

Facility Patient Exit Poll Questionnaire

Conduct one of these interviews per patient exiting the facility in the defined time period.

Ministry of Health, Ministry of Finance, Planning & Economic Development, and World Bank
with Makerere University
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<i>a</i>	Questionnaire code:		(E.g. 1, 8, 10)	<i>n</i>	
<i>b</i>	Sample (facility) code:				
<i>c</i>	Date :		Day (E.g. 31):		
<i>d</i>			Month (E.g. 07):		Postal address
<i>e</i>			Year (E.g. 1998):	<i>o</i>	
<i>f</i>	Time at interview start		E.g. (1540 hrs)	<i>p</i>	
<i>g</i>	Time at interview end		E.g. (1600 hrs)	<i>q</i>	

Name of health facility

h

Region

i

District

j

Municipality/County

k

Sub-county/Town council/Division

l

Parish/Ward

m

Village/Zone/Cell

n

Information for enumerators

Introduce yourself.

Be as **polite and courteous** as possible, given that patients may feel embarrassed about talking about their ailments. Therefore also try your best to enable the respondent to answer your questions in relative privacy

Conduct the interview **seated** with the respondent in a **comfortable place**.

You want to do the exit poll on a day where you can poll a **typical cross-section of patients**. Therefore, check if the day of the interview is an immunisation day.

Ask the patient politely for **permission** to ask some questions about the quality of services and payments made for treatment and drugs.

Explain to the respondent that the **views of patients are important** in order to improve services at the facility.

If asked, emphasize that all the information given will be kept **strictly confidential** and the **respondent's name will not be printed or used in any documents**. Also, explain that if the respondent for any reason does not feel comfortable answering a particular question, she/he should tell you rather than provide an inaccurate response.

It is necessary to sample **10 patients**. If necessary, return later to make up the numbers.

Please use the following **codes for unanswered questions**:

NA Not applicable
NU Question not understood by respondent
RA Respondent refused to answer
DK Respondent did not know

These codes are replicated in the header of every page in the questionnaire.

Ensure that you **take as little of the patient's time as possible**; remember they may be ill.

NA=Not applicable
 NU=Question not understood by the respondent
 RA=Respondent refused to answer
 DK=Respondent did not know

Questions

1 Why did you visit this facility?

Reason	1=Yes; 2=No
a. Receive treatment	
b. Immunise my child	
c. Antenatal	
d. Family planning	
e. Delivery	
f. Minor surgery	
g. Receive laboratory results	
h. Other <u>health related</u> matters	

Note: No 'NA' or blanks allowed. If the interviewee did not visit the facility with the purpose of receiving health services, terminate the interview.

2 Did you pay user fees?

1=Yes; 2=No

No 'NA' or blanks allowed.

If no, please skip to question number

5

3 How much were you charged in total for the treatment?

NA' only allowed if Question 2 implies this question is not applicable.

4 How much of this did you pay now?

NA' only allowed if Question 2 implies this question is not applicable.

5 Were you given any drugs today?

1=Yes; 2=No

No 'NA' or blanks allowed.

If no, please skip to question number

9

6 What drugs did you receive?

Drug	1=Yes; 2=No	Amount
a. Chloroquine		
b. Paracetamol		
c. Septrin		
d. PPF		
e. Ergometrine		
f. Oral Rehydration Salts		
g. Other (specify)		
h.		

Ask to see the medicine or the prescription of the interviewee. Indicate units.

NA' only allowed if Question 5 implies this question is not applicable. No blanks allowed.

7 Did you have to pay for the drugs separately from the other fees?

1=Yes; 2=No

If no, please skip to question number

9

NA' only allowed if Question 5 implies this question is not applicable. No blanks allowed.

8 How much did you pay for the drugs?

NA' only allowed if Question 5 or Question 7 imply that this question is not applicable. No blanks allowed.

9 During this visit, did the staff provide you with:

Quality indicator	1=Yes; 2=No
a. Friendly service	
b. Information about your ailment	
c. Advice on how to take the medication	
d. Prompt attention (ie. Short waiting time)	
e. Information about what your charges paid for	

No 'NA' or blanks allowed, except for 9e which is 'NA' if patient has not been charged.

NA=Not applicable
 NU=Question not understood by the respondent
 RA=Respondent refused to answer
 DK=Respondent did not know

Questions

10 Is this your first visit to this facility?

1=Yes; 2=No

No 'NA' or blanks allowed.

If yes, please terminate the interview now.

11 Is this where you come for most of your health care needs?

1=Yes; 2=No

If no, please skip to question number

13

There should only be 'NA' here if the answer to question 10 was yes.

12 What is the **main** reason you chose this facility instead of another facility?

Reason

There should only be 'NA' here if the answer to question 10 was yes. If the patient does not know, use DK. No blanks allowed.

13 **Compared to previous visits to this facility** did the staff during **this** visit provide you with

Quality indicator	1=Yes; 2=No
a. Friendlier service	
b. More and/or better information about ailments	
c. Better advice on medication	
d. Shorter waiting time	
e. More information on what your charges paid for	

There should only be 'NA' here if the answer to question 10 was yes. No blanks allowed.

14 Do you think the fees you paid today were different from the fees you would have paid if you had visited on any other day?

1=Yes; 2=No

If no, terminate the interview.

There should only be 'NA' here if the answer to question 10 was yes.

15 On any other day, would the fees at this facility have been:

Fees	1=Yes; 2=No
a. Higher	
b. Lower	

There should only be 'NA' here if the answer to question 10 was yes or the answer to question 14 was no. If the patient does not know, use DK. No blanks allowed.