ambulances
Nurses
Ambulances and nurses
Medicines and nurses
Medicines, ambulances and equipment
Availability of medicines and pharmacist
Medicines, ambulances and nurses
Ambulances and equipment
Ambulances
Ambulances and nurses
Additionally nurses and doctors
Nurses and equipment
Nurses and doctors availability
Ambulances, nurses equipment
Nurses and ambulances
No of ambulances,nurses,doctors and equipment
Ambulances and nurses
Ambulances, nurses,doctors. And equipment
Ambulances and nurses
Nurses, ambulances and equipment
Ambulances and nurses
Ambulances and nurses
Enough medicines and nurses
Enough nurses and ambulances
Enough medicines and ambulances
No of ambulances in the centre and additional nurses



Ambulances, medicines, nurses and additional staff in dispensary
Availability of ambulances
Ambulances controlled by the centre
Professional nurses
Employment of more nurses, pharmacist, clinic committee to be introduced to service users
If they can employ more nurses and the clinic committee to be introduced to the service users
We don't know their names so that when we have problems we contact and they are overpowered by management
Clinic is well experienced but they are. Not recognize by staff and management
Clinic committee role, names and contacts must be visible
Nurses doctors, equipment and pharmacist
More staff, waiting time, doctors and equipment
Doctors, nurses, equipment
Clinic committee should be introduced and their roles must be plug in a wall
Nurses, doctors, equipment,
Community members can be clear about roles of the clinic committee
We should know clinic committee
Equipment, nurses, doctors
Roles of clinic committee
Nurses, pharmacist, long queues
Trained clinic committee
Enough ambulances and nurses
Equipment, midwives nurses
Nurses and ambulances
Equipment an nurses
Enough nurses
Nurses, ambulances, equipment like x ray
Ambulances and equipment
Enough midwives nurses
Ambulances, equipment and nurses
Ambulances, equipment and nurses
Ambulances
Equipment and ambulances
Ambulances, nurses and equipment
Equipment, nurses and ambulances
Professional nurses and doctors
Ambulances and nurses
Ambulances, nurses and equipment
Equipment an ambulances
Ambulances and equipment
Equipment and ambulances
More nurses, equipment and ambulances
Nurses
Ambulances and nurses

Ambulances and equipment
Equipment and ambulances
Ambulances and nurses
Ambulances and nurses
Ambulances and nurses
Nurses, doctors and ambulances
Ambulances and nurses
Enough nurses
Ambulances, nurses and doctors
Enough equipment
Enough resources
Equipment, nurses and ambulances
Ambulances and nurses
Ambulances
Medication, ambulances and enough nurses
Enough nurses
Ambulances and more nurses
More nurses, pharmacist and doctors
More nurses and pharmacist
More nurses and doctors
More nurses, pharmacist, and doctors. managed long queues
Equipment, ambulances and nurses
Employment of midwives
More nurses, equipment and ambulances
Ambulance services, x ray and more nurses
More nurses
Ambulances an equipment
Ambulances, equipment,more nurses and doctors
More nurses and ambulances
Ambulances, more nurses
Ambulances, equipment and additional nurses
More professional nurses, equipment and availability of ambulances
Employment of nurses, ambulances and equipment
Ambulances, nurses attitude and equipment in good condition
Clinic committee to be trained on their roles, additional nurses and doctors, ambulances to be controlled in the centre
Working equipment and ambulances
Ambulances and nurses
More nurses, doctors, equipment and ambulances
Ambulances, equipment and nurses
Nurses in all sessions
Nurses and ambulances
Nurses, equipment and ambulances
Ambulances, equipment and nurses

Equipment, ambulances and more nurses
More nurses
More nurses, working equipment, ambulances
More nurses, ambulances and equipment
Employment of nurses
More professional nurses
Enough medication and more nurses
More nurses and working resources
Availability of ambulances, more nurses, doctors and pharmacist
Employment of professional nurses and more pharmacists
Employment of nurses and availability of of drugs
Addition of doctors, nurses, dentists and introduction of clinic committee
Contacts of the clinic committee must be put in the wall
More staff, equipment, generator
Generator is needed, more pharmacist, professional nurses,doctors
More nurses,doctors,pharmacist
Equipment, more nurses
Employment of nurses, pharmacist, availability of equipment
Employment of nurses,peer educators to distribute pamphlets
Employment of doctors, nurses, pharmacist
Clinic committee need to be introduced have their contact, more nurses
Employment o nurses, pharmacist can prevent long queues
Names,contact,roles of the clinic committee must be in wall
Staff to be trained on baton pe1e principles
Employment of pharmacists, nurses, equipment
Employment of more nurses, availability of equipment
Employ nurses, pharmacist, more equipment
Centre for ambulances should be around, employment of nurses, dentists, availability of equipment
Condition of the facility need to be upgraded
Employment of nurses, doctors, change people at the dispensary to prevent long queues
Employment of nurses, availability of generator and equipment
People at the dispensary to be trained on Batho peel principles ad their jobs description
Ambulances, nurses, doctors
Clinic committee to be incapacitated about their roles staff to be employed
X ray, scales, scan, more consulting rooms, more nurses
Operation centre for ambulances
Additional doctors, nurses, capacity building for clinic committee

