

# migrant-friendly hospitals

## Subproject B:

## Migrant-friendly information and training in mother and child care

*Client interview to assess quality of post natal clinic*

April 2004

**Ursula Trummer**  
**Sonja Novak-Zezula**  
**Karl Krajic**  
**Juergen M. Pelikan**

Ludwig Boltzmann Institute for the  
Sociology of Health and Medicine  
WHO Collaborating Centre for  
Health Promotion in Hospitals and Health Care  
Rooseveltplatz 2/4  
A-1090 Vienna, Austria

TEL: +43 1 4277 48282

FAX: +43 1 4277 48290

EMAIL: [info@mfh-eu.net](mailto:info@mfh-eu.net)

Please do not duplicate, quote from, or circulate without permission of the authors:  
Ursula Trummer, PhD, Sonja Novak-Zezula, PhD, Karl Krajic, PhD, and Professor Juergen M.  
Pelikan, PhD, Ludwig-Boltzmann-Institute for the Sociology of Health and Medicine, Vienna,  
Austria ©2004

**Interview-No.**

UK -

**WT 5 /C– Client Questionnaire course**



# migrant-friendly hospitals

**8. Please rate following statements about the information that was given in the clinic**

		Strongly agree	Agree	Disagree	Strongly disagree
		1	2	3	4
8.1.	Information was given clearly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.	Information was easily to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.3.	Clinic was interesting to attend.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.4.	Clinic was enjoyable to attend.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.5.	In the Clinic, my cultural/religious beliefs and traditions were taken into account.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. Please rate following statements about the people who gave you the information in the Clinic:**

		Strongly agree	Agree	Disagree	Strongly disagree
		1	2	3	4
9.1.	She encouraged me to ask questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.2.	She encouraged me to talk about my personal preferences and experiences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.3.	She was responsive to my worries and fears.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.4.	She showed sensitivity to my personal beliefs and habits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10. Can you make any suggestions to improve the Clinic?**

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

**Thank you for your time and cooperation!**

