

Ugandan citizens' views and behaviour in addressing health problems

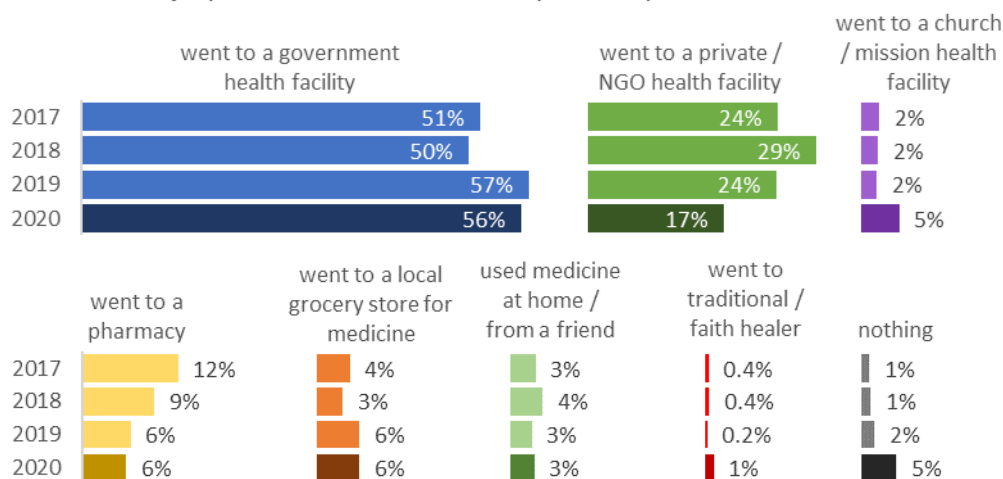
This factsheet presents the views and behaviour of Ugandan citizens dealing with health problems. The data comes from Twaweza's *Sauti za Wananchi* survey, a representative mobile phone panel survey of citizens' views and experiences. Further details are available from www.twaweza.org/sauti.

Insight 1. Most citizens who suffer an illness or injury turn first to government health facilities

More than half of citizens (56%) say that the last time they or someone in their household suffered an illness or injury, their first action was to go to a government health facility. Two out of ten (17%) went to a private or NGO health facility and a small number (5%) went to a church or mission facility.

One out of ten citizens (12%) sought medicine without first visiting a health facility, either from a pharmacy (6%) or grocery (6%).

The last time you / someone in your household suffered an illness or injury, what was the first action you / they took to find relief?



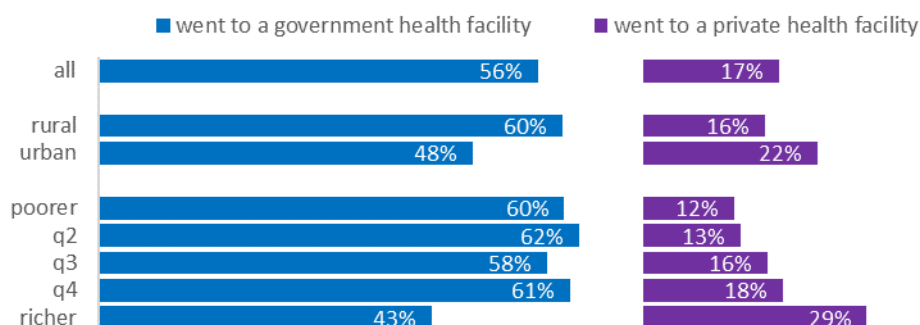
Source: *Sauti za Wananchi Uganda*, r19 (Nov-Dec 2020), r10 (May-Jun 2019), r7 (Oct 2018), baseline (Aug-Sep 2017)

Insight 2. Wealthier citizens are more likely than poorer citizens to attend private health facilities

Poorer citizens are considerably more likely than wealthier citizens to turn to government health facilities, and wealthier citizens are more likely to turn to private facilities.

Similarly, residents of urban areas are more likely than those in rural areas to attend private health facilities.

The last time you / someone in your household suffered an illness or injury, what was the first action you / they took to find relief?



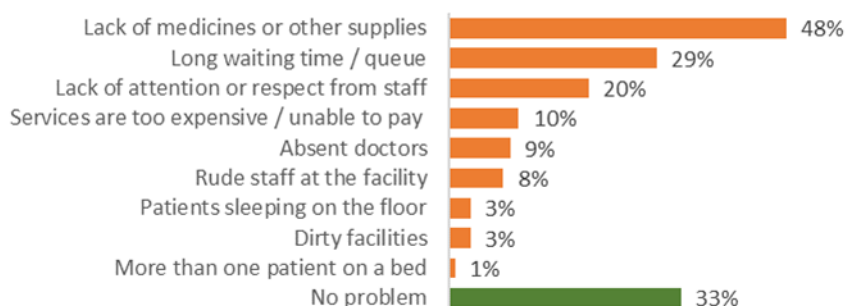
Source: *Sauti za Wananchi Uganda*, round 19 (Nov-Dec 2020)

Insight 3. The most common problem entailed by citizens at government health facilities is a lack of medicines or other supplies

Half of citizens (48%) who have personally visited a government health facility report encountering problems with a lack of medicines or other supplies, more than any other issue.

This is followed by long waiting times (29%) and a lack of attention or respect from staff (20%). One out of three patients (33%) say they did not encounter any problems.

The last time you personally visited a government health facility to seek treatment for your own illness or injury, did you encounter any of these problems?



Source: *Sauti za Wananchi Uganda*, round 10, May-June 2019

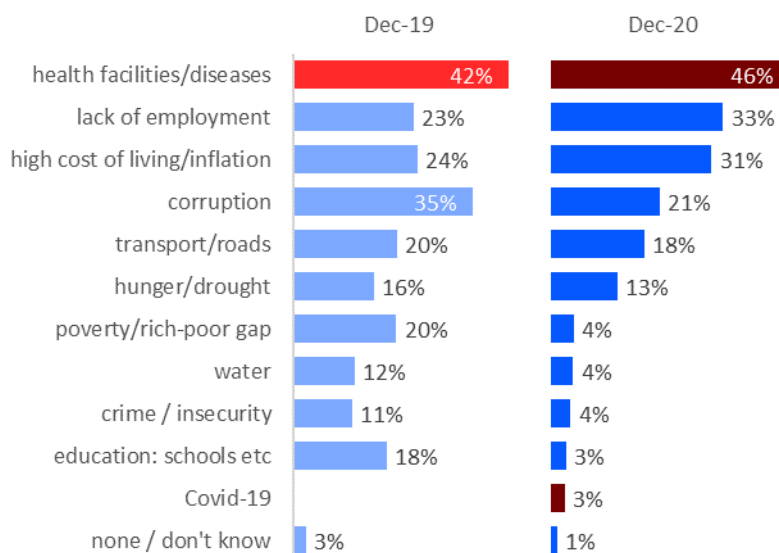
Insight 4. Ugandan citizens rank health facilities and disease as the top problem the county faces

Half of Ugandan citizens (46%) rank health facilities and disease as among the top three problems facing the country, more than any other issue. Health facilities and disease were ranked by citizens as the country's biggest problem even before the Coronavirus pandemic struck.

In December 2020, Covid-19 was rated as among the country's top three problems by a small number of citizens (3%), though others may have mentioned health / disease more generally when thinking of Covid in particular.

The other problems seen as major by large numbers of citizens including unemployment, the cost of living, corruption, transport, hunger and inequality.

What do you think are the three most serious problems facing Uganda?



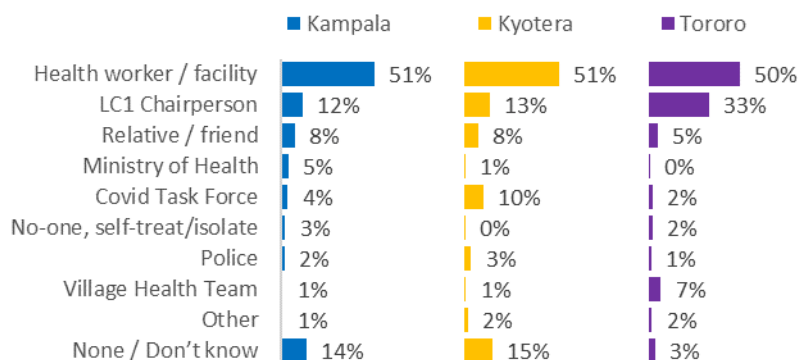
Source: Sauti za Wananchi Uganda, round 19 (Nov-Dec 2020) and round 13 (Dec 2019)

Insight 5. Half of citizens report they would contact a health worker or facility in case of a suspected Coronavirus case

Half of citizens across three districts earmarked as potential Covid-19 hotspots (Kampala, Kyotera and Tororo) report that they would contact a health worker / facility in case of a suspected Coronavirus case. No other person is cited as frequently. This is followed by the LC1 chair, and relatives or friends.

Relatively few say they would contact the Covid Task Force (2-10%) or the Village Health Team (1-7%), while a significant minority in some areas say they don't know who they would contact.

Who would you contact in case of a suspected Coronavirus patient in your family or friends? (multiple responses permitted)



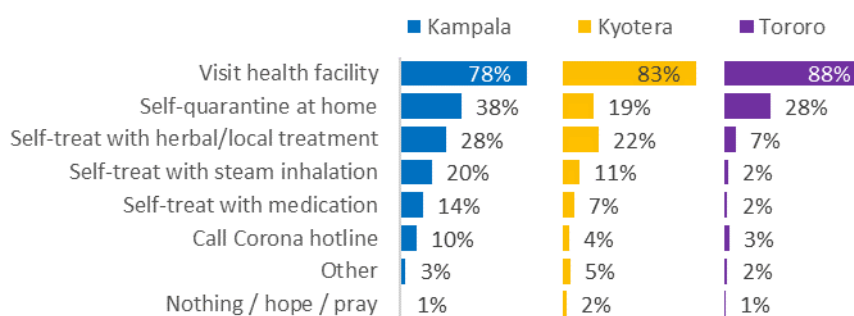
Source: Sauti za Wananchi, special Kampala, Kyotera and Tororo round 3 (June-July 2021)

Insight 6. In case of a possible Coronavirus case, most citizens say they would visit a health facility

The top action citizens in all three districts say they would take if they personally experienced Coronavirus-like symptoms is to visit a health facility.

This is followed by self-isolating at home, and a range of self-medication options including self-treatment with herbal remedies, steam inhalation, and over-the-counter medication.

What would you do if you suspect you have Coronavirus or Covid-19 like symptoms? (multiple responses permitted)



Source: Sauti za Wananchi, special Kampala, Kyotera and Tororo round 3 (June-July 2021)