

Date:- 30/09/2015

HSC Masaurha : - PIPRAHI BLOCK

FGD with MSS/Women's Group



Suman, Munita devi, Mamta devi, Pramila devi, Shri pati devi, Asha devi, Shail devi, Meena devi & other members of SHG PIPRAHI.



Munita devi, Mamta Devi, Pramila devi, Shri pati devi, Asha Devi, Shail Devi, Meena Devi, Suman & other Memebers of SHG PIPRAHI.

Demographic characteristics

Name	Age	No of children	Education
Suman	26	2	Inter
Munita devi	22	2	Non metric
Mamta devi	22	3	Non metric
Pramila devi	40	9	Non metric
Shri pati devi	40	6	Metric
Asha devi	45	9	Non metric
Shail devi	50	7	Non metric
Meena devi	55	7	Non metric

Group characteristics

Reference Point	Response
<ul style="list-style-type: none"> Whether there is a health facility within the village, what type of facility (Sub Centre, PHC, private clinic)? 	HSC in this Masaudh village (In the same building which contains AWW) and Piprahi is just 2 kilometres away. They

Health issues and needs

Reference Point	Response
<ul style="list-style-type: none"> What are the common reasons (diseases/health issues) for visiting health facilities? 	Cough and cold, fever and other many problems
<ul style="list-style-type: none"> Who do they prefer (government or private), why, for what health problems (do they prefer different types of providers for different health problems)? 	We prefer Private . We don't get medicine in Govt hospital . We have to buy almost all medicine . We have to pay money for several services. We go to PHC then to Sadar Hospital , Sheohar . In the private the same doctors treats better .

Accessibility (of public health facilities)

Reference Point	Response
<ul style="list-style-type: none"> Which is the nearest (govt) facility for seeking care for Minor ailments? How far is it from the village, how accessible is it (is transportation available for the facility whenever needed)? 	PHC Piprahi or Sadar Hospiat . We reach Sadar in half an hour . At Piprahi , OPD is from 10-12 noon
<ul style="list-style-type: none"> Which is the nearest (govt) facility for seeking care for Major ailments? How far is it from the village, how 	Sadar Hospital. It takes half an hour to reach . Generally we have to hire a vehicle in the hour of emergency . Ambulance is available

<p>accessible is it (is transportation available for the facility whenever needed)?</p> <p>We should include a question that reflects means of transportation and travel time to nearest facility</p>	<p>sometimes but they charge for this . 'Log paisa kaat leta hai iske liye '</p>
<ul style="list-style-type: none"> Are the working hours of the health facility convenient for you? 	<p>At Piprahi PHC OPD timing is limited . Emergency is open for 24 hours . This is should be extended .</p>
<ul style="list-style-type: none"> Can you get the desired services easily at the government facility (do you need personal references, pay bribe)? 	<p>We have to pay for lot many things . Medicine is not available. For test we have to go outside and that is paid . Yes personal reference helps .</p>
<ul style="list-style-type: none"> Do you carry special entitlement documents (referral cards, JSY cards, MCH/Immunization card, RSBY cards) for availing the specific services? Do you get preferential treatment if you carry such documents? 	<p>Yes , Referral cards and JSY cards . Yes , these cards help us there . But preferential is not given due to these cards</p>

Quality concerns

Reference Point	Response
<ul style="list-style-type: none"> What is the quality of consultation, time spent by the doctor/nurse/ANM? Whether all doubts were cleared by the doctors/health staff and explained clearly? 	<p>They are always in hurry . No one answers properly . The same doctor behaves so well in Private consultation , but in govt PHC or hospital they are not responsive . They just complete the formality .</p>
<ul style="list-style-type: none"> What is the usual waiting time per visit? Do you get all the services you need in the facility – doctor visit, pharmacy, lab test etc? What do you do if you need more/additional services? 	<p><i>Kabhi Eko ghanta , dowo ghanta bhi lag jata hai</i> <i>Kuch nahi , har baat ke liye bahar bhej dete hain,</i> It takes lot of time. And who ever gets registration done by can meet the doctor . Medicine is not available and patients are referred to private labs or X-ray units . Beneficiaries have to go private or Sadar Hospital , which too is not much satisfactory .</p>
<ul style="list-style-type: none"> Do you have to pay user charges, for 	<p>Registration fee. But sometimes they ask to pay</p>

what, how much?	for Ambulance service too. Otherwise available services are free .
<ul style="list-style-type: none"> Do you have to bribe the providers to get services,, how much? 	PHC or Sadar , the staff take money at various pretext . <i>‘Khushi ke naam par bakshish kah kar ‘</i> .
<ul style="list-style-type: none"> Have the government health services improved in the last few years (since NRHM)? 	We don’t feel so. But yes <i>‘ Pahle se accha hua hi hai .</i>
<ul style="list-style-type: none"> What services/facilities need to be improved further? 	Medicines be available , Doctors should be there and they should behave like they do in private .

Services Entitlements and Payments (for JSY)

Reference Point	Response
<ul style="list-style-type: none"> Are you aware of different government health programs (JSY, JSSK, RBSK, RSBY)? What are your entitlements under such schemes/programs? What is the primary source of information about these schemes? Do you get the intended benefits of these schemes? 	<p>Annaprasan and Polio, Vitamin A we are aware . Sterilisation</p> <p>Yes, JSY is most widely known program . Rest of the programs are not obvious to the beneficiaries.</p> <p>The main source of information is ASHA or the ANM when we meet them. AWW to informs about programs.</p> <p>Not sure. It’s difficult to answer.</p>
<ul style="list-style-type: none"> Do you get registered for JSY, immunization of your children? How do you get registered for the schemes/services? 	Yes. With AWC and ANM the registration is done once pregnancy is confirmed. We are given card and then vaccines are administered.
<ul style="list-style-type: none"> Do the ANMs make home visits, how frequently? What do you do during the home visits? 	No she does not make home visits. But when we meet her at centre, Counsel on various issues. Breastfeeding is an important aspect.
<ul style="list-style-type: none"> Do the ASHAs make home visits, how frequently? What do you do during the home visits? 	Yes . They tell us about various the date of immunisation and helps during pregnancy and at the time of delivery . She counsel
<ul style="list-style-type: none"> Are health camps organized in your 	Jan Swasth Chetana Yatra was organised in

village? If yes, for what services, how frequently?	village . There were some camps but it is difficult to recall apart from Sterilisation camp .
<ul style="list-style-type: none"> Do you receive payments for JSY on time? Do you get the full amount? Do you have to pay bribes for such payments? 	The payment is delayed for six months. Most of the time we have to pay to get these services.
<ul style="list-style-type: none"> What additional health services/facilities do you need? 	The prime is the availability of medicines. But the majority of participants couldn't visualise what additional services they wanted to improve the health services.