

Health Service Providers and Users' Opinions on Maternal Health Services in Bangkok Metropolis

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With a view to finding out about the opinions of both health service providers and users on maternal health services in Bangkok Metropolis, the study using the qualitative data collection methods was conducted. An in-depth interview of health personnel at two general hospitals and three Bangkok Metropolis Administration (BMA) health centers and two focus group discussions were carried out. Participants of the focus group discussions are residents of the two low income communities who were either pregnant or who had given births for not more than three months at the time of the study. According to the health service providers at administrative and working levels, equipment, medical supplies and other necessary facilities are adequate. What is problematic is that there is not enough nurses to cope with the large number of patients or to provide maternal and child health services in the communities. The lack of empathy of doctors toward nurses as well as patients has been mentioned quite discussions were of the opinion male doctors tended to have a warmer and friendlier attitudes. Health service providers at the hospitals were of the opinion that if more personnel is added and more or less equal treatment of doctors and nurses is instituted, the unit would be able to functions efficiently. Health service providers at BMA health centers which provide only pre- and post-natal services were of the opinion that efficient referral network both within Bangkok Metropolis and between Bangkok Metropolis and the provinces is needed. Since health service providers at BMA health centers have to deal with a large number of migrant pregnant women and mothers, they were of the opinion that this group of persons should be instilled the value of getting their files from the health centers before they move out of the areas to enable them to use any health enter in the city or in the country for regular ANC or PNC visits. For health service users, the most important reason for using a particular health unit is 'convenience' not the good or bad experience they ever have or the positive or negative information of the particular health service unit they have ever heard.