

# Client Feedback Tool-Malaria

## 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

<p>Category (Tick what is applicable)</p> <ul style="list-style-type: none"> <li>● Consider selecting any of the following             <ul style="list-style-type: none"> <li>● Mother / caregiver of a child under 5</li> <li>● Adult male</li> <li>● Woman</li> <li>● Young person sick with malaria.</li> </ul> </li>   <li>● The client should be selected according to the following.             <ul style="list-style-type: none"> <li>● Should have received care from the facility.</li> <li>● Client diagnosed with malaria whether they have been tested or not.</li> <li>● A client who has been previously treated for malaria at the facility.</li> </ul> </li> </ul>	<p>Age</p>	<p>Marital Status</p>
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Theme	Guiding Questions	Client Responses
<p>Examination</p>	<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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