

# Client Feedback Tool-MCH.

## TIME

60

minutes per client  
or client group

## GOAL

The client feedback tool will allow facilitators to;

- Further understand clients' perceptions of the health area.
- Gather specific details on their experience of receiving health care services.
- Have a better understanding of clients' motivation for seeking health care services and their barriers to adopting and maintaining the desired health behaviors.

## HOW DOES IT WORK?

1. Clients should be handled on a one-on-one basis or group format.
2. The facilitator will hold a discussion with client(s) about the following themes – examination, health education, counseling, facility environment, testing and drug dispensing.
3. Clients rate their experience on each of the themes.
4. The facilitator will lead the conversation / discussion and make follow on questions to dig deeper into the different influencing factors.
5. If you are going for a specific diseases area, choose the best day (could be a clinic day) and time when you are most likely to find the clients.

## MATERIALS NEEDED

- Print out of the interview guide.
- VIIP cards
- Audio recorders, if using/allowed
- Pens

## PARTICIPANTS & ROLES

- Number of Participants:**  
Three to four clients. For group formats, no more than three or four participants who meet the selection criteria (see the selection criteria section below).
- Roles:** (both fluent in the preferred languages of the client)
  - One facilitator
  - One notetaker



## CLIENT DIAGNOSIS

## CLIENT INFORMATION

Category (Tick what is applicable)	Age	Marital Status
<p><b>Maternal health</b></p> <ul style="list-style-type: none"><li>● A pregnant adolescent girl</li><li>● A pregnant woman</li><li>● A repeat pregnancy</li><li>● Adolescent first timer</li><li>● Adult first timer</li><li>● Previous history of attending ANC from the facility. Client who comes for ANC during the second trimester.</li></ul> <p><b>Child health</b></p> <ul style="list-style-type: none"><li>● An adolescent parent</li><li>● A repeat parent</li><li>● First timer</li><li>● Adult first timer</li><li>● Previous history of receiving care from the facility.</li></ul>		

Theme	Guiding Questions	Client Responses
Examination	<ul style="list-style-type: none"> <li>● Share your experience about a most recent examination you've received. How did you feel about the examination? Was permission requested before examination?</li> <li>● Was your privacy observed / respected during counselling?</li> <li>● Were you asked about your previous conditions / history of allergies?</li> <li>● Were the examination / lab findings explained?</li> <li>● Were you given a chance to ask questions during the examination?</li> <li>● Comment about the health worker's tone during the session?</li> </ul>	
Health education	<ul style="list-style-type: none"> <li>● Share your experience about a most recent health education session you attended? What topic was discussed? How did you feel about it?</li> <li>● Did you understand the topic discussed during the health education sessions?</li> <li>● Did the provider use any job aides or demonstration materials?</li> <li>● Were you given an opportunity to ask questions?</li> <li>● Did you find the health education session relevant and interesting?</li> </ul>	

Counselling	<ul style="list-style-type: none"><li>● Did you like how the health worker welcomed?</li><li>● Did you have an opportunity to ask questions?</li><li>● Were your questions answered?</li></ul>	
Facility environment	<ul style="list-style-type: none"><li>● Were you able to easily identify or get directions to the service point?</li><li>● How long did it take you to receive the services?</li><li>● How clean was the health facility?</li><li>● Availability of audio visual and IEC materials</li></ul>	
Testing	<ul style="list-style-type: none"><li>● Did the health worker tell you what you were testing for?</li><li>● Were you told how long it would take to get your results?</li><li>● Did the health worker greet and prepare you for the test?</li><li>● How did you feel about the time you took to receive the results?</li></ul>	

Drug dispensing	<ul style="list-style-type: none"><li>● Were you given the drugs you needed?</li><li>● Were you given instructions on how to take your drugs? Probe – did you understand?</li><li>● Were you told about how to keep the drugs and their side effects?</li><li>● Were you given an opportunity to ask about the drugs dispensed?</li></ul>	
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