

## HOPE CLINIC JANUARY 2021 REPORT

### HOPE CLINIC 2020 REPORT

The Hope Clinic, at Glad Tidings officially opened its doors to serve communities around Ngolowindo on 7, September 2020. However, it was a big surprise to note patients that were registered came from areas well beyond Ngolowindo!

The clinic is now living by its name to give hope to the communities that struggled before to access health care nearby to their villages. Through word of mouth, many others have been able to come from further distances. In those areas, there are health centres, but the people opt to come to Hope clinic for a number of reasons. Firstly, because the healthcare, treatments and drugs are free, a guaranteed supply of drugs are available and the communities know that Dr Dora and her team maintain high standards of care.



*Photo 1 Hope Clinic Waiting Room*



*Photo 2 The Main Clinic*



*Photo 3 The Children's Block*

So far, the clinic has seen 11,179 patients since its inception. However, in partnership with government, it has never been an easy task when it comes to provision of medicines. Often the medical supplies are not always sufficient in government hospitals. Starfish Malawi has been supplementing the clinic with drugs that came through the previous container from the UK.

Because of the opening of the Hope clinic, the outreach and children's clinics previously held in the Glad Tidings Centre are now operating out of the Hope Clinic. (Details of these are at the end of the report). The figures are therefore included in this report rather than in the GTOC report format, as previously presented.



*Photo 4 A child being attended to by Medical Staff.*



*Photo 5 A child receiving her prescription drugs.*

## **Patients Referral Transport**

Transport plays a vital role in making sure that referrals are carried out in time when needed. The provision of the motor vehicle ambulance at the Hope Clinic by Starfish Malawi is timely, as it has meant that referrals to Salima District hospital are easier. At the Hope Clinic, there are certain cases that need hospital admission or further medical attention, so the ambulance is a great advantage. In most health centres, when emergencies occur, ambulances from the district hospitals are at times overcommitted and delays force patients and their families to board public transport, which is not suitable for patients.

## **Construction**

The clinic complex includes the children's block and a staff house for the Doctor. It now also has an additional dwelling house for another member of the medical staff. The home for the nurse is about to be finished. The coming of a qualified nurse will considerably lessen the work pressure, as the average daily attendance of patients can be as high as 400. With a nurse on site the shifts or sharing of responsibilities in events where the schedules are tight, will be eased.



*Photo 6. Construction of Nurse's House on site*

## **Meet 'Doctor Dorah' Jere**

At the Hope Clinic you will be welcomed by a well composed and calm doctor. Through her, within this short period of time, public confidence and trust in the new clinic has been built. Hope Clinic is her fourth posting. She started in 2015 at the Salima district hospital as an In-charge of Out Patients Department and later was posted to other health centres, also as an In-charge.



*Photo 7. Doctor Dorah*

Dorah says, "It is a great opportunity to serve people from various areas through Hope clinic. I thank God that we are a committed team with a heart for the people. The team that I have has a bigger heart. They act as if they have been doing health work for a long time".

## Baby - Praise Filimon

Praise was born premature on 14 May 2019 with multiple challenges. According to her mother Innes Kananji, Praise's neck was not stable and she was not breast fed, as her mother Innes could not produce milk. She was further diagnosed by the Salima District hospital that she had brain problems that affected her neck. The main hospital in Salima recommended her to have formula milk and physiotherapy at the GTOC clinic.

As a result of this intervention, Praise now has a stable neck and is nourished. Her mother is thankful for the support given to her daughter.



*Photo 8. Praise Filimon*

## Challenges

The workload has increased as a result of the kind of service delivery that Hope Clinic offers. There is a great need to increase staff team numbers, to enable a good balance in times of serious cases, so that the clinic can continue to attend to patients in a timely way and not have problems with long queues.

Currently when a member of staff is off sick, the doctor has been covering their duties, which then renders the service to be slow.



*Photo 9. Hope Clinic staff with Starfish Director*

## COVID-19 Response

Hope Clinic is neither testing nor treating for COVID-19, however, when the health care staff notice signs and symptoms of infection, they immediately refer the patients to Salima District Hospital where they can receive all the help needed. Hope Clinic is following all COVID-19 preventive measures, such as providing hand washing facilities and the staff wear face masks at all times. Furthermore, all patients are required to wear a face mask as they enter the clinic and if they don't have their own, are provided with one. Patients are also encouraged to wash their hands.

## Looking to 2021

As we are now entering 2021 the clinic has now established itself as a trusted health provider and will continue to build on this reputation as they continue to care for babies, children, the disabled and adults from the local communities. Current numbers of patients attending have increased to 400+ per day and we are now considering approaching the local health authority to provide a Medical Officer rather than a nurse to sustain these levels of need. Overall across the district, the Hope Clinic has already earned the place of 3<sup>rd</sup> position community health provider in terms of quality and services. Starfish Malawi are committed therefore to continue to support and maintain the running of these valuable services and the government District Health Officer deeply appreciates this new partnership, particularly in these times when the District Hospital is under additional pressure to support the increasing number of COVID-19 patients.

## Comments from patients

*"The hospitality of this clinic is superb. The doctor and her staff are committed to their work" Jussab from Makanjira.*

*"You guys are blessed to have Doctor Jere! She is a listening doctor and gives time to a patient to explain how they feel without being rushed" Chrissie from Salima Township.*

*"Hope clinic provides adequate medication, unlike the district hospital where at times we only get paracetamol and the rest of the drugs we buy them from pharmacies - a thing that overstretches our day to day budgets" Mussa from Ngolowindo.*

The following tables show the number of patients attended in both the outreach clinics and the new outpatients department provided through the Hope Clinic.

## Antenatal Clinic

	JUL	AUG	SEPT	OCT	NOV	DEC
TOTAL WOMEN ATTENDING CLINIC	23	29	25	31	37	35

## Family Planning Clinic

	JUL	AUG	SEPT	OCT	NOV	DEC
TOTAL ATTENDED	72	83	54	90	120	104

## Anti-Retroviral Therapy Clinic

	JUL	AUG	SEPT	OCT	NOV	DEC
TOTAL ATTENDED	61	34	42	41	53	50

## HIV Testing and Counselling Clinic

	JUL	AUG	SEPT	OCT	NOV	DEC
TOTAL ATTENDED	16	22	36	63	78	52

## Results for HIV Testing to Service Users

	JUL	AUG	SEPT	OCT	NOV	DEC
NEGATIVE	15	21	34	61	76	49
POSITIVE	1	1	2	2	2	3

## Village Under 5 Clinics

	JUL	AUG	SEPT	OCT	NOV	DEC
TOTAL ATTENDED	41	42	15	-	-	-

## Under 5 Immunisation and Growth Monitoring Clinic

	JUL	AUG	SEPT	OCT	NOV	DEC
TOTAL IMMUNISED	70	49	63	69	57	70
TOTAL GROWTH MONITORING	185	164	118	256	210	140

## General Out Patients Dept

	JUL	AUG	SEPT	OCT	NOV	DEC
TOTAL ATTENDED	-	-	1822	2988	3583	2786