1st June 2024

10am.

Sauwa Primary Healthcare Centre (PHC)

# Transcript

Interviewer

Good morning. My name is Interviewer, I'm a XXX at XX. And thank you for accepting to have this interview. So if you can please start by introducing yourself and telling me about your job title. And what you do here as well?

Speaker 11C

OK, so you are welcome, Mr. Interviewer. My name is Speaker 11C. In charge of PHC Sauwa. We are happy to see you this morning. 1st of June 2024.

Interviewer

So please, when did you start working here?

Speaker 11C

So I started working here was 10 years ago.

Interviewer

And then were you all in charge or you were doing a different role?

Speaker 11C

No, I was not the in charge by that time. But recently, two to three years ago. I've been in charge of PHC. So OK, yes.

Interviewer

So my interest mostly with this interview is to find out about the situation and the impact of the I-WASH program. Your PHC had with GHI, USAID and Kebbi State government. So maybe if I hope you can remember what is the situation before you received this intervention in terms of I think they provided you with water facility, yes and the handwashing facilities. Is there anything else they provided you with?

Speaker 11C

So we benefitted a lot from GHI and others. you know, water is the basic necessity of life and. PHC can only survive when water is adequate and in safe water supply. So we are thankful for the efforts they have been done for us. Because especially now when you enter into our maternity and the labour room and ANC (Antenatal care), we have enough of water supply. In the facility under her handwashing materials, which they adequately help us to minimize the spread of some diseases, yes, so…

Interviewer

But before this intervention, what was (the situation)? Where do you source your water from?

Speaker 11C

Before this we have only… We are using (hand-)dug well water.

Interviewer

Hand-dug well water for the hospital.

Speaker 11C

Yes.

Interviewer

And you have it here in the hospital.

Speaker 11C

The hospital? Yes, we have it here in the facility. Before.

Interviewer

OK. And so you use it to fetch water and bring into the hospital. Yes. And what is the effect of?

Speaker 11C

To the effect of that, there is tendency of the water to even contaminated. By some other, maybe insecticides, insects and other people from the town, they may come and carry something, enter into the well. Yes. So and even the wind and other materials there is possibility for. The well to be contaminated, yes, and there is difficulty during the process of bringing water into the facility because of the dug well is outside the facility, but now? We don’t have that problem.

Interviewer

So now you have water piped into all these rooms.

Speaker 11C

Yes. And to all our rooms in the facility.

Interviewer

And how has it changed your operations?

Speaker 11C

Yes, it's honestly, it's changed our operations, especially during our Labour and delivery. Because they use that water to wash their hands and other materials. Because the water is safe, there is no source of contamination. Yes. So that one is honestly helping us because all what we want is to minimize the source of contamination from our through Since between our patients and we personnel also.

Interviewer

And what about the hand washing facility?

Speaker 11C

Handwashing facility. To contribute a lot, because before. W are using using a bucket. This kind of we will have to buy a bucket and soap. And they keep it outside. But now the hand washing is outside the facility before you enter into the facility, you have to wash your hand with the klean (a detergent) or antiseptic and enter into the facility. So that one has contributed a lot to us.

Interviewer

So beyond the organizations just coming to install this, did you have, what sort of activities or engagement did you have with them?

Speaker 11C

With?

Interviewer

With the organization GHI and the local government staff that came to provide these interventions, what type of engagement did you have?

Speaker 11C

So we don't have any, Uh, engagement with the… the community can only come and assist us in terms of sanitation in the facility. And other. And the other. Services such **as ALC and RI**. They support us.

Interviewer

I understand. But so like I understood from yesterday during some of my interviews in Darlington. GHI and the local government staff, they go into the communities and they have a lot of meetings and discussions and they form the wash committees. So there was a lot of engagement and interaction and I wanted to understand, did you have any of such interaction here?

Speaker 11C

Yes, we have interaction with the community. Because almost all these work GHI done for us is for the community. Therefore, there must be an involvement between we and the Community, because those are those materials, they are the communities. So we are doing communities, we are doing meeting with the community.

Interviewer

What about between you and GHi. Did you have such meetings like that?

Speaker 11C

Since when they have finished this their work and go don't have any meeting with them.

Interviewer

But during, before the work or during the work.

Speaker 11C

During the we have we are meeting with them?

Speaker 11C

Yes. they come and discuss with our WDC members.

Interviewer

Who is WDC?

Speaker 11C

WDC members, they are the group Of the people Initiated with the community and their staff of the facility, whatever, we have to we are discussing with them monthly. Yes, we have to talk when they come, we have to talk on issue the improvement and the... Any challenge who we have any challenge we have to discuss with them and they contribute with their advice and we solve the issue.

Interviewer

And how did you think about those interactions? Were they helpful or..?

Speaker 11C

They are very useful because as you are in charge of the facility, you can't… because some of our patients are not even in the town. They are not the member of the (Sauwa) town, so you (they) 're (not) going to know everything. So, but to arrange the meeting. You have to tell them this is the issue we are facing in the facility, maybe we don't have water supply.

So how we how can we help us? Because we are doing ANC, we are doing labor and delivery. We are doing family planning. We are doing are RI. Nobody can survive with(out)water. So how can you help us? They contribute. They give us advice. So, so. So are the way out. And whatever challenges we have to discuss, sit together, discuss with them. We tell them. This is the truth. We are facing so they give us a lot they can.

Interviewer

So for example, now when there's an issue with this facility, when it's broken now, how do you go about addressing it?

Speaker 11C

There is a problem of?

Interviewer

Maybe there's a problem with your solar powered borehole. How do you go around solving it?

Speaker 11C

Since we have the WDC Members and they have their heads. They have their head responsible for all these, so whatever challenge we have, we meet him and tell him so, So, so especially this solar system, I think…it has been broken several times. Especially when there is wind. Remember that there is one time wind carry our solar panel Which results lack of water supply here, so we will come together and discuss it and find the money because nothing can be done without money so. We have to discuss with them and repair them and find mechanic to come here and repair it.

Interviewer

So these members of WDC, they are members of the community and the PHC, and are you a part of them?

Speaker 11C

I am a part of. Them

Interviewer

OK. So they (WDC) are for both facilities in the PHC and also in Sauwa community. OK, so you see oversee all those?

Speaker 11C

Yes.

Interviewer

Hmmm! And you are like how many in number?

Speaker 11C

They are all our village heads. And this WDC member involve sometime they district head and community leaders…That vulnerable members like the richest man. Like the Imams, you have to buy them and the amount. They are all members.

Interviewer

So now is there any challenge with using these facilities?

Speaker 11C

We don’t have much challenges. Because all our services we render here as far as we are primary facility here. Concerns which are delivered to the Community. So far we don't have much challenges. Unless Few challenges, maybe especially here. In terms of RI Services. That is Routine Immunization. So some of them are defaulting. The challenge is only NEPA (power supply).

Interviewer

What about? OK go ahead.

Speaker 11C

Which results was using petroleum, petrol. Which is not always available.

Interviewer

Use petrol for what exactly?

Speaker 11C

For our gens (electricity supply.

Interviewer

What about toilets? Do you have toilets?

Speaker 11C

Yes, we have toilets.

Interviewer

But not built by GHI?

Speaker 11C

Built by GHI.

Interviewer

OK.

Speaker 11C

It's two toilets. We have female side and the male side.

Interviewer

OK. who uses the toilet?

Speaker 11C

So the toilet is for all the patients, whoever come to the facility. They has access to the toilet.

Interviewer

So it is open?

Speaker 11C

Open, especially when, when those one for female is during ANC and labour and delivery. whether you are actually patient, you are normal person, you can use it. And the toilet is safe. Whether you a cripple or normal person, you can use it.

Interviewer

So you don't lock it? like it so that people don't Come in and use it that are not given approval or ?

Speaker 11C

No, our facility…we have security man taking care of them. Whatever time you come, the only people from the from the town, from the our community, we can't allow everybody to come and use the toilet, only patient. Our toilet is only for patient.

Interviewer

Is there water in the toilet?

Speaker 11C

Yes. There is water.

Interviewer

Hmm. What before the construction of the toilet? Where do people usually use?

Speaker 11C

We are using local toilets. Whenever you want to ease yourself you have find the water outside and take it to the toilet to use it.

Interviewer

And this local toilet is where? where is it?

Speaker 11C

Is Within the compound of the facility.

Interviewer

And now, do you still use it?

Speaker 11C

Yes, we still use it.

Interviewer

OK, why do you use? Why do you still use it?

Speaker 11C

It was being made by other people. So you'll want to.

Interviewer

OK, other agencies?

Speaker 11C

Yes. We don't want to… since there are good and safe. We don't want to discard them. You work for. Make sure that all the time to manage…

Interviewer

And which toilet does your own staff use?

Speaker 11C

So we have separate toilets because here in here in the facility we have toilet.

Interviewer

OK.

Speaker 11C

So mostly our staff using the toilet that inside the facility.

Interviewer

But the patients are not allowed to use that?

Speaker 11C

Patient, patient are not. they are allowed to go because whenever you go and use we have cleaner you have to go and make sure that the place is. It's been clean. Yes.

Interviewer

So how many toilets do you have within the facility?

Speaker 11C

We have at least we have 5 toilets.

Interviewer

Within this building, minus the ones outside built by these buildings?

Speaker 11C

Is we have 3 toilets in this facility. The one is inside the labour room. And the other one is inside the lab and we have one in the surrounding (on the corridors on the facility)

Interviewer

And how many staff do you have here?

Speaker 11C

So we don't have much stuff, but. We have 5 staff. We have, we have five staff including. Non-technical, we have 3 non-technical. That is 8. Yes, that is 8.

Interviewer

Non-technical means like admin or what?

Speaker 11C

It's non technical. They are like Watchmen. And cleaners.

Interviewer

OK. And the technical ones are what are what are the roles?

Speaker 11C

They are the. They are the professionals ones.

Interviewer

So, like how many nurses?

Speaker 11C

We have 3 CHEW (community health extension workers).

Interviewer

What is CHEW?

Speaker 11C

Community Health Extension Workers.

Interviewer

Ah, extension workers, OK.

And what about the other two?

Speaker 11C

Violation. EHA that is environmental health assistants.

Interviewer

And how many of them are Male, and female.

Speaker 11C

That 3 CHEW, 2 of them are female. One of them are male.

Interviewer

OK. And in the EHA?

Speaker 11C

EHA is one person. One male.

Interviewer

Ohk. OK, so with you is five staff then? OK, so it's only one ETA you have, OK.

Speaker 11C

Only one.

Interviewer

OK. And he is male?

Speaker 11C

And one JCHEW.

Interviewer

JCHEW? and what is that?

Speaker 11C

Junior CHEW

Interviewer

also, male or female?

Speaker 11C

Is female.

Interviewer

Umm, but did you have issue of people urinating within the compound Of your hospital.

Speaker 11C

Actually is not allowed because we have toilet.

Interviewer

Hmm.

Speaker 11C

We are not allowing. People to defecate or urinate around the facility.

Interviewer

And this your, employment is with local government or state government?

Speaker 11C

It is with local government.

Interviewer

So within this collaboration that you had with GHI and local government, do you Wish For anything to have been done differently? than the way it happened.

Speaker 11C

So. With them all. When we are expected. It has been done. Because our challenge is. Initially is water. Water is now available. The only problem is. The. Our challenging is. Managing how those equipment was being managed. Because even here. I think there is 3 (solar powered facilities) In this town, the 1 is the is the PHC Sawa. There is one in the community. At Baiti bayan Saula, one in the primary primary school. So I think all those they stop. As I think. Only this one we have in the PHC is functioning well. Because sometimes it's a little things you have to you can do so because of lack of resources. All the turnovers were got because there is no, there is no financial support. So even we here in the facility, we are doing some some technique to manage the.So if possible, GHI, they initiate something that will Help us in that way.

Interviewer

What about in your relations in your meetings and coordinations? Do you wish for anything to have been done differently? Yes.

Speaker 11C

Yes. If possible, during our meeting, we want the agent of GHI. the representer. Whenever we want to conduct our monthly meeting, we have to call you your attention to come and see how we are doing our meeting. Which from there maybe, you can understand or you can you can help us with some issues.

Interviewer

OK. But during the program, did you feel you were? Did you feel GHI or local government was taking over your responsibilities in any? Way.

Speaker 11C

No. We are not feeling like that.

Interviewer

So you always feel that you are in charge.

Speaker 11C

There is nothing like that. Because all what they are doing is support. They only support to us and give us advice.

Interviewer

OK. So thank you very much. And Sir, I think I have only one more question, if there is anything you wish for to add to the conversation.

Speaker 11C

There's nothing I can add but to thank GHI and other government. That help us. With this. Remarkable job. Because it's. It's very. Good effort. There have been lot work actually. We enjoyed the facilities. So we thank them.

Interviewer

OK. Thank you very much In-Charge.