

## Demographic Information

1. What is your age group?
  - ☐ Under 18
  - ☐ 18-30
  - ☐ 31-50
  - ☐ 51-70
  - ☐ Over 70
2. What is your gender?
  - ☐ Male
  - ☐ Female
  - ☐ Prefer not to say
3. Where do you live?
  - ☐ Urban area (e.g., Gaborone, Francistown)
  - ☐ Semi-urban area
  - ☐ Rural area

## General Satisfaction

4. How would you rate your overall satisfaction with the healthcare services in Botswana?
  - ☐ Very satisfied
  - ☐ Satisfied
  - ☐ Neutral
  - ☐ Dissatisfied
  - ☐ Very dissatisfied
5. How often do you visit public healthcare facilities?
  - ☐ More than once a month
  - ☐ Monthly
  - ☐ A few times a year
  - ☐ Rarely
  - ☐ Never
6. How would you rate the quality of care provided at public healthcare facilities?
  - ☐ Excellent
  - ☐ Good
  - ☐ Average
  - ☐ Poor
  - ☐ Very poor

## Accessibility and Availability

7. How easy is it for you to access healthcare services in your area?
  - ☐ Very easy
  - ☐ Easy
  - ☐ Neutral
  - ☐ Difficult
  - ☐ Very difficult

8. How long do you typically have to wait to see a doctor or healthcare provider at a public facility?
- Less than 30 minutes
  - 30-60 minutes
  - 1-2 hours
  - More than 2 hours
  - I don't use public healthcare facilities
9. Do you think there are enough healthcare facilities and professionals in your area?
- Yes, more than enough
  - Yes, sufficient
  - Neutral
  - No, insufficient
  - No, very inadequate

### **Quality of Care**

10. How would you rate the availability of essential medicines at public healthcare facilities?
- Always available
  - Often available
  - Sometimes available
  - Rarely available
  - Never available
11. How would you describe the cleanliness and hygiene standards at public healthcare facilities?
- Excellent
  - Good
  - Average
  - Poor
  - Very poor
12. Are healthcare workers polite and respectful during your visits?
- Always
  - Often
  - Sometimes
  - Rarely
  - Never

### **Service and Treatment**

13. Are your health concerns and questions addressed thoroughly by healthcare professionals?
- Always
  - Often

- Sometimes
- Rarely
- Never

14. How would you rate the follow-up care and support provided after treatment or hospitalization?

- Excellent
- Good
- Neutral
- Poor
- Very poor

## **Technology and Innovation**

### **Overall Experience and Recommendations**

15. What do you believe is the most pressing issue in Botswana's current healthcare system?

- Long waiting times
- Shortage of medical professionals
- Poor infrastructure
- Lack of medicines
- Other (please specify)

16. What improvements would you suggest for the healthcare system in Botswana?  
(Open-ended)

17. How confident are you that the healthcare system in Botswana can handle future health crises (e.g., pandemics)?

- Very confident
- Confident
- Neutral
- Not confident

18. Any additional comments or feedback on your experience with healthcare in Botswana? (Open-ended)

19. Do you believe the current minimum wage in Botswana is sufficient to meet the basic cost of living?

- Yes
- No
- Not sure
- If No, why not? (Open-ended)