

Health Citizen Survey 2015 Comments

Extracted from the Black Sash MAVC programme, cycle 2

Community Partner:Philakithi Community Services

Site: Osizweni Q Health Clinic

Number of participants: 312

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

Number of responses: 0

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

Number of responses: 67

They used to fight with patients.
They separate the painkillers and you have to make your own solution if you have flu.
I would be happy if they can start on time to work because they start at 8:30
Last month I was short of two kinds of pills.
I had a problem one day that they do not want me to take my treatment and that makes my BP to go up again.
Do not know.
She felt she was not helped at the clinic. Medication is always short.
We do not get medication sometimes.
If I ask for painkillers, I don't get it.
We would be assisted to our needs.
There must be a change
We might be assisted
We hope it will be alright.
We need the be assisted.
We need assistance.
Not to get all medication.
Clerk is very harsh.
If you complain to the MOU she tells you that the staff is short.
You cannot attend a doctor whenever you feel that you are not well. The nurse have to tell you.
One day they lost my card and I was very stressed.
They do not tell us anything about our rights.
Some of them they do respect, some not.
There is a change now from what was happening. We use to go to other clinics running away from this clinic but now it's better.
Sometimes they respect us.
Sometimes they respect us sometimes not.

I came to the clinic having stomach ache. They said I have to drink water without examining me.
They haven't tell me about my rights.
I do not feel safe because they say tv's were stolen. So sometimes one day they will come and take our cellphones and money. No one tells us about our rights. Sometimes the medication is not in order as it is supposed to be.
There is no confidentiality in this clinic. Two nurses in one room. This is not right.
No information about this clinic.
Not getting medication on time and sometimes they say come sometime to get it.
We have hope that we will be assisted.
Waiting for a long time to be assisted.
I spoke to Mr Ngidi but there was no difference. we sat for about 2-3 hours.
They start work at 8 or 9 but we get here at 5 or 6.
It happens sometimes that the treatment is not in order.
Waiting for a long time.
Long breaks
If you have flu, they say go home and prepare your self some medication.
Well, I can be happy if I can know where to complain and sometimes my medication is not full in the packets.
No respect and they are not good of explaining about medication.
First time attending this clinic.
I got knowledge about my rights.
Knowledge I got on these questions.
Is to know that I would ask about something I don't understand.
There will be a change.
A lot is going to change after these questions.
There is a change.
Nothing wrong.
To know about my rights.
I know if I have a problrm whom I may contact.
I am happy with the above questions. I am very happy today.
Waiting for a long time.
Due to this survey they are very fast. We plead that you come often.
Everything so far is good.
I asked them why my medication is short.
If I have a complaint, I have to do it.
If I don't get medicine, they say I have to buy it for myself.
All goes well.
I know what to do if I have any difficulties.
To have privilege to be asked about our clinic how it operates.
We hope to be assisted.
There will be a change.
We have been always asked about these questions. Nothing has changed.
There will be a change.
The nurses do thier work very fast.

I hope there will be a change.

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

Number of responses: 69

Sometimes they say they will go to Mshiyeni and ask for equipment.
We use to ask each another about the queues. No one is informing us about anything.
Would like them to add BP machines.
Not working properly.
They do not start working on time.
Respect people.
They have to be in time to do the work.
No problem
To be on time
Always goes well but we have to wait for a long time.
Managed well.
No difficulty I came across.
Doctor must come early in this clinic.
They have to respect us.
Shortage of equipment. Sometimes we go without taking BP.
Shortage of equipment.
Sometimes they respect us,sometimes not.
There are no ambulances here and the nurses do not respect us at all. Sometimes they ask you stupid questions. They do not have good equipment.
All is well.
Administrators should respect us.
I did not get all my medication.
They do not have equipment.
There are no working equipment.
Necessary equipment are not in good condition sometimes like the BP check up machine is out of order.
Perfect
Everything goes well anytime I came here.
Staff must be polite.
Toilet not flushing.
Toilets are not in order, filthy and no toilet paper.
Nurses are harsh.
It's difficult.
Sometimes it's not working.
Sometimes the equipment is not in good condition.

The staff sometimes are in a good mood sometimes they rude. They do not have all the equipment in good condition.
Need more experience.
Everything always goes well.
Everything is in order.
Always goes well.
All goes well.
They go for a long time on break without notifying us.
Waiting a long time. Not getting enough medication.
No. Sometimes the only machine is out of order.
The nurses are harsh when we come after lunch. They said they want to go home after their long break.
All goes well.
They are harsh to the grandmothers.
All is well.
Everything is accordance.
The staff need to be increased.
Things not happen as it is but we always attending.
It is my first time here at the clinic.
It's bad but someday it will change.
Other days I'm not satisfied.
Yes, improvement of machines.
They treat me well.
Not to go all on tea breaks at the same time.
They need to respect me while I was beaten by a car they said I have to go to the hospital because I am young.
All is well.
This is understandable between nurses and patients.
Nurses have no patience with us.
Everytime I came here everything is perfect.
All goes well.
Everything goes well.
Everything is alright.
All goes well.
I nearly died waiting for nurses having a long lunch break.
Nurses not to be harsh.
No, even you are asking these questions it will remain the same.
I am fed up I come because I do not pay.
It is bad. Nothing will change.

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

Number of responses: 281

Toilets
Toilet and more equipments
More equipment is needed
There service
Toilets and service
Staff must work fast nd in time
Toilet and service
There service
More equipments is needed
Toilets and more equipment
More equipment is needed
Improve the building
Toilets and the ??? should work more hours.
If they can start early. We do not get medication.
More equipment is needed.
Toilets and more equipment.
The service
Toilets and service.
Staff must work fast and in time.
Toilets
Toilets and more staff is needed.
Working equipment
Toilets
Clinic should operate 24 hours. They should add more staff members. They need more working equipment.
The toilets should be clean and they should add staff members.
Toilets and more cleaners.
Toilets and more staff.
More equipment and more staff.
Working hours.
Clinic should work 24 hours.
More staff.
Toilets
If they can work from 7:30 - 16 hrs and if they go to tea time some must be left behind.
If they can work until 16h00 because if you come at 14h00 they say they are closed.
I would like to see them work and not to disappear on us and we don't know what they are doing. They come and talk to each other while working but it's not good for so long.
I've taken to long waiting for assistance in blood department. I think more rooms or staff is needed.
Would like them to give us medication as we want.
The clinic must operate day and night.
Respect must continue.
Would like them to extend the clinic to be more.

Would like them to separate us from the youth.
BP machine must be more.
BP machine must be more not one. And if ambulance can be on standby.
Would like them to end BP machine at last 2.
Would like them to end BP machines. One ambulance to be on standby.
Ambulance service must be improved. Would like them to treat everyone equally.
Waiting time is to long.
Managing of queues.
Would like them to work fast and not wait for too long on the queues.
Only the toilets need to be cleaned though.
Everything is okay.
Would like us to provide us with breakfast.
If they can work till 16h00 in the afternoon.
They should work fast and be kind to patients.
Improve the system of the toilets and work fast.
They should clean the toilets and manage the queues.
They should start working in time. They should not stop registration at 10h00.
Would be happy the building can be renewed. And have ambulance. And open even on weekends.
They should manage queues properly and they should work faster and they should respect us as we come to the clinic.
They have to work fast and start work in time.
Working equipment are not enough.
The way they work. They need to be kind and fast.
If they can start early and close after 4.
They do not look after our complaints. They should start work early and their tea time must not be two hours.
I need to give me enough medication.
Would like to see the clinic working 24 hours.
I must come anytime if I get sick.
Would like them to give us treat proper and in time.
Must open in weekends.
Would like to see the staff to start the work on time.
If they should start working on time.
Ambulance to be on the clinic. Start working on time. Add BP machines.
Would be happy if the doctor can come twice a day.
Working times.
Ward for those who have broken bones.
To be on time
Toilets must be clean
Start work in time. And open weekends.
Add more BP machines
Employ more staff nurses
Start on time and right time for breaks

Would be happy if the clinic can open on weekends.
Be on time.
Start on time and pull up the socks.
We have to watch tv whilst we waiting.
Open on weekends. During the night. And we need ambulance.
Need an ambulance. Open 24 hours. And on weekends.
Would like the clinic to work. Open 24 hours.
Work on weekends and holidays.
Open on weekends. Open night shift. And an ambulance.
Add working equipment.
Improve ambulance service.
Start work in time and shorten break times.
Build more toilets.
Work on time and the clinic must not close before 4.
To get all what we need.
More ambulances needed.
They need to be monitored every day. They finished early today.
No ambulances around the clinic. They close at 13h00. After lunch they do not take anyone and that is a big challenge.
Would like to see an ambulance so that patient can be taken fast to the hospital.
Would like the clinic to operate 24 hours.
Would like the clinic to operate day and night.
Ambulance in the clinic, time to start working on the medication. Meeting must be done in the afternoon. Two hours for tea time.
Medication, time to start working.
More medication and see the doctor twice a week. Work on time.
Waiting period is to long. Have to wake up early.
If the clinic can open on weekends.
To start working on time. Ambulance services.
To have an ambulance in our clinic. More BP machines.
If we could have ambulances and if the clinic can operate on weekends.
Must open on weekends. Must have ambulance on the clinic.
If it can operate on weekends. Ambulance.
Ambulance services. Open even on weekend.
Well if they can respect us and be able to give us answers.
The staff not to go on break simultaneously.
Everything is okay.
Ambulances must be here on time.
It should be open always and have doctors.
People treated with respect.
If they can respect us that will be better.
Respect must be there. They must open 24 hours.
The way they treat us must change.
If they can treat us without asking stupid questions.

They must respect us please.
No long breaks.
The equipment must be in good condition.
The nurses should respect us and the administrator.
We need two or more ambulances to be added.
Improvement of the machines.
We must know the time nurses take their break.
Increase the number of nurses.
The people should follow the queue.
To be on time.
Improvement of treating us.
Service is bad need to improve. Not long tea break.
No long tea breaks and lunch.
Have a senior to make sure work is done.
Exposure to our rights.
Updated furniture and services.
Friendly staff with a smile. Give us hope that we will get better.
Keep Black Sash
Structure improvement and maintenance.
We would like to have a water dispenser.
Let's see or know the committee.
Improve service.
Unity
Clinic must open 24 hours.
Improve security.
Having all kinds of medication.
Keep making the survey or have people to monitor the job.
BP hope they can get more scales, BP tester.
To start on time working.
Respect us.
Would like to see a doctor at least twice a week. Must open day and night.
They should come in time and work fast.
They must stop going hours to tea time.
If we can have an ambulance that awaits for emergency here so that people do not wait hours for ambulances.
Ambulances. Not to go 2 hours for lunch. Open 24 hours.
Start on time working.
Long queues must be attended fast. Those who are seriously ill must be attended first.
No longer breaks.
Open early, weekends and night shift.
Doctor to attend everyday.
More nurses. They should be on time.
They should work more hours.
They shouldn't go for long lunch.

They should have different tea times.
They should be on time.
Toilets should be clean.
More staff is needed.
Work as fast as they can.
They should work long hours.
More hours.
Toilets and tv condition.
Toilets and queues.
Already things are improving.
If we can have more staff so that work can be faster.
If they can start work on time.
They do not want to work after 12. You come here, they shout at you.
Time for tea they have to change each other.
They must start with us because we come here early.
They want the nurses to start with them not the people who come for presenting.
We come here at 4 o' clock and they start with the girls.
They have to keep time.
Employ more staff.
Start on time and do their job fast.
They have to start work on time. No long breaks.
They have to treat us both baby and mother simultaneously.
Add more ambulances. 24 hours service.
To be checked what we got ie: firearms or drugs. Toilets to be cleaned.
We have to get all the medication we want.
Start on time. No medication for the kids. We have to buy it for ourselves.
Take care of our health.
Working on time. No long breaks.
If they fo for lunch some must be left behind.
Working pace.
There is a change. They should already left.
If they can get another admin. If they can have all the medication.
If we come here they must start with us not the girls that are preventing.
If it can be renovated and more staff.
They must start work on time. We stay there till we get hungry.
More staff and more equipment.
Clinic should open 24 hours.
toilets
More staff needed.
Toilets, and work as fast as they can. Not to sit and talk about patients.
Toilets and heaters if it is cold.
Toilets and more staff is needed.
Should start working on time.
More staff is needed.

Working hours.
They need more working equipment and staff.
If they can work during working hours and not talking to much about their own staff.
Nurses are harsh and have no respect.
Attending to the elders and childrfen first.
Open 24 hours. Open on weekends. Need an ambulance.
Need amnulance. 24 hours service. Open on weekends.
Open 24 hours and on weekends. Need ambulances.
To see nurses treat us well.
Working tirelessly, give us right medication and come back on time after break.
Get all medication. Work on time. Need an ambulance. Open 24 hours and on weekends.
Add machines. They have to talk politely.
Need more equipment. Increase counsellors of HIV
Need an ambulance. Opened 24 hours. Employ a security to monitor queue.
Increase the number of nurses.
Clinic must be extended.
TV must work.
Lunch time to be short. Need an ambulance. We need toilet paper.
Need an ambulance. Opened everyday.
More ambulances. Clinic must be opened on weekends.
Need an ambulance.
Pay more attention to the patients.
We need an ambulance.
More machines should be added.
They have to listen for what we are attending for.
If there can be a good maternity place/ward.
We need maternity ward.
Start early working.
More staff is needed.
Nurses not to be harsh to us.
Nurses not to have longer breaks.
There is room for improvement.
The doctor must come everyday.
There is an improvements.
We need more ambulances and open on weekends.
There must be an improvement.
Increase the number of nurses.
Not sure because I do not come frequently.
Clinic must be opened on Saturday.
We need ambulance.
There is room for improvement.
Time is very important to start work. We need ambulance.
When they have tea breaks not to go at the same time.
Clinic must have its own ambulance.

Increase the number of ambulances.
To get all the medication we need.
More ambulances and those who are pregnant to be delivered by clinic nurses because the hospital is very far.
Those who have BP or seriously ill treated first.
Treat us well. Increase the number of equipment.
TV need to be repaired.
Differentiate between those who came to see the doctor and those who came for medication.
Increase the ambulance.
Ambulance and equipment must be improved.
They should have ambulances and they need to respect patients.
We need an ambulance and open day and night.
We need an ambulance. Operates 24 hours.
Starts working on time.
Toilets must be clean. Open on weekends. Maternity ward must exist. We need an ambulance.
Watch TV. We need an ambulance. 24 hours service. Open on weekends. Increase the number of doctors. come regularly.
Need an ambulance. Open on weekends.
Starts working early. Opens 24 hours. Need an ambulance.
A lot should be changed.
Second thought of going home due to their long break.
There will be a change of nurses attitude.
Long breaks to be shortened.
Open on weekends and 24 hour service.
The doctor should come everyday.
No. There will be no improvement in this clinic.
There is an improvement already.
Open on weekends.
Short breaks and not go to the tea time at the same time.