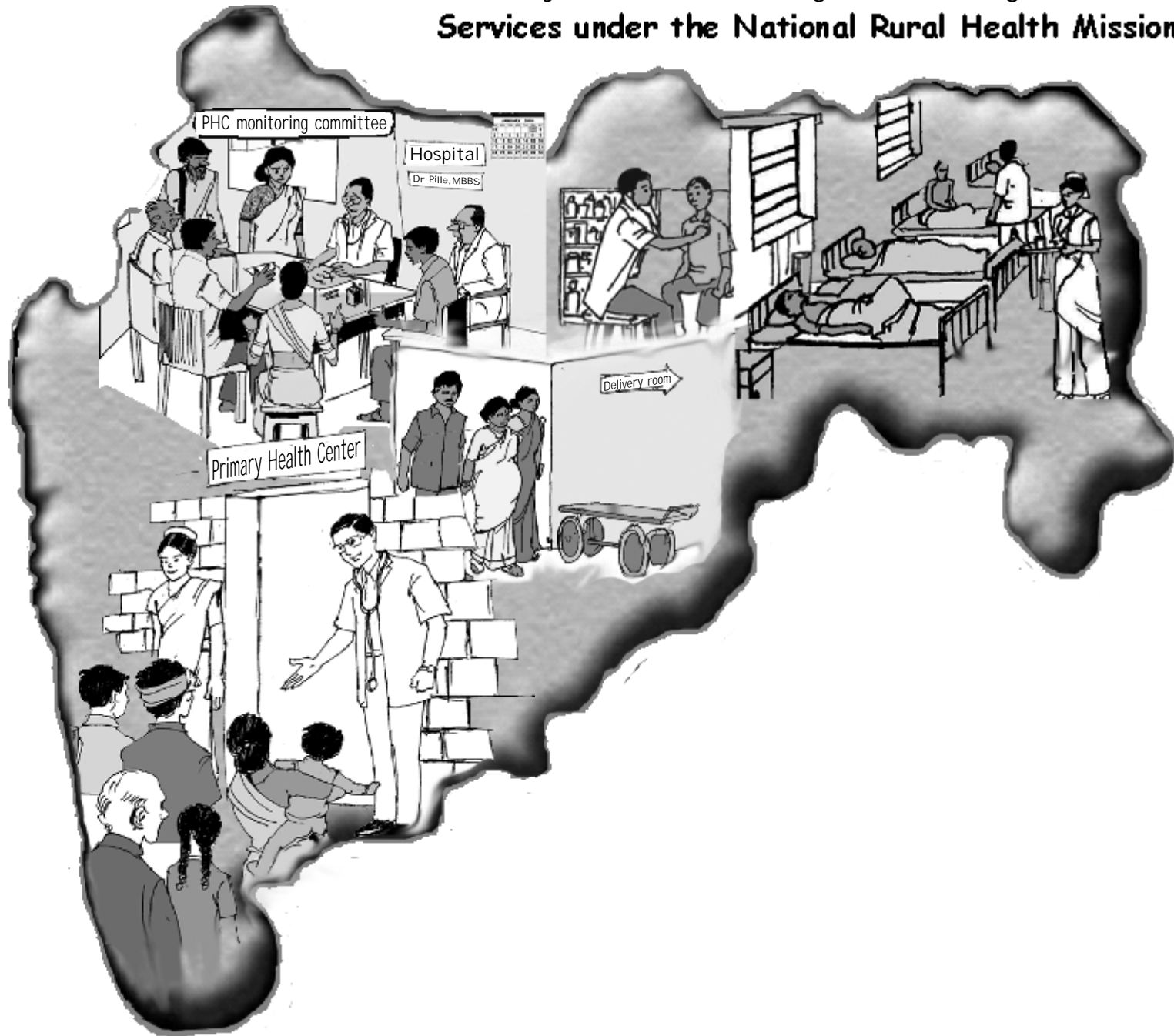




Community based Monitoring and Planning of Health Services under the National Rural Health Mission



Questionnaire for... Primary Health Centre (PHC)



SATHI

(Support for Advocacy &
Training to Health Initiatives)

This tool was originally developed in Marathi as part of the Community Based Monitoring and Planning process, supported by NHM Maharashtra. The English translation of this tool has been done with support from Community of Practitioners on Accountability and Social Action in Health (COPASAH)



Community based Monitoring and Planning of Health Services under the National Rural Health Mission

Questionnaire for services available in the Primary Health Centre

Name of PHC :		Name of organisation :	
Taluka :	District :	Date of filling the questionnaire :	
• Names of sub-centres which come under the PHC : 1. ----- 2. ----- 3. ----- 4. ----- 5. ----- 6. ----- 7. ----- 8. ----- 9. ----- 10. -----		• Names and phone numbers of any two committee members involved in collecting information : 1. _____ Phone No. _____ Signature : _____ 2. _____ Phone No. _____ Signature : _____ How many visits were made to fill the questionnaire <input type="text"/>	

Based on the information gathered in the survey, following is the condition of health services available at the PHC level






1. If the status of services available at the PHC is **good**, then the health report card should be filled in **green colour**.
2. If the status of services available at the PHC is **somewhat satisfactory**, then the health report card should be filled in **yellow colour**.
3. If the status of services available at the RH is **serious/bad**, then the report card should be filled in **red colour**.



Information about the Primary Health Centre –

1.	Total population of the PHC -	
2.	Number of village which come under the PHC-	
3.	Which Rural Hospital is the PHC linked to?	
4.	Distance from the PHC to the RH -	
5.	Distance from the PHC to the District Hospital -	
6.	Is the PHC centrally located (convenient to all villages)? (<i>Ask this question to the medical officers</i>)	

Certain guidelines/instructions/pointers to be considered while filling up information about the PHC.:-

-  The questionnaire should be filled by the member of the Monitoring and Planning Committee of the PHC.
-  After every section, please write the observations and if there are evidences, then these should be attached(for eg- Xerox copy of the passbook of the committee's bank account)
-  If a responsible person who can provide all the information, is not available, attempt should be made to meet the person again to complete the information.
-  While writing the information regarding the medicines, please fill in the numbers accurately. Please write the complete answer for every question.
-  Before interviewing the patients, the entire subject should be properly explained and the consent letter should be read out properly.



Section 1: Services and facilities available in the PHC *(This information should be filled based on an observation of the PHC)*

A) Building and facilities within it (Maximum points : 20)

No.	Issues to be surveyed	Current situation	Points
1.	Building of the PHC	A) The health department has constructed an independent building – 2 B) Some rooms in the village have been made available free of cost – 1 C) The building is on rental arrangement or there is no building - 0	
2.	Condition of the rooms and building of the PHC <i>(the condition of the walls, the paint, doors, windows of the building/rooms should be checked. Do the rooms leak during monsoon? All this should be seen and points given accordingly)</i>	A) The building /rooms are in a good condition – 2 B) The building /rooms are in an okay condition – 1 C) The building /rooms are in a bad condition – 0	
3.	Electricity supply facility	A) There is facility for 24 hours electricity supply- 2 B) The electricity supply is irregular – 1 C) There is no electricity - 0	
4.	Facility for generator/inverter	A) The PHC has a generator/inverter which is in working condition – 2 B) The PHC has a generator/inverter which is not in working condition – 1 C) There is no generator/inverter in the PHC – 0	
5.	Does the PHC have an independent light/electricity meter?	A) Yes- 2 B) No- 0	



No.	Issues to be surveyed	Current situation	Points
6.	Facility for water supply	A) There is a separate water tank with 24 hours water supply- 2 B) The water supply is irregular but there is an alternate facility/system – 1 C) There is no facility for water supply at all – 0	
7.	Facility for water in the toilet	A) There is water in the toilet-2 B) There is no water in the toilet- 0	
8.	Facility for light in the toilet	A) There is light in the toilet- 2 B) There is no light in the toilet- 0	
9.	Cleanliness in the toilet	A) The toilet is clean- 2 B) The toilet is not clean-0	
10.	Residential facilities for the Officers and workers (<i>There should be facilities like rooms, and toilets being in a good condition, water and light supply</i>)	A) There are rooms for staying, with all the facilities and cleanliness – 2 B) The facility for rooms is there, but one of the facilities is not there – 1 C) The residential arrangement is unsatisfactory -0	
Total points			
Services and facilities available in the PHC (Maximum points - 20)		Good situation – 18 to 20 points	
		Somewhat satisfactory situation – 15 to 17 points	
		Serious situation – Points lesser than 16	



Section 1: Services and facilities available in the PHC *(This information should be filled based on an observation of the PHC)*

B) Essential facilities for providing health services (Maximum points - 16)

No.	Issues to be surveyed	Current situation	Points
1.	Facilities in the delivery room	A) The bed in the delivery room, and the floor, is proper and clean- 2 B) Only one of the above things is clean – 1 C) The bed and floor in the delivery room, none are in proper and clean condition- 0	
2.	Important equipment in the delivery room	A) The delivery room is equipped with the delivery table, DD kit and suction- 2 B) Only one of the two- DD kit and suction- is available – 1 C) None of the two-DD kit and suction- is available -0 <i>(Suction is an instrument which enables to suck out the sticky secretion in the newborn baby's mouth, to prevent it from getting stuck in the baby's trachea)</i>	
3.	Facilities in the delivery /maternity ward	A) The bed, mattress and bed-sheet are clean and in good condition-2 B) 2 of these- the bed, mattress and bed-sheet- are clean and in good condition-1 C) None of these- the bed, mattress and bed-sheet- are clean and in good condition-0	
4.	Does HIV positive women gets admitted for delivery?	A) Yes- 2 B) No- 0	
5.	Is there a separate facility for delivery of HIV positive women	A) There is a separate facility for delivery of HIV positive women - 0 B) There is no separate facility for delivery of HIV positive women – 2 (A separate facility indicates discrimination and loss of confidentiality for the women so we are giving 0 points)	



No.	Issues to be surveyed	Current situation	Points
6.	Availability of beds for admitting patients	A) Arrangements of 6 beds is there – 2 B) Arrangements of 3-5 beds is there - 1 C) Arrangement of beds is not there for admitting patients - 0	
7.	Facilities in the in-patient department for admitting patients	A) The mattresses, bed-sheets and pillows on the beds, are proper and clean -2 B) One of these – mattresses, bed-sheets and pillows- are not proper and clean – 1 C) All of these – mattresses, bed-sheets and pillows- are not proper and clean – 1	
8.	Facility for testing of blood, urine and sputum of the patients	A) There is facility for testing of blood, urine and sputum – 2 B) There is facility for testing of 2 out of blood, urine and sputum – 1 C) There is no facility for any examination – 0	
9.	Ambulance	A) Ambulance is in working condition – 2 B) Ambulance is not in working condition, but there is an alternative arrangement – 1 C) There is no facility for ambulance or any alternative arrangement-0	
Total points			
Medical services (Maximum points : 18)		Good situation- 16 to 18 points	
		Somewhat satisfactory situation – 13 to 15 points	
		Serious situation – Points lesser than 12	



Section 2: Medical Services

A) Delivery/Maternity service (Maximum points : 2)

No.	Issues to be surveyed	Current situation		Points	
1.	Delivery/Maternity services <i>(the Delivery Patient Register should be seen to find out number of deliveries in last three months which have taken place in daytime and night time, and points should be given accordingly)</i>	A) 30-35 deliveries have taken place in the last 3 months – 2	No of deliveries that have taken place in the last three months		
		B) 22-29 deliveries have taken place in the last 3 months – 1			
		C) Less than 21 deliveries have taken place in the last 3 months – 0	9:00 am to 5:00 pm <input type="text"/>	5:00 pm to 9:00 am <input type="text"/>	
		Total no of deliveries		<input type="text"/>	
				Total points	
Delivery/Maternity services (Maximum points :2)		Good situation – 2 points			
		Somewhat satisfactory situation – 1 points			
		Serious situation – 0			



Section 2: Medical Services

B) In-patient services (Maximum points : 4)

No.	Issues to be surveyed	Current situation	Points
1.	Services available for admitting the patient <i>(The indoor patient register should be checked to see the number of patients admitted in the last three months, except for vasectomy and delivery, and points should be given accordingly)</i>	No of patients admitted today <input type="text"/> <i>(except for vasectomy and delivery)</i>	
		A) 10 or more patients were admitted in the last month – 2 B) 3-9 patients were admitted in the last month -1 C) Less than 3 patients were admitted in the last month- 0	
		A) No of patients admitted except for vasectomy and delivery in the last 3 months <input type="text"/>	
2.	Small surgeries in the PHC	A) Surgeries like removing pus from wounds, putting stitches, removing boils, take place – 2 B) Only two of the following - removing pus from wounds, putting stitches and removing boils- take place- 1 C) None of the abovementioned surgeries take place – 0	
Total points			
In patient services (Maximum points – 4)		Good situation – 4 points	
		Somewhat satisfactory situation – 2-3 points	
		Serious situation – Less than 1 point	



Section 2: Medical Services

C) Laboratory services (Maximum points : 6)

No.	Issues to be surveyed	Current situation	Points
1.	Blood test	A) Blood tests are conducted regularly -2 B) Blood tests are conducted sometimes – 1 C) Blood test is not conducted – 0 Total no of blood tests conducted in the last 3 months <input type="text"/>	
2.	Urine tests	A) Urine tests are conducted regularly -2 B) Urine tests are conducted sometimes – 1 C) Urine test is not conducted - 0 Total no of urine tests conducted in the last 3 months <input type="text"/>	
3.	Sputum test	A) Sputum tests are conducted regularly -2 B) Sputum tests are conducted sometimes – 1 C) Sputum test is not conducted - 0 Total no of sputum tests conducted in the last 3 months <input type="text"/>	
Total points			
Laboratory Services (Maximum points – 6)		Good situation – 5-6 points	
		Somewhat satisfactory situation – 3-4 points	
		Serious situation – Less than 2 point	



Section 2: Medical Services

D) Referral services (Maximum points : 4)

No.	Issues to be surveyed	Current situation	Points
1.	Ambulance for patient for referral services	A) Ambulance available free of cost to the patient for referral services – 2 B) Money has to be paid for the ambulance – 1 C) Ambulance is not available – 0	
2.	(The following information should be filled by checking the referral record register for each month) Total number of patients sent for referral services during the last 3 months- <div style="display: flex; justify-content: center; gap: 20px;"> <input type="text" value="First Month"/> <input type="text" value="Second Month"/> <input type="text" value="Third Month"/> </div>		
3.	Referral Record Register	Yes – 2 No – 0	
Total points			
Referral Services (Maximum points : 4)		Good situation – 2 points	
		Somewhat satisfactory situation – 1 point	
		Serious situation – 0 point	



Section 3 : Maternal Deaths (Maximum points :2)

Issues to be surveyed	Current situation	Points
Maternal deaths in the PHC Village	A) No maternal death in the PHC village in the last 6 months – 2 B) Maternal death took place in the PHC village in the last 6 months – 0 C) No. Of maternal deaths which occurred in the PHC village in the last 6 months – <input type="text"/>	
Total points		
Maternal Death (Maximum points : 2)		Good situation – 2 points
		Serious situation – 0 point

If a maternal death has taken place, then take the detailed information

Full name	Age	Name of village/pada	Reasons for maternal death

Was an maternal death audit done of the maternal death? Write a summary of the same (Maternal death audit)



Section 4 : Infant death (Maximum points : 2)

Issues to be surveyed	Current situation	Points
Infant deaths in the PHC village	D) No infant death in the PHC village in the last 6 months – 2 E) Infant death took place in the PHC village in the last 6 months – 0 F) No. Of infant deaths which occurred in the PHC village in the last 6 months	<input type="text"/>
How Many infants were born in PHC village in the last 6 months.	<input type="text"/>	
Total points		
Infant deaths		Good situation – 2 points
(Maximum points :2)		Serious situation – 0 point

If an infant death has taken place, then take the detailed information

Name (If the baby is not named, write the mother's name)	Age of baby	Name of village/pada	Reasons for infant death



Section 5 : Availability of officers and workers

(In certain areas the number of sanctioned posts is different based on population. If the number differs from the mentioned numbers please make a note regarding the same)

No.	Sanctioned posts	On contract	Permanent	Vacant
1.	Medical Officers Total posts – 2			
2.	MPW (Multipurpose Health Worker) Posts for nomination by Zilla Parishad – 3 Posts for nomination by State Government - 5			
3.	ANM (Axillary mid wife) Total no of ANMs appointed in villages coming under the PHCs – 9 One ANM per sub-centre as per contractual appointment under the National Rural Health Mission.			
4.	Laboratory technician Sanctioned post in the PHC – 1			
5.	Pharmacist Sanctioned post in the PHC – 1			
6.	Driver Sanctioned post in the PHC – 1			
7.	<i>(This question should be asked to any member of the Village Health Monitoring Committee, of the PHC village)</i> Do the medical officers reside at/around the PHC/in the PHC village ?	Yes- No-		



Section 6 : Actual available stock of medicine, as against expected stock

(Maximum points-56)

In this section, the actual stocks of the medicines mentioned below should be checked & based on how much stock is available the appropriate box in the 'Current Situation' column should be ticked(✓)

No.	Names of medicine	Actual Stock	Expiry Date of medicine	Current Situation				Points
				Stock for 0-1 month	Stock for 1-2 months	Stock for 2-3 months	Stock for more than 6 months	
1.	Adrenaline Inj. in emergency or serious situation			If between 0-2 - 0 point	If 3 injections - 1 point	If between 4-10 - 2 points	If more than 10 - 0 point	
2.	Albendazole Tab. for worm infection			If between 0-417 - 0 point	If between 418-833 - 1 point	If between 834 - 2500 - 2 points	If more than 2500 - 0 point	
3.	ASV Inj. (Anti-snake venom injection) for snake			If between 0-4 - 0 point	If between 5-9 - 1 point	If between 10-26 - 2 points	If more than 26 - 0 point	
4.	Atenolol tab. or Envas (enalapril) Tab. for high blood pressure			If between 0-3239 - 0 point	If between 3240-6479 - 0 point	If between 6480-19436 - 2 points	If more than 19436 - 0 point	
5.	Atropine Inj. Life saving /Emergency medicine			If between 0-25 - 0 point	If between 26-50 - 1 point	If between 51-150 - 2 points	If more than 150 - 0 point	
6.	Carboprost (Prostodin) Inj. In case of excessive bleeding after labour			If between 0-25 - 0 point	If between 26-50 - 1 point	If between 51-150 - 2 points	If more than 150 - 0 point	
7.	Ciprofloxacin Tab. In case of infection (germ infection)			If between 0-833 - 0 point	If between 834-1667 - 1 point	If between 1668-5000 - 2 points	If more than 5000 - 0 point	



No.	Names of medicine	Actual Stock	Expiry Date of medicine	Current Situation				Points
				Stock for 0-1 month	Stock for 1-2 months	Stock for 2-3 months	Stock for more than 6 months	
8.	Clotrimazole Vaginal Tab. for fungal infection in vagina			If between 0-83 - 0 point	If between 84-167 - 1 point	If between 168-500 - 2 points	If more than 500 - 0 point	
9.	Dexamethasone inj. critical condition			If between 0-25 - 0 point	If between 26-50 - 1 point	If between 51-150 - 2 points	If more than 150 - 0 point	
10.	Diazepam Tab. To induce sleep			If between 0-83 - 0 point	If between 84-167 - 1 point	If between 168-500 - 2 points	If more than 500 - 0 point	
11.	Diclofenac Tab. Bodyache			If between 0-2083 - 1 point	If between 2084-4167 - 2 points	If between 4168-12500 - 2 points	If more than 12500 - 0 point	
12.	Dicyclomine Tab. Abdominal pain (Spasmodic)			If between 0-417 - 0 point	If between 418-833 - 1 point	If between 834 - 2500 - 2 points	If more than 2500 - 0 point	
13.	Domperidone Tab. To stop vomiting			If between 0-417 - 0 point	If between 418-833 - 1 point	If between 834 - 2500 - 2 points	If more than 2500 - 0 point	
14.	Fluconazole Tab. Anti-fungal medicine specially for HIV/AIDS patients			If between 0-17 - 0 point	If between 18-33 - 1 point	If between 34-100 - 2 points	If more than 100 - 0 point	
15.	Furazolidine Tab. Dysentery caused by germ infection			If between 0-2500 - 0 point	If between 2501-5000 - 1 point	If between 5001-15000 - 2 points	If more than 15000 - 0 point	
16.	Glibenclamide Tab. In case of diabetes			If between 0-1944 - 0 point	If between 1945-3887 - 1 point	If between 3888-11662 - 2 points	If more than 11662 - 0 point	



No.	Names of medicine	Actual Stock	Expiry Date of medicine	Current Situation				Points
				Stock for 0-1 month	Stock for 1-2 months	Stock for 2-3 months	Stock for more than 6 months	
17.	Metronidazole Tab. for amoeba & other germ infections			If between 0-417 – 0 point	If between 418-833 – 1 point	If between 834-2500 – 2 points	If more than 2500 – 0 point	
18.	Oxytocin 2ml. Amp. Inj. (Pitocin) To induce labour pain			If between 0-4 – 0 point	If between 5-9 – 1 point	If between 10-26 – 2 points	If more than 26 – 0 point	
19.	Paracetamol Syrup For children in case of fever & bodyache			If between 0-83 – 0 point	If between 84-167 – 1 point	If between 168-500 – 2 points	If more than 500 – 0 point	
20.	Paracetamol Tab. Fever & bodyache			If between 0-4167 – 0 point	If between 4168-8333 – 1 point	If between 8334 – 25000 – 2 points	If more than 25000 – 0 point	
21.	Rabipur Inj. (Anti rabies vaccine) In case of bite by suspected rabid dog			If between 0-17 – 0 point	If between 18-33 – 1 point	If between 34-100 – 2 points	If more than 100 – 0 point	
22.	Ringer Lactate I.V. Saline to prevent dehydration			If between 0-167 – 0 point	If between 168-333 – 1 point	If between 334-1000 – 2 points	If more than 1000 – 0 point	
23.	Salbutamol Tab. In case of asthma			If between 0-167 – 0 point	If between 168-333 – 1 point	If between 334-1000 – 2 points	If more than 1000 – 0 point	



No.	Names of medicine	Actual Stock	Expiry Date of medicine	Current Situation				Points
				Stock for 0-1 month	Stock for 1-2 months	Stock for 2-3 months	Stock for more than 6 months	
24.	Septran D. S. Tab. or Cotrimexazol Tab. In case of infection			If between 0-833 - 0 point	If between 834-1667 - 1 point	If between 1668-5000 - 2 points	If more than 5000 - 0 point	
25.	Septran Syrup for children in case of germ infection			If between 0-42 - 0 point	If between 43-83 - 1 point	If between 84-250 - 2 points	If more than 250 - 0 point	
26.	Soframycin cream Germicidal cream			If between 0-42 - 0 point	If between 43-83 - 1 point	If between 84-250 - 2 points	If more than 250 - 0 point	
27.	Tetanus Toxoid Inj. To avoid Tetanus			If between 0-17 - 0 point	If between 18-33 - 1 point	If between 34-100 - 2 points	If more than 100 - 0 point	
28.	Xylocaine Vial Inj. Anesthetic			If between 0-13 - 0 point	If between 14-27 - 1 point	If between 28-80 - 2 points	If more than 80 - 0 point	
Total Points								
Actual available medicine stock in last 3 months as against expected stock (Maximum Points : 56)				Good situation – 42 - 56 points				
				Somewhat satisfactory situation – 28 - 41 points				
				Serious/Bad situation – 0 - 27 points				

- **Other issues –**



Section 7: Untied funds received at the PHC level

(There is a provision of untied funds of Rs 25,000/- per year at the PHC level, the details of how this funds have been spent, should be filled in the following chart)

1. How much of the 2012-2013 PHC level funds was actually received?-

Rs.

2. Date of receiving the funds-

Rs.

3. Balance amount from last year –

Rs.

No.	Details of expenses from the funds – What programmes were conducted from the untied funds during 2012-2013?	Expenses incurred for each programme?	Who took the decision to undertake the expense?	If the funds have not been utilised, then the reasons for this should be asked to the medical officer.
Total expenses				

Balance from last year and funds credited in the account for the year, total funds
Rs.

Total expenses undertaken till now
Rs.

Total balance amount in the account as of
today Rs.



Section 8 : Funds available at the PHC level for the improvement, maintenance and repair work of the PHC building (Annual Maintenance

(There is a provision of funds of Rs 50,000/- per year at the PHC level, for the improvement, maintenance and repair work of the PHC building. The details of how this funds have been spent, should be filled in the following chart)

1. How much of the 2012-2013 PHC level funds was actually received? - Rs.

2. Date of receiving the funds - Rs.

3. Balance amount from last year - Rs.

No.	Details of expenses from the funds – What programmes were conducted from the maintenance and repair funds during 2012-2013?	Expenses incurred for each programme?	Who took the decision to undertake the expense?	If the funds have not been utilised, then the reasons for this should be asked to the medical officer.
Total expenses				

Balance from last year and funds credited in the account for the year, total funds:- Rs.	Total expenses undertaken till now Rs.	Total balance amount in the account as of today Rs.
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Consent form for taking information from patients visiting the PHC

To,

Date :

Mr/Mrs.....

Greetings !

The Maharashtra State Government and various organisations and groups working on health, are together implementing the community based monitoring process, under the National Rural Health Mission, in various districts of the state. In this process, this work is also being carried out in this taluka of your district. Monitoring the available health services, entering into a dialogue with health workers, making attempts to make the health system people-centred, are important objectives of this process, all with the perspective of improving the health services in your district.

There is a “Primary Health Centre Monitoring and Planning Committee” in our PHC. As a member of this committee, we wish to take some information from you about issues like quality of services offered at the PHC, facilities available at the PHC, treatment and behaviour of staff in the PHC.

Participation in this process will not lead to any personal benefit for you. This process is to improve the health services. So, you have to decide whether or not you wish to participate in this process. There is no pressure on you for this. If you do not wish to answer some question during the course of the interview, you have the full right to do so. Similarly, for any reason, if you wish to stop the interview in the middle, we will stop there and then. There will be no negative impact of this. If you have any queries about this process, please feel free to ask questions. If you wish to participate in the interview, please give your permission/consent about the same.

I, declare that I have received detailed information about this process and I am ready to participate in this process.

Signature /Thumb impression

Oral consent.



Section 10 : Standard of services available in the Primary Health Centre and the behaviour of staff

(Maximum points – 8)

In this section, a patient who has taken treatment in the OPD of the Primary Health Centre, should be interviewed, on the basis of the following questions.

1. Take the interview outside the premises of the Primary Health Centre.
2. Take the interview after the patient has taken the treatment.
3. Take interviews of at least three patients, and at least one of the three should be a woman patient.

Name of the patient –	Name of the village	Type of illness
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A. Standard of services available in the Primary Health Centre

No	Questions to be asked to the patient	Response	Points
1.	Did you get all the medicines free from the primary health centre?	A) All the medicines were given free – 2 B) Some of the medicines were given free-1 C) No medicine was given free – 0	
2.	Did the doctor, nurse or any other worker ask you for more money apart from for the case paper?	A) Did not ask for more money apart from the case paper, and gave receipt for the money paid- 2 B) Asked for more money apart from the case paper, and did not give any receipt for the money paid- 0	



No	Questions to be asked to the patient	Response	Points
3.	(*Has the doctor asked you to do any test like blood, urine, sputum etc? Only if the answer is yes then ask the following question) Where did the doctor ask you to do the test?	A) The test was done in the Primary Health Centre- 2 B) The test was done in the Primary Health centre but money was taken for it- 1 C) Asked for the test to be done from outside – 0	
4.	Did the doctor ask you to visit his own, or any other doctor's private clinic?	A) The doctor did not ask to visit his own or any other doctor's private clinic- 2 B) The doctor asked to visit his own or some other doctor's private clinic- 1	
Total points			/8
Standard of services available in the Primary Health Centre (Maximum points -8)		Good situation – 7-8 points	
		Serious situation – 6 or less than 6 points	

- **Other issues –**



Section 10 : Standard of services available in the Primary Health Centre and the behaviour of staff

B) Behaviour of staff of the PHC with the patients (Maximum points : 8)

No	Questions to be asked to the patient	Response	Points
1.	How long did you have to wait to take treatment?	A) Half an hour or lesser than that – 2 B) More than one hour - 0	
2.	Did the doctor examine you properly with a stethoscope?	A) The doctor examined – 2 B) The doctor did not examine – 0	
3.	Did the doctor explain to you what has happened to you, in a language that you understand?	A) The doctor explained in a language that we could understand – 2 B) The doctor did not give any information -0	
4.	How was the behaviour of the nurse, pharmacist and lab technician towards you?	A) Good-2 B) Ok- 1 C) Bad-0	
Total points			/8
Behaviour of staff of the PHC with the patients (Maximum points : 8)		Good situation – 7-8 points	
		Serious situation – 6 or less than 6 points	

Consent form for taking information from patients visiting the PHC

To,

Date :

Mr/Mrs.....

Greetings !

The Maharashtra State Government and various organisations and groups working on health, are together implementing the community based monitoring process, under the National Rural Health Mission, in various districts of the state. In this process, this work is also being carried out in this taluka of your district. Monitoring the available health services, entering into a dialogue with health workers, making attempts to make the health system people-centred, are important objectives of this process, all with the perspective of improving the health services in your district.

There is a “Primary Health Centre Monitoring and Planning Committee” in our PHC. As a member of this committee, we wish to take some information from you about issues like quality of services offered at the PHC, facilities available at the PHC, treatment and behaviour of staff in the PHC.

Participation in this process will not lead to any personal benefit for you. This process is to improve the health services. So, you have to decide whether or not you wish to participate in this process. There is no pressure on you for this. If you do not wish to answer some question during the course of the interview, you have the full right to do so. Similarly, for any reason, if you wish to stop the interview in the middle, we will stop there and then. There will be no negative impact of this. If you have any queries about this process, please feel free to ask questions. If you wish to participate in the interview, please give your permission/consent about the same.

I, declare that I have received detailed information about this process and I am ready to participate in this process.

Signature /Thumb impression

Oral consent.

Interview No. 2



Section 10 : Standard of services available in the Primary Health Centre and the behaviour of staff (Maximum points – 8)

In this section, a patient who has taken treatment in the OPD of the Primary Health Centre, should be interviewed, on the basis of the following questions.

- 1) Take the interview outside the premises of the Primary Health Centre.
- 2) Take the interview after the patient has taken the treatment.
- 3) Take interviews of at least three patients, and at least one of the three should be a woman patient.

Name of the patient –	Name of the village	Type of illness
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A. Standard of services available in the Primary Health Centre

B.

No	Questions to be asked to the patient	Response	Points
1.	Did you get all the medicines free from the primary health centre?	A) All the medicines were given free – 2 B) Some of the medicines were given free-1 C) No medicine was given free – 0	
2.	Did the doctor, nurse or any other worker ask you for more money apart from for the case paper?	A) Did not ask for more money apart from the case paper, and gave receipt for the money paid- 2 B) Asked for more money apart from the case paper, and did not give any receipt for the money paid- 0	



No	Questions to be asked to the patient	Response	Points
3.	(*Has the doctor asked you to do any test like blood, urine, sputum etc? Only if the answer is yes then ask the following question) Where did the doctor ask you to do the test?	A) The test was done in the Primary Health Centre- 2 B) The test was done in the Primary Health centre but money was taken for it- 1 C) Asked for the test to be done from outside – 0	
4.	Did the doctor ask you to visit his own, or any other doctor's private clinic?	A) The doctor did not ask to visit his own or any other doctor's private clinic- 2 B) The doctor asked to visit his own or some other doctor's private clinic- 1	
Total points			/8
Standard of services available in the Primary Health Centre (Maximum points -8)		Good situation – 7-8 points	
		Serious situation – 6 or less than 6 points	

- Other issues –



Section 10 : Standard of services available in the Primary Health Centre and the behaviour of staff

B) Behaviour of staff of the PHC with the patients (Maximum points :8)

No	Questions to be asked to the patient	Response	Points
1.	How long did you have to wait to take treatment?	A) Half an hour or lesser than that – 2 B) More than one hour - 0	
2.	Did the examine you properly with a stethoscope?	A) The doctor examined – 2 B) The doctor did not examine – 0	
3.	Did the doctor explain to you what has happened to you, in a language that you understand?	A) The doctor explained in a language that we could understand – 2 B) The doctor did not give any information -0	
4.	How was the behaviour of the nurse, pharmacist and lab technician towards you?	A) Good-2 B) Ok- 1 C) Bad-0	
Total points			/8
Behaviour of staff of the PHC with the patients (Maximum points :8)		Good situation – 7-8 points	
		Serious situation – 6 or less than 6 points	



Consent form for taking information from patients visiting the PHC

To,

Date :

Mr/Mrs.....

Greetings !

The Maharashtra State Government and various organisations and groups working on health, are together implementing the community based monitoring process, under the National Rural Health Mission, in various districts of the state. In this process, this work is also being carried out in this taluka of your district. Monitoring the available health services, entering into a dialogue with health workers, making attempts to make the health system people-centred, are important objectives of this process, all with the perspective of improving the health services in your district.

There is a “Primary Health Centre Monitoring and Planning Committee” in our PHC. As a member of this committee, we wish to take some information from you about issues like quality of services offered at the PHC, facilities available at the PHC, treatment and behaviour of staff in the PHC.

Participation in this process will not lead to any personal benefit for you. This process is to improve the health services. So, you have to decide whether or not you wish to participate in this process. There is no pressure on you for this. If you do not wish to answer some question during the course of the interview, you have the full right to do so. Similarly, for any reason, if you wish to stop the interview in the middle, we will stop there and then. There will be no negative impact of this. If you have any queries about this process, please feel free to ask questions. If you wish to participate in the interview, please give your permission/consent about the same.

I, declare that I have received detailed information about this process and I am ready to participate in this process.

Signature /Thumb impression

Oral consent.



Section 10 : Standard of services available in the Primary Health Centre and the behaviour of staff (Maximum points – 8)

In this section, a patient who has taken treatment in the OPD of the Primary Health Centre, should be interviewed, on the basis of the following questions.

- 1) Take the interview outside the premises of the Primary Health Centre.
- 2) Take the interview after the patient has taken the treatment.
- 3) Take interviews of at least three patients, and at least one of the three should be a woman patient.

Name of the patient –	Name of the village	Type of illness

A. Standard of services available in the Primary Health Centre

No	Questions to be asked to the patient	Response	Points
1.	Did you get all the medicines free from the primary health centre?	A) All the medicines were given free – 2 B) Some of the medicines were given free-1 C) No medicine was given free – 0	
2.	Did the doctor, nurse or any other worker ask you for more money apart from for the case paper?	A) Did not ask for more money apart from the case paper, and gave receipt for the money paid- 2 B) Asked for more money apart from the case paper, and did not give any receipt for the money paid- 0	



No	Questions to be asked to the patient	Response	Points
3.	(*Has the doctor asked you to do any test like blood, urine, sputum etc? Only if the answer is yes then ask the following question) Where did the doctor ask you to do the test?	A) The test was done in the Primary Health Centre- 2 B) The test was done in the Primary Health centre but money was taken for it- 1 C) Asked for the test to be done from outside – 0	
4.	Did the doctor ask you to visit his own, or any other doctor's private clinic?	A) The doctor did not ask to visit his own or any other doctor's private clinic- 2 B) The doctor asked to visit his own or some other doctor's private clinic- 1	
Total points			/8
Standard of services available in the Primary Health Centre (Maximum points -8)		Good situation – 7-8 points	
		Serious situation – 6 or less than 6 points	

- Other issues –



Section 10 : Standard of services available in the Primary Health Centre and the behaviour of staff

B) Behaviour of staff of the PHC with the patients (Maximum points :8)

No	Questions to be asked to the patient	Response	Points
1.	How long did you have to wait to take treatment?	A) Half an hour or lesser than that – 2 B) More than one hour - 0	
2.	Did the examine you properly with a stethoscope?	A) The doctor examined – 2 B) The doctor did not examine – 0	
3.	Did the doctor explain to you what has happened to you, in a language that you understand?	A) The doctor explained in a language that we could understand – 2 B) The doctor did not give any information -0	
4.	How was the behaviour of the nurse, pharmacist and lab technician towards you?	A) Good-2 B) Ok- 1 C) Bad-0	
Total points			/8
Behaviour of staff of the PHC with the patients (Maximum points :8)		Good situation – 7-8 points	
		Serious situation – 6 or less than 6 points	



Fill the following information in the PHC health report card, based on the total points from the three interviews with patients.

No.	Interview No.	Total points of 10 A	Total points of 10 B
1	Interview No.- 1		
2	Interview No.- 2		
3	Interview No.- 3		
Total points		/24	/24
Unsatisfactory/Worrisome situation – 21-24 points (Yellow colour)			
Serious situation –18 or lesser than 18 points (Red colour)			

- Other issues



Consent form to take information from the patients who have been denied health services in the PHC

To,

Date :

Mr/Mrs.....

Greetings !

The Maharashtra State Government and various organisations and groups working on health, are together implementing the community based monitoring process, under the National Rural Health Mission, in various districts of the state. In this process, this work is also being carried out in this taluka of your district. Monitoring the available health services, entering into a dialogue with health workers, making attempts to make the health system people-controlled, are important objectives of this process, all with the perspective of improving the health services in your district.

There is a “Primary Health Centre Monitoring and Planning Committee” in our PHC. As a member of this committee, we wish to take some information from you about issues like quality of services offered at the PHC, facilities available at the PHC, treatment and behaviour of staff in the PHC.

Participation in this process will not lead to any personal benefit for you. This process is to improve the health services. So, you have to decide whether or not you wish to participate in this process. There is no pressure on you for this. If you do not wish to answer some question during the course of the interview, you have the full right to do so. Similarly, for any reason, if you wish to stop the interview in the middle, we will stop there and then. There will be no negative impact of this. If you have any queries about this process, please feel free to ask questions. If you wish to participate in the interview, please give your permission/consent about the same.

I, declare that I have received detailed information about this process and I am ready to participate in this process.

Signature /Thumb impression

Oral consent.

Section 11 : Information to be taken from individual, who has been denied health service

If an individual visiting a Government Health Centre for health services, has been denied any health service, then the following information should be collected and it should be presented in the public hearing.

Date-

Name of individual-

Full address -

Age -

Sex-

Date of incident-

1. For what illness did you visit the hospital / health centre?
2. Which hospital / health centre did you go to?
3. What treatment were you given? (*e.g. only medicines were given, no examination was done, directly sent to other hospital*)
4. What do you think were the gaps in the treatment provided to you?
5. Was the quality of health care compromised / affected due to the non-availability of crucial / important equipment?



Medical Service given to the patient-

1. Who examined you when you went to the health centre?

● Doctor

● Nurse/ ANM

● Health worker / MPW

● Compounder

● Nobody was present

2. On reaching the health centre, how long you have to wait for examination?-

3. Did you required emergency health care and did not got it? Write the details.

4. Did you get all medicines free from the health centre? Yes - No-

If 'NO', from where were you asked to get the medicines?: -----

5. How much expense for your illness, was undertaken by you or your relatives?-----

6. Did you have to give money in the Government health centre?

If 'YES', how much? ----- Yes- No –



7. Did you get a receipt for your paid money? Yes - No-

8. Were you advised to go to next level hospital / health centre for treatment? Yes- No-

If 'YES' was arrangement made for vehicle?

- Vehicle arranged without asking for money
- Vehicle arranged after taking money
- Vehicle not arranged

9. How much total expense you had to bear in the health centre?

10. How did you manage this expense?

- Through money available with the family
- Money taken from relatives
- Borrowed from others
- Had to sell household items, jewellery, animals
- Had to sell family land

11. Due to gaps in treatment given to the patient, was there any serious impact on the patients' health?
(Due to lack of medicine & emergency services there was risk to patients life, patient became disables, patient died.)

