

4. Sometimes the Tsumeb hospital OPD gets complaints. We want to know if the problems that are sometimes reported are common or rare. Please tell me if you strongly agree, agree, disagree or strongly disagree with these statements.
- a). There is a long waiting time to see a doctor
 - b). The waiting environment is unfriendly
 - c). There is a lack of privacy and confidentiality from the doctors
 - d). There is a lack of proper diagnosis and treatment by doctors
 - e). The infrastructure of the OPD is poor
 - f). Other issues are more important (please specify).



APPENDIX 2: PARTICIPANTS INFORMATION SHEET



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School of Public Health



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PARTICIPANTS INFORMATION SHEET

Interviewer's name: Dr J J Rutabanzibwa

UWC student no: 2836270

Tel: (264) 0812065253

E-mail: juvejohnq2@yahoo.com

Institution: Tsumeb district hospital

Thank you for allowing me to interview you. I am Dr J. J. Rutabanzibwa, a student at the School of Public Health (SOPH), University of the Western Cape. As part of my Masters in Public Health, I am required to conduct research for the mini-thesis. I am focusing on improving the quality of health care at Tsumeb hospital OPD. The results of this research may be used by Oshikoto regional health directorate to improve the quality of health services at Tsumeb hospital and for the entire region. I am accountable to Ann Parsons who is contactable at 021 959 9389 or c/o SOPH Fax: 021 959 2872 or by e-mail at aparsons@uwc.ac.za.

The interview may touch on issues for which you might criticize doctors. Criticism will not be reported to anyone at the hospital. If there is anything that you prefer not to discuss please feel free to say so. I will not be offended and there will be no negative consequences if you would prefer not to answer a question or withdraw from the study. I would appreciate your guidance should I ask anything which you see as intrusive. You can withdraw from the interview at any time during the process and there will be no consequences.

At all times, I will keep all information confidential and refer to you by a number. This will ensure that your data is anonymous. I shall keep records of your participation locked away at all times, and destroy them after the data has been collected.

APPENDIX 3: INFORMED CONSENT



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RECORD OF INFORMED CONSENT TO CONDUCT INTERVIEW

Date:

Interviewer's name: Dr J J Rutabanzibwa UWC student no: 2836270

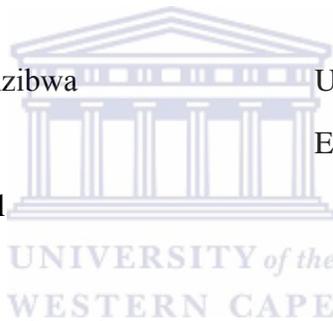
Tel: (264) 0812065253

E-mail: juvejohnq2@yahoo.com

Institution: Tsumeb district hospital

Interviewee's number:

Place at which the interview was conducted:



Thank you for allowing me to interview you. What follows is an explanation of the purpose and process of this interview. You are asked to give your consent for me to conduct an interview with you and to use this data for an assignment for my studies at the School of Public Health (SOPH), University of Western Cape.

1. Information about the interviewer

I am Dr J. J. Rutabanzibwa, a student at SOPH. As part of my Masters in Public Health, I am required to conduct research for the mini-thesis. I am focusing on improving the quality of health care at Tsumeb OPD. I am accountable to Ann Parsons who is contactable at 021 959 9389 or c/o SOPH Fax: 021 959 2872 or by e-mail at aparsons@uwc.ac.za.

Here is some information to explain the purpose and usage of my interview.

2. Purpose and contents of interview

