Monitoring and Evaluation

- Guidelines to Using the Data Collection Tools and Customer Survey Provided -

1. Daily reports

Using the data collection tools provided you can collect the following data:

- Number of people attending the vision centre.
- Number of people provided with a full eye test, including refraction.
- Number of people that had short eye tests (which may not include refraction).
- Number of people that needed referrals to other hospitals / clinics / centres, etc.
- Number of spectacles (Single Vision / Bifocal / Readymade Spectacles) dispensed.

2. Monthly reports

Using the data tools provided *(see E1_2_Data Collection Tools-Manual Capturing), t*he person collecting the daily numbers fills out:

- last month's numbers;
- this month's numbers; and
- whether this month's numbers were higher / lower or the same as last month and hands it over to the manager.

It is recommended that this form is completed before the first week of the new month (e.g. 5th of August for July monthly reporting).

This will ensure that you are ready to start the new month with a clearer picture of what occurred in the previous month. If you leave it for too long, you may not be able to adequately prepare for the coming month.

If you are using the Excel spreadsheet, this is automatically updated for you.

3. Bi-Annual report

Apart from reporting on the achievements of the last 6 months, managers should be able to make a prediction of the number of sales / spectacles to be sold over the coming 6 months. This will allow for tracking the performance of the vision centre going forward.

It will also enable managers to track performance on a bi-annual basis and make alterations to business strategy accordingly. Managers should use the projections row as a starting point for planning at the next bi-annual review.

If you are using the data tools and capturing the data electronically, you merely need to:

1. Save the Excel file onto your computer.

2. Double click on it to open the file.

3. Enter the month and the name of your vision centre.

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4. In the first column fill in the dates for that month. The days are already done for you.

5. On a daily basis enter the numbers of Number Attending, Number of Full Eye Tests, Number of Short Eye Tests.

6. The Excel will automatically update numbers on a weekly and monthly basis for you.

7. Make sure to save this file every time you make a change to the daily numbers.

8. After every 2 months, you will come across the Monthly report comparison page.

9. If you are entering your daily numbers correctly – the totals for the 2 months will automatically update.

10. The last row H/L/S will automatically update to give you some feedback on your VC performance.

(See E1_3_Data Collection Tools-Electronic Capturing)

4. Patient Satisfaction Survey

These should be completed by patients attending your vision centre 6-9 months after it is established and fully functional.

(Refer to E3_1_ Patient Satisfaction Survey Long)
(Refer to E3_2_ Patient Satisfaction Survey Short)

If patients can read and are happy to complete them by themselves, allow them to do so after they have collected their spectacles. (If you ask them before they collect their specs– they may feel that you won't give them their specs if they give your vision centre a poor rating!)

If patients do not read or cannot complete it by themselves, you may ask the person that accompanies them to assist them with completing it.

You should get at least 50 people to complete the questionnaire. At the end of the exercise – review the results to see which areas you need to work on to improve your services and increase access to spectacles in your community.

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