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| **Name** | **Position** | **Opinion / Strategy Raised** | **Activity Allocated** |
| Prof. Grace | Founder & Clinical Director | - Not satisfied with current marketing strategies - Clinical nurse not following up/monitoring patients - Patients should be motivated by offering FREE fasting blood sugar & BP checks daily (8:00–10:00AM) - Visit pharmacists in Karatina to build referral partnerships - Invite lab technologists to partner in improving diabetes care - Invite medical practitioners for collaboration - Collect patient contacts during outreaches for follow-up and updates |  |
| Benson Maroko | Lab Technologist | - Community health volunteers/promoters are not referring patients as before - Involve local chief barazas in marketing the facility - Expand the scope of services beyond diabetes and hypertension | - A technical team member responsible for managing the facility |
| Rose Mwangi | Clinical Nurse | - Let's give the facility time, it will pick up gradually. - There is no emergency medication in place. | - Prepare and present outreach messages that motivate clients to visit our facility. - Do weekly follow-up calls with patients to monitor their condition. - Engage volunteers and CHPs to renew referrals. - Meet pharmacists to discuss partnership. - Organize partnership meetings with lab techs and medical practitioners. - Research and procure essential emergency medicines from pharmacies. |
| Brian Wanjohi | Clinical Doctor | - The facility should develop a proper system for operations and patient management. - SMS updates should be sent to patients regularly. - His goal is to ensure measurable wellness impact. - Noted that offering education and counseling on first visits sets Mwangaza apart from other facilities. | - A technical team member responsible for managing the facility  - Follow up and monitor patients he has interacted with. |
| Kaheni | IT Specialist | - Not satisfied with the current marketing approach. - Suggested the nurse should gather feedback from patients (e.g., “What would make you come back?”, “What do you find unique about this facility?”, “What can we improve?”). - Emphasized encouraging **family-based appointments** — patients to bring a friend or family member. - Proposed creating **posters, blogs, and Facebook posts** on the importance of health checkups to promote the facility. | - Create strong awareness through **community partnerships** (e.g., welfare groups, chief barazas, Nyumba Kumi). - Identify **churches** for health education talks followed by Saturday health screening outreach. - **Meet pharmacists** to discuss partnership opportunities. - Organize **partnership meetings** with lab technologists and medical practitioners. - Ensure **implementation of SMS communication system**. |