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Lailaba PHC

# Transcript

Interviewer

Good afternoon, Sir. Sir, I'm fine, thank you. My name is Interviewer. I'm a PhD student at this university. My university in xx. And I'm carrying out research to understand the role and impact of this kind of cross sector collaboration between different agencies, Government, International and nonprofit organizations.

Speaker 12C

Good. How are you? You're welcome.

Interviewer

I understand your primary healthcare facility is a recipient of some of the interventions provided by the I-WASH project.

Speaker 12C

Yes, yes. It's true.

Interviewer

Yes. Yeah. So please, I am here to speak to you to find out more. What was the situation around water, sanitation and hygiene aspect before the intervention and also to speak about what was, what was its impacted the facility after the intervention?

Maybe if you can start with maybe you introducing yourself and telling us what you do here?

Speaker 12C

OK. actually. OK. And I'm Speaker 12C by name. I'm the 2IC of this facility, 2IC of the facility and lab technician still in the facility.

Interviewer

2IC OK.

Speaker 12C

Yeah.

Interviewer

And you have been working here since, sorry.

Speaker 12C

I've been working here last in the last 10 years.

Interviewer

Last 10 years.

Speaker 12C

Yes, that's twenty. I'll start working here with 2013. That's eleven years now. Since 2013, I was there.

Interviewer

So please can you tell me? What is the general situation of the access to water facilities at the healthcare before this intervention?

Speaker 12C

Before before this that USAID come to the facility to assist on the Water situations, we are facing a lot of problems. In terms of water, because before they come in, we don't have a borehole, we don't have enough water, especially if in their labor they have delivering. They have received the delivery in the labor. So we have to go buy the water with our facility finance, financially, so we buy the water, take the old activities on the facility, but the when the IHP come to the facility they said they were going to renovate the facility of the water, water tank, they dig the borehole. They put everything about the borehole, water and the 2 toilets that male and female, and they connected water to the lab and to the labour room. So we we achieve our goals.

Interviewer

But what was it like buying water with your own finances? Were you always able to?

Speaker 12C

Before they come we buy water.

Interviewer

Is it the patient that will buy or you?

Speaker 12C

No, we the facility.

Interviewer

And you always have finance to purchase the water?

Speaker 12C

Yes, now.

Interviewer

And…

Speaker 12C

We use the facility incomes because you know, you know, we have the pharmacy and we sell the drugs. We have the laboratory, we are carrying the tests and we have the ANC.

Speaker 12C

They have paid the card, ANC cards and some medications like folic acid and *fassilate*. And when the woman deliver in the facility, we are collecting some amount of the money. That's 2500. For the delivery. So we are gathering the money, we use the money. To buy necessary things like the water that we spend in the facility which enhance and the activities in the in the facility because when the when the contract finished this facility. It take a lot of time before we migrate from the old facility to this year when we come all the toilets in the facility is collapsing is not working. So when the IHP come, they renovate it. The toilet in the labour room and the patient toilet that this one that you see. So we stop buying the water because we have a lot of Water. So that's why that's why we get the money from the facility incomes so that we buy the water before they come. And not even only water and some equipment that the. Like you wash your hands best we buy the Soap.

Interviewer

Hmmm.

Speaker 12C

And everything. And when the labour finish, we buy the antiseptic. so that that's what we get money and we buy the water before they before they come.

Interviewer

So now since the installation of the solar powered facilities. Has always been working?

Speaker 12C

There's no solar. We are using generator.

Interviewer

OK.

But it's a solar facility I saw outside.

Speaker 12C

Yes, the solar you see this one is refrigerator that one that you see is. Not a solar there.

Interviewer

Now I'm referring to. I thought you have a solar powered facility tank.

Nasir (GHI employee/facilitator)

Yeah, they they already have their have their water facility. We only need the sanitation for them and make a renovation.

Interviewer

OK.

Speaker 12C

Yeah.

Interviewer

Ah, OK, OK. So yours. Your facility is powered by generator. OK, OK. And so, did you have toilets that people use?

Speaker 12C

Yes, yes, we have four, we have ordinary toilet that's manual toilet. We have ordinary toilet that we built OK with the facilities incomes. It's not even roofed. we didn't roof the toilet is there. So when this one is when they finish this one so we divide it into there is male and Female. So the female intead to go there (outside) for the for their easy so that they use this one. This one there is one toilet here, so to use it because it's so close with the labour and maternity and labour and this one is. Everybody come is using the one that is outside which every people use, built by IHP.

Interviewer

IHP?

Speaker 12C

Sorry GHI. Built by GHI. Green Habitat.

Speaker 12C

Yes.

Interviewer

So now the toilet outside, built by GHI is used by the public outside, and which ones do the workers of the facility use?

Speaker 12C

There is 2.

Interviewer

OK.

Speaker 12C

They built 2, male and female. OK, so we the workers, we select one. That's the male. Section. And the female section. Since we buy this one for them, so we give the client and the other people coming to use it, yes.

Interviewer

So, but that means it's commingled. Both men and women from outside use one.

Speaker 12C

No. The female, every female using this one (the toilet inside the facility), including the patients and the patient relation.

Interviewer

Every female uses this one, but the male staff. But the male staff uses the male section and the female toilet is used by the male the public visitors.

Speaker 12C

Yeah, outside ba! The public. Yes, yes, yeah.

Interviewer

Hmm. And how many staff do you have here?

Speaker 12C

We are 13.

Interviewer

How many males and females please?

Speaker 12C

We have got…

Speaker 12C

We have seven men and five female.

Interviewer

OK so.

But your motorized borehole has always been functioning. So you always have water.

Speaker 12C

It is always functioning, yes. If there is electricity, is electricity. If there is no electricity, we buy the fuel. I use the Generator.

Interviewer

But before the I-wash case, you didn't have water pipes to distribute water to the toilets.

Speaker 12C

We didn't have it.

Interviewer

Uh, so? Right. So it's the project that piped the water?

Speaker 12C

Yes, into the maternity.

Interviewer

So now there is water If you check there…?

Speaker 12C

Yes, yes. If there is water.

Interviewer

So how did this change the operations of this place now? With providing water in the and you started mentioning that you no longer buy water. Is there any more different effect?

Speaker 12C

There is different now because before we. Before we buy. The water. But now the water is close. To them, when they are using, when they are using the Labour room. So they do not need to come out to fetch Water. There is no anything that you want to do, they are doing is inside.

Interviewer

Hmm. So is there any impact aside from that again?

Speaker 12C

Like how?

Interviewer

I don't know. maybe how it changed beyond just you buying water. beyond you going out to fetch water. Going out? Yeah. Beyond. Yes. Going out to fetch the water. I don't know if there is any impact as well of having this water or the toilets as well. So maybe before when the visitors come, where do they use the toilet? The men especially.

Speaker 12C

The male toilet is ordinary. One is outside. The male is using it, but we don't have the female toilet before.

Interviewer

OK. So where do the females use before?

Speaker 12C

They go outside to our neighbors house.

Interviewer

Oh, so as a female, you couldn't use a facility here?

Speaker 12C

Yes, Before.

Interviewer

But your female staff here, you, you before you share the toilet together with them?

Speaker 12C

Yes, yes.

Interviewer

And what about the? Was there any Committee that was formed that during part of this. Activity with the hospital?

Speaker 12C

Yes, yes, yes, yes.

Interviewer

OK. Can you tell me about that?

Speaker 12C

Yes, the committee is with the we are not the one that selected the committee, it is the GHI. They selected our neighbors, female and male.

Speaker 12C

Female and male. The we gathered a committee and it's a WDC chairman. And the facility is the chairman of that committee. Yes of WASHCOM committee. And the staff, me, I'm including in the committee. Yes, I'm the member of the committee. We have three in this facility. Committee of the WASHCOM and the remaining people is near to the facility because sometimes they are using facility borehole to fetch water. Yes, we connected the water outside for them. And all these it is GHI that do this work for them now. So the committee is working when there is no water, they come to the hospital, asks why there is no water.

Interviewer

Hmm.

Speaker 12C

If there is no electricity or there is no fuel, so we buy the fuel we carry, we gather the money and buy the fuel and this one. This is the one that take care of the generator. If there is no no water, he is the one that buy the fuel. You collect the money from the facility, buy the fuel and use the generator to get the good water.

Interviewer

Hmm.

Speaker 12C

I still he is the one that he is the member of the Committee of the WASHCOM.

Interviewer

But before this toilet, when you just have the ordinary ones beyond the ordinary ones, do people still defecate in the open Or maybe they urinate or they use the facility outside?

Speaker 12C

No, they are not. They are not using the facility. They go out.

Interviewer

Hmm.

Speaker 12C

Because we have security. We are not allowed anybody to defecate on the facility in their facilities surrounding So except if you go out.

Interviewer

But in terms of the interaction with the WC, how will you comment on the interaction with GHI and you the WDC?

Speaker 12C

They called WC some time, asking them about how the water and sanitation is, how the water is working. Is working but they connect something that wireless inside if there is water, they know, if there is no water, if the borehole has a problems, they know. So there is 3 persons that receive the message that your borehole is not working. Why? Including the village head, that's the district head, the 2IC Is including and one member committee from the team outside.

Interviewer

Well, in terms of how did you like or dislike the interaction with WDC and GHI and the local government, what did you like about it and what did you not like about?

Speaker 12C

It so we like their action. Because they take serious action on that on that issues, but only things that we are facing the problems is that when there is no light, So the money that you buy the fuel, because we have three tanks, you see there like now if you want, if you want to full all the three tanks, at least we spend maybe 10 litres? Maybe 10 litres. So the money that we buy like now that fuel is too cost(ly). So the money that we buy, if you call, if we call the Members, the committee members will say please gather (money), bring something so that we bring something. We join us together to buy fuel. Because you you are using it we are using it. So they will say this facility they have money now since it's the facility. Everybody comes to the facility. If you want injection you (the facility) collects the money you send the drugs you carry the money in the laboratory and the rest. They give us headache before we get the money from them.

Speaker

Hmm.

Speaker 12C

So we manage our resources to buy the fuel, but sometime they (give their own money to buy, sometimes. Let me tell you the truth, this person (physically points to someone in the room) is taking responsibility to buy the fuel. Because his house is inside the facility. Yes. I forgot to tell you this, the submersible pump inside the well is not the one GHI put. That one has burnt. So, the committee bought the new one and put it and we are now using it.

Interviewer

Hmm. So is there anything else that you liked about the interaction between you, GHI and the local government?

Speaker 12C

It's only our wish. We wish to buy, we wish the solar system. it's more easier than this one. Now. The solar system is more easier than this one because the solar system they are not buying the fuel. Since we have the light, the sun, so we only… before we get to this facility that one (other) facility we have the solar that MDG built for us. We have the solar. Here, this one, there is no solar. The only challenge we face in the water is the fuel. Sometime it is the fuel. That's the main problem that we are facing.

Interviewer

So how empowered are you as the PHC and the WDC to take care of all this your facilities, do you get other support, maybe from Ministry of Health or something like that?

Speaker 12C

We have support from the Ministry of Health because every month we are receiving some funds to take care of the facility so. The money is coming direct from the bank to the facility bank, and WDC IC receives the alerts, when the money comes. When we use the money, so we write the reports about how we spend the money. So sometime if the money comes, we pay NEPA (electricity bill) because you know they will automatically going to pay it. So we are paying 7000 (NGN) monthly, every month we are paying 7000 in the facility and we are paying 3000 for our staff outside that our (the facility) Staff House. So that's 10,000. Sometime the WDC Committee, they gather some money. They bring us support to the facility, they understand that we don't have a lot of money and we need. We need a lot of money. So, they arrange that because there are 27 members.

All the village there is representative. 27 members of the WDC.

Interviewer

And this WDC was formed as part of I-WASH?

Nasir

It is not there, but I will strengthen it.

Interviewer

OK.

Interviewer

And what about the handwashing facility, are you using it?

Speaker 12C

Yes. We are using it, the staff and patients, the relatives all of them are using it.

Interviewer

Hmmm! So now there is water if you check?

Speaker 12C

Yes, there is water.

Interviewer

So I don't know what challenges did you have during the? Your WDC activities are when they were installing these facilities. Were there some challenges?

Speaker 12C

There is challenges now. Sometime we are…we have been doing technical meeting with WDC every month.

Interviewer

Hmmm!

Speaker 12C

So you know, we are having at least 27% (members) from different different villages, not only this town from different different villages. At least we have 55 villages under in our settlement and all of them this facility is their referral. Facility so. we are happy we have we having technical meeting every month, every end of the month, last week of the month we having technical meeting with them. So you know if you gather a person you have to refresh (provide refreshments) the person, maybe give him at least a water and some soda, and a cake. So the money that we buy that items for them we generated from the facility. So some time. We are not offered the meeting because if there is no money, we are not offering the meeting. We postpone it. So it's it's the challenges, it is financial challenges.

Interviewer

But what about when GHI was coming to meet with you? How often did they come to meet with you when they were trying to provide this facility? These facilities?

Speaker 12C

I didn't understand.

Interviewer

I believe that this facility is the toilet and the one GHI and the local government provided, they just didn't install them. They had to be discussing with you. So how was that interaction and what was challenging with that kind of interaction?

Speaker 12C

Yes. Yes. We face many challenges before the work is going on. Because we take them to the village heads, that is the district head. We tell them what they are going to do some activities. So he said he wants to see how the work is going to be.

Interviewer

Umm!

Speaker 12C

How the work is going to be from the NGOs. Is it standard work or what? Is it renovation or construction? Is it they are going to renovate or they are going to construct the job? So before they come we have this tank, this iron tank you see, I would do the tank inside. We have it in the facility. So we have the well before they come, but the only thing that we don't have is the submersible and the two tanks that washing hand tank and that 1 (points to the toilet tank).

So we faced challenges with the people to understand that this project is taken by the NGOs, they come to help us because they say they are going around the facility and they'll tell them stop doing \*\*\*\*(defecating in the open) everywhere. Stop urinating everywhere. You have to manage your community, sanitation, everything. So they say they bring a new things for us. So the district heads arrange a committee to go and make the people around the hospital to stop dedicating near the facility. So before we, before we achieve the goal, they understand us and the local government interfere about that issue. When they had the issue, so we called the village. That small, small village heads that stay with them. And we discussed with them. They give us maximum cooperation. That is, the work is going. That's the challenge we face before they understand the importance of the water, sanitation, and hygiene.

Interviewer

And now, after they have provided that… In terms of…maybe when you tell them to do other things now, how, how easy is it for them to respond?

Speaker 12C

Like I earlier tell you that if you want buy fuel or something like that they have their own leader. So we call him. We will sit with them and say we need the money to buy fuel because you are using the borehole and we are using the borehole. You have your Own borehole (taps actually) outside and tank and we have our own tank (inside), so we need the money. Sometime they give us corporation and give the money. But sometimes they say they don't have money. Since it is hospital, they have money now you go buy for yourself and the second challenge that we face if they are, if they are more, if they are, they are tank outside the water has finished with their tank, they enter the hospital. So you know the hospital is always with water. It must be always with water, so if you are not in the hospital facility, maybe in the evening hours or in the Sunday, Saturday, maybe you are in the working days before, before somebody that will take the responsibility on The Saturdays when they come the enter the Facility to carry the water now.

So this this the second challenge we face with them now. And even if you try to stop them, they say it is their money used to buy fuel. So there is one day, if you come in the morning, there is no water in the facility. We are not doing anything until we make sure that the water is inside the tank, because all that toilet is water system is not functioning without water now. It is water system this one is water system and the other one is water system and the toilet needs water.

Interviewer

Hmm.

Speaker 12C

So the facility is not going without the water now.

Interviewer

And do you think putting the water system is a good idea for your hospital?

Speaker 12C

That's what we get now.

Interviewer

Yeah, but do you think maybe it's a good idea or maybe?

Speaker 12C

It is partially a good idea. Because the lehman and the village man maybe don’t know how to use the water system. For example, there is one person that entered that toilet after he finish, he left it like that without flushing. One of our staff went inside to ease himself and he saw it without flushing. He came out and asked the man why didn’t you flush? if they tell you if it's like that you see like this. So he said he didn’t know how to flush. So he didn't know, and you can't blame him now. Since he didn't know how to use it, so if they if say there is a manual toilet that he used in his own house since we are in the village. Now it's more easy I think. And sometimes there is one woman that come for delivering. She wanted to ease herself. She entered the toilet, she saw tiles, she tried to urinate and but she couldn’t.

She said It's not to replace to unite. Until they carry her out and. She did it outside. So you see. This is the challenge. That some people are facing in this facility now.

Interviewer

Interesting…

Speaker 12C

Because it is village now.

Interviewer

OK. Thank you. I think I just have one last question, if there is anything you'd like to add to the conversation.

Speaker 12C

Like how?

Interviewer

General about the topic that we have been discussing.

Speaker 12C

so we are happy with the water situation that come to the hospital as part of it, we are very happy on that and we enjoying in our facility now. It is the is the second facility in the Kebbi State government that carry their activities smoothly apart from Gulma that you left now. So we are very happy on That, but the only problem is that our suggestion is that the ordinary toilet, we need ordinary toilets for the lehman. And then we need the solar system for our boreholes. So you see, that's the problem we face to ordinary toilets and borehole the solar system. That's the problem that we are Facing.

Interviewer

But I thought you already have an ordinary toilet?

Speaker 12C

We have it, but now it's not using it.

Interviewer

Why are you not using?

Speaker 12C

It since we finished this one, I tell you that the ordinary is not roofed. If the toilet is not roof. So in the facility I think is not good to use it now that so when we got this one. We stop using it, yes.

Interviewer

Thank you very much.

Speaker 12C

Thank you.