SERVICE DELIVERY DAYS - AGRA
S.N. Medical College, Agra, Uttar Pradesh.
January, 2011

Overview and Background

In order to address the unmet needs of family planning services to urban poor of Agra City and ensuring high quality of service delivery for women, UHI Agra organized **Service Delivery Days** during the month of January 2011, in coordination with Department of Gynae & Obstric, S.N. Medical College Agra and Partner NGOs – NIRPHAD, Adarsh Seva Samiti and AWARD.

Pre Planning

Pre-planning meetings were conducted with Dr. Saroj Singh, HOD, Department of Gynae & Obstric, S.N. Medical College Agra, Dr. Urwashi, Dr. Nidhi Gupta (Family Planing Unit Incharge) and Partner NGOs and other stakeholders to finalize Service Delivery Days for female sterilization, IUCD insertion, injectables (DMPA) services and distribution of Government supplies of oral contraceptive pills and Condoms. All the services and supplies were available at free of cost to the urban poor population.

Slum Selection

Urban Slums of Shahganj, Rakabganj and Trans Yamuna area were identified for providing family planning services on Service Delivery Days.

ORWs of partner NGOs prepared due lists of female clients and currently married women, those interested to avail services on fixed days. The ORWs and Peer Educators provided initial counseling for services at grass root level along with basket of choices.

Outreach

Potential clients were identified and motivated for family planning services by the Peer Educators with help of Outreach workers. ORWs conducted community meeting's in their respective slum areas to convey the messages and generate demand for family planning services.

Peer Educators accompanied clients to S.N. Medical College, Agra to provide support to get access to the quality services on the fixed days. Transportation facility was arranged by UHI Agra in order to facilitate transportation (to & fro) of Potential clients from their residences.

All required Medical tests, Physical Verification and check up were conducted at S.N. Medical College, Agra to identify client's fitness for appropriate method chosen by them. NGOs were supported by UHI staff for clients to get registered for FP services. Counselor from UHI provided informed choice and counseling for desired and appropriate services.

Quality of Services

Quality services were provided under the direction of Dr. Saroj Singh, HOD, Department of Gynae & Obstric S.N. Medical College. Counselor of UHI at SNMC provided informed choice and referral for desired and appropriate services. Sterilization, Cu- T and DMPA services were provided after proper physical verifications and medical tests. Dr. Urvashi, Dr. Nidhi Gupta, Family Planning in-charge, Dr. Sippy Agarwal and all Para-medical staff of the Department provided all required support to clients in availing quality services.

Outcome for January 2011 – No. of Clients served during 5 service delivery days.

Date	Family Planning Counselling	DMPA	IUCD	Female Sterilization		No. of clients provided COCs (Govt supply)	No. of clients provided Condoms (Govt supply)
				Minilap	Lapro		
3-Jan-11	4	1	1	0	0	3	5
10-Jan-11	10	0	0	0	0	0	0
17-Jan-11	12	0	3	3	0	1	0
24-Jan-11	20	0	0	0	0	2	5
31-Jan-11	8	0	0	7	0	0	7
TOTAL	**54**	**1**	**4**	**10**	**0**	**6**	**17**

This summary was generated by the Urban Health Initiative.