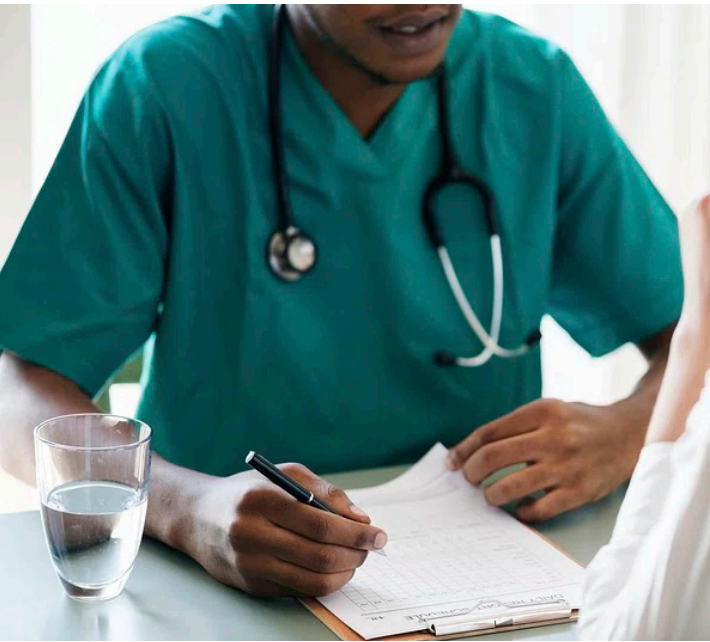


# **TEMA SURVEY TRENDS ANALYSIS REPORT**

Citizens voice on Health Department  
services in Mombasa County





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## Introduction

The Local Empowerment for Good Governance (LENGGO) is a non-profit organization that envisions a just society where people live with dignity and harmony, and where full enjoyment of freedoms prevails, and to foster peoples participation in the affairs of Kenya based on the principles of democratic governance. Its mission is to enhance people's participation in good governance and resource utilization through systematic capacity building, generation of knowledge, advocacy and public education. The organization strongly believes that citizens' voice can make a difference in health service delivery.

From June 2022, LENGGO has collaborated with the Health Department of Mombasa County Government under the open data project: *Improving access and use of open data for accountable service delivery* by collecting feedback from citizens who received medical services at selected health centres in Mombasa County. The feedback collected from citizens was presented in reports that were discussed with the health department.

This report provides a trends analysis of feedback provided by 1, 604 5,629 citizens, between November 2022 and March 2023, at 13 different health facilities around Mombasa County. The report specifically provides factors that affect citizens' satisfaction of services provided by health centres in the county. The aim is to inform stakeholders in the health sector and civil society and influence the development of new policies and strategies for better health performance in Mombasa County.



The feedback data established that in November 2022, 72.8% of citizens indicated that they considered the services they had received at the various health departments to be satisfactory compared to 13.3%. The highest level of satisfaction (at least 80%) were from citizens who had either visited, Bamburi Dispensary, Junda Dispensary, Kongowea Dispensary, Mlaleo Health Center, Shimo La Tewa-Main, Tudor Sub County Hospital and Ziwa la Ng'ombe had indicated the services they had received were satisfactory. The highest level of dissatisfaction was among respondents who had gone to Port Reitz Hospital where 63%. In March 2023, the levels of satisfaction remained relatively the same as a larger proportion (69.1%) who had been to the various health departments said that the services were satisfactory. Among those who had gone to Kongowea Dispensary, Mlaleo Health Center, Shimo la Tewa-main, Ziwa la Ngo'mbe, Bamburi Dispensary, and Tudor Sub County Hospital at least 85% confirmed that the services they had received were satisfactory. The highest level of dissatisfaction was among respondents who visited Port Reitz Hospital where 92.4% and Likoni Hospital at 40.9%.

A number of general recommendations were drawn from the analysis of citizens' feedback data including: the need for health centres to be expanded and facilities upgraded to cater for increased population but also to ensure that facilities provide clean and safe water for taking drugs, improve on sanitation and create facilities for Persons with Disabilities (PWDs). Need to provide adequate medical personnel, increase availability of medicine and make the drugs more affordable to patients. On maternal health, the hospitals need to stock adequate critical medical items and should not depend on patients to bring medical items from outside. Hospital staff need to be more friendly and inform patients about their ailment and provide guidance on the service delivery process, and improve on time taken to serve patients especially vulnerable groups, the elderly and PWDs.

# Background

## Gender of the citizens

The proportion of men interviewed increased from 31.3% in 2022 to 34.2% in 2023. Female respondents accounted for twice as many men with 68.7% of the women interviewed in 2022 compared to 65.9% in 2023. The results show that twice as many women as men were interviewed at the various public hospitals and health departments in Mombasa.

Table 1: Gender of citizens

Gender	Year 2022		Year 2023	
	Frequency	Percentage	Frequency	Percentage
Male	220	31.3%	308	34.2%
Female	482	68.7%	594	65.9%
<b>Total</b>	<b>702</b>	<b>100.0%</b>	<b>902</b>	<b>100%</b>

## Age of citizens

Majority of those interviewed in the two years were aged between 24 and 49 years. The largest proportion were those aged between 24 and 34 years in both years represented by 45.4% and 37.5% in 2022 and 2023 respectively. This was then followed by those aged 35 – 49 years accounting for 26.9% and 30.2% in 2022 and 2023 respectively. Those younger than 24 years accounted for 22.8% in 2022 while those older than 49 years were represented by 4.8% in 2022 and 8.4% in 2023. This

Table 2: Age of the citizens interviewed

Gender	Year 2022		Year 2023	
	Frequency	Percentage	Frequency	Percentage
Under 24 years	160	22.8%	216	24.0%
24 - 34 years	319	45.4%	338	37.5%
35 - 49 years	189	26.9%	272	30.2%
50 years & above	34	4.8%	76	8.4%
<b>Total</b>	<b>702</b>	<b>100%</b>	<b>902</b>	<b>100%</b>

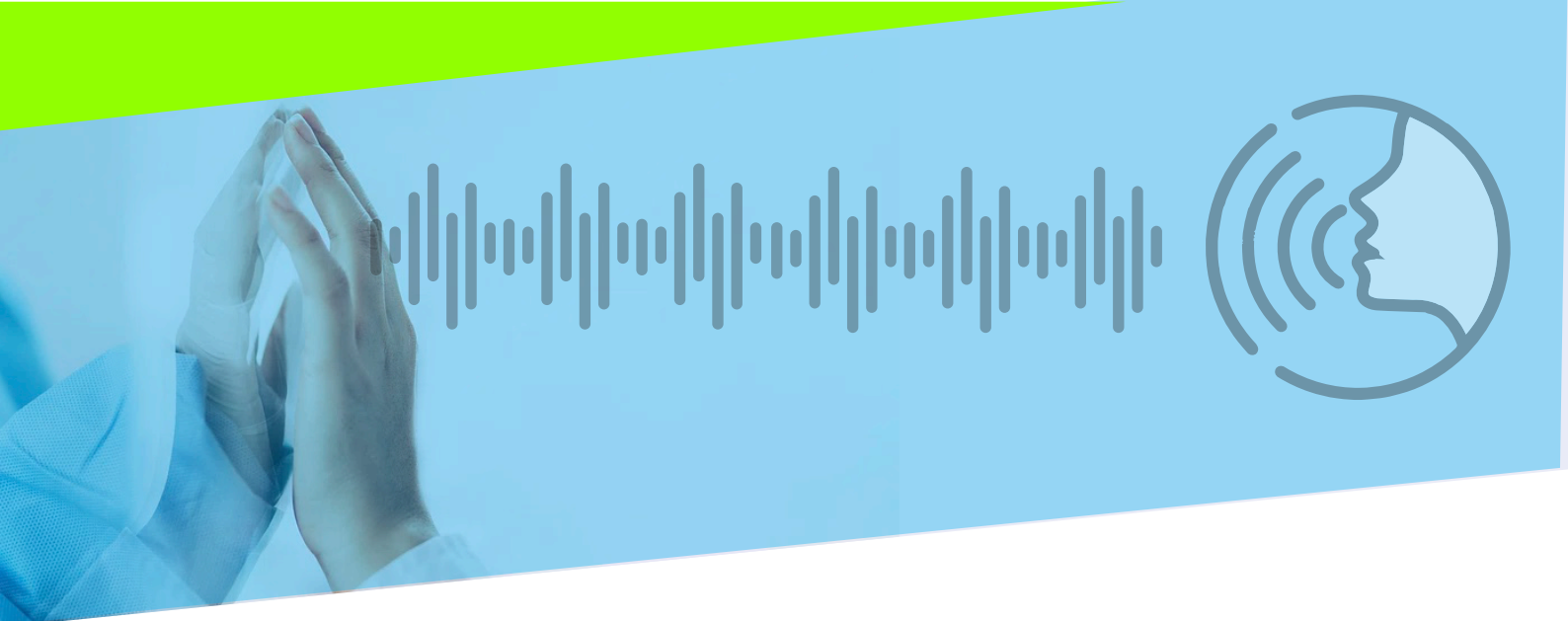


## Sub Counties where citizens lived

The citizens were mainly from Nyali (41.6%), Kisauni (41.5%) and Changamwe (6.8%) in 2022 while in 2023 the respondents were mainly from Kisauni (41.6%), Nyali (32.9%) and Likoni (16.2%).

Table 3: Sub County where citizens live

Sub county of residence	Year 2022		Year 2023	
	Frequency	Percentage	Frequency	Percentage
Nyali	292	41.6%	297	32.9%
Kasauni	291	41.5%	338	37.5%
Changamwe	48	6.8%	57	6.3%
Mvita	27	3.9%	22	2.4%
Likoni	25	3.6%	146	16.2%
Jomvu	3	0.4%	13	1.4%
Others	16	2.3%	29	3.2%
<b>Total</b>	<b>702</b>	<b>100%</b>	<b>902</b>	<b>100%</b>



## Health facility visited in Mombasa County

In 2022 the majority of the citizens interviewed had been to Kongowea Dispensary (18.1%), Shimo la Tewa-main (13.7%), and Shimo la Tewa-annex (11.1%). In 2023 most of those who had been interviewed indicated to have visited Shimo la Tewa annex (13.4%), Junda Dispensary (9.7%), and Kongowea Dispensary (9.5%).

Table 4: Health facility visited in Mombasa

Health Facility visited in Mombasa County	Year 2022		Year 2023	
	Frequency	Percentage	Frequency	Percentage
Bamburi Dispensary	59	8.4%	53	5.9%
Junda Dispensary	59	8.4%	87	9.7%
Kisauni Dispensary-Frere Town	45	6.4%	68	7.5%
Maweni Dispensary	127	18.1%	62	6.9%
Mlaleo Health Center	--	--	62	6.9%
Mrima Hospital	25	3.6%	76	8.4%
Port Reitz Hospital	46	6.6%	66	7.3%
Shimo La Tewa - Annex	78	11.1%	121	13.4%
Shimo la Tewa - Main	96	13.7%	54	6.0%
Tudor Sub County Hospital	46	6.6%	37	4.1%
Ziwa la Ngo'mbe	75	10.7%	64	7.1%
Kongowea Dispensary	127	18.1%	86	9.5%
Likoni Hospital	--	--	66	7.3%
<b>Total</b>	<b>702</b>	<b>100%</b>	<b>902</b>	<b>100%</b>



# Citizens rating of Health Department services

## Level of satisfaction at different health facilities

In November 2022, 72.8% of citizens indicated that they considered the services they had received at the various health departments to be satisfactory compared to 13.3% who held the opinion that the services they had received were not satisfactory. At least 80% of the citizens, who had either visited, Bamburi Dispensary, Junda Dispensary, Kongowea Dispensary, Mlaleo Health Center, Shimo La Tewa (Main), Tudor Sub county hospital and Ziwa la Ng'ombe had indicated the services they had received were satisfactory. The highest level of dissatisfaction was among respondents who had gone to Port Reitz Hospital where 63% had said the services they had received to be unsatisfactory. Most of those who had gone to Shimo La Tewa Annex (70.5%) said that they were either not sure of the service (35.9%) or that the services were outright unsatisfactory (34.6%).

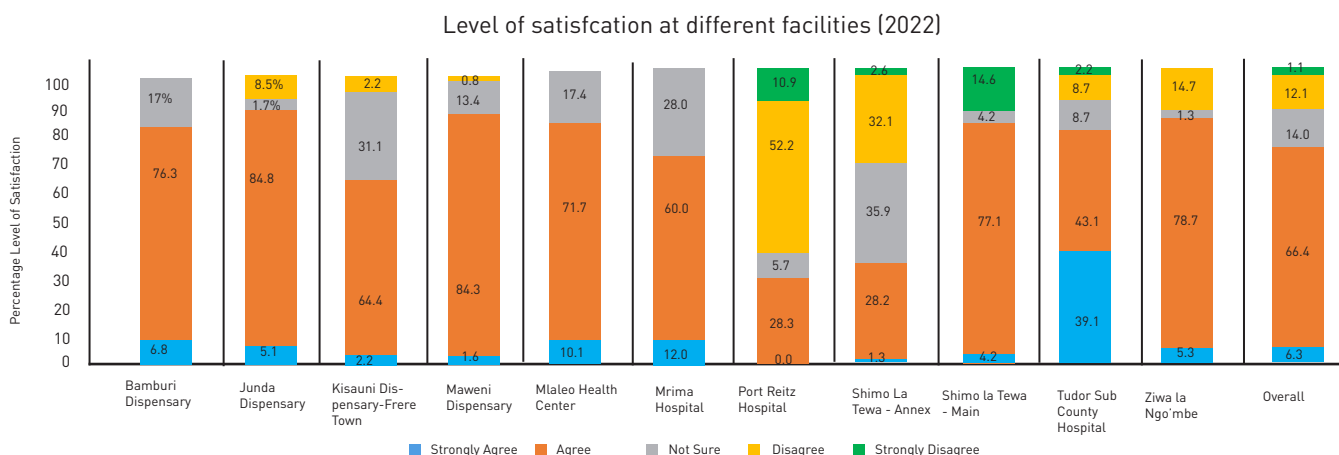


Figure 1: Level of satisfaction at different health facilities (2022)County

In March 2023, the levels of satisfaction remained relatively the same as a larger proportion (69.1%) who had been to the various health departments said that the services were satisfactory. Among those who had gone to Kongowea Dispensary, Mlaleo health center, Shimo La Tewa-main, Ziwa la Ngo'mbe, Bamburi dispensary, and Tudor Sub County Hospital at least 85% confirmed that the services they had received were satisfactory. The highest level of dissatisfaction was among citizens who visited Port Reitz Hospital where 92.4% of the citizens stated that the services, they had received was unsatisfactory. Equally, 40.9% of those who had gone to Likoni hospital indicated that they were not happy with the service with 56.1% indicating that they were not sure if the services they had received were satisfactory or not.



Level of satisfaction at different facilities (2023)

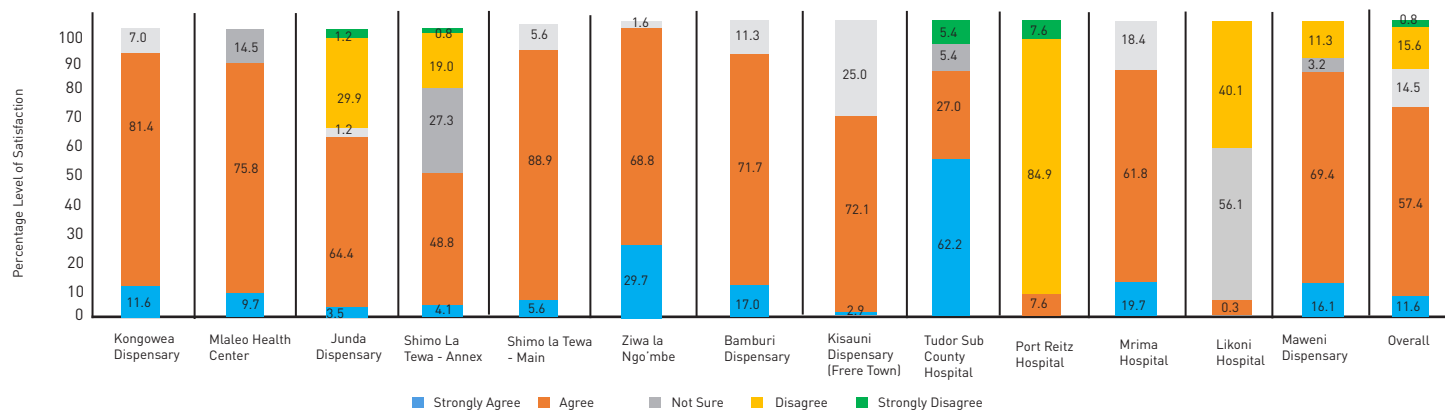


Figure 2: The level of satisfaction at different health facilities (2023)

## Factors that determine citizens level of satisfaction

A multinomial logistical regression analysis was applied to understand why citizens give high or low satisfaction ratings for services they had received at the health facilities. The response variable for the multinomial logistical regression was the satisfaction variable; measured using Q5 of the survey form and was defined using three outcomes of satisfied, not sure and not satisfied. This had two replicates of the predictor variable representing the two models estimated: the model of satisfied relative not sure and not satisfied relative to not sure. The predictor variables were measured using; Q8 divided into waiting time of over one hour and less than one hour, Q9 divided into friendly services received and no friendly services received, Q10 divided into well informed and not informed, and Q13, Q14, and Q15 on the existence of clean water, existence of a garbage collection, and existence of clean toilets respectively. The results are presented in table 5.

Table 5: Regression results

Out comes	RRR	Std. Error	Z	P> z	[95% Conf. Interval]	
<b>Satisfied</b>						
Waiting time	3.086	0.890	3.910	<b>0.000</b>	1.754	5.429
Friendliness of staff	1.904	0.665	1.850	0.065	0.961	3.774
Informed on illness and treatment	3.823	2.078	2.470	<b>0.014</b>	1.317	11.094
Clean toilets	3.584	1.134	4.030	<b>0.000</b>	1.928	6.662
Existing garbage disposal	0.948	0.522	-0.100	0.923	0.322	2.790
Clean water available	2.271	0.822	2.270	<b>0.023</b>	1.117	4.618
Constant	0.085	0.067	-3.110	<b>0.002</b>	0.018	0.402
<b>Not Satisfied</b>						
Waiting time	0.393	0.166	-2.220	<b>0.027</b>	0.172	0.897
Friendliness of staff	0.744	0.297	-0.740	0.459	0.341	1.626
Informed on illness and treatment	0.381	0.210	-1.750	0.080	0.129	1.121
Clean toilets	6.777	2.943	4.410	<b>0.000</b>	2.894	15.873
Existing garbage disposal	0.349	0.194	-1.900	0.058	0.118	1.037
Clean water available	0.191	0.077	-4.090	<b>0.000</b>	0.086	0.422
Constant	6.487	4.775	2.540	<b>0.011</b>	1.533	27.454

\* Not sure of the satisfaction with the services as base outcome

\* Constant estimates baseline relative for each outcome

**Friendliness of hospital staff**, and **existence of garbage** disposal was not significant in the determination of both satisfaction as well as non-satisfaction levels with the services provided at the various facilities that had been sought by the various respondents. Even though being provided with **adequate information on the illness and treatment provided to the citizens** was linked to 3.8 times ( $p=0.014$ ) likelihood of indicating satisfaction levels among the citizens who had received services compared to those who were not sure of their satisfaction levels, it was not significant in the determination of non-satisfaction among patients who had received services when compared to patients who were not sure of their satisfaction levels on the services received all factors remaining constant.

**Waiting time** of under one hour was associated with 3 times ( $p < 0.001$ ) higher likelihood of indicating satisfaction with the services offered, and 60.7% less likelihood of indicating non-satisfaction with the services offered at the various facilities when compared to those who were not sure of their satisfaction with the services they had received at the various facilities.

**Availability of clean toilets** was linked to 3.5 times ( $p<0.001$ ) higher likelihood of indicating satisfaction with the services offered, and 6.7 times ( $p<0.001$ ) higher likelihood of indicating non satisfaction with the services offered at the various facilities when compared to those who were not sure of their satisfaction levels with the services, they had received all factors remaining constant. This implies that even though the **existence of clean toilets** was significant in both cases it was not reliable in determining satisfaction levels of the services received. **Having clean water** at the facility was associated with 2.3 times ( $p = 0.023$ ) higher likelihood of indicating satisfaction with the services received and 80.9% less likelihood of indicating non satisfaction with the services received at the various health facilities when compared to those who were not sure of their satisfaction levels all other factors remaining constant.

## Services sought at different health facilities

The main sought after service at the various hospitals was outpatient services. In November 2022, 91% of the respondents sought outpatient services compared to 93.5% in March 2023. Similarly, those who had sought In patient services were sought by 5.6% and 6.4% of the respondents in November 2022 and March 2023 respectively. With the rest (3.4% in November 2022 & 0.1% in March 2023) had gone for other medical services that included, maternal services, counselling, child clinic services, and other clinic services. Based on the services they had received, 52.1% of the respondents rated the services as either Excellent or good, 37.8% considered the services as fair with 10.9% indicating that the services they had received were poor. These are similar to the ratings made in November 2022 where 56.7% had considered the services to be excellent or good, 28.4% felt that the services were fair with 14.3% saying they felt that the services they had received were poor.

*Table 6: Which service did you seek?*

Which service did you seek?	Year 2022		Year 2023	
	Frequency	Percentage	Frequency	Percentage
Out patient	639	91.0%	843	93.5%
In patient	39	5.6%	58	6.4%
Others	24	3.4%	1	0.1%
<b>Total</b>	<b>702</b>	<b>100%</b>	<b>902</b>	<b>100%</b>



## Waiting time

The waiting times in most hospitals were mostly under an hour. Slightly more than half (53.7% in November 2022 and 57.2% in March 2023) of the respondents had indicated that they had been served within an hour of their arrival at the facility. 44% in 2022 and 40.8% confirmed they had waited over an hour to be served at the various facilities they had visited.

Table 7: How long did you have to wait to be served?

How long did you have to wait to be served?	Year 2022		Year 2023	
	Frequency	Percentage	Frequency	Percentage
Under 1 hour	377	53.7%	516	57.2%
Over 1 hour	309	44.0%	368	40.8%
Others	16	2.3%	18	2.0%
<b>Total</b>	<b>702</b>	<b>100%</b>	<b>902</b>	<b>100%</b>

## Professionalism among hospital staff

Professionalism among the hospital staff was high. In 2023, 79.3% of the respondents said that they had received friendly health service from the health center they had gone to. This is similar to 2022 where 77.8% had also indicated that the services they had received were also friendly. The level of unfriendly services in most hospital departments showed a decline as 20.1% of those who had gone to health facilities in 2022 indicated they had not received friendly services a figure that dropped to 16.4% in 2023 among citizens who had sought health services at the various health facilities.

*Table 8: Did you receive friendly service from the health services?*

Did you receive friendly health services?	Year 2022		Year 2023	
	Frequency	Percentage	Frequency	Percentage
Yes	546	77.80%	715	79.27%
No	141	20.10%	148	16.41%
Others	15	2.10%	39	4.32%
<b>Total</b>	<b>702</b>	<b>100%</b>	<b>902</b>	<b>100%</b>

## Health information provided

A larger proportion of the citizens had received information regarding their illness and the treatment they were being given. 84.6% of the citizens in 2022 confirmed that they had been told about their illness and the treatment they were receiving compared to an increased proportion of 86.5% in 2023. Fewer patients were being informed about their illness and the treatment they were receiving as indicated by 10.7% in 2022, a proportion that reduced further to 9% in March 2023.

Table 9: Were you informed of your illness and treatment being given?

Were you informed of your illness and treatment being given?	Year 2022		Year 2023	
	Frequency	Percentage	Frequency	Percentage
Yes	594	84.60%	780	86.5%
No	309	44.0%	368	40.8%
Others	16	2.3%	18	2.0%
<b>Total</b>	<b>702</b>	<b>100%</b>	<b>902</b>	<b>100%</b>

## Availability of drugs

Availability of drugs in most hospitals was still lacking. In more than half of the hospitals, 57.7% in 2022 and 51.8% in 2023, citizens said that they were not getting all the drugs they needed when they visited the facilities. Even though there were no drugs in most hospitals, the proportion of those who were receiving all the drugs marked an improvement increasing from 29.1% in 2022 to 37.6% in 2023.

Table 10: Did you get all the drugs you needed?

Did you get all the drugs you needed?	Year 2022		Year 2023	
	Frequency	Percentage	Frequency	Percentage
Yes	405	57.7%	467	51.8%
No	204	29.1%	339	37.6%
Others	93	13.3%	96	10.6%
<b>Total</b>	<b>702</b>	<b>100.0%</b>	<b>902</b>	<b>100%</b>

## Confidentiality

Citizens indicated that there was a high level of confidentiality of the information that they had provided to the health service providers. This is indicated by 83.3% of those in 2022 and 81.6% in 2023 who confirmed that the information they gave during treatment was treated with confidentiality.

*Table 11: Was the information that you gave to the health services treated with confidentiality?*

Was the information that you gave to the health service provider treated with confidentiality?	Year 2022		Year 2023	
	Frequency	Percentage	Frequency	Percentage
Yes	585	83.3%	736	81.6%
No	82	11.7%	78	8.7%
Others	35	5.0%	88	9.8%
<b>Total</b>	<b>702</b>	<b>100%</b>	<b>902</b>	<b>100%</b>

## Water, Sanitation, and Hygiene standards

The citizens were asked to rate the water, sanitation and hygiene standards at the facility in terms of availability of water, garbage disposal and cleanliness of toilets. In 2023, there was water available in 72.5% of the facilities reflecting an improvement from 65% in 2022. In March 2023, 76.1% of the facilities had garbage disposal, a drop from 92% in November 2022. In 2023, 61.4% of the respondents stated that there was a clean toilet at the respective hospital they had visited an increase from 56% in November 2022.

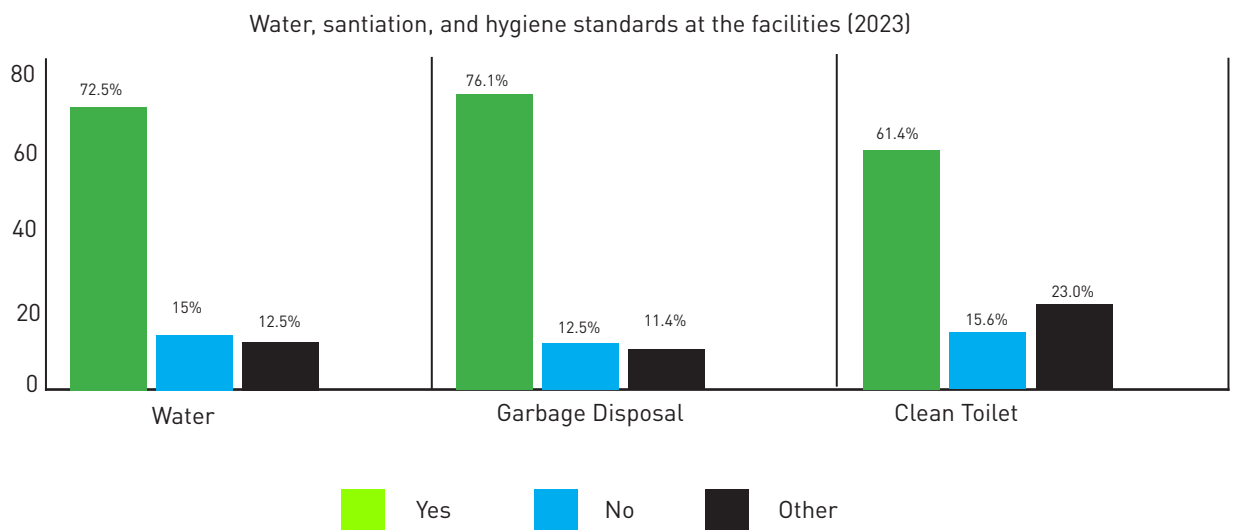


Figure 3: Water, sanitation and hygiene standards at the facilities (2023)

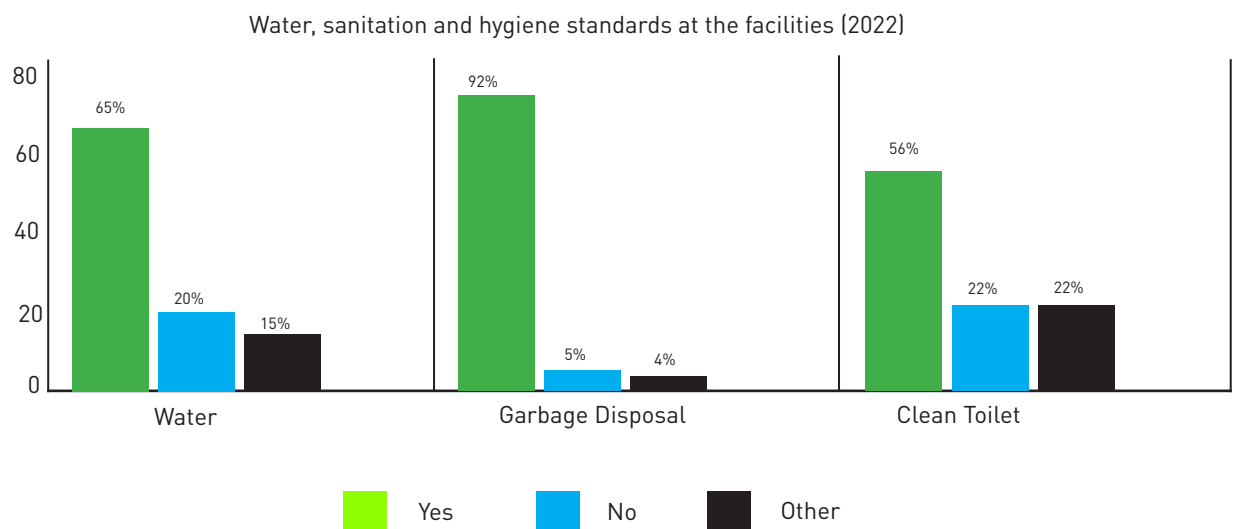
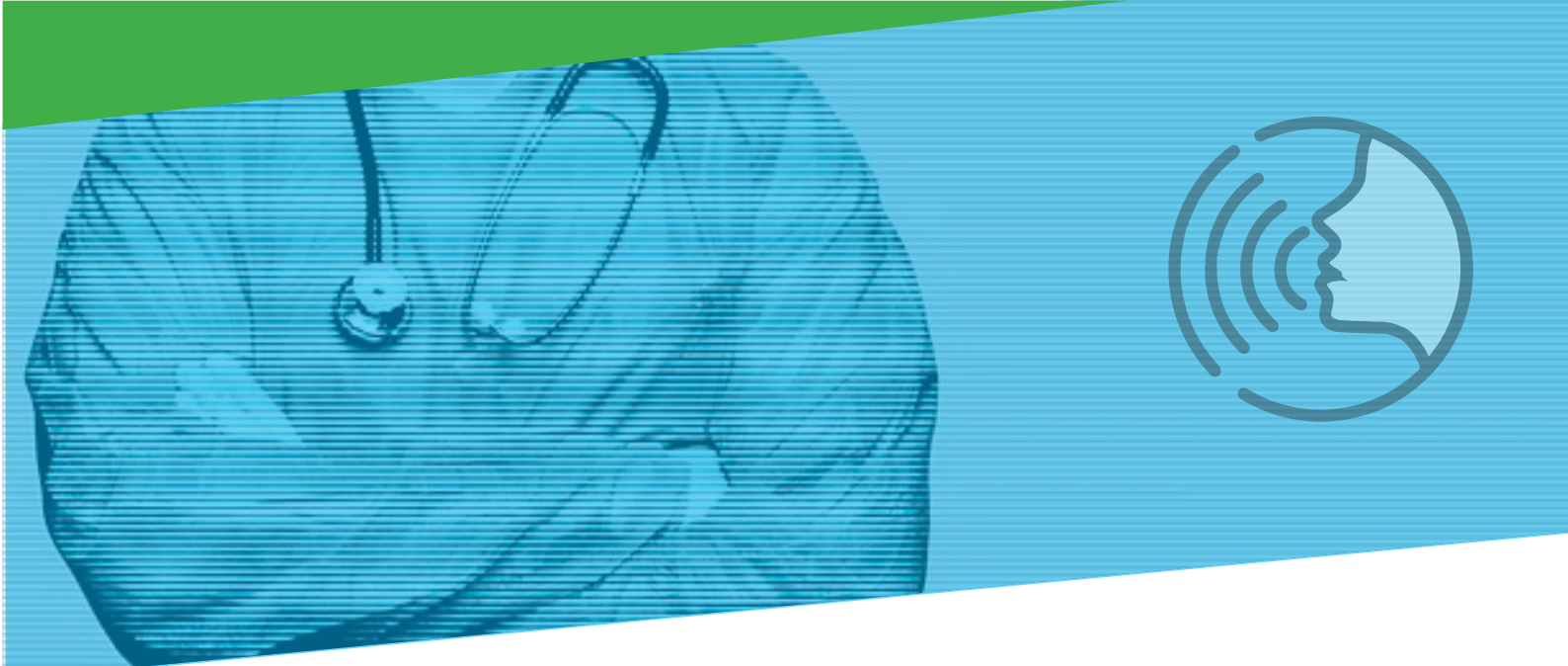


Figure 4: Water, sanitation and hygiene standards at the facilities (2022)





## Individual health centre analysis

### Citizen satisfaction over time or performance over time

The overall level of satisfaction remained relatively the same for both years 2022 and 2023. Based on an assigned scale values of 1 – 5 where 1 = strongly disagree, 2 = disagree, 3 = not sure, 4 = agree, and 5 = Strongly agree the overall mean level of satisfaction was computed at 3.6 for both November 2022 and March 2023. This lies between not sure and agreed but closer to agree with regards to satisfaction with the services offered by the various facilities indicating that the majority of the respondents were satisfied with the services they had received. Most health departments registered above average performance with the exception of Port Reitz Hospital (2.5 in 2022, 2.1 in 2023), Shimo la Tewa-Annex (2.9 in 2022 and 3.4 in 2023), and Likoni hospital (2.6 in 2022) that scored below average in both years under consideration. All health facilities registered improved satisfaction levels between 2022 and 2023, with the exception of Junda Dispensary, and Port Reitz hospital where satisfaction levels decreased in both years under consideration.

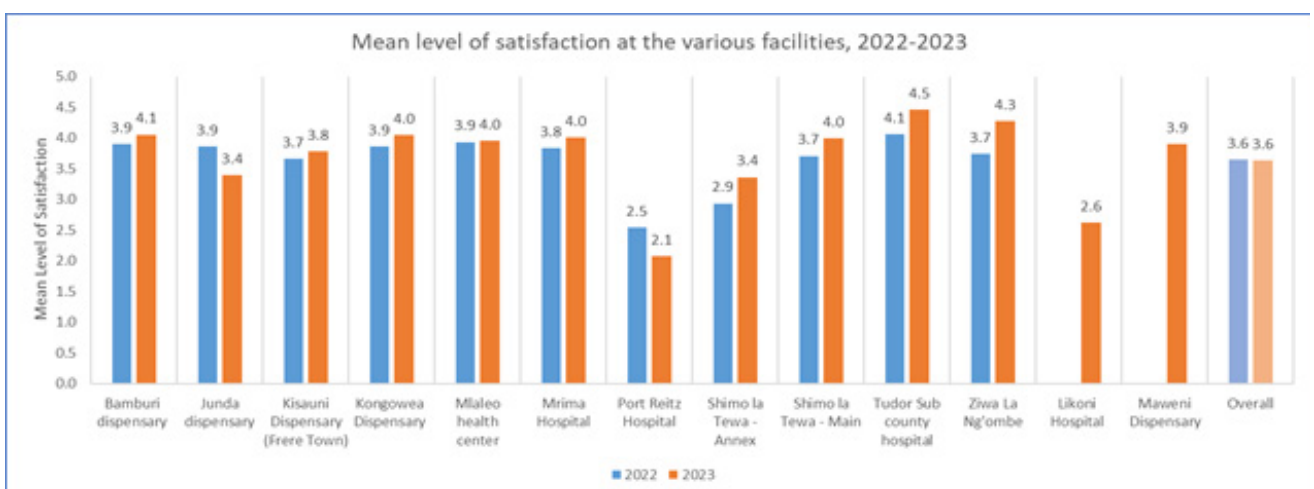


Figure 5: Mean level of satisfaction at the various health facilities, 2022-2023

## Case distribution

At least 90% of the cases sought at the various health facilities were outpatient facilities as indicated in the table below. In 2023, at least 90% of the respondents who had been to 10 out of the 13 hospital departments had sought outpatient services with the exception of those who had gone to Bamburi Dispensary (83.0%), Tudor sub county hospital (89.2%) and Port Reitz hospital (54.6%). In 2022, 95% of the respondent who had been to 8 out of the 11 health facilities had sought out patient services with the exception of those who had been to Tudor sub county hospital (80.4%), Port Reitz Hospital (76.1%), and Mlaleo health center (37%).

Table 12: Case distribution by years and respective health facilities

Hospital facility	2023			2022		
	In patient	Out patient	Other	In patient	Out patient	Other
Kongowea Dispensary	2.3%	97.7%		0.79%	95.3%	3.9%
Mlaleo health center	8.1%	91.9%		63.04%	37.0%	
Junda Dispensary		100.0%		1.69%	98.3%	
Shimo la Tewa-Annex	3.3%	96.7%			98.7%	1.3%
Shimo la Tewa-Main		100.0%			99.0%	1.0%
Ziwa la Ng'ombe	1.6%	98.4%			96.0%	4.0%
Bamburi Dispensary	17.0%	83.0%			100.0%	
Kisauni Dispensary (Frere Town)		100.0%			97.8%	2.2%
Tudor Sub County Hospital	8.1%	89.2%	2.7%	13.04%	80.4%	
Port Reitz Hospital	45.5%	54.6%		2.17%	76.1%	21.7%
Mrima Hospital	2.6%	97.4%		4%	96.0%	
Likoni Hospital	1.5%	98.5%				
Maweni dispensary	1.6%	98.4%				
<b>Overall</b>	<b>6.4%</b>	<b>93.5%</b>	<b>0.1%</b>	<b>5.6%</b>	<b>91.0%</b>	<b>3.4%</b>

# Recommendations

In concluding this report the citizens' feedback data identifies key areas of action across eleven health centres in Mombasa County.

Shimo La Tewa -Annex	Bamburi Dispensary
<ul style="list-style-type: none"> <li>• Provide adequate doctors and nurses.</li> <li>• The hospital needs to improve health services e.g., drugs and equipment.</li> <li>• Upgrade the health facility to level 3.</li> <li>• Provide clean toilets especially for women.</li> <li>• Provide quality drugs. Most drugs at the hospital are outdated or expired.</li> <li>• Need to provide maternal services and lab services.</li> <li>• Improve on time taken to serve patients. Medical personnel often take long breaks causing significant delays in patient services.</li> <li>• Need to provide youth friendly services.</li> </ul>	<ul style="list-style-type: none"> <li>• Medical personnel should be increased-employ more medical personnel.</li> <li>• Expand and upgrade the facility to accommodate more doctors and provide a labour ward.</li> <li>• Improve on time.</li> <li>• Need to provide proper guide to patients on each and every medical step.</li> <li>• The dispensary is small and should be expanded given the high number of patients.</li> <li>• Improve on health facilities- e.g. offer scanning services; build shade and benches around the compound.</li> <li>• Staff should have identification or badges.</li> </ul>
Port Reitz Hospital	Shimo La Tewa- Main
<ul style="list-style-type: none"> <li>• Need to stock enough drugs as prescribed.</li> <li>• Employ more staff to cater for the huge demand for health services including nutritionists.</li> <li>• On maternal health, the hospital needs to stock items and should not depend on patients to bring items from outside.</li> <li>• Hospital staff should be friendlier and inform patients about their ailment and provide guidance on the service delivery process.</li> <li>• Health volunteers need to be motivated.</li> <li>• Provide clean and safe tapped water for taking drugs</li> <li>• Need to employ more staff to attend to patients.</li> <li>• Address the problem of limited drugs.</li> <li>• Need more youth friendly services.</li> <li>• Need to attend to vulnerable groups quickly-old and PWDs.</li> <li>• People living with HIV/AIDS should be treated with strict confidentiality and provided with adequate drugs.</li> </ul>	<ul style="list-style-type: none"> <li>• Poor relations between patients and health staff. Nurses should go for customer care training.</li> <li>• Increase clinic working hours. Adjust closing hours especially for the antenatal care clinic. At least they should close at 1pm not 11.30am. Consider working in shifts and provide services at lunch hour.</li> <li>• Increase doctors and nurses, and laboratory personnel to enable quick service delivery. Improve on time management when handling patients to reduce queues.</li> <li>• Need friendly health personnel, some medical staff are rude to patients.</li> <li>• Increase availability of medicine, drug provision is low, increase X-ray services.</li> <li>• There is need for more clean toilets, add more staff to provide frequent cleaning services.</li> <li>• Provide clean water for patients.</li> <li>• Provide a canteen where one can get food to eat.</li> <li>• Improve on infrastructure at the facility e.g. provide facilities for PWDs.</li> </ul>

<b>Kongowea Dispensary</b>	<b>Kisauni Dispensary-Frere Town</b>
<ul style="list-style-type: none"> <li>• There is need to restore cleanliness around the hospital environment. The Garbage found outside the hospital needs to be collected.</li> <li>• Remove the lorry parked outside the health facility. Anyone visiting the facility may think the place is a vehicle yard and not a hospital.</li> <li>• Need to provide free medicine. Drugs are sold at a very high price compared to other dispensaries in Nyali (e.g. Maweni).</li> <li>• Need to expand and upgrade the hospital (there is a big space outside) and start in-patient services and open a maternity wing. The facility is congested and patients have to wait for long hours.</li> <li>• Additional doctors are required.</li> <li>• Construct perimeter wall and improve drainage.</li> <li>• Dispensary should be re-located to another place.</li> </ul>	<ul style="list-style-type: none"> <li>• The facility is clean and the personnel are well organized and services relatively fast. However, some medical staff e.g. Nurses are unfriendly e.g. shouting at patients and calling names.</li> <li>• Need to disengage with drugs users' treatment.</li> <li>• Provide more drugs at a cheaper rate Existing drugs are very expensive.</li> <li>• Need to reduce consultation fees.</li> </ul>
<b>Mlaleo Health Centre</b>	<b>Junda Dispensary</b>
<ul style="list-style-type: none"> <li>• Need to equip the hospital with drugs.</li> <li>• Need clean water for patients.</li> <li>• Improve on sanitation – some toilets have broken taps and doors.</li> <li>• Need more friendly doctors and nurses.</li> <li>• Need the facility to operate 24 hours.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide adequate drugs.</li> <li>• The facility needs to be expanded to include additional toilets because the two that exist are not enough.</li> <li>• More health personnel required.</li> </ul>
<b>Ziwa La Ng'ombe</b>	<b>Mrima Hospital</b>
<ul style="list-style-type: none"> <li>• Need to fix drainage problem outside the facility.</li> <li>• Provide adequate drugs and equipment for different diseases in the facility.</li> <li>• Improve on time for service delivery -Doctors are slow in attending to patients.</li> <li>• Doctors are doing good work in maternity ward but maternity services should be provided 24 hours and not only during the day.</li> <li>• Improve on accessibility of the hospital by constructing proper drainage outside the facility to control flooding on the road leading to the hospital when it rains.</li> <li>• Make all drugs to be available and affordable.</li> <li>• Provide adequate laboratory testing equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Need to add more health officers.</li> <li>• There is need to provide services even where the doctor's shift is over.</li> <li>• Need more drugs.</li> <li>• Provide methadone to affected drug addicts to reduce insecurity.</li> <li>• Need more friendly communication between doctors and nurses.</li> </ul>

### **Tudor Sub-County Hospital**

- Reduce cost of drugs and provide free tests.
- Increase doctors especially for special cases not withstanding some of the existing doctors are doing a good job.
- Some doctors are doing a good job.
- Increase physiotherapy equipment.





PROTECT