

CITIZEN MONITORING

Port St Johns Advice Office

MAKING ALL
VOICES COUNT

Health Clinic: Port St Johns

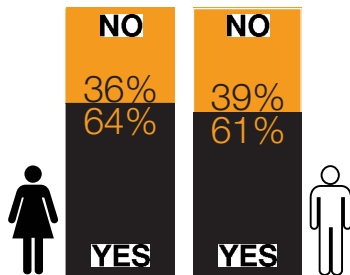
PARTICIPANTS: 300

FEMALE: 231

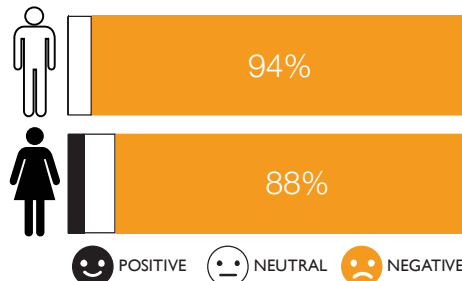
MALE: 69

BLACKSASH
MAKING HUMAN RIGHTS REAL

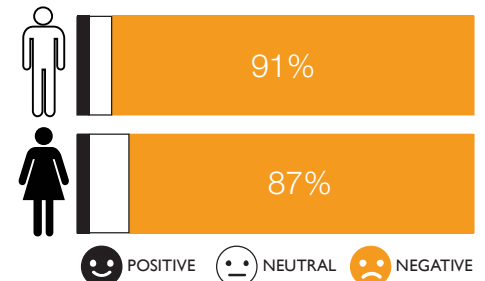
DID YOU GET ALL THE MEDICATION THAT
YOU NEEDED?



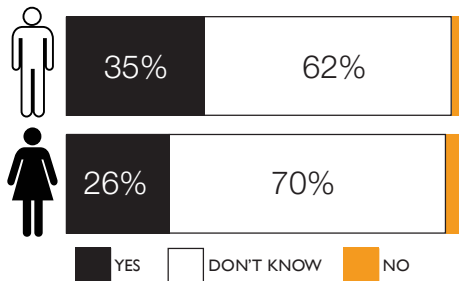
HOW GOOD ARE THE AMBULANCE
SERVICES?



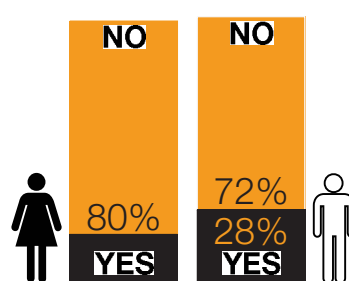
IS THE CLINIC EQUIPMENT IN GOOD
WORKING CONDITION?



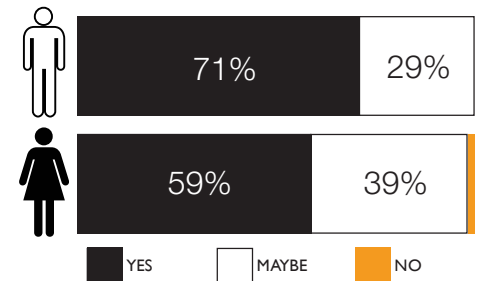
DOES THIS CLINIC HAVE A CLINIC
COMMITTEE?



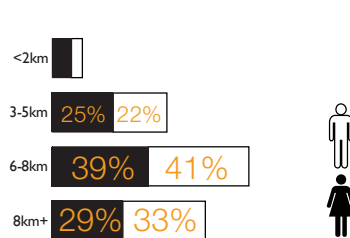
DO YOU KNOW WHAT THE CLINIC
COMMITTEE SHOULD DO?



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

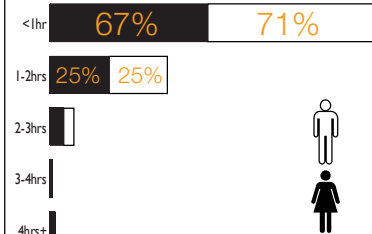


HOW FAR DID YOU TRAVEL TO GET TO THE
CLINIC?

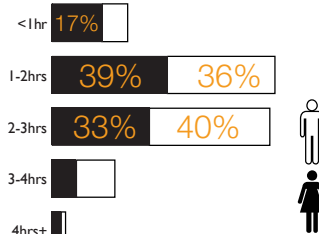


HOW LONG DID IT TAKE TO:

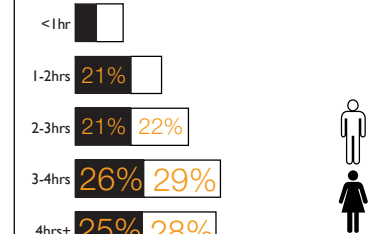
GET REGISTERED AT RECEPTION



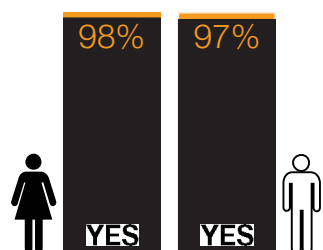
SEE A NURSE OR DOCTOR



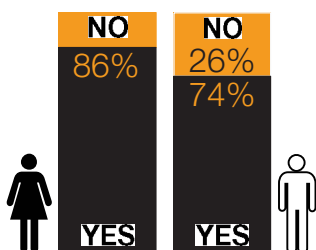
COLLECT YOUR MEDICATION?



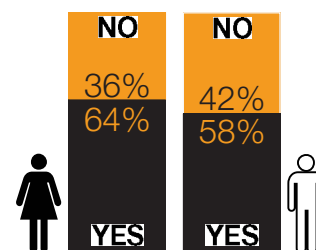
DID YOU FEEL SAFE IN AND AROUND THE
CLINIC?



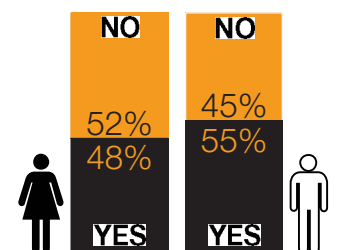
DID STAFF RESPECT YOUR RIGHT TO BE
EXAMINED IN PRIVATE?



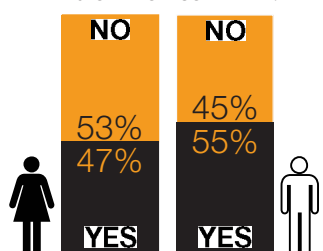
WAS YOUR CONSENT OBTAINED AND
RIGHTS EXPLAINED BEFORE TREATMENT?



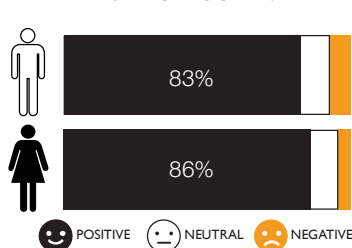
DO YOU KNOW HOW TO MAKE A
COMPLAINT AT THIS CLINIC?



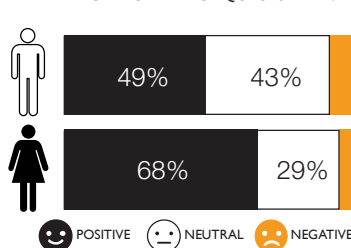
DO YOU THINK THAT THE CLINIC WILL
RESPOND TO A COMPLAINT?



WAS THE CLINIC CLEAN?



DID THE CLINIC MANAGE QUEUES WELL?



WERE YOU TREATED RESPECTFULLY BY:

