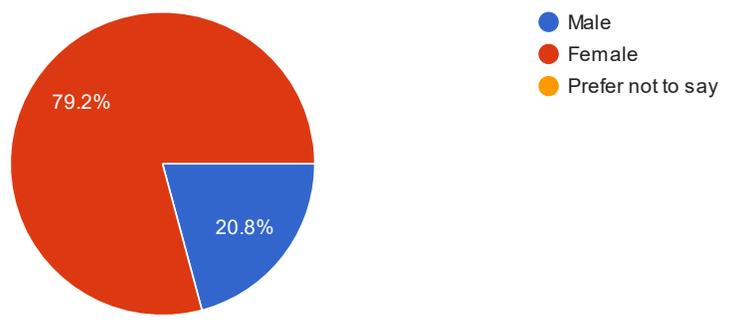


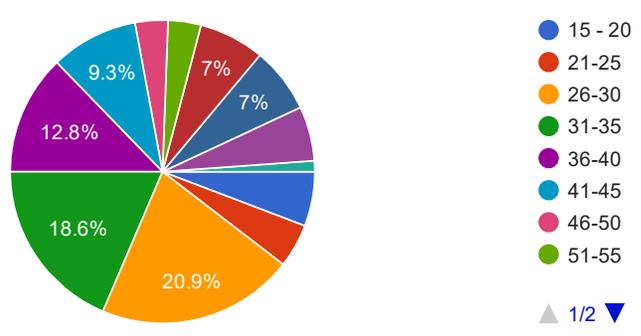
**THE RESEARCH REPORT FROM THE RESEARCH SURVEY AIMED AT  
EVALUATING THE SERVICES OF ST. JOSEPH HEALTH CENTRE WITH THE AIM  
OF IMPROVING SERVICES.**

**JUNE 2020**

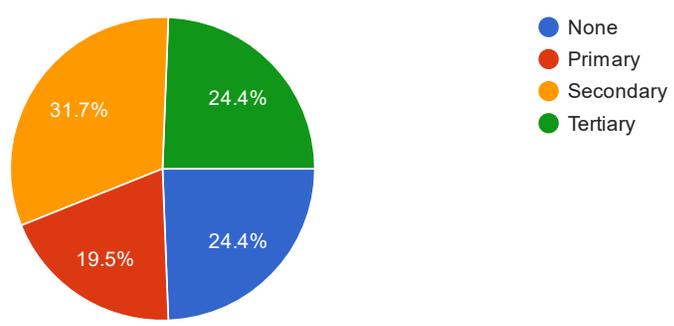
### Bio Data: Sex 96 responses



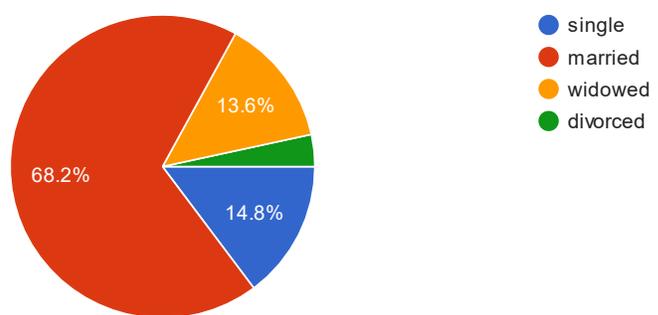
### Age 86 responses



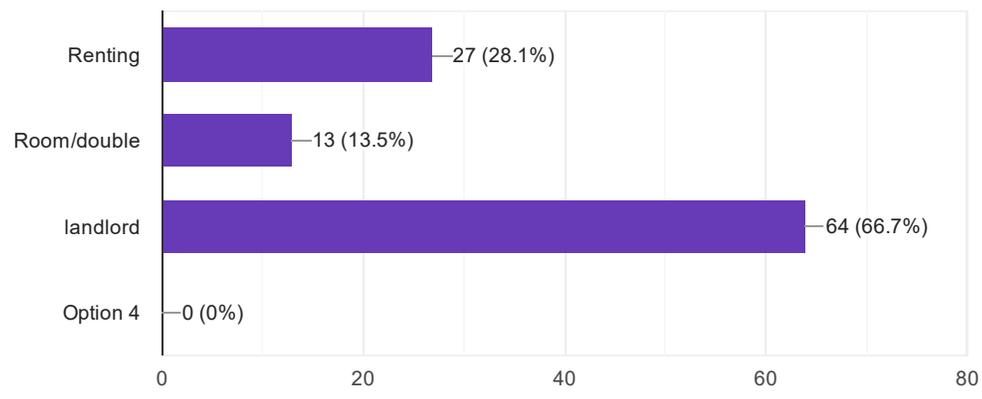
### Education 82 responses



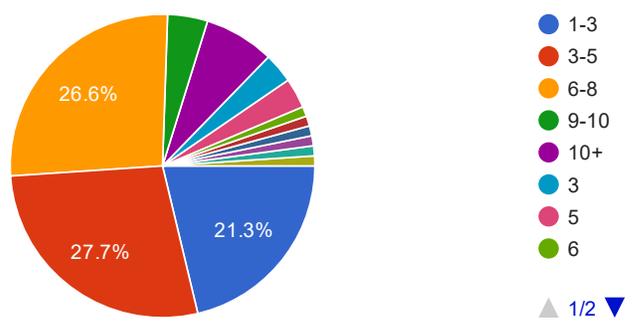
### Marriage status 88 responses



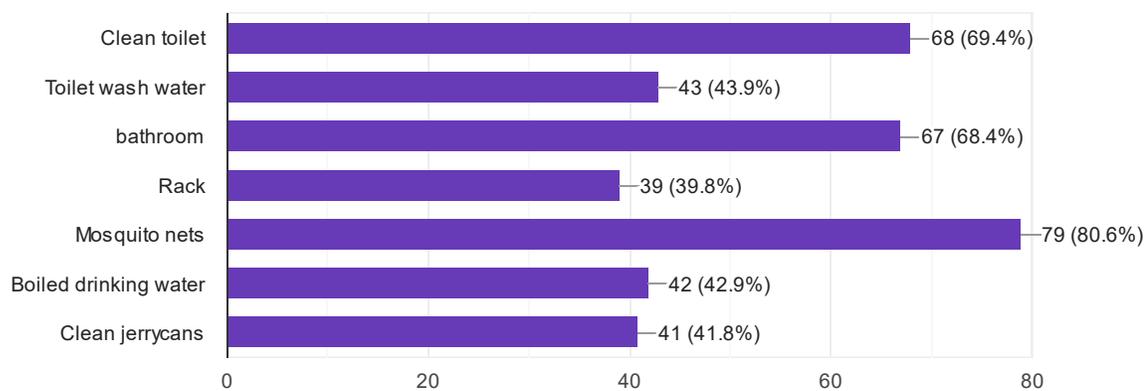
### Residence 96 responses



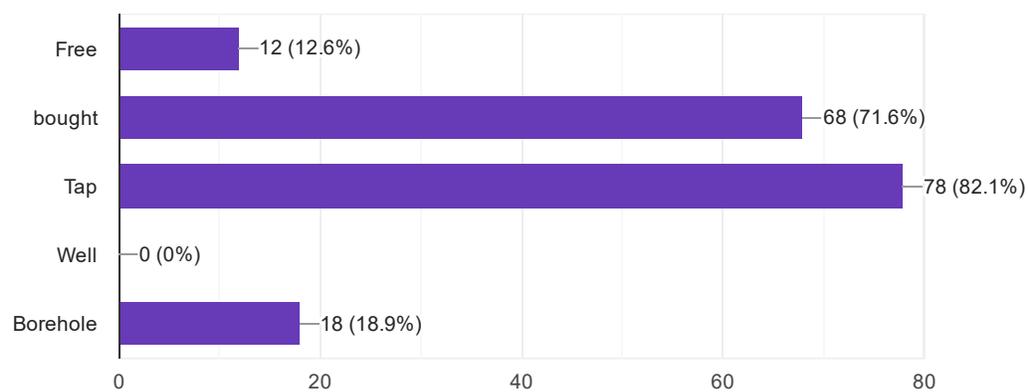
### Number of family members 94 responses



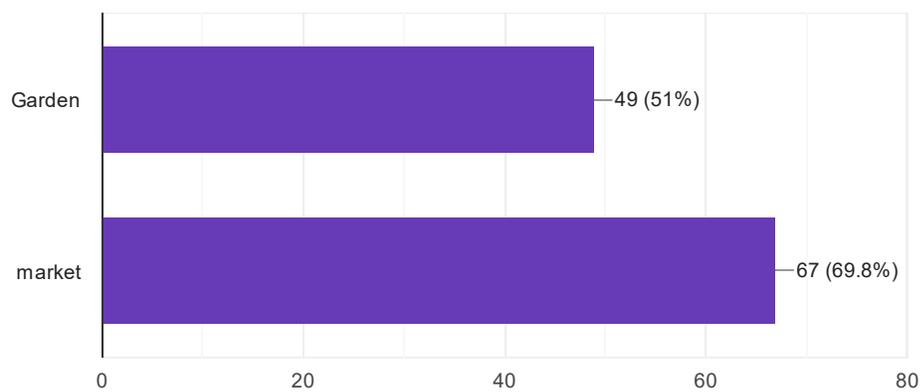
### Sanitation status 98 responses



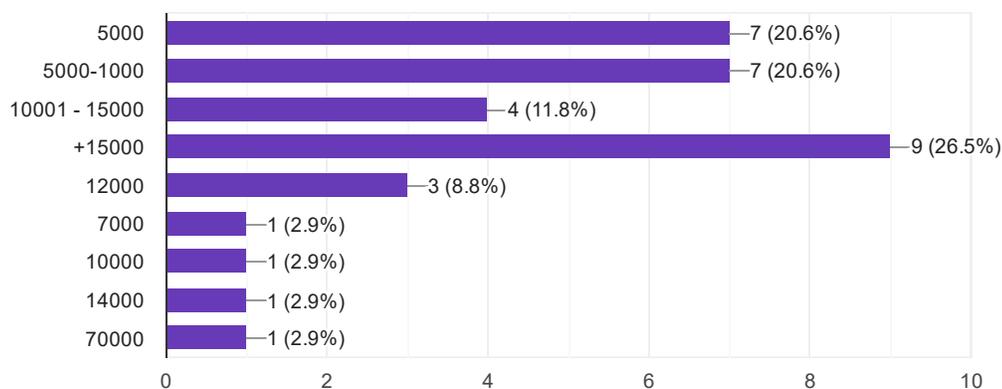
### Access of water 95 responses



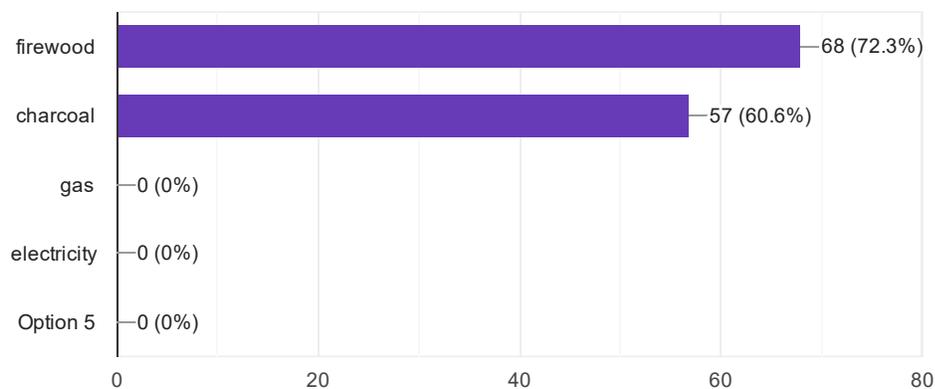
### source of food 96 responses



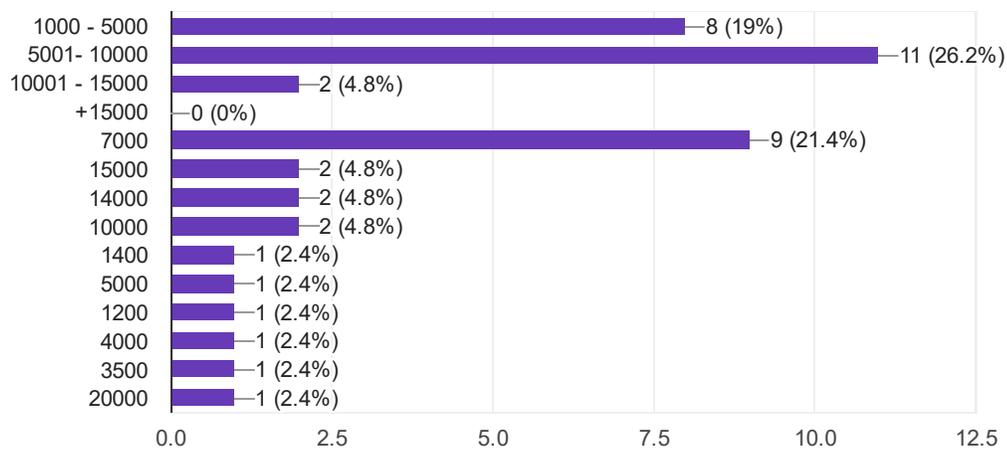
### Costs of food per week 34 responses



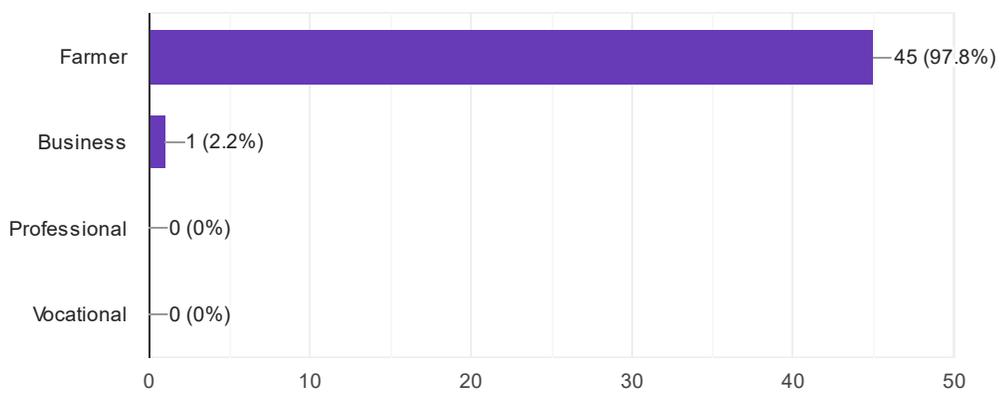
### Source of cooking fuel 94 responses



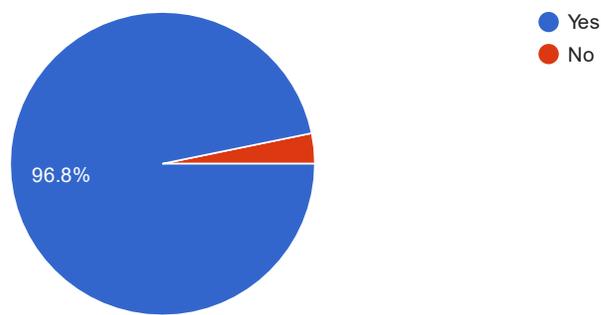
### Costs of cooking fuel per week 42 responses



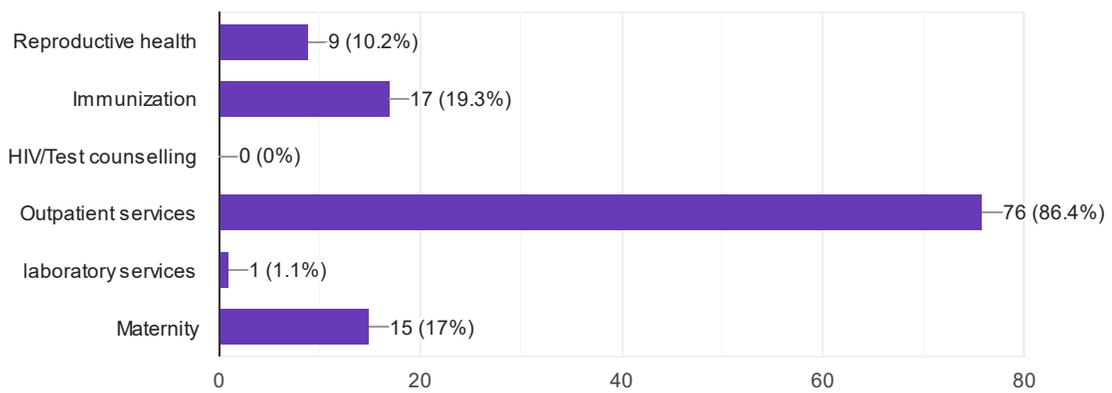
### Source of livelihood 46 responses



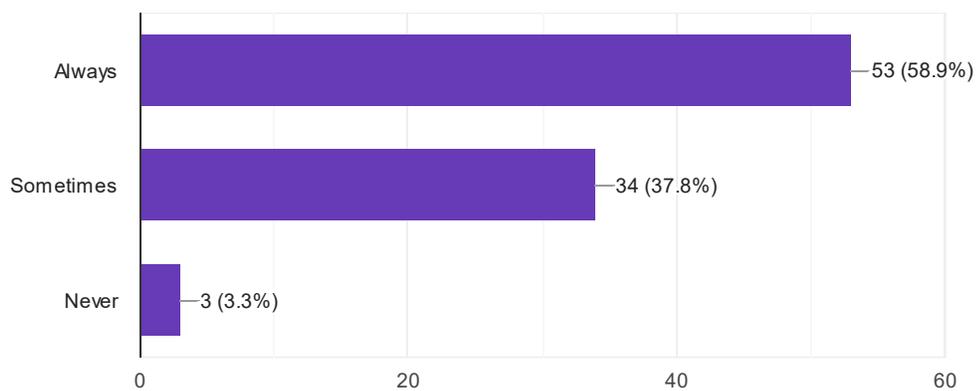
### Ever used services of St. Joseph Health Centre 93 responses



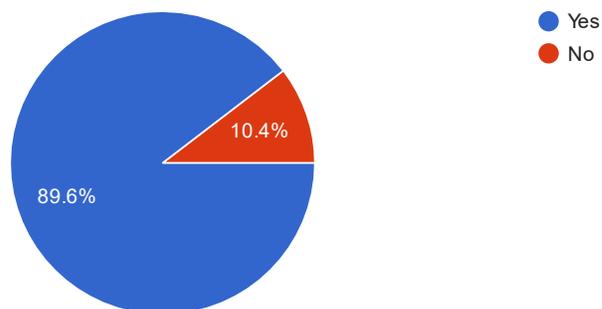
### Service sought at St. Joseph 88 responses



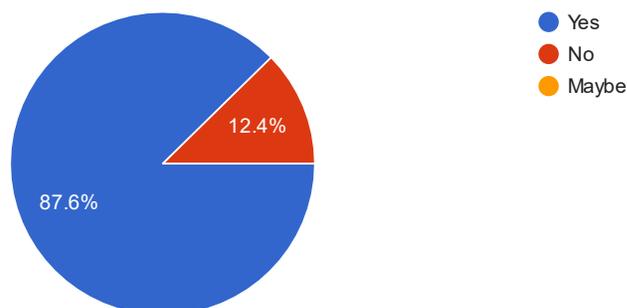
### How often a person visits St. Joseph 90 responses



### Where you satisfied with the services 96 responses



### Would you recommend someone to go to St. Joseph for services 97 responses



### If yes, satisfied with services why? 80 responses

- Good services
- Nurses know what to give patients and once a patient is treated, he/she gets well
- better services to all customers
- Nurses treat but also give psycho-social support
- patient was treated well and in short time started seeing improvement
- Some free medicine like polio
- Patient was treated with care and love
- Good at handling different cases of sicknesses
- Staff knows what they do
- Good in handling patients
- Good and somehow cheap medicine
- The have customer care
- Good and friendly caretakers to the patients
- Customer services of nurse is better
- Employees are good
- Good behaviours of employees
- Got good care at arrival
- Good caring and hospitable
- There is customer care and swift attention to patients
- patient was treated well
- The nurses are always at work even at night
- Employees are well disciplined towards patients
- Caring personnel and ready to attend to any kind of person

### If not satisfied with services, why? 11 responses

- Nurses are not there to treat new cases
- Was referred to another hospital (2)
- Seeks medical attention from town

- Expensive drugs
- The place needs a doctor
- It was not enough to treat the disease
- The beds do not have mosquito nets
- The drugs are very expensive
- Poor attention
- The parents work in town, so if the child is sick, they tell them to go to town or nearby hospital around town

### **What is the impression of employees at the Centre? 93 responses**

- Good and caring
- Employees are good and caring, hospitable and disciplined
- More human resource needed
- Not bad but should look at patients as priority
- caring employees and welcoming
- Good counsellors
- Caring and give free counselling
- Good and experienced and multi-skilled, (attend to any patient)

### **If yes, why would you recommend?74 responses**

- Good services
- Nearest hospital
- It is nearest hospital
- treated well
- Good care by medical workers
- nurses are friendly
- Nearest Nurses treat diverse ailments
- Nurses are ready to care for the patients and are able to attend to almost all cases
- Environment is good and this can quicken healing process Nurses are ready to work even at night
- Good relationship with patients
- good care given
- Customer care
- Nurses are good
- Work at night, nearest and nurses attend to patients any time
- nurses are kind and well experienced

### **If no, why wouldn't you recommend it? 13 responses**

- Because the Centre lack some equipment and medicines
- Nurses are slow,
- Should take patients as priority not money, patients want to heal then pay later
- Expensive, few nurses who are not specialised according to departments, this may scare other people from coming
- Because referral to other hospitals show that the nurses lack enough skills.
- They do not have enough facilities
- They lack expert staff
- My patient was referred to another hospital
- The beds of the patients lack mosquito nets. This will increase malaria
- The nurses appear once in a while, they are rarely available and delay to attend to patients

### **What advice do you have for St. Joseph? 95 responses**

- Reduce prices of drugs
- More nurses and nursing assistants needed
- Need microscope to test HIV
- Should put more effort in antenatal and immunisation
- Nurses should continue with spirits
- Employ more nurses Employ laboratory technicians Stock more medicines
- Nurses should do family visits to their patients
- Management should be steady in each and everything, should be active. Should get equipment and medicine
- Do more community outreach programmes
- Improve on customer care to attract more patients
- reduce expense of drugs continue with the good services Should get donors who will help supply free pads, mother kits, mosquito nets
- Employ young nurses who are quick at attending to patients
- There should be someone always around to alert nurses of arrival of emergency.
- Should put electric bell.
- Should continue with their cheap medicine
- Employees should continue with their good discipline
- Should get donors to give free mother kits, mosquito nets
- Continue with the spirit of love and care
- Should always mope the hospital to look clean
- Should get experts in other diseases
- Keep staff but add more to improve services
- Beds for admitted patients lack mosquito nets
- Employees should be quick Get young employees
- Take laboratory tests before putting drip Should employ young nurses and doctors so that they learn good behaviors from the old ones

- Should use laboratory? (Instruments that removes blood and check)
- Should employ more nurses. Should employ young nurses
- Should advertise their place and services.
- Should be checking on other patients, attend churches/parties and burials to sympathise with their patients and communities around Thanking the community towards the support of patients to St. Joseph Health Centre
- Teach about family planning more provision of reusable pads, nets and pampers reduce costs of medicines
- Employ more staff in each department
- Get more containers for patients to use for urine in day and night
- Buy scanner
- More nurses should be employed to quicken services Tests should be done (laboratory) before person is put on medication
- Each department should have a specified nurse Should put more efforts on the facilities
- Clinic should be mopped every day to look clean Clinic should have receptionist to give information on what diseases are treated. Employ higher hierarchy medics like doctors
- Outreaches should be done Employ laboratory technicians to treat what you know
- Get donors so that they may supply free mosquito nets, pads, pampers and reduce on drugs
- Nurses need upgrading and works to acquire more skills. Should first do laboratory tests to know what they are treating. Should put machine to check HIV
- Should reduce costs of drugs and give free mosquito nets
- let them go ahead with their work instead of listening to what people say to discourage/annoy them.
- Should employ doctors
- Should have front desk offer to welcome and direct patients
- Should be clear on services they render
- Should make sure there is medicine all the time. Nurses should go for workshops to learn more skills
- Reduce expenses for drugs
- Employ more nurses to quicken work Employ front desk officers to give guidance to patients
- Advertise on radios and TV about the diseases treated to attract patients
- Staff should continue with their spirit of love and caring
- Should pay attention to patients
- Reduce costs of medicine. Increase community sensitization through radios, TV against diseases.
- Should employ more nurses such that each department has a nurse
- More nurses should be employed and there should be a nurse on duty to attend to patients at a particular time
- Look for donors to get funds to buy equipment's like laboratory
- Employ more human resources in all departments to quicken services
- Employ experts and staff need upgrading
- Should give family planning education

- More provision of free pads and pampers Reduction of prices
- There should be antenatal services at hospital
- Clinic should get donors to give hospital free drugs and some supplies such as mosquito nets, mother kits so that they don't run in shortage and also attract more patients to the clinic
- bed should have mosquito nets

**Dear Respondent, the purpose of this research is to evaluate the services of St. Joseph Health Centre with the aim of improving services. Your responses are for organizational purposes.**

1. Biodata Sex: Male\_\_\_\_ Female\_\_\_\_
2. Age 15 – 20\_\_\_\_21-25\_\_\_\_ 26-30\_\_\_\_31-35\_\_\_\_ 36-40\_\_\_\_ 41-45\_\_\_\_  
46-50\_\_\_\_51- 55\_\_\_\_56- 60 \_\_\_\_ 61-65\_\_\_\_ 66-70 \_\_\_\_70+\_\_\_\_
3. Education: None\_\_\_\_Primary\_\_\_\_ Secondary\_\_\_\_ Tertiary\_\_\_\_
4. Status: Married\_\_\_\_ single \_\_\_\_ widow \_\_\_\_ Divorced \_\_\_\_
5. Residence: Renting\_\_\_\_Room/double\_\_\_\_landlord \_\_\_\_ Number of Family members  
\_\_\_\_\_
6. Sanitation: Clean toilet \_\_\_\_Toilet wash water\_\_\_\_ bathroom\_\_\_\_ Rack\_\_\_\_Mosquito  
nets\_\_\_\_  
Availability of boiled water \_\_\_\_How drinking water is kept\_\_\_\_
7. Source of water\_\_\_\_\_Free or buy\_\_\_\_\_(how much?)  
\_\_\_\_\_Distance\_\_\_\_\_ Are jerricans clean? \_\_\_\_\_
8. Source of cooking fuel\_\_\_\_\_Free/buy\_\_\_\_on average how much a  
week\_\_\_\_\_
9. Source of Food\_\_\_\_\_Free/buy\_\_\_\_How much a  
week\_\_\_\_\_
10. Source of livelihood\_\_\_\_\_On average how much a  
week\_\_\_\_\_
11. Have you or any family member ever received any service from St. Joseph Nakabango?  
Yes\_\_No\_\_
12. Which service did you seek?  
\_\_\_\_\_
13. How often do you seek services from St. Joseph? Always\_\_\_\_Rarely\_\_\_\_Never  
\_\_\_\_\_
14. Where you satisfied with the services? If yes, why? And if no, why not?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
15. What is your impression about the services (empereza) at the Centre?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

16. What is your impression about employees at the Centre?

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17. Would you recommend a family member or a friend to go to St. Joseph for services? If yes, why? If no, why not?

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18. What advice to you have for St. Joseph Health Centre Nakabango?

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**Thank you very much for your advice and contribution**