

Creating responsive health systems: improving the use of feedback from service users in quality assurance and human resource management in Bangladesh
(RESPOND project)

Observation proforma

Instructions:

- Please add your observation notes in the second column, with any examples where possible
- Please use this form flexibly and add further rows as appropriate.

Location / facility name _____

Researcher completed _____ Date _____

Item	Observation notes
Which feedback system(s) are available in health facility?	
How visible are these systems in health facility/ward?	
How easy to use or user-friendly these are?	
How well these are being utilised?	
How well these were maintained in health facility?	
Any other comments?	