

# DFS GULBARGA – April to June 2012

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## Report of activities & feedback

Doctors for Seva

7/11/2012



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## FOCUS FROM APRIL TO JUNE 2012

DFS team members Dr. Dayaprasad G Kulkarni, Mrs. Vyjayanti K and Mrs. Sinu Mundkur were in Gulbarga from July 3 to 8 primarily to obtain feedback from the Rural Health initiative started in Afzalpur Taluk hospital in April 2012. The first 3 months from April to June had been a trial to see the possibility of how well the concept of micro-volunteering by doctors in remote areas can address the issue of shortage of specialists. During this period, our focus had primarily been the following:

- Find at least 8 specialists (4 Paediatricians & 4 Gynaecologists) to take turns and volunteer once every month, on a Sunday, at the Afzalpur taluk hospital
- Find 2 local coordinators from Gulbarga to drive the project on a regular basis
- Facilitate cooperation from the Taluk hospital staff to use their premises for running OPD services on Sundays
- Involve private practitioners and the two medical colleges in Gulbarga to volunteer their services at Afzalpur
- Arrange transportation and basic hospitality for volunteering doctors
- Monitor the willingness of doctors to volunteer and understand the possibility of running such a project through the concept of micro-volunteering

The work done so far, the findings and way forward is documented below:

## WORK DONE FROM APRIL TO JUNE 2012

From April to June 2012, 20 specialists have volunteered 84 hours and 297 cases have been seen during this period (avg. of 25 patients per day). Details follow,

### AFZALPUR TALUK HOSPITAL – April to June 2012

#	Date (2012)	Gynaecologist	Paediatrician	Total Volunteering hours	No. of patients seen		Total no. of patients seen
					Gynaecology	Paediatric	
1	8-April	Dr. Rasalkar	Dr. Ravi More	6 hrs	4	8	12
2	15-April	Dr. Greeshma Kulkarni	-	4 hrs	9	0	9
3	22-April	M.R.Medical college	Dr. Milind	8 hrs	12	14	26
4	29-April	K.B.N.Medical college (2)	K.B.N. Medical college (2)	14 hrs	17	12	29
5	6-May	Dr. Rasalkar	-	3 hrs	30	0	30
6	13-May	M.R.Medical college	M.R.Medical college	8 hrs	26	22	48
7	20-May	Dr. Greeshma Kulkarni	-	4 hrs	02	0	02
8	27-May	K.B.N.Medical	K.B.N. Medical	14 hrs	24	10	34

		college (2)	college (2)				
9	3-June	Dr. Rasalkar	Dr. Milind	6 hrs	28	18	46
10	10-June	M.R.Medical college	M.R.Medical college	6 hrs	15	0	15
11	17-June	Dr. Greeshma Kulkarni	Dr. Arundathi	6 hrs	14	12	26
12	24-June	-	K.B.N. Medical college (2)	5 hrs	-	20	20
	<b>Apr to June</b>	<b>9 Gynaecologists</b>	<b>11 Paediatricians</b>	<b>84 volunteering hours</b>	<b>181 gynaecology cases</b>	<b>116 paediatric cases</b>	<b>297 total cases</b>

### FEEDBACK FROM VOLUNTEERING DOCTORS

Feedback from private doctors volunteering at Afzalpur from April to June 2012 is given below. Though there were minor issues, all volunteering doctors expressed interest to continue their services.

Type of cases seen	Availability of medicines, tests, equipment	Cooperation of Taluk hospital doctors and nurses	Coordination & assistance from DFS	Suggestions for the way forward
<u>Gynaecology</u> <ul style="list-style-type: none"> <li>Gynaecologists were asked to see post-operative tubectomy patients. While one of them obliged, the other didn't.</li> <li>Many of the cases are mainly general complaints like headache, fever, etc, and not pertaining to gynaecology</li> </ul>	Some of the prescribed medicines were not available at the Taluk hospital	One of the doctors mentioned that the hospital staff are not doing enough to inform people of the specialist services available	The doctor's assistant provided by DFS needs to be more efficient	<ul style="list-style-type: none"> <li>Request to look into availability of medicines, ultrasound, and lining up the right type of cases.</li> <li>We need to follow up on patients and ensure they are undertaking suggested procedures, tests and medicines.</li> <li>We move our work to Aland (Kadaganchi) till the roads to Afzalpur are ready. It takes 3 hours to travel one way due to bad state of roads with rain.</li> </ul>
<u>Paediatric</u> <ul style="list-style-type: none"> <li>Last visit was on June 30 where 50 cases were seen by the Pediatrician, but</li> </ul>	<ul style="list-style-type: none"> <li>Many medicines prescribed are not available, as the hospital</li> </ul>	No issues	No assistance from staff nurse or DFS coordinator Latha (who is with the gynaecologist usually). They too	<ul style="list-style-type: none"> <li>Bad roads</li> <li>Suggested we take medicines ourselves.</li> <li>Suggested we get general physicians also to volunteer</li> </ul>

<p>only around 20 needed attention. Others just dropped by since they knew doctor was there.</p> <ul style="list-style-type: none"> <li>• Some neonatal cases have been seen</li> <li>• 2 emergency cases were seen, one for epilepsy and another for severe dehydration</li> </ul>	<p>only has adult medicines. The hospital asks him to prescribe tablets for young children</p> <ul style="list-style-type: none"> <li>• Infant weighing scale has been under repair.</li> </ul>		could use assistance	
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## FEEDBACK FROM MEDICAL COLLEGES

The primary complaint from both colleges was regarding the fewer number of patients who visit the Taluk hospital on Sundays.

### KBN Medical College

We met the HOD of OBG, Dr. Rajshree Palladi and 2 senior consultants from her department who had been visiting Afzalpur. They had no complaints about the hospitality & logistical arrangements, but requested for the following:

- More patients need to be referred to KBN hospital for further treatment
- Increase the number of patients visiting Taluk Hospital
- OK with sending doctors on Monday (market day, hence more people visit the hospital), but we need to take the Dean's permission

We then met the Dean and the paediatrician who had last visited Afzalpur. Their chief complaint was the lack of patients, due to which the Dean had instructed them to stop sending specialists henceforth. We also met Dr. Mazumdar, Paediatrician, who was really keen on serving and offered his services at least once a month.

### M.R.Medical college

Met the HOD of OBG, Dr. Gangambika

- Complained that there aren't enough patients
- Said that although they send only PGs, they are senior PGs who are reliable
- Offered help to train technicians or provide sonologist if we get the scanning machine at the Taluk Hospital

We met the HOD of Paediatrics, Dr. Srikanth. They had not sent any doctor so far. He was unaware that the Dean had given permission and wanted a copy of the letter issued, which has now been given to him. He has assured us of sending Paediatricians if we inform in advance.

## FEEDBACK FROM AFZALPUR TALUK HOSPITAL

### **Afzalpur Taluk hospital**

Compared to the first few visits, one aspect which stood out this time was the trust they now seem to have in us and our work, and this showed in their open manner in talking to us and in the hospitality they extended.

#### Pharmacist, Mr. Bhartesh's feedback

- Rudramuni, our local coordinator, does a good job
- Though they inform patients coming on other days about the Specialists' visit every Sunday, it is not enough as OPD cases are quite few when DFS doctors visit. On weekdays, around 150-200 people come and on Sundays, it is only around 50
- He has given the list of existing medicines at the hospital pharmacy to each volunteering specialist. The same list was given to us, based on which DFS members gave the list of non-available medicines
- He was mentioning that we need to go out and inform people, and that this will not be done by the Taluk hospital.

#### Information from Lab in-charge, Ms. Seethamma

- Patients do come for tests on Sundays, but she cannot tell how many of them are referred by DFS doctors
- The lab is functional on Sundays from 9 am – 1 pm and up to 4 pm on other days
- She was not fully aware of DFS services on Sundays
- The tests conducted at the Taluk hospital are
  - Hb
  - Routine Urine
  - VDRL
  - HBsAg
  - Vidal
  - ESR
  - Sputum – malaria, TB
  - RBS – strip
  - HIV (not done on Sunday)

#### Feedback from Sister Tehseen

- She has been present on many Sundays, and was very grateful for the specialist services, especially gynaecology, and said so time and again.
- She was especially grateful that Dr. Rasalkar saw the patients who underwent Tubectomy (25 of them, last Sunday) and said that she herself followed up and made sure that the day nurses did the dressing as recommended by Dr. Rasalkar
- She informed us that the busy days for them are Wednesday and Friday due to the Laparoscopy and Tubectomy camps
- When asked if they required any training from our doctors, she said that will be helpful, especially in the following cases
  - Breech presentation
  - Pre rupture of membrane (complained that they have no instrument to see FHS) and have to refer all such cases
  - During ANC checkups, if gynaecologists can be present, it'll be helpful. Often patients who come have no reports of USG, Blood group, Hb or HIV

- Specifically mentioned that training & awareness on **neonatal care** will be beneficial

#### Feedback from Dr. Mahantappa, AMO, Afzalpur Taluk Hospital

- We need to increase the number of patients visiting on Sundays for OPD
- There is a meeting of all ASHA workers/ANMs and medical officers at the Afzalpur Taluk hospital on the 2<sup>nd</sup> of every month. We could be present at that time and inform them of our work
- We may need to meet the THO who has regular meetings with Asha workers
- We requested for someone to assist our Paediatrician, and he agreed to provide someone to help
- He offered to purchase and stock medicines required by our Gynaecologists & Paediatricians once we give the list, and obtain DHO's consent
- Complained that Basaveshwar hospital sends interns & PGs which is not right
- Was happy with the KBN team
- He felt that one reason why not enough patients come is that the faces of doctors keep changing. However, our coordinator Latha said that this has not been an issue and no patient has complained or not returned due to this factor
- When we mentioned about attempting to increase frequency, he suggested that Mondays & Thursdays would be good
- When we mentioned about bringing in other specialists, he said Dermatology & General Physicians will be beneficial. A lot of people apparently come with skin problems
- He said if the specialists can say what type of procedures they would like to do at the Taluk hospital, he will make necessary arrangements.

#### Visiting Villages

According to DFS coordinator Rudramuni, there are around 3-4 villages within 10 km of the hospital, and totally around 10-15 villages in Afzalpur Taluk. We visited 2 nearby villages, Matoli and Mallabad and spoke to the Anganwadi group (groups of women from SHGs were also present) and some local people. None of them were aware of the facility we are providing, but were happy to hear about it. They in turn have offered to inform everyone in their village about this.

### **FEEDBACK FROM DFS GULBARGA COORDINATORS**

DFS has identified two coordinators from Gulbarga for this project – Mr. Rudramuni (overall in charge) and Ms. Latha (doctor's assistant).

#### Feedback from Mr. Rudramuni

- No major issues overall
- Medicines not being available is the biggest problem
- He has recorded the villages that patients come from
- He feels we need to put up our banner in the hospital. At present, there is a general banner mentioning services on Sunday, but not as DFS.
- Doctors prefer AC vehicles though it is no longer summer
- He is happy with the type of work given and wishes to continue

#### Feedback from Ms. Latha

- No major issues overall
- She feels it is a good service and many patients are benefiting
- Many patients return and have not objected to changing doctors
- On some days, the hospital staffs do not keep the basic equipment ready for DFS members, and have done it only after her requesting them. However, the hospital staff has been cooperative

## FEEDBACK FROM PATIENTS

During this period, we had not planned to track and closely monitor the patients and therefore we have not been able to get feedback from too many patients. However, obtaining feedback from some patients was possible during our visit to Afzalpur on July 8, when the services were in operation. Around 40 patients were seen on that day by the volunteering doctors.

- A particular woman, who we first met in April, coincidentally was present on July 8 as well. She has visited the hospital on Sundays 2-3 times and was happy with the service provided. She did not mind that doctors kept changing. Although she has come to visit the gynaecologist in the past, this time she had come to show her child to the Paediatrician
- Following the work done by local volunteers in nearby schools to spread the message, the headmaster of a high school in Afzalpur had got his child to see the Paediatrician. He said that it was much needed and offered to organize a camp in his school in future to spread awareness about the initiative
- Two women from the nearby village in Matholi had turned up to see the gynaecologist. They had to spend Rs.10 and travel by bus to reach the hospital which is about 13 kms from their village. They were glad that such services were now available within a short distance.

## OTHER FEEDBACK

Dr. Shivaraj Sajjan Shetty, DHO Gulbarga

- Agreed to provide medicines, and said that the decision for medicines can be taken at the Taluk hospital and it does not require his approval. He spoke to Dr. Mahantappa over phone and offered monetary assistance to procure the medicines in case the Taluk hospital does not have sufficient funds
- Spoke to the Afzalpur Taluk Head to organize vehicle for volunteering doctors
- Was happy with the services provided, but requested us to inform in advance in case any of the doctors do not come as planned, so that waiting patients can be informed accordingly

Dr. Nirmala Rampure – President, FOGSI, Gulbarga

- DFS to organize a CME in about a month's time. It will also be an occasion for DFS to reach out to more specialists for volunteering.

Dr. Prashant Kulkarni, IAP Secretary, Gulbarga

- Issuing a circular to IAP members endorsing DFS and requesting them to volunteer. The draft of the letter has been given to Dr. Prashant
- He made some phone calls and shortlisted some more Paediatricians who might be willing to volunteer. He himself offered to visit Afzalpur on any one Sunday, provided he did not have any infants to attend to in his hospital



## Visiting Afzalpur

- A brief orientation was held for a group of 15 social workers from Afzalpur who agreed to help spread the message about DFS services, thereby helping to increase the number of patients visiting on Sunday.
- Suggestions on bringing doctors from Solapur (Maharashtra) which is 100 kms (2 hours on good roads) was made, given that majority of the people from Afzalpur trust Solapur doctors for their medical needs



## **ACTION POINTS**

Based on the feedback from various stakeholders in the project, the following action points can be summarised:

1. Continue to provide Pediatric & Gynecology OPD services in Afzalpur Taluk hospital once a week
2. Introducing services on 2 Mondays instead of 2 Sundays so that more people can benefit, given that Mondays have more patients walking in
3. The Taluk Hospital will help procure additional medicines as requested by DFS members
4. Increase the number of patients visiting on Sundays by spreading the message through local volunteers, ASHA, Anganwadi & ANM workers through the monthly meetings held by the Taluk head
5. The Taluk head will assist in providing transportation for volunteering doctors
6. Involve more doctors from Gulbarga and Solapur so that we have enough backup options in case a doctor cancels in the last minute.
7. We will be having more local volunteers each Sunday to help with crowd management and basic assistance like explaining dosage of medicines prescribed to patients.
8. Initiate a free clinic in Tarfail slum (Gulbarga city) in July, every Sunday morning
9. Organize a screening camp in Afzalpur to facilitate direct interaction between volunteering doctors and locals and to spread the message about our services
10. Organize CMEs to build capacity of DFS members and attract more volunteers.