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Caregivers' perceptions of services offered at the cerebral palsy clinic at Doctor George Mukhari hospital

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Appendix IIIb

MEASURE OF PROCESSES OF CARE QUESTIONNAIRE – SOUTH AFRICAN VERSION (MPOC-SA)

SETSWANA VERSION

Re batla go tlhaloganya le go lekanyetsa maikutlo le maitemogelo a batsadi ba ba nang le ngwana yo o nang le bogole, bo tshwana le cerebral palsy. Re kgatlhegela go itse thata ka ga mogopolo wa gago malebana le tlhokomelo le tirelo e o e amogetseng mo ngwageng o o fetileng go tswa kwa sepetlele gongwe tleleniki e o etelang kwa go yona go bona kalafi.

Go na le dipotso di le mmalwa tse re ratang go go di botsa. Dipotso tseno di ikaegile ka se re se boleletsweng ke batsadi, ba go tshwana le wena malebana le tlhokomelo le tirelo e ba nang le go e bona. Re eletsa go utlwa ka mogopolo wa gago mme re ka leboga fa o ka araba dipotso tseno. Ga gona potso e e nepileng gongwe e e fosagetseng. Go botlhokwa gore o gololesege go araba dipotso ka boikanyego.

Mo potsong e nngwe le e nngwe o tla tshwanela ke go re bolelela gore o itemogetse ditiragalo gongwe seemo se se tlhalositsweng go le kana kang. Maduo a 7 a kaya gore o itemogetse ntlha eno thata gongwe bontsi jwa nako. Maduo a 1 a kaya gore ga o ise o itemogele ntlha eno gotlhelele. Ka mantswe a mangwe, fa maduo a le kwa godimo, go kaya gore o itemogetse seemo gongwe ntlha eno thata. Maduo a 0 a kaya gore potso eno ga e go ame.

Mo dipotsong, lefoko la **batho** le kaya batho ba ba dirang ka tlhamalalo le wena gongwe ngwana wa gago fa le tla kalafing. Go ka akarediwa physiotherapist, occupational therapist, speech therapists, badirediloago, dingaka, baoki, j.j..

Polelo e e latelang ke sekai sa mefuta ya dipotso tse o tla di bodiwang. Sekai seno se go bontsha se karabo ya gago e ka se kayang.

Motho yo o go fileng dipotsolotso tseno.....

.....o go tlhaloseditse go le kana kang gore ke eng a batla gore o nne le seabe mo thutopatlisisong eno

Go feta selekano thata	Go feta selekano	Selekano se se se lekaneng	Selekano se se magareng	Kwa tlase ga selekano	Kwa tlase ga selekano thata	Le e seng	Ga e maleba
7	6	5	4	3	2	1	0

Maduo a 7 a kaya gore motho yo o go neileng dipotsolotso tseno o go tlhaloseditse sengwe le sengwe ka botlalo mme o tlhaloganya sentle gore goreng o na le seabe mo thutopatlisisong.

Maduo a 4 a kaya gore motho yo o go neileng dipotsolotso tseno o tlhalositse dintlha dingwe ka botlalo fela go na le dilo dingwe tse o sa di tlhaloganyeng.

Maduo a 1 a kaya gore motho yoo ga a go tlhalosetsa le fa e le sepe mme ga o itse sepe ka ga thutopatlisiso eno.

Maduo a 0 a kaya gore ga o ise o amogele dipotsolotso mme o ka seke wa araba potso. Potso eno ga e go ame.

Appendix IIIb

Mo ngwageng o o fetileng, batho ba ba dirang ka ngwana wa gago ba dirile jaana go le kana kang	Tlhalosa gore ntlha gongwe seemo seno se go diragalela go le **kana kang**							
	Go feta selekano thata	**Go feta selekano**	**Selekano se se se lekaneng**	**Selekano se se magareng**	**Kwa tlase ga selekano**	**Kwa tlase ga selekano thata**	**Le e seng**	**Ga e maleba**
1. ba go dira gore o ikutlwe gore jaaka motsadi, o dira tiro e ntle tota ya go tlhokomela ngwana wa gago? *make you feel that as a parent, you are doing a good job in looking after your child ?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
2. ba bua le wena mme ba go bolelele gore ba dira eng fa ba alafa ngwana wa gago? *talk to you and tell you what they are doing when they are treating your child ?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
3. ba go tlamela ka seemo se se bontshang go kgathala *go na* le go go naya tshedimosetso fela? *provide a caring atmosphere rather than just give you information - do they show love for your child?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
4. ba lebelela ditlhokego tsa ngwana wa gago "tsotlhe" (sekai, tsa tlhaloganyo, maikutlo le tsa loago) go na le tsa mmele fela? *. look at the needs of your "whole" child (e.g. mental, emotional and social needs) instead of just the physical needs? Do they help with equipment, making toys, etc ?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
5. ba netefatsa gore bonnye tokololo e le nngwe ya setlhopha ke mongwe yo o dirang le wena le ba lelapa la gago mo sebakeng se seleele. *. make sure that at least one member of the team is someone who works with you and your family over a long period of time?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
6. ba go tlhalosetsa ka botlalo boitlhophelo jwa kalafi (sekai, dikaro gongwe samente go leelefatsa mesifa; *gastrostomy*?) *fully explain treatment choices to you (e.g., operations or plasters (cement) to make the muscles longer; gastrostomy?) i.e do they fully explain WHY they want to do certain things like operations or special tests to the child*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
7. ba go naya tshono ya go dira ditshwetso malebana le kalafi (go na le go na le go go bolelela gore "re ya go dira jaana mo ngwaneng	Go feta selekano thata *To a very*	Go feta selekano *To a great extent*	Selekano se se se lekaneng *To a fairly*	Selekano se se magareng *To a*	Kwa tlase ga selekano *To a small*	Kwa tlase ga selekano thata	Le e seng *Not at all*	Ga e maleba *Not applicable*

Appendix IIIb

wa gago")? *give you the opportunity to make decisions about treatment (rather than just tell you "this is what we will be doing to your child)?*	*great extent* *7*	*6*	*great extent* *5*	*moderate extent* *4*	*extent* *3*	*To a very small extent 2*	*1*	*le* *0*
8. ba go tlamela ka nako e e lekaneng go bua gore o se ke wa utlwa o gakaletswe? *provide enough time to talk so that you don't feel rushed?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
9. ba go tsaya jaaka molekane go na le fela jaaka motsadi wa molwetse (sekai, ka go se go bites fela "mama" gongwe "Papa")? *. treat you as an equal rather than just as the parent of a patient (e.g., by not referring to you as "Mom" or "Dad")?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
10. ba go naya tshedimosetso e e tshwanang malebana le ngwana wa gago? *. give you information about your child that is the same from one person to the next?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
11. ba go tsaya jaaka motho yo o farologaneng go na le jaaka motsadi "yo o tlwaelegileng" wa ngwana yo o nang le bogole? *treat you as an individual rather than as a "typical" parent of a child with a disability? (e.g. do they know your name; do they remember specific details about you and your child; are they interested in you as a person ?)*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
12. ba go tlhalosetsa se ba se dirang ka nako ya kalafi ya ngwana wa gago? *explain what they are doing during your child's therapy?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
13. ba go tlhalosetsa se ba batlang gore o se dire mo nakong e e magareng ga ketelo? *explain what they want you to do between visits?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
14. ba go bolelela ka dipoelo tsa ditshekatsheko (sekai, diteko tsa kutlo, disekene tsa boboko, diX-ray, *videofluoroscopy?*) *explain and tell you about the results from assessments (e.g., hearing tests, brain scans, X-rays, videofluoroscopy?)*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*

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15. ba go naya tshedimosetso malebana le mefuta ya ditirelo tse di tlamelwang kwa sepetlele gongwe tleleniki gongwe mo baaging ba gaeno (sekai., ditikwatikwe tse go tlhokomelwang batho kwa go tsona motshegare,)? *. give you information about the types of services offered at the hospital or clinic or in your community (e.g., referral to the dietician; day care centres in your area,)?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
16. ba nna ba go tsholetse tshedimosetso malebana le bogole jwa ngwana wa gago (sekai, gore bo bakwa ke eng, bo gola jang, le isago)? *have information available about your child's disability (e.g., the causes, how it progresses, the future)? e.g. like a pamphlet, or posters on the walls*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
17. ba tlamela lelapa lotlhe ka tshono ya go bona tshedimosetso (sekai, malatsi a a buletsweng botlhe, diketelo kwa magaeng, go laletsa balelapa botlhe go tla ka nako ya kalafi)? *provide opportunities for the whole family to obtain information (e.g., open days, doing home visits, inviting the rest of the family to come with you to therapy)?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
18. ba go tlamela ka tshedimosetso ka mefuta e e farologaneng, go tshwana le dibukana, diphamfolete, divideo, j.j. *have information (e.g. about day care centres, care dependency grants, how to find a a school; or things to do with your child at home) available to you in various forms, such as pictures, booklets, video, pamphlets, etc*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
19. ba go gakolola gore o ka bona tshedimosetso jang gongwe go ikgolaganya le batsadi ba bangwe (sekai, ditlhopha tsa batsadi di tshwana le DICAG, gongwe mekgatlho e mengwe ya batho ba ba nang le bogole) *provide advice on how to get information (e.g. about finding a school or getting a grant) or how to contact other parents (e.g., parent groups such as DICAG, or other disabled peoples organizations)*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
20. ba netefatsa gore o newa tshono ya go tlhalosa matshwenyego le dilo tse dingwe tse di go tshwenyang thata	Go feta selekano thata *To a very*	Go feta selekano *To a great extent*	Selekano se se se lekaneng *To a fairly*	Selekano se se magareng *To a*	Kwa tlase ga selekano *To a small*	Kwa tlase ga selekano thata	Le e seng *Not at all*	Ga e maleba *Not applicab*

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malebana le ngwana wa gago? *ensure that you have had the chance to explain the concerns and the things which worry you most about your child ?*	*great extent* *7*	*6*	*great extent* *5*	*moderate extent* *4*	*extent* *3*	*To a very small extent 2*	*1*	*le* *0*
21. ba latedisisa dilo tse le di buisanetseng gongwe tse o neng o batla go di itse? *. follow-up on the things you discussed or wanted to know?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
22. ba go naya ditshitshinyo le megopolo malebana le dilo tse di ka go thusang go tlhokomela ngwana wa gago bonolo? *give you suggestions and ideas of things to do which make it easier to handle and look after your child?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
23. O ikutlwa e kete o ikungwela sengwe go tswa kwa ketelong nngwe le nngwe go le kana kang? *. To what extent do you feel that you gain something from every session ?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*
24. Kwa bokhutlong, o kgotsofaletse tirelo ya kalafi e o e amogelang fano go le kana kang? *Finally, to what extent are you satisfied with the therapy service you receive here ?*	Go feta selekano thata *To a very great extent* *7*	Go feta selekano *To a great extent* *6*	Selekano se se se lekaneng *To a fairly great extent* *5*	Selekano se se magareng *To a moderate extent* *4*	Kwa tlase ga selekano *To a small extent* *3*	Kwa tlase ga selekano thata *To a very small extent 2*	Le e seng *Not at all* *1*	Ga e maleba *Not applicable* *0*