

WEL COME TO THIS QUESTIONNAIRE

I, Bhumi Shah, Faculty member of the Faculty of Commerce, M.S. University of Baroda, am pursuing a research study on measuring the Perception of Selected Health Care Services Provided by Primary Health Care Centers (PHCs). I will be grateful if you can spare your valuable time and provide me with your views about the research study. I assure you that it is purely an academic exercise, and the information supplied by you will be kept strictly confidential.

Thank you.

ABOUT YOU

1. Your Name: _____

2. Name of the Village in which you reside: _____

(Please put $\sqrt{\quad}$ a tick mark)

3. Name of the Taluka:

Dabhoi [] Desai [] Karjan [] Padra [] Savli [] Waghodia [] Vadodara City & Rural []

4. Gender: Male [] Female []

5. Your Age Group [In Years]: Below 30 [] 31 to 50 [] 50 & Above []

6. Please fill up the details of members of a family

Age-Group [In Years]	Up to 10	11 to 30	31 to 50	50 & Above	Total
No. of Members in Family					

7. Your Educational Qualifications: No formal education [] Primary [] 12th Pass [] UG [] PG []

8. Your Occupation: Farmer [] Trader [] Homemaker/Housewife [] Student [] Service []
Any Other (Please Specify): _____

9. Your Monthly Family Income: Below RS.10, 000/- [] RS.10 001/- to 20,000 []
Rs. 20,001 to RS.30, 000/- [] Rs. 30,001 & Above [] (8) (30)

(Please put $\sqrt{\quad}$ a tick mark)

Q-01. The Primary Health Center (PHC) is available in your village.
Yes [] No []

Q-02. You need to visit a nearby village to avail services of the Primary Health Center.
Yes [] No []

Q-03. Please write the Name of Primary Health Center _____

Q-04. Number of Villages Covered under the PHC
Only 1 Village [] Two Villages [] Three or more Villages []

Q-05. Is the PHC located at a convenient place in all villages?
Yes [] No []

Q-06. What is the distance from your village to reach PHC?
Less than 10 Kilometres [] 10 to 20 Kilometres [] more than 20 Kilometres

Q-07. How much time did it take to reach PHC?

Less than 15 minutes [] 15 to 30 minutes [] more than 30 minutes []

Q-08. Whether the following Doctors/Specialists visit PHC? (Please put ☒ a tick mark)

Sr. No.	Specialists	Always available	Visit once a Week	Do not visit At All
01	The Gynaecologist			
02	The Eye Specialist			
03	The Dentist			
04	Any Other (Please Specify _____)			

Q-09. Considering the availability of a Primary Health Center in your village or nearby village, please put a ☒ Tick Mark on **Any One** appropriate option as: I Know I have availed Services of PHC, and I have not availed Services of PHC.

Sr. No.	Statements	I Know	I have Availed Services of PHC	I have not Availed Services of PHC
01	Primary Health Centre (PHC) is available in the village			
02	PHC is available at a nearby place to my village			
03	The location of PHC is convenient			
04	PHC provides good medical services			
05	PHC provides medical treatment at a low price			
06	Doctors are available at PHC			
07	Other Paramedical Staff is available at PHC			

Q-10. Please put a ☒ which shows your opinion for different criteria related to Primary Health Center(s) : [(1) Strongly Disagree (SD); (2) Disagree; (3) No Opinion; (4) Agree; (5) Strongly Agree (SA)]

Sr. No.	Statements	Please put a <input checked="" type="checkbox"/> on ANY ONE of following				
	Accessibility					
01	I can easily visit the PHC of the Village	1	2	3	4	5
02	The PHC is available at a convenient location in our Village	1	2	3	4	5
03	The medical services are available to all	1	2	3	4	5
04	Medical services are available to all, irrespective of the income of people	1	2	3	4	5
05	Medical services are available to all, irrespective of the Gender of the Patients	1	2	3	4	5
06	The patients can easily meet/visit/approach the doctors at the PHC	1	2	3	4	5
07	The patients can easily meet/visit/approach the other Paramedical Staff at the PHC	1	2	3	4	5
	Affordability					
08	The medical services provided by PHC are Inexpensive	1	2	3	4	5
09	Patients do not have to spend from their own pocket to avail of medical services at PHC	1	2	3	4	5
10	Charges for different medical services provided by PHC are as per rules that are conveyed to patients	1	2	3	4	5
11	Patients can easily afford to spend money to reach at the PHC	1	2	3	4	5

12	The patients can afford to spend money on hospitalisation at the PHC	1	2	3	4	5
	Availability					
13	The doctors are available at PHC as per the schedule	1	2	3	4	5
14	The medicines prescribed by doctors are available at PHC	1	2	3	4	5
15	Patients get all the medicines free of cost from the PHC	1	2	3	4	5
16	The laboratory of PHC offers services for testing the Blood, Urine, and Sputum of Patients	1	2	3	4	5
17	The services of hospitalisation are available at PHC	1	2	3	4	5
18	The services of minor surgeries are available at PHC	1	2	3	4	5
19	The Ambulance Service is available at PHC	1	2	3	4	5
20	The services of Laboratory Technicians are available at PHC as per the schedule	1	2	3	4	5
21	The services of Pharmacist are available at PHC as per the schedule	1	2	3	4	5
	Environment					
22	We do not find Water logging around the PHC	1	2	3	4	5
23	We have clean PHC in our Village	1	2	3	4	5
24	We do not find heaps of Garbage around PHC in our Village	1	2	3	4	5
25	The PHC has Drainage facilities	1	2	3	4	5
26	The people in the village have jobs for their survival	1	2	3	4	5
27	The school is available in Village	1	2	3	4	5
28	PHC is Ventilated with natural lights	1	2	3	4	5
29	The location of the PHC Noise pollution-free	1	2	3	4	5
30	The Environment of PHC is infection free					
	Infrastructure (Physical facilities)					
31	The building of the PHC is in good conditions	1	2	3	4	5
32	The walls of the PHC Building are painted	1	2	3	4	5
33	The doors and windows of the PHC are in good conditions	1	2	3	4	5
34	We do not find Water leakages in Rooms of PHC	1	2	3	4	5
35	We find continuous Electricity Supply in PHC	1	2	3	4	5
36	The drinking water facility for patients is available at PHC	1	2	3	4	5
37	The toilet facility for patients is available at PHC	1	2	3	4	5
38	The facility of beds for admitting patients is available at PHC	1	2	3	4	5
39	Facility for testing of Blood, Urine, and Sputum of the Patients are available at PHC	1	2	3	4	5
40	The Ambulance is available at PHC to handle the emergency	1	2	3	4	5
41	Necessary Medical equipment is available in working conditions at PHC	1	2	3	4	5
	Work Culture					
42	The Doctors explain the illness to the patients	1	2	3	4	5
43	The Doctors support patients while giving medical treatment	1	2	3	4	5
44	The doctors behave politely and courteously with patients	1	2	3	4	5
45	The Doctors show a positive attitude while providing medical services to patients	1	2	3	4	5
46	The Doctors take patients into confidence before testing of Blood, Urine, and Sputum of the Patients	1	2	3	4	5
47	The Paramedical staff explains to patients about medical treatment	1	2	3	4	5
48	The Paramedical staff are polite and courteous	1	2	3	4	5

49	The Paramedical staff satisfactorily answers to queries of patients	1	2	3	4	5
50	The Paramedical staff listen to patients' suggestions	1	2	3	4	5
	Service Delivery					
51	The patients feel safe while availing medical treatment at PHC	1	2	3	4	5
52	The Doctor, Nurse or any other PHC worker does not ask for money other than for the Case Paper	1	2	3	4	5
53	The staff of PHC collect feedback from patients	1	2	3	4	5
54	Doctors refer to other doctors online for giving medical treatment	1	2	3	4	5
55	The Rules and Procedures are followed by PHC	1	2	3	4	5
56	The Doctor asks patients to visit his own or any other Doctor's Private Clinic	1	2	3	4	5
57	The Doctor examines patients using a stethoscope	1	2	3	4	5
58	The doctors explain about patient's illness in his/her language	1	2	3	4	5
59	the behaviour of the Nurse, Pharmacist and lab technician is polite and courteous	1	2	3	4	5
60	PHC staff wears the hygienic gloves	1	2	3	4	5
61	Post Medical Treatment is explained by Doctors to patients	1	2	3	4	5
	Community Engagement	1	2	3	4	5
62	The Staff of PHC organises meeting with the Village Sarpanch and community	1	2	3	4	5
63	The Staff of PHC give presentations in a village about Health/Medical issues	1	2	3	4	5
64	The Staff of PHC visit families in the villages to give advice about precautions for maintaining good health	1	2	3	4	5
65	The Staff of PHC show posters to inform the people of the Village about good health.	1	2	3	4	5
66	The Staff of PHC train people of the Village to develop awareness about medical issues	1	2	3	4	5
67	The Staff of PHC give health education to children in a school in Village	1	2	3	4	5
68	The Staff of PHC organises health camps	1	2	3	4	5
69	The Staff of PHC go to Gram Panchayat meetings to make people aware of health issues	1	2	3	4	5
70	The Staff of PHC collect feedback from the people of the Village on services provided by PHC	1	2	3	4	5
71	The Staff of PHC meets Mahila Mandals to develop an awareness of health issues	1	2	3	4	5
72	The Staff of PHC assesses the health need of the people of the Village	1	2	3	4	5
73	Health care Centre organises free medical check-ups in Village	1	2	3	4	5
	Perception of the use of PHC Services					
74	People visit the PHC when the first symptoms of diseases arise	1	2	3	4	5
75	People visit PHC when my disease is in its advanced stage	1	2	3	4	5
76	People understand that medication should be continued as long as recommended by PHC	1	2	3	4	5

77	People follow the advice given by PHC Doctors and Paramedical staff	1	2	3	4	5
78	People accept the advice of doctors at PHC on the prevention of medical illness	1	2	3	4	5
79	People feel happy when doctors ask questions about my medical illness	1	2	3	4	5
80	People feel comfortable while sitting inside PHC	1	2	3	4	5
81	People find no overcrowding in PHC	1	2	3	4	5
82	The attitude of PHC staff is positive	1	2	3	4	5
83	People are satisfied with the medical treatment provided by PHC	1	2	3	4	5
84	Hygiene and sanitary conditions of PHC are good	1	2	3	4	5
85	People visit PHC again if the medical services of PHC have improved my health	1	2	3	4	5
86	People visit higher-level health facilities if PHC's medication does not help them in becoming physically fit	1	2	3	4	5
	Preference for PHC	1	2	3	4	5
87	People visit PHC as the charges for medical services are reasonable	1	2	3	4	5
88	People prefer to get treatment from PHC as the quality of medical service is acceptable	1	2	3	4	5
89	People visit PHC as health personnel remain available to offer services to the community	1	2	3	4	5
90	The PHC is preferred due to the availability of medicine/drugs	1	2	3	4	5
91	People visit the PHC due to the good behaviour of health staff	1	2	3	4	5
92	People have faith in the doctors and health staff of the PHC	1	2	3	4	5
93	People prefer to get treatment from PHC as the response of doctors is positive	1	2	3	4	5
94	People prefer to visit PHC as there is not much waiting time	1	2	3	4	5
95	People found the hygiene of PHC to be acceptable	1	2	3	4	5
96	People visit PHC as there is a provision for health information	1	2	3	4	5

Q-11. Your Overall opinion for the following statements classified as: [(1) Strongly Disagree (SD); (2) Disagree; (3) No Opinion; (4) Agree; (5) Strongly Agree (SA)] [Please put √]

Sr. No.	Statements	Please put a [√] on ANY ONE OF the following				
01	Accessibility of PHC	1	2	3	4	5
02	Affordability of PHC	1	2	3	4	5
03	Availability of Medical Services at PHC	1	2	3	4	5
04	Positive Environment to use services offered by PHC	1	2	3	4	5
05	Physical facilities of PHC	1	2	3	4	5
06	Work Culture of PHC	1	2	3	4	5
07	Delivery of Medical Services at PHC	1	2	3	4	5
08	Community Engagement by PHC	1	2	3	4	5
09	Favourable Perception for PHC	1	2	3	4	5
10	Preference for availing medical services offered by PHC	1	2	3	4	5
11	I will recommend others to use the Medical Services of PHC	1	2	3	4	5
12	Overall, I feel satisfied with the services provided by PHC	1	2	3	4	5

Q-12. Your **Overall opinion** for the following statements reflects your behavioural intention classified as: [(1) Strongly Disagree (SD); (2) Disagree; (3) No Opinion; (4) Agree; (5) Strongly Agree (SA)] [Please put √]

Sr. No.	Statements	Please put a [√] on ANY ONE OF the following				
01	I Continue to use medical services offered by PHC	1	2	3	4	5
02	I will recommend others to use the Healthcare services of PHC	1	2	3	4	5
03	Overall, I feel healthy and satisfied with PHC Services	1	2	3	4	5

Q-13. Your overall suggestions for the following statements classified as: [(1) Strongly Disagree (SD); (2) Disagree; (3) No Opinion; (4) Agree; (5) Strongly Agree (SA)] [Please put √]

Sr. No.	Selected Statements	Please put a [√] on ANY One of following				
01	The Staff of the PHC must keep villagers informed about their Rights	1	2	3	4	5
02	The Staff of the PHC should monitor work absenteeism of their Staff	1	2	3	4	5
03	The Staff of PHC should encourage its staff to deliver medical services	1	2	3	4	5
04	The Staff of the PHC should put more effort into improving medical services	1	2	3	4	5
05	The Staff of the PHC should assess the health needs of the people of the Village	1	2	3	4	5
06	The Staff of the PHC should take support of people of the Village to improve the infrastructure of the PHC	1	2	3	4	5
07	The Staff of the PHC need to encourage their staff against corruption	1	2	3	4	5
08	Any other (pl specify): _____	1	2	3	4	5