

GHANA: PUBLIC EXPENDITURE TRACKING SURVEYS (2007)
QUESTIONNAIRE FOR
PATIENT EXIT POLL

Section 0. IDENTIFICATION PARTICULARS

	Name	Code
0.1. Region		
0.2. District		
0.3. Facility		
0.4. Facility type: 1=health centre, 2=health clinic, 3=CHPS, 4=District Hosp, 5=Regional Hosp, 6= Polyclinics,		
0.5. Urban/Rural, Urban=1 Rural=2		
0.6. Operating Authority (see code below)		

Code for question 6: Government=1, Mission (Christian/Islam)=2, PPAG=3, GRMA=4, Private=5, Quasi-government=6

<i>Time interview starts</i>		E.g. (15:40 hrs)
<i>Time interview ends</i>		E.g. (17:00 hrs)

0.7 Characteristics of respondent

This section deals with information on the respondent.

0.8 Sex of Respondent?

1=Male
2=Female

Questions

1. Why did you visit this facility? (Tick appropriate responses)

Reason	
a. Consultation/Treatment	
b. Immunization of child	
c. Antenatal	
d. Post natal	
e. Family planning	
f. Delivery	
g. Minor surgery	
h. Laboratory services	
i. Collect drugs from pharmacies/dispensary.	
j. Other health related matters	

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

2. Are you registered with the national health Insurance Scheme?

1=Yes; 2=No

3. Did you pay user fees?

1=Yes; 2=No

If no, skip>>6

4. How much were you charged **in total** for the treatment?

5. How much of this did you pay now?

6. Were you given any drug today?

1=Yes; 2=No

If no, skip>>9

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

1=Yes; 2=No

If no, please>>9

8. How much did you pay for the drugs?

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 your charges	

NOTE: ENUMERATOR TO READ ALL OPTIONS

10. Is this visit your first to this facility?

1=Yes; 2=No

If yes >>12

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

1=Yes; 2=No

12. What are the **3 Main** reasons for choosing this facility instead of others?

Quality indicator		Tick
a. Proximity	1	
b. Easily accessible	2	
c. Low cost of transportation	3	
d. Friendly service	4	
e. More and/or better diagnostics (lab, x rays, etc.)	5	
f. Better advice on medication	6	
g. Better treatment	7	
h. Short waiting time	8	

NOTE: ENUMERATOR TO READ ALL OPTIONS.

Questionnaire has been approved for data entry

SIGNATURE	SIGNATURE
SUPERVISOR'S NAME	INTERVIEWER'S NAME