

## Service Check List – Primary Health Centre

Name of the Surveyor

Date of Survey

Name of the Primary Health Center

Name of the District

Name of Village/ Hamlet

Name of the block

1. Please fill the following format based on observation and interview with staff

Total number of sub centers under Primary Health Center:
Total number of villages under Primary Health Center:
Distance between PHC and CHC/Referral Hospital

A.	Structures and Human Resource (Maximum number- 2)	Availability	No.
1.	Road facility is available in all the weathers to commute to Primary health centre.	Yes –1 No –0	
2.	Primary health centre is functional in administrative building.	Yes –1 No –0	
3.	Ambulance is in functional condition.	Yes –1 No –0	
4.	The primary health center building is properly functional.	Yes –1 No –0	
5.	Are the building, toilets and beds in primary health center usable for physically challenged?	Yes –1 No –0	
6.	Primary health centre has the regular facility of drinking water.	Yes –1 No –0	
7.	Primary health center has a generator facility available in case of irregular power supply.	Yes –1 No –0	
8.	The toilet in primary health center is in functional condition.	Yes –1 No –0	
9.	Primary health center has telephone facility.	Yes –1 No –0	
10.	All female health staff is appointed.	Yes –1 No –0	
11.	All male health staff is appointed.	Yes –1 No –0	
12.	Health officer is appointed.	Yes –1 No –0	
13.	Female doctor is appointed in primary health centre.	Yes –1 No –0	
14.	Public health nurse is appointed.	Yes –1 No –0	
15.	Pharmacist is appointed.	Yes –1 No –0	

16.	Lab is in functional condition.	Yes -1 No -0	
17.	6 beds are in proper condition in PHC.	Yes -1 No -0	
18.	Office quarters facility is available for para medical staff.	Yes -1 No -0	
19.	Para medical staff uses office quarters facility.	Yes -1 No -0	
20.	Official housing facility is available for medical officer.	Yes -1 No -0	
21.	Medical officers use the housing facility.	Yes -1 No -0	
Total - 21			

<b>B.</b>	<b>Instruments and Supplies (maximum number- 17)</b>	<b>Availability</b>	<b>No</b>
1.	Immunization kit	Yes -1 No -0	
2.	Blood Pressure Instrument	Yes -1 No -0	
3.	Sterilisation instrument / cooker	Yes -1 No -0	
4.	Wheel chair, stretcher in functional condition	Yes -1 No -0	
5.	MTP (medical termination pregnancy )	Yes -1 No -0	
6.	Instruments in labour room	Yes -1 No -0	
7.	I.U.D. kit	Yes -1 No -0	
8.	General labour kit	Yes -1 No -0	
9.	Emergency medicine	Yes -1 No -0	
10.	Measles immunisation	Yes -1 No -0	
11.	O.R.S. Packet	Yes -1 No -0	
12.	Mounted Lamp	Yes -1 No -0	
13.	Stock of lubricated Nirodh (condoms)	Yes -1 No -0	
14.	Stock of contraceptive pills	Yes -1 No -0	
15.	I.U.D.S. stock	Yes -1 No -0	

16.	Tubal ring stock	Yes –1 No–0	
17.	Iron Folic acid stock	Yes –1 No – 0	
Total -17			

C.	Service Available ( Maximum Number –12)	Availability	No.
1.	Does PHC open on time?	Yes –1 No –0	
2.	Are all the necessary medical facilities available in PHC for all 24 hours?	Yes –1 No –0	
3.	Is first aid provided for minor injuries in the PHC?	Yes –1 No –0	
4 .	Are minor surgeries for injuries and other such ailments done in the PHC?	Yes –1 No –0	
5.	Do burn patients get primary treatment at PHC?	Yes –1 No –0	
6.	Does PHC organize regular ANC check-ups?	Yes –1 No –0	
7.	Does PHC have 24 hour facility for normal delivery?	Yes –1 No –0	
8.	Are blood tests conducted in PHC?	Yes –1 No –0	
9.	Is Urine test conducted in PHC?	Yes –1 No –0	
10.	Does PHC have the facility for internal check-up for reproductive health problems of females?	Yes –1 No–0	
11.	Does PHC have the facility for treating women’s health problems such as white discharge, menstrual problems?	Yes –1 No –0	
12.	Does PHC have MTP facility?	Yes –1 No –0	
Total –12			

**2- To be filled through group discussion with women from marginalised communities (who have availed services at the PHC):-**

Quality Health Services ( Maximum Number –6)			
A.	Question	Answer	No.
1	Keeping in view the possibility of a complicated delivery, is the transport facility available for all 24 hours?	Yes –1 No –0	
2	Is the generator always in working condition in case of non availability of electricity supply?	Yes – 1 No –0	
3	Is money being taken for any service provided by health centre?	Yes – 1 No –0	

4	Is the doctor always available in the night or in any emergency condition?	Yes – 1 No –0	
5	Are meetings with community on health issues conducted in health centre other than checkups?	Yes – 1 No –0	
6	Are all type of medicines given free of cost in the health centre?	Yes – 1 No –0	
Total			

Behaviour of service providers in health services ( Maximum Number–4)			
A.	Question	Response	No.
1	Do they shout at you during checkup/ treatment?	Yes – 0 No –1	
2	Does the ANM beat up women during delivery in delivery room?	Yes – 0 No –1	
3	Is money money demanded from family member of woman after child birth (especially if it's a boy child)?	Yes – 0 No –1	
4	Are people satisfied with the behaviour of doctor and nurse of PHC?	Yes – 1 No –0	
Total			

Social exclusion in health services ( Maximum Number –5)			
A.	Question	Perception	No.
1	Do you get information about health services and administrative policies?	Yes –1 No –0	
2	Do you (excluded community) get benefit of maximum health facilities or is it the privilege groups?	Yes –1 No –0	
3	Do excluded groups takes the benefit of most of the services in this PHC?	Yes –1 No –0	
4	Do you still feel that you are discriminated in the PHC even today?	Yes –1 No –0	
5	Caste based thinking has no impact on the health services?	Yes –1 No –0	
Total			