QUESTIONNAIRE

Section-A

To be administered in-patients / out-patients of Government General Hospital, Anantapur

(Please answer only relevant questions)

1. Name of the patient : ________________________

2. Sex (Male/Female) : ________________________

3. Age (Years) : ________________________

4. Native Place : ________________________

5. Qualifications : ________________________
   Elementary / SSC / Inter / Degree / No Education

6. Social Background : ________________________
   OC / SC / ST / BC / Minority / Others

7. Name of the Profession : ________________________

8. Annual Income : ________________________

9. Economic Status ( )
   (a) Lower, (b) Middle (c) Higher Income

10. Landed Property (in acres) ( )
    (a) 0-1, (b) 1-3, (c) 5-10, (d) 10-15, (e) No land

11. Other sources of income : ________________________

12. Size of family Male:_____ Female:____ Children:____ Total _____

13. Number of literates in the family : ________________________

14. Distance between the residence and hospital ( )
    (a) Less than 1 Km, (b) 1 Km, (c) 2 Km,
    (d) 3 Km (e) 4 Km, (f) more than 4 Km

15. Do you have PHC in your village: Yes / No

16. If yes, do you visit PHC, whenever you are ill? Yes / No

17. Are there other private doctors in your village Yes / No

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18. Are the doctors available only during working hours or after working hours also? ______________________

19. Does the PHC contain accessories and Medicines sufficiently : ______________________

20. Health and hygiene conditions in PHC : ______________________

SECTION-B

21. Are you an in-patient or out-patient?

22. How did you come to know about the treatment in this general hospital?
   (Please tick)
   (a) Through President of your village ( )
   (b) Through Local Leader (or) MLA, MP ( )
   (c) Through Media ( )
   (d) Through Inter-personal Communications ( )
   (e) Through PHC ( )
   (f) Through Relatives ( )
   (g) Through Others (specify) ( )

23. Are you aware of the medical facilities available in this hospital Yes/No

24. Have you used any recommendation at the time of joining as an in-patient in the hospital? Yes / No

25. If yes, who recommended your case?
   (a) Village President (or) Sarpanch ( )
   (b) MLA, MP ( )
   (c) NGO ( )
   (d) Others (specify) ( )

26. Is there any criterion for joining in the hospital for the treatment? Yes / No
   If yes,
   (a) Recommendations ( )
   (b) Seriousness of the disease ( )
   (c) Income base (poverty) ( )
   (d) Caste base (weaker section) ( )
   (e) Distance of their village (or) house ( )
   (f) Others (specify) ( )

27. Did the hospital authorities expect any money (bribe) from you ( )

28. How do you rate the first aid facilities available at the hospital ( )
   (a) Poor, (b) less than expected, (c) moderate, (d) good

29. For which type of disease have you come for treatment and admission?
   (a) Cancer ( )
   (b) Fever ( )

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30. How many days or hours are taken for admission into the General Hospital as in-patient?

31. Total expenditure at the time of treatment in General Hospital as in-patient
   (a) Number of days spent in the hospital
   (b) Expenditure per day (in Rs.)
   (c) Only treatment expenditure (in Rs.)
   (d) Transport expenditure (in Rs.)
   (e) Other expenditure (in Rs.)

32. Are you discharged after complete recovery from your diseases Yes / No

33. If no, did they recommend for higher treatment? Yes / No.
   If yes, where?
   (a) within the state
   (b) Other State
   (c) Any other (specify)

34. Is there any provision for ambulance for the transport of the patient Yes / No

35. Is there any financial support from the Government for the patient in serous cases? ( )

36. If yes, how much support ( )

37. What is your observation about the behaviour of the doctors / nurses / other hospital staff?
   (a) Good, (b) not good, (c) no satisfaction

38. What is your opinion about the treatment given to you in the hospital? ( )

39. What is your experience with the neatness and hygienic conditions in this hospital? ( )

40. Have you been supplied with food in the hospital? Yes / No
   If yes, comment on the quality and quantity of the food
   (a) Good, (b) Moderate, (c) Not good

41. What is your opinion about the maintenance of the hospital? ( )
   (a) Good, (b) Moderate, (c) Not good

42. Is there good lighting and air in the wards? Yes / No
43. For how many days once the dress and bed sheets are changed in the hospital?
   (a) Every day, (b) 2 days, (3) weekly, (4) monthly

44. Do you feel that medical staff is attending regularly to the patients?
   Yes / No

45. Do you find any time the medical staff misunderstanding each other? And causing inconvenience to patients?
   Yes / No

46. Did any time the medical staff encourage you to buy medicines outside?
   Yes/No

47. Condition of toilet and bathroom facilities for patients and attendants
   (a) Good, (b) Moderate, (c) Not good

48. To avoid inconvenience to the patients, what suggestions would like to give?
   (i) 
   (ii) 
   (iii) 
   (iv) 
   (v) 

49. What are your suggestions to avoid delay in attending to emergency cases.
   (i) 
   (ii) 
   (iii) 
   (iv) 
   (v) 

50. What problems have you been encouraged with the hospital staff in getting treatment?
   (i) 
   (ii) 
   (iii) 
   (iv) 
   (v)