**FOCUS GROUP DISCUSSION**

21st of July/2021

**Moderator:** So, am going to ask one by one. Which signs did you see that made you decide to bring the children to hospital? That this child is sick let me take him to hospital. I will start with number one

**Respondent 1**: Me what I saw from first

**Moderator**: hmmm

**Respondent** 1: The child was no longer breathing. I found when they had put him in bed, he had finished taking tea and he couldn’t breathe. He was doing like this. So, I asked what has happened to the child, they also told me that they didn’t know what had happened to the child. So, I got him and took him up to the clinic at home. They checked and he had no malaria, everything was normal. Now on Sunday, I came here so that I could understand what the diagnosis was. That’s when they told me that it was pneumonia. (Child coughs)

**Moderator**: Was he coughing? Because am hearing him cough right now

**Respondent 1**: He had been coughing and flu but it hadn’t affected him much.

**Moderator**: But what made you come was the difficulty in breathing

**Respondent 1**: Yes, he was also unable to breastfeed.

**Moderator**: What about mother number 2? What prompted you to come?

**Respondent 2**: Mine started with cough. He could cough nonstop, the cough was dry and strong at 2 weeks, then it resulted into bad breathing but the cough continued. He could breathe badly. The stomach could fall in inside but also the breastfeeding wasn’t good. He could breastfeed why grunting some times

**Moderator**: Now what made you decide that this was too much, let me go to the hospital

**Respondent 2**: That breathing and that cough

**Moderator**: What did you do first before going to the hospital?

**Respondent 2**: I first went to a clinic. Because I was still in the village. They checked and there was no malaria. Then they said that let them try. Then they gave him some syrups. Amoxylin and panadol like that.

**Moderator**: And it failed

**Respondent 2**: They failed. Then we went to private hospital and they put him on oxygen. After he got well and went home, after one weak he again got so ill. We went back and they put him on oxygen again

**Moderator**: Now, this recent time when he got sick, did you first take him to

**Respondent 2**: We just came direct

**Moderator**: You just came directly here from home

**Respondent 2**: hmmmm. But the other one was in the past

**Moderator**: oh, the other time was in the past?

**Respondent 2**: hmmmm

**Moderator**: What about lady number 3. First wait a bit (interview chases away people who were making noise outside the room) yes mother.

**Respondent 3**: Me yesterday, in the evening, he got some cough and flu. To me he wasn’t in a bad state, I waited. Now at night, he started to not breathe well. Every time he could try sleeping, he would suffocate. So, in the morning, I got a motor cycle and brought her, she was breathing badly, reaching here, they took off blood and put her on oxygen

**Moderator**: How can you describe her breathing

**Respondent 3**: She breathes very fast and her chest can be falling in and she will seem to have no peace

**Moderator**: What about lady

**Respondent 3**: She’s now doing better

**Moderator**: She is now better, what about the mother over there, number 4?

**Respondent 4**: me it was during night time because it started initially at around 9pm. Initially I didn’t notice it when I saw him, but as you would say that this is a young child who you are seeing not happy. He became weak and I said, let me take him to the clinic and they test his blood and see if he has malaria. Reaching there, there was no malaria, typhoid, he also never had. He was just breastfeeding this I wasn’t suspecting it in him. I telephoned Kawempe were I delivered from. I explained to them that the child is like this and that. They told me that I should go there. When I took the child to them, they saw him. the difference he had was that he had diarrhea and vomiting. I took him to them, they checked again and he didn’t have malaria or any other illness. They told me to go back and I went back. When I went back that night, the child fainted from the house.

**Moderator**: He got blocked where?

**Respondent 4**: He fainted in the house. They told me to go back and gave me some tablets. They sent me for the syrups I had bought from the clinic and used and they told me to go with it. They picked out some that wasn’t necessary and they me to stay giving it and they also added me some of theirs. When they gave me theirs, I went back home and gave him. We slept. As it was approaching 9pm, the child was no longer breathing and the eyes went up. I rushed him to a somewhat big hospital but not a government one. They also checked because I told them that it wasn’t necessary to check, they should just treat as necessary and they refused. Again, there was no malaria or any other illness, they told me that it was infection. They treated him and he got better. Bad the bad thing with him, he doesn’t make a week, to complete a month without falling sick is so hard

**Moderator**: So, this most recent time you came, how was he before you ended up here

**Respondent 4**: Now this time, he woke up with flu and then cough in the evening, we went back home and I gave him some tablets that where there.

**Moderator:** Which tablets?

**Respondent 4**: Even going to the government hospital, that’s how it started. cough, flu

**Moderator:** which tablets were those. Am sorry for gruffly cutting in.

**Respondent 4**; I also don’t know them.

**Moderator**: hmmmmm

**Respondent 4**: I gave him and he vomited. I left him and slept hoping that maybe he will be fine. And I hoped he would get fine. In the morning, I realized, he spent the night crying and I said eeih, he has never cried at night. When he sleeps, he sleeps at once. I spent the night awake carrying him. so, I said, let me go back to komamboga and I confirm what kind of illness is bothering him. I woke up and he so weak and coughing a lot nonstop which resulted into vomiting.

**Moderator**: Komamboga is a clinic or hospital?

**Respondent 4**: It’s a government hospital. So, I took him. I got a boda man, I called him. He came and we took the child to komamboga. When I reached there, because the way he was breathing and the stomach was pumping very fast at a high speed and even the eyes, opening them could take so long. You could call him and he takes time to respond. The response would be like the voice it’s not there. So, they told me that they won’t be able to manage him. They said that they were going to give me a referral and asked me whether to refer me to Kawempe or Mulago and I told them to give me Mulago. That’s when we called the ambulance and it brought us and they treated him.

**Moderator**: hmmmm okay. What about lady number 5?

**Respondent 5**: Me, the child started. When did he start? Yesterday but one. At night I heard him grunting, the cough was strong. Even when I had just given birth to her, she was having some breathing difficulties. They gave me a canula syrup and I put drops in the nose and she got better. When we went home, and again started grunting like he was doing before and even refused breast milk. I started thinking that maybe I should go head and put some nasal droplets. I could put drops but I wasn’t seeing any improvement so I told my son that you know what, let me first go to all saints the clinic, there is a doctor who normally treats them. I took him there. When I reached, the doctor told me. He only looked at him like this, in the chest he was breathing fast and there was a kind of depression and he was breathing badly. Doctor said aaah, I can’t put him here these kids are so tricky let me send you to Mulago acute. So, I told him how were we to get transport. He said “no, wait. Am going to take you” he is the one who brought us here

**Moderator:** In his car?

**Respondent 5**: yes. He brought us up to here. He left us and went back so that is how we were. They started looking for veins but in vain. There is some lady who found them but that was at around 1pm when they gave him some medicine. Now there is an improvement but also me I noticed from that breathing and the depression here.

**Moderator**: What about mother number 6?

**Respondent 6**: Mine is a long story but let me tell you where it started from.

**Moderator**: What brought you here. This recent time when you decide to come here.

**Respondent 6**: Coming here wasn’t easy but its God who did what, who wanted the child’s life to still be. Me I come from Mubende. I was here in May, they discharged me. I was to return on the 26th of June. But they locked down so I wasn’t able to come back. So, when I wasn’t able to come back, the medicine they had given him to swallow was for 4 weeks. When it got done, I was supposed to come back and they check the heart to see whether it will be possible to be done surgery here or in outside the country. So, when it failed, I left him and continued to use the medicine I was having. He started coughing and coughing again. I would wake up in the morning and give him as usual, and in the night as they had directed me to give the medicine. Even when he falls sick and I take him to the clinic.

**Moderator**: Which signs did you see this time

**Respondent 6**: The signs are still cough. He starts with cough which then results into maybe he has flue, or cough then you realize that the situation he gets into, breathing, he breathes so fast that you even get terrified. Now I said, God only you knows because I don’t have the money to rent a car to Mulago. I was there then what God did, there came an organization from Mukono wanting to work on him. He has a damage here on the lips. Okay for us to start seeking medical care we initially thought that was the problem. so, when they came, they found me at my place, they had a car. Then I told them that you want to take my child but my child’s issues are deep. Because to see that they haven’t yet sutured his mouth. I tried and failed because after they discovered that he had a whole on the heart. They said that they couldn’t suture him on the mouth with that heart problem that’s why you see that they haven’t worked on him yet. They told them no, don’t defend yourself because the doctor who sent us knows about your child’s issues. For that reason, accept because the doctor who is going to work on him will first check him. So, I said, okay if the lord has accepted my child to be worked on, on his mouth, even the rest will be possible. I didn’t delay, I was coming from the garden, I entered and showered and packed a few things. The man was seated. He drove me in his car up to Mukono. When I reached Mukono, I remembered

**Moderator**: when you had reached or when you reached?

**Respondent 6**: When I reached Mukono, I went direct they wanted to suture his mouth

**Dr. Phiona**: These were in the past?

**Respondent 6**: Not, they weren’t in the past

**Dr. Phiona**: Is it recently when you came?

**Respondent 6**: Yes

**Dr. Phiona**: So, you first went to Mukono?

**Respondent 6**: Yes. When I reached Mukono, doctor on checking the child, his condition was bad. He asked me “has the child been sick” and I said yes and he said “now’. I explained to him how they had sent me to Mulago but I failed to get the means of transport so I waited for God to do his will. So, they told me, you know what, the advice we can give you is to go to Mulago. I asked him how I was supposed to go to Mulago and he told me to use this opportunity. We are going to take you. And I said okay, I couldn’t refuse because I had already failed to yet I really wanted so much. They put me in their car and took me up to the gate and I entered here. I reached here on Friday and the child was worked on. They initially put him on oxygen because he was in a very bad state. They tried looking for veins in the night and failed. So, in the morning when they shaved his head, they put medicine. Now on Saturday around noon is when they transferred us up. Now tomorrow, on Friday am making two weeks. He was put off oxygen on Monday after seeing that he had improved but he relapsed. They put him back even today and he slept. That’s why I haven’t moved with him

**Moderator**: Okay now, have you ever heard from anywhere in most cases caretakers delay to bring children to hospital. Have you ever heard that it is necessary for caretakers to bring children to hospital in the first 24hours when they have just realized that the children are coughing and having difficulty in breathing? Have you ever heard it from anywhere? Yes?

**Respondent 1**: Nurse, sometimes the transport means prevent us from coming. Because mine started at 10pm. You can’t really move at that time.

**Moderator**: It was night time?

**Respondent 1**: Yes. I couldn’t move. I had to wait for it to reach morning then I started moving

**Moderator**: But you have ever heard it from somewhere that when the child is breathing badly, you have to go to the hospital in the first 24hours after seeing those signs

**Respondent 4**: We had never heard of it but even if you have never heard of it, the child’s condition is what forces you to. Even if you have never heard of it.

**Respondent 1**: the way the child breathes freaks you out

**Respondent 3**: We have never heard of it.

**Respondent 4**: we have never had of it but the child’s condition can force you to

**Modearator**: Do you know any advantages there are , in hurrying to take the child to hospital?

**Respondent** **2**: It saves his life

**Respondent** 5: He gets treatment very fast

**Moderator**: hmmmm, what did you say?

**Respondent** 2: It saves the child’s life

**Moderator**: Saves the child’s life

**Respondent** 1: Because you can delay, and your child dies.

**Respondent** 6: And the other thing, every time you delay to take the child, especially these ones of ours, to get the veins. It’s not easy but if you hurry and they get the veins, they save the child’s life before he worsens

**Dr. Phiona**: There is something I haven’t understood. You have said that the child gets treatment quickly. Why is this of significance? Why is it of significance?

**Moderator**: Getting treatment quickly important.

**Dr. Phiona**: How is it of use?

**Respondent** 5: To do what?

**Dr. Phiona**: Getting treatment quickly. You have said that it helps the child get treatment quickly. So, how does that help

**Respondent** 5: It saves life

**Dr. Phiona and Moderator**: it saves life, okay

**Respondent** 6: It saves life

**Moderator**: okay. Some of us caretakers hurry to get to hospital, some hurry the moment they see this, they rush to hospital. What reasons do you think bring about that? For you to be able to go to hospital

**Respondent** 1: The child’s signs force you to hurry

**Moderator**: Okay

**Respondent** 6: Also, as a parent, when you have a child who can breastfeed, but nest time you give him the breast and he refuses to breastfeed. As a parent, you are not happy. Even though he is not yet hot, even though he hasn’t started coughing, you ask yourself, what is wrong with the child today. Now, if you have the capability, you hurry and find out what is wrong with your child.

**Moderator**: Capability, like what?

**Respondent** 6: Like transport means

**Respondent** 2: Transport means, money,

**Respondent** 5: According to me, what keeps us in that state is lack of money, the conditions, I only had little money for the children’s posho tomorrow but the lack of money has prevented me. Let me wait maybe I’ll figure out something and I take him tomorrow. The failure to have money is what causes the mother to delay home and not bring the child on time yet it would have been possible if one had what, some money in their pocket

**Moderator**: What about reaching here in the hospital, why do you think they delay to work on the children when you have reached here in the hospital

**Respondent** 2: You the health workers, you are our gods on earth, that’s why we run to you

**Respondent** 5: If you reach and the health worker hasn’t been easy on you, what are you supposed to do? You have to wait for what the health worker will tell you because you can’t help yourself. F u you come in the health worker’s presence, if he says wait there, you have to wait. Sometimes you might find a long queue

**Respondent** 1: Sometimes you find a long queue and all those you have found.

**Respondent** 3: You can’t overtake them

**Respondent** 1: You can’t over take them and they accept. You have to first be patient

**Respondent** 6: But in most cases when you reach hospital when the child is in a bad state, they see him. They can tell the others to wait a bit. In a really bad state. That usually happens when the child is in a bad condition. Usually, nurses do that a lot because it’s their job to save us if it’s possible

**Dr. Phiona and Moderator**: (whispering to each other)

**Moderator**: Yah. So, you have told me that one of the things that prevent you from leaving home is the money issue. That transport. Is there any other thing that prevents you from deciding to hurry to hospital?

**Respondent** 1: To hurry to hospital.

**Dr. Phiona**: What do you think prevents others to decide that let me go to hospital.

**Respondent** 3: Friends, a friend can mislead you and she tells you that lets go there and pick some herbal plants (ekibombo) that you give it to the child. Then you also do that. You keep concocting your own medicine while the child is getting problems.

**Respondent** 3: They usually have that propaganda that lets do this and that. And it causes you problems

**Respondent** 2: That if its cough you mix bombo and sunsa(pumpkin leaves) and you give

**Moderator**: So, that makes you delay

**Respondent** 3: Yes, because you’re expecting these to work and yet they fail to work

**Moderator**: And they don’t work

**Respondent** 3: Yes

**Moderator**: The other mother number 4 had said that she had given the child some medicine. There is some medicine she first gave.

**Respondent** 2: she doesn’t know it (they all laugh)

**Moderator**: do you think that is also an issue. That you can be there and say, let me buy a dose.

**Respondent** 4: let me buy this, like panadol

**Respondent** 2: and you give overdose

**Respondent** 4: Or the expired one, remember you keep it at home

**Respondent** 5: there is a pharmacy I went to, the woman almost slapped me and said, I told you to take the child to Mulago. What are you waiting for? Me am there busy asking for septrin

**Moderator**: you thought it was septrin that could treat him?

**Respondent** 5: I thought it could relive the cough until I got transport to bring me here

**Moderator**; hmmm.. the other mother was saying that friends mislead. Where we stay in our community, what do you think cause us to delay besides what that mother has said that friends can mislead you. There are also those traditional ways (mothers laugh) I also want you to tell them to me

**Respondent** 5: Those ones don’t work on cough. You can’t hear a cough and you take the child into traditional medicine.

**Respondent** 6: Me the truth, what makes me delay to go to hospitals because of this child of mine, its transport. Because even the clinics that know my problems. They chase me that go. You go, don’t you know where you treat your child from?

**Dr. Phiona**: When you say transport, what do you exactly mean?

**Respondent** 1: Money for transport

**Dr. Phiona**: Money or you have the money but you don’t have the car

**Respondent** 6: When you have money, everything is possible my dear. Because if you have money, like 500000 thousand, they can get you from my home and bring you to Mulago. Even if they don’t take you back, remember, when they save your child’s life, you can make a phone call and they send you transport back. But if you have the money to start with, you can’t delay, because the child’s life. When the child is not okay in the night, the mother can’t sleep and that’s the truth.

**Moderator**: When I say traditional, I don’t mean going to a witch doctor. You can be there and they tell you, mix this and that

**Respondent** 3: That’s there, we have done them all.

**Moderator**: That’s what I want you to tell me about.

**Respondent** 3: Give the child an egg. Beat the egg and give her

**Respondent** 2: And when its cough, they mostly tell us yoghurt, sunsa (pumpkin leaves) and eggs

**Respondent** 3: They tell you to remove the egg yolk and you wonder where it will pass

**Respondent** 1: That normally happens when you have discovered what, in your child

**Moderator**: Is it a raw egg, or boiled

**Respondent** 3: Raw, get the yolk, don’t spread it, just give it

**Respondent** 6: They can even tell you to add a capsule

**Moderator**: To add a capsule?

**All mothers:** yes

**Respondent** 5: Ampicillin or Ampiclox

**Moderator**: Do you open or?

All mothers: yes

**Respondent** 5: You pour on the egg and pour it in his mouth

**Respondent** 2: Then you see a child of two months, how can the yolk pass here, (mother points to the throat

**Respondent** 5: Then they tell you to grind garlic, ginger and all those things. They give us that advice a lot.

**Respondent** 3: That get garlic, put in milk and give.

**Respondent** 4: Then those who give such advice, in most cases they have tried it on their own children before because they don’t tell you in bad faith. That she has seen your child in a bad state and she tells you in bad faith. They will come and just direct you on what to do.

**Respondent** 1: They all be trying to help. They be thinking that maybe

**Respondent** 4; Usually they have tried it and it has worked for them. What is different is that she may have used it on a child who is of a certain age, she will direct you the same thing not minding about the age difference. And she tells you that me, my child I did this for her.

**Respondent** 1: Usually you have not yet checked to see what illness it is so when he coughs and this person sees that even mine was coughing, she directs you to do that that she did with hers. Sometimes the other one might have been coughing because of TB, this one has something else

**Respondent** 6: We usually try those before knowing where the cough is coming from. Now like mine, I can’t because his issues are deep. I got to know about it, when he coughs, I just know that his illness has started

**Moderator**: There in your communities, what do they think about this pneumonia illness

**Respondent** 3: Most people tell me that I didn’t cover the child from coldness

**Respondent** 2: They tell us that it’s the cold but when you tell someone that the nurses told me pneumonia, they say “oh,” that one is to die.

**Respondent** 1: They say that pneumonia doesn’t heal.

**Moderator**: It heals

**Respondent** 5: For us we got terrified a long time ago. Because one can tell you, oh, pneumonia, it doesn’t heal

**Respondent** 1: That it just reduces a bit then comes back again

**Respondent** 2: The moment he is above some years, to make five will be a blessing. You also treat knowing that anytime

**Moderator**: He is going to die

**Respondent** 2: He is going to die

**Moderator**: Which means you already lost hope(laughs)

**Respondent** 4: Not all of us

**Respondent** 1: Nurse, mine has just started. Didn’t even know what he was suffering from

**Respondent** 3: For me they haven’t yet told me that it is pneumonia

**Moderator**: But what you hear about pneumonia is that it doesn’t heal

**Respondent** 4: Some say it heals but only when you quickly seek medical attention but when it grows, its hard

**Dr. Phiona**: so that is it? Not healing, it being caused by coldness, what else?

**Respondent** 1: So, doctor, first help us what causes pneumonia.

**Dr. Phiona**: That am going to explain to you. let me write here

**Moderator**: That the doctor is going to reply you when she is done. Aren’t there any other things you hear, and they tell you that if the child suffers from pneumonia, if you don’t give her this, that do this and that

**Respondent** 3: Cover her

**Respondent** 2: She shouldn’t feel the coldness

**Moderator**: Okay

**Moderator**: Now there is this issue that I haven’t heard well. When you have reached Mulago, you have said that what makes you delay to get treatment and work on the child is the long queue. Is there anything else besides that?

**Moderator**: You said that the queue is usually long

**Respondent** 3: And the nurses are usually few and sometimes they are not around

**Moderator**: Is there anything else., please tell us. When you come, are the nurses happy to see you, tells you to bring the child, tell me. How is it, how are you treated?

**Dr. Phiona**: How was it

**Respondent** 2: Me when I came, I reached at 6pm, they started working on me at 9pm. But to work on me, in there was some dark lady, she couldn’t work on you without having been tested for covid. You had to first be tested for covid then they start on you

**Moderator**: Where was covid being tested from

**Respondent** 5: Down in Mulago

**Dr. Phiona**: Down in new Mulago?

**Respondent** 2: Now if you find one who is sick, they may be getting worse

**Moderator**: lets first finish this one who has told us, ahaa

**Dr. Phiona**: She has said that came at 6pm, they worked on her at 9pm,

**Respondent** 2: I came 6am in the morning and they worked on me at 9pm

**Moderator**: so, they sent you, they didn’t triage her at first

**Respondent** 2: By the time the covid testing person came, they had put him on oxygen so he asked if a sample had been taken off him and they said no. “let them first check, let them first check” they told him no, the child is on oxygen. At least let them call the other who? to come. So, they left him on oxygen. Those who were sent were sent. He just came and got off a sample but they had refused.

**Moderator**: But they had refused, they weren’t going to work on him

**Respondent** 2: Me I went there with the covid test. So, when they finished that test. They worked on her

**Moderator**: What about lady number 1 was saying?

**Respondent** 1: Me I first came to acute. It was a Sunday. The covid testing person hadn’t worked that day. They telephoned him. He came quickly. He came and checked him but they had put him on oxygen. There was also some medicine they had given her, that’s when the covid person arrived. He checked him and left

**Moderator**: Who has an experience that differs from that. Because you can say like “when I came, oohhhh, Mulago, Mulago, Mulago ooh, they did this and that”

**Respondent** 3: Mine was overly pricked with needles (they all laugh). The child, nurse, if you are a parent, you say no. you see them making him.

**Moderator**: When they were over pricking him

**Respondent** 3: Yes. They knew they weren’t going to see the veins but they insisted on pricking. The nurse who came in the night like at what time is the one who got the child’s veins but all along they had been pricking everywhere. It really affected me as a parent seeing my child like that.

**Moderator**: Sorry about that

**Respondent** 3: It irritates the parent when they are pricking, pricking the child

**Moderator**: They over pricked yet they were not getting them. are they over?

**Respondent** 1: They are not so bad. They care about us and we thank you so much

**Respondent** 6: Even me they took good care of me.

**Moderator**: So, you think us as nurses, what can we change?

**Respondent** 2: Even me, they took good care of me

**Respondent** 3: Some are so tough

**Respondent** 5: Not all of them are tough. They should first focus on how the child has come in

**Respondent** 4: how has the child come in? Even, if one came after the other, first look at the child’s condition who has just come in if he is worse off than the first one, First pick them out then you work on the other after.

**Moderator**: What about lady number 5, you were suggesting?

**Respondent** 5: I also don’t differ much from what this one has said. They should first check, how the child is when they bring her in. now the first heath worker I saw, he is the one who usually treats this child but by the time he sent me here, it means the condition to bad

**Moderator**: It was serious

**Respondent** 5: I was supposed to come here and they work on me fast but the child was first attended to at 1am in the night

**Moderator**: what time had you come?

**Respondent** 5: I came here when it was coming to 6.30pm

**Moderator**; 1am in the night?

**Respondent** 5: yes, that’s when I got treatment. After working on her, that’s when she started breast feeding and she breast fed a bit

**Dr. Phiona**: so, you were there seated, not seeing any health workers

**Respondent** 3: they just prick us and left us there. Even one said that now that one is for tomorrow morning. Now as a parent I thought, now am in the hospital it looks like am going to sleep in hospital for nothing. My child has been pricked everywhere, they haven’t seen the veins, even the medicine she is going to sleep without getting any. If she gets weak in the night, she’s only one week. I stayed there thinking a lot until God brought that nurse in the night. She pricked her and got the vein and she started working on her and after working on her there was a change.

**Moderator**: You saw the change

**Respondent** 3: Yes, and she started breastfeeding yet she had refused it. okay the time becomes too much if they could see that such child has been brought in, in that state because I almost told them to inject on the bum if they can’t see the veins and they said its impossible. Now it’s impossible, for you what have you done? You have left her there till morning yet I came to hospital to get treatment.

**Moderator**: Now about over pricking, what advise can you give us. That over pricking.

**Respondent** 3: Me I can’t advise you because am not a medical worker.

**Moderator**: No, you tell us and we change because the nurse may not know what issue is pressing hard on you

**Respondent** 3: It’s the veins that brought problems. the veins disappeared but also on the other hand, you see that she is also not at fault

**Respondent** 6: All you nurses are not the same, there is one who can be an expert in veins because I remember at home, there was a lady to whom they used to bring these children whose veins couldn’t be found. These nurses could call” Jackie come, you are the one who persists on children. Take take take” Jackie is the one who does what, who persists on children. But others, if she couldn’t see the veins, she would say take away. So that way, one would avoid overly pricking if she realized that she won’t be able to get the vein.

**Moderator**: What do you think us as health workers. What can enable us to help you as mothers to hurry to hospitals

**Respondent** 4: The care you give to my child I bring him in sick

**Moderator**: Okay, the way I treat and care about you

**Respondent** 4: The way you treat me. Because for sure I wanted to just go past this place and go to Kawempe because that’s where I find care and are easier for me than here but what can bring me back is that what I have found here is not what I expected. Because people talk that Mulago is terrible, getting treatment. And I also beg

**Respondent** 5: That the nurse can bypass you when you are dying from there

**Respondent** 3: Even me

**Respondent** 4: That Mulago is so bad. When the nurse asked me whether they should take me to Mulago or Kawempe, I first told him Kawempe but they said that these tests are not there but I came here unwillingly because the words that people who leave here spread. But what I have found here is not that. It’s not what I expected. That means that if you give me care with my child when I have come. It will be easy for me to bring the child to hospital. But I have brought my child at 7am and he gets worked on at 1pm, I will stay going to the clinics where I know at least I will get 20000 and give them and they take good care of my child.

**Dr. Phiona**: So, care you mean working on you quickly when you have reached?

**Respondent** 4: Yes

**Dr. Phiona**: What else in this care?

**Respondent** 1: The other thing. Nurses on night duty, there comes a time when you can no longer see any nurse. At night when the child deteriorates. For example, this one spent a bad night. He was crying and bothering me but there was no nurse I could see until they reach a time where there are those on duty at this particular time then you will see them.

**Respondent** 6: Maybe the other thing that I want to tell you as nurses to learn is when you are in the meeting, even you there are some health workers you know that they don’t have manners because on Friday when I reached, I hurried and got into the other room where they go first. I found a nice one who put the child on oxygen. But there was one who was here doing badly the nurse came and called others that please come and help. They all came out and went. But there came an old light skinned one. she said “you, what are you doing here, get out, get out. Social distance all of you out. I was on oxygen, she got me off and took me. She said, “sit there”, she took me the other side to the bench. She put all people out, remember me the child was on oxygen. Others had brought children who were badly off, the nurse disorganized us all. At least she would have left the one on oxygen to be waiting for the nurse from there but she said everyone out. You all go you are too much.

**Moderator**: What you are saying is that when we are in the meeting, we should talk to them?

**Respondent** 6: Yes, some can bring a child with hope of getting the child or not. So, if you also shout at her, she regrets why she even came. At least if they talk nicely and say “please wait, we are still working on this one but when she finds you in the chair and tells you to move out you feel like a problem

**Respondent** 4: You are already miserable because of your child

**Respondent** 3: Even me at night I had to telephone where I had come from on seeing my child’s condition was worsening, I called them and told them that my child. Get an ambulance and bring me back and you figure out what to do because my child, like nurse there is a child you see because I have spent a lot on this child from day one, then watching her die in a just a minute. I was so affected. I called them and asked the nurse to help me because that’s my hospital. I told her nurse, you are the one who knows how far we have come with this child, come and get me because the child hasn’t been worked on. She said “I will call you at 8am. If they haven’t worked on you by then, I’ll come for you so that we see what to do”.

**Moderator**: So, it means, taking long to work on your child can make you not want to come back to hospital next time

**Respondent** 5; Yes, it can make me fear to come back to hospital but when they started working on her, I saw a change, the medicine they gave her worked on her fast and I got some happiness.

**Dr. Phiona**: Now, those we have heard. what we health workers should have done here. But there are so many reasons you have given us that prevent mothers from bringing children to hospital. You have given us the reason of transport. Sometimes you would have wanted but there also those who mislead you that first try this. What do you think we can do about it because you the mothers are there many like you? What do you suggest we can do so that we help them to come early and not get misled? Have you understood it?

**Respondent** 6: Maybe me the advice I can give as we who have seen something, we tell our colleagues. Because those things we start like bombo and what, tomorrow they might be the reason your child won’t heal yet he would have healed. This is the time, if there are our other colleagues who have delivered children, we should not push them backwards. We may tell them to hurry to hospital, treatment is there. Because if transport is not the problem, I don’t see why here they don’t help. They help. Because it being that mine has spent three years and because they finished making the diagnosis. In my area, they told me that if you reach the hospital, they chase you and wait for the child to die. But after getting the medicine and knowing which problem he has, I no longer fear coldness, maybe if he falls sick, he is really sick. But before, I couldn’t take him out, unless am taking him to the nurse. That medicine helped me a lot. So, lets tell the rest so that they don’t relax because they can instead get an illness which won’t cure yet it would have cured.

**Respondent** 1: The other thing I would say, like hospitals should get an ambulance. Like us, they shouldn’t ask us for transport money that the car has no fuel. It should always be there and fueled, in case someone is sick, you just move. On the transport issue.

**Dr. Phiona**: They should have ambulances in the hospitals to help in transport

**Moderator**: And they shouldn’t ask fuel from people

**Dr. Phiona**: They should also come for you from home

**Respondent** 1: Yes, you can even call them, there are some ambulances where people have their numbers. You just call and he picks you

**Dr. Phiona**: Anyone with a different thought? Any advice you are giving to the government or whoever is concerned to help mothers

**Respondent** 3: Me what am thinking, we request the government put many health workers should be there and many. If possible, there are some government hospitals branches where we can gather and they may teach people

**Respondent** 3: People who understand can understand when you teach them so that if something happens, they know that they have ever taught us this there you just need to run to the hospital instead of looking for bombo and what not.

**Moderator**: Health workers should come there, in the community

**Respondent** 1: There are there, they ask LC, please mobilize your people, health workers will come and we teach these people.

**Moderator**: It’s also possible

**Dr. Phiona**: Okay, anything else?

**Moderator**: Okay, we are grateful for your thoughts. Let’s work and see that they help us improve our services and to see that we can work on our children on time.

**Dr. Phiona**: First repeat properly

**Respondent** 6: It would have been good going to hospital, the one of the government and we don’t hurry to clinics. Because also me, what I have discovered, there are clinics in our village which are business oriented but don’t know what they are doing. You hurry and go to the government hospital and you find the right doctor even when he writes for you the medicine like this, it will help you, but the problem we are facing is that they are far.

**Dr. Phiona**; hmmm, so you would have loved to go but

**Moderator** 6: Yes, but they are far, if only they could be close some times. It could have made life easier, there are those times when you go and find that they don’t have then they write for you, you go and buy and it helps your child. Instead of going to the clinic and they get a lot of money from you yet he has not cured. In my community, they are there. The hospitals which they just put for business but don’t know what to do. They just sell to reduce stock.

**Dr. Phiona**: So, you are saying that the government should do what

**Respondent** 6: It should give us a good number of hospitals around us so that we don’t spend a lot of transport like an entire 10000 because the 5000 I would have spent on the road can be taken to the clinic yet it won’t help you. At least if they were near, even if you use 10000 and go it helps because in the clinic, you can’t take only 10000. But if you use that 10000 in transport, then you reach there and sometimes you don’t find treatment, your child might get cured, because you have found the right doctor who checked on him on everything and he writes for you after the checkup., but in our village what they normally check is fever but malaria, tiaford?

**Moderator**: Typhoid

**Respondent** 6: They don’t check for it. They try and treat malaria but the malaria gets worse and with time the child would have become incapacitated, falling yet it wouldn’t have been like that.

**Dr. Phiona**: Okay, that a good point so it would have given us others, it means that they should build more?

**Respondent** 6: They should be near because government hospitals usually have learned health workers. They know what they are doing. Even if he doesn’t give you medicine but writes on that paper, that medicine works.