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### UNIVERSITY OF GHANA

#### DEPARTMENT OF PUBLIC ADMINISTRATION AND HEALTH SERVICES MANAGEMENT

The purpose of the study for which this questionnaire is being issued is to investigate The Determining Factors of Access to Healthcare in the Bole District in the Northern Region of Ghana, your response to the questions are required as data for the study, you are hereby assured that the study is solely for the purposes of this research and your anonymity and confidentiality are guaranteed, therefore your candid and sincere views are welcomed. You however reserve the right to decline or partake in the study.

Do you consent to partake in this research? Yes [ ] No [ ] if yes sign/thumbprint:  
.....

Date ..... Time ..... Questionnaire code.....

Profession: 1. Medical Doctor [ ] 2. Nurse [ ] 3. Pharmacist [ ] 4. Laboratory  
staff [ ] 5. Pharmacist [ ] 6. Administrator [ ] 7.other specify .....

Date: .....

1. Gender: 1. Male [ ] 2. Female [ ]
2. What types of health systems are currently available in the Bole District?
3. Which of the health systems do you work under?
4. How many of health facilities are operating currently in the Bole District?

5. In your view how does staff-patient relationship affect healthcare access in the district?
6. In your opinion, how do the health insurance status of clients affects their access to healthcare?
7. What are some of the challenges facing healthcare access by community members in the Bole District in your view?
8. What measures can help to improve healthcare access in the Bole District in your view?



**Appendix III: Focus Group Discussion for Community Members (Men and Women)  
in the Bole District**

The purpose of the study for which this questionnaire is being issued is to investigate Determinants of Access to Healthcare in the Bole District of the Northern Region of Ghana, your responses to the questions are required as data for the study, you are hereby assured that the study is solely for the purposes of this research and your anonymity and confidentiality are guaranteed, therefore your candid and sincere views are welcomed. You however reserve the right to decline or partake in the study.

Do you consent to partake in this research? Yes [ ] No [ ] if yes sign/thumbprint:  
.....

Date ..... Time ..... Questionnaire code.....


Name of enumeration area/facility: ..... Number of participants: .....

1. How does the following demographic features affect individual's access to healthcare in this district? 1. Age 2. Gender 3. Education level 4. Religion  
5. Insurance status 6. Location of residence
2. What is the first point of contact for healthcare of women in the Bole District?  
1. Hospital 2. Clinic 3. Health center 4. CHPS 5. Pharmacy  
6. Licensed chemical shop 7. Herbal practitioner 8. Spiritual healer
3. Why do they prefer these health facilities in point two (2)?
4. What measures can help improve healthcare access in the Bole District?


5. How does the following health-facility based factors affect community members' healthcare access in the district?
  1. Drugs/medications availability
  2. Consumables availability
  3. Staff-patient relationship
  4. Waiting time at health facility
6. What are the main challenges of access to healthcare in the Bole District?
7. What measures can help improve healthcare access in the Bole district from the community perspective?



**Appendix IV – Introductory Letters**



**UNIVERSITY OF GHANA**  
BUSINESS SCHOOL  
DEPARTMENT OF PUBLIC ADMINISTRATION  
AND HEALTH SERVICES MANAGEMENT



UGBS  
University of Ghana Business School

Ref. No.: *PAHS/26*

4<sup>th</sup> April, 2017

District Director of Health Services  
Bole District

Dear Sir/Madam,


**LETTER OF INTRODUCTION**

The bearer of this note, Mr. Moses Abile is a final year student of the University of Ghana Business School, Legon. He is undertaking a course leading to the award of Master of Philosophy (MPhil) in Health Services Management. As part of the requirements of the programme, he has chosen to research on the topic: *Determinants of Access and Utilization of Healthcare in the Bole District of the Northern Region of Ghana.*

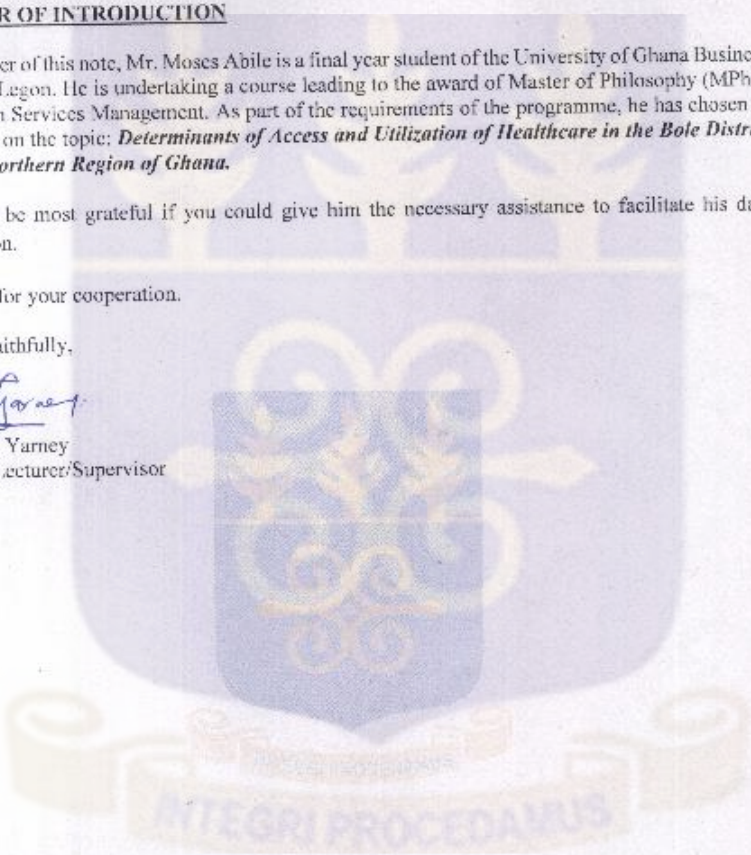
I would be most grateful if you could give him the necessary assistance to facilitate his data collection.

Thanks for your cooperation.

Yours faithfully,



Dr. Lily Yarney  
Senior Lecturer/Supervisor



**COLLEGE OF HUMANITIES**

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**UNIVERSITY OF GHANA**  
**BUSINESS SCHOOL**  
DEPARTMENT OF PUBLIC ADMINISTRATION  
AND HEALTH SERVICES MANAGEMENT



Ref. No.: PAHS/26

4<sup>th</sup> April, 2017

TO WHOM IT MAY CONCERN

Dear Sir/Madam,

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