

ABSTRACT

Introduction/ Background: This study was to evaluate the quality of HIV/AIDS clinical care services and the level of clients' satisfaction in Uganda Prisons.

Broad Objective:

To evaluate the quality of HIV/AIDS clinical care services offered in Murchison Bay Group of Prisons, Luzira the main national prison in the central region in Uganda.

Methods:

The research design was a cross-sectional survey using both qualitative and quantitative approaches in collecting data. The qualitative approach was used to get deeper understanding of the quality of HIV/AIDS services and the quantitative approach was used to determine percentage proportions of different quantifiable variables/factors that are related to the study. A census total of 36 staffs attached to HIV/AIDS clinics at the Murchison Bay Group of prisons were interviewed and 148(85.8%) of the HIV positive clients accessing care at the clinics were interviewed to determine their level of satisfaction.

Results/discussions:

Overall, findings showed high quality HIV/AIDS care and services offered at the clinics. This was confirmed by a high level of client satisfaction, availability of medicines, adequate clinic space that ensures privacy and a favourable staff ratio. Despite this, the prisons lacked mechanisms of follow up and psychosocial support for adherence, a factor that influences HIV/AIDS care quality. Research area being a prison, satisfaction was considered high, because attending the clinic routinely provided an opportunity for infected prisoners to be relieved of heavy duties punishment.

Conclusion and recommendations:

The study recommends the maintenance of the staff patient ratio so as to avoid excess workload which may compromise on the quality of the services. Whereas the waiting space is adequate, the prisons management and government should be planning extensions of the infrastructure to meet the increasing demand of the services. With the availability of medicines and supplies, Prison health services needs to have mechanisms for follow-up of HIV positive clients to ensure adherence. Further studies should be done in areas of psychosocial support for HIV positive children and young people born in prisons.