

Annual Review 2016

IMPROVING ACCESS TO HEALTHCARE IN RURAL ZAMBIA

On Call Africa assists thousands of people who would otherwise have little or no access to essential healthcare services; by working to strengthen and augment existing services.



“It is good to work with On Call Africa. Previously some patients were actually dying right up there in their homes. Because of the distance they couldn't come to the Rural Health Centre to get medical attention. Now we are able to reach each and every individual.”

Jennifer Chisapandue
Community Nurse
Simango Rural Health Centre

On Call in 2016

Dear Friends

We are delighted to share the latest annual review of the work of On Call Africa.

In the last year nearly two and a half thousand people told us that their visit to our clinic was their first ever consultation with a doctor. The case study on page 4 of this Annual Review describes one incident which illustrates the work of On Call Africa in action. Volunteer doctors worked alongside local community health workers, supported by staff from rural health centres to ensure that one patient's condition was identified, diagnosed, stabilised and treated.

Meanwhile, baby Hajunza (page 8) is doing well. Twelve months previously, suffering from the effects of severe malnutrition, she had been saved from critical danger by the interventions of our team of Zambian and UK volunteers. Together they helped Hajunza back to health – just one of six and a half thousand patient diagnoses and treatments last year, including nearly 2,000 children aged under 5.

In the last year thirteen community health workers completed On Call Africa's one-year training course. They travelled to Livingstone to participate in four residential training weeks, with each demonstrating improved knowledge and better competencies to allow them to be a more effective first point of call for their communities' health needs.

Twenty-one doctors volunteered with On Call Africa during 2016. Travelling to Zambia these committed volunteers enable us to continue to increase access to healthcare in rural Zambia. Supported by our Zambia team they made an immense contribution to our three key activities: treating, training and teaching.

Fourteen trusts and foundations generously funded the purchase of medicines, training resources, and our running costs in Zambia. A growing number of Friends of On Call Africa have continued to offer regular financial support, and our programme to develop community health worker-led healthcare has been awarded three year's funding from the Scottish Government.

During 2016 the Trustees developed a three-year strategy. This is underpinned by the following values:

1. Quality health care for all: Everyone is entitled to high quality healthcare in their own community
2. Community-led: Local communities should have ownership of health issues and health care
3. Volunteerism: Volunteering is an effective way of making change happen
4. Independence: Achieving our goals requires we retain our independence, responsiveness and transparency

The six strategic objectives for the period 2016-17 were agreed as follows:

1. We will continue to develop and test a community-led model of health to maximise effectiveness
2. We will seek to expand and deliver this model in other areas of Zambia's Southern Province
3. We will build strategic partnerships to address public health issues at the community level, and to influence issues practices and policies at other levels (district, province, national, global)
4. We will increase local ownership and accountability to stakeholders
5. We will add new skills and staff
6. We will grow income streams and maintain healthy reserves

We are immensely grateful for all the support and participation from volunteers across the UK and Zambia during the past year, and look forward to continuing to work towards improving access to healthcare in southern Zambia during 2017.

Dr Kirsty Tolmie, Malcolm Spence, Dr Gavin McColl, Dr Simon Tolmie, Paul Atherton
On Call Africa Board of Trustees

On Call in 2016

Treating, Training, Teaching

Treating



“The distance from the village to the Rural Health Centre is great and its too far for some sick people, but On Call Africa is on our doorstep. The doctors even work in hard places, under this broken roof with an overload of people waiting to be seen. People are responding well to the treatments and death rates have reduced.”

Village Headman
Pukuma

Over 100 mobile clinics days in 9 different villages

6,416 patient diagnoses

21 volunteer doctors offering patient consultations

13 Community Health Workers completed our training programme

4 residential training weeks were held for these local volunteers

3 year's funding was awarded by the Scottish Government International Development team to help roll-out training and support

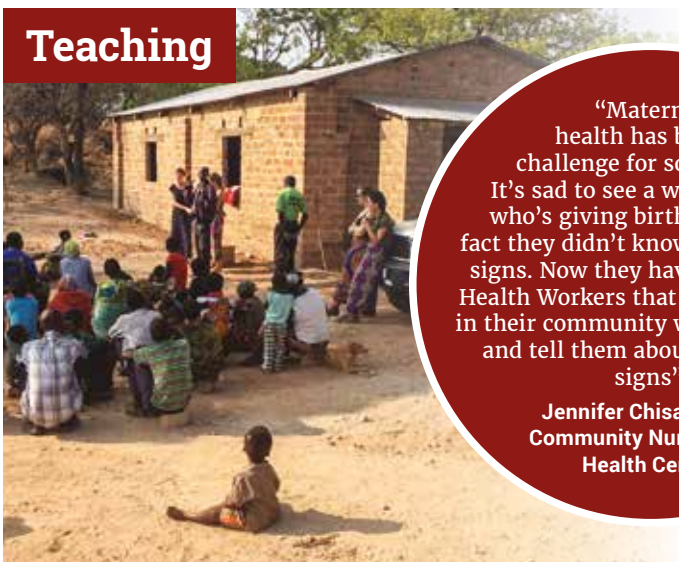
“As a doctor for On Call Africa, I felt like our partnership with the community health care workers was essential in allowing us to engage with patients in rural communities. They were able to understand both patient and doctor perspectives and helped us to make joint decisions. The partnership between On Call Africa and Community Health Workers is invaluable.”

Dr Helen Richardson
Volunteer Doctor, 2016

Training



Teaching



“Maternal health has been a challenge for some time. It's sad to see a woman dying who's giving birth, due to the fact they didn't know about danger signs. Now they have Community Health Workers that live with them in their community who teach them and tell them about the danger signs”

Jennifer Chisapandue
Community Nurse, Rural Health Centre

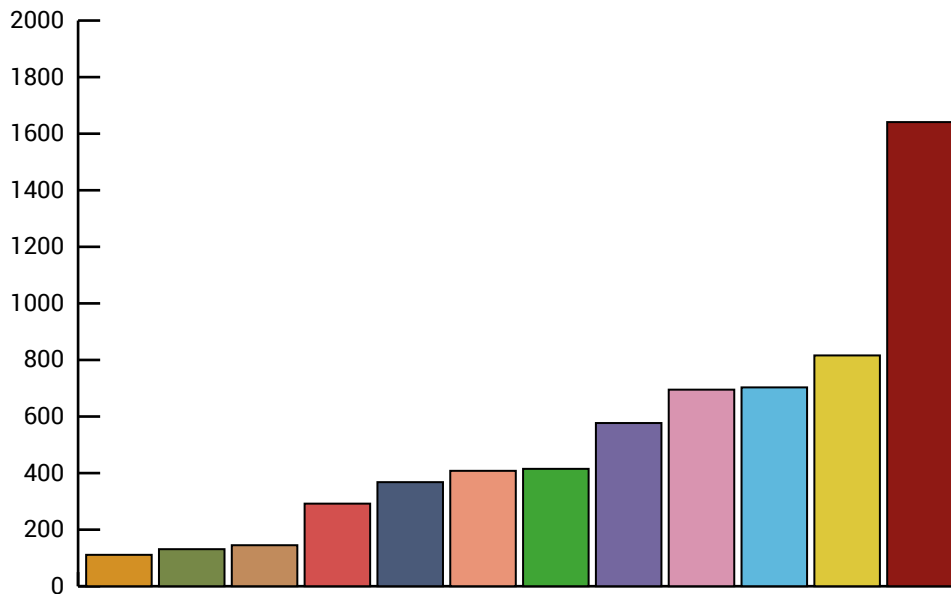
Hand-washing, bilharzia, positive relationships and safe sex were some of the themes in our education programme for families and school children

100s of toothbrushes given out during dental hygiene sessions

12 key themes for future village health education were identified

Treating: Making an Impact

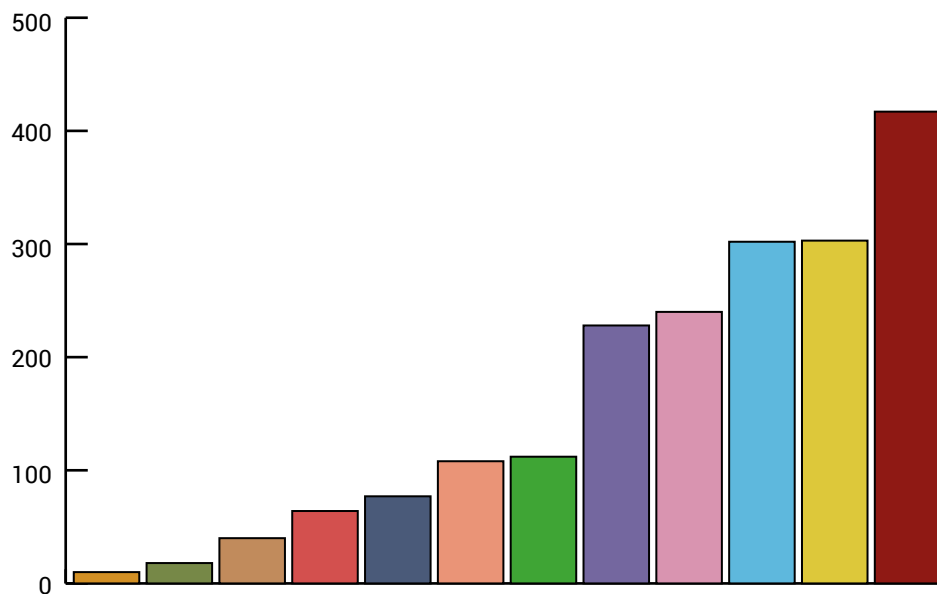
In 2016 we diagnosed and treated 6,302 individual patient conditions



Total Diagnoses

Trauma wounds	111
Dysentery	131
ENT	145
Pneumonia	292
Eye diseases	368
Bilharzia	408
Intestinal worms	415
Diarrhoea	577
Skin disease	695
Musculo-skeletal	703
Respiratory (incl asthma)	816
Other	1641
Totals	6302

In 2016 we diagnosed and treated nearly 2,000 conditions in young children



Under 5s

Musculo-skeletal	10
Trauma wounds	18
Bilharzia	40
Pneumonia	64
Dysentery	77
ENT	108
Eye diseases	112
Intestinal worms	228
Skin disease	240
Diarrhoea	302
Other	303
Respiratory (incl asthma)	417
Total	1919

“We as Zimba District, like Kazungula, are really benefiting from the partnership with On Call Africa.

... most importantly, for the sake of sustainability they mentor and train some of the Community Health Workers and volunteers who will help reach the community by quickly identifying severe conditions while all the more increasing health awareness in the community.”

Dr Moonga, Director, Zimba District Health Office

During the year 90% of our patients were women and children

Females 0 to 18	28%
Males 0 to 18	24%
Females Over 18	38%
Males Over 18	10%

Treating: Working with Partners

Case Study – Inter-organisational partnership



A 45 year-old man presented to On Call Africa's mobile clinic with left upper quadrant abdominal pain, which had started suddenly around twenty-four hours previously. He looked unwell, with increased work of breathing and heavy sweating.

Observations:

Temperature = 39.2.

A: Patient was sitting up talking in sentences

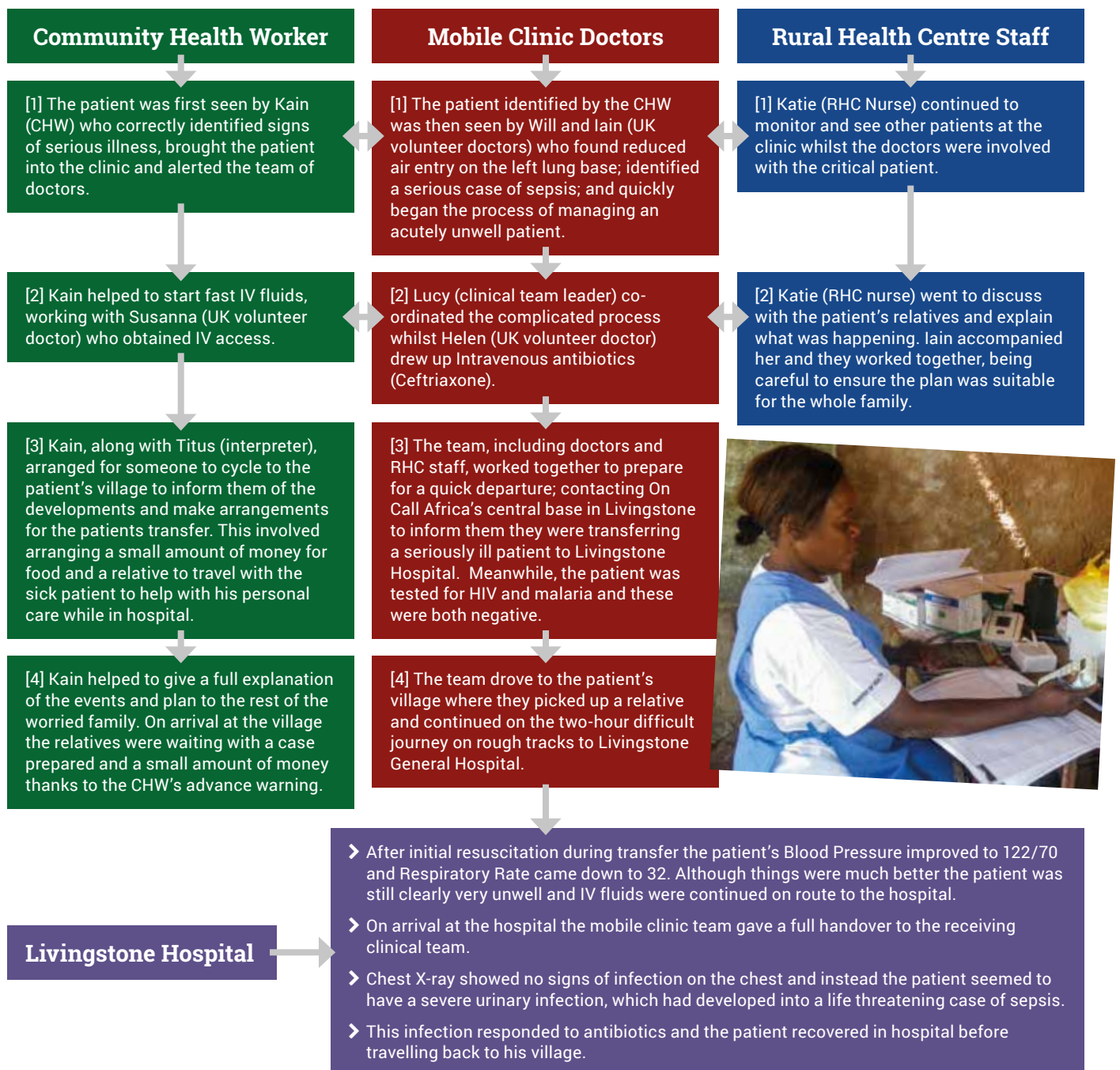
B: Respiratory Rate = 40 with use of accessory muscles;

Oxygen saturations = 93

C: Heart rate = 82;

Blood Pressure = 95/62

Response and Roles of Partners



Teaching Lessons for the Future

Children and families learn about:

- Washing hands
- Positive relationships and safe sex
- Alcohol awareness
- Malaria
- Dehydration
- Back pain
- Emergency first aid
- Nutrition
- Intestinal worms
- Clean air
- Clean water
- Dental and eye problems



“We are seeing an increase in the number of cases of malaria, malnutrition, worms and dysentery on our clinics and unfortunately this increase is mostly in children. An effective, sustainable health education programme will help us reduce the likelihood of transmission within the communities.”

Megan Greenhalgh
Zambia Operations Manager
On Call Africa



Training Health Workers for the Future

On Call Africa provides a one-year training programme for village volunteers who are supported by the village leaders to work as Community Health Workers. Our course enables them to develop skills in basic examination, treat simple infections, identify serious illness and liaise effectively with the local health services.

Community Health Workers learn about:

- Serious illness
- Maternal health and antenatal care
- Respiratory disease
- Gastrointestinal disease and diarrhoea
- Musculoskeletal problems
- Neurological conditions
- Malaria
- Sexual health including family planning
- Urinary tract problems
- Child health and immunisations
- Skin problems
- Nutrition and healthy drinking water
- Public health



“The exceptional benefit of working with On Call Africa is that doctors can help create something sustainable through education. What really makes a difference is watching the Community Health Workers develop during their training, making them the best people in these communities to take on the role, elicit change and make something sustainable.”

Dr Catriona Parker
Volunteer Doctor, 2016

On Call Africa 2016 Financial Summary*

Income

Grants from Trusts and Foundations	£30,936
Grant from Scottish Government	£12,555
Individual Donations & Contributions	£14,683
Total	£58,174

Expenditure

Medicines**	£5,415
Travel and Fuel	£2,292
Clinic Provisions	£1,848
Staff	£9,609
Residential Training	£4,005
Doctors' Accommodation	£8,400
Doctors' Registration Fees	£3,145
Tax	£785
General Project Costs	£2,387
Fundraising	£2,794
Total	£40,680

** plus £1,579 medicines carried forward from previous year
* based on independently examined annual accounts for 2015-16

Income and Expenditure 2010–2016 (end of financial year 30th June)

Financial Year (to 30th June)	Income £	Expenditure £
2010-11	32,671	27,164
2011-12	16,561	12,114
2012-13	14,934	23,412
2013-14	22,014	22,030
2014-15	18,705***	11,739
2015-16	58,174	40,680

*** excludes donation of Toyota Landcruiser initial value £27,000

Donors

We are grateful to many individuals who have generously supported our work through regular donations and contributions towards running costs.

Our thanks also extend to fifteen trusts, foundations and companies who supported our work during 2015-16 including: J S McColl Ltd, Strathspey Charitable Trust, W F Southall Trust, The Cotton Trust, The Bower Trust, Fulmer Trust, Evan Cornish Foundation, Ashworth Charitable Trust, Gibbs Charitable Trust, Helen A Reid's Charitable Trust, Highfield Charitable Trust, Souter Trust, Trefoil Trust, Margaret McEwen Trust.



Expenditure

Direct Charitable Expenditure	£36,394	89.5%
Fundraising	£2,794	6.9%
Other (tax and exchange)	£1,492	3.6%
Total	£40,680	



ON CALL AFRICA

TREATING, TRAINING, TEACHING



Volunteer Doctors 2016

Dr Neil Saxena
Dr Dave Allcock
Dr Chloe Pemberton
Dr Maya Sussman
Dr Carly Chu
Dr Rachel Fletcher
Dr Catriona Parker

Dr Helen Richardson
Dr Diana Duke
Dr Peter Davey
Dr Susanna Elsesser
Dr William Hicks
Dr Helen Turner
Dr Lucy Miller

Dr Iain Farmer
Dr Edward Lightfoot
Dr Hannah Wakefield
Dr Carly Lamb
Dr Laura Hannington
Dr Laura Halley
Dr Camillo Lamanna

Community Health Workers

Simango Rural Health Area

Conista Lindu
Decide Ndila
Eustance Simubali
Ronald Simwat
Clement Muleya
Philip S. Muluti

Katapazi Rural Health Area

Halubone Simweeleba
Kain Bubala
Maureen Muchimba
Alexander Siteba
Gloria Masiya

Mapatizya Rural Health Area

Cemson Seko
Adrian Palija
Alfred Kafulo
Peter Munsaka

Staff 2016

Zambia Operations Manager
Megan Greenhalgh MSc

Zambia Project Coordinator
Emma Patton

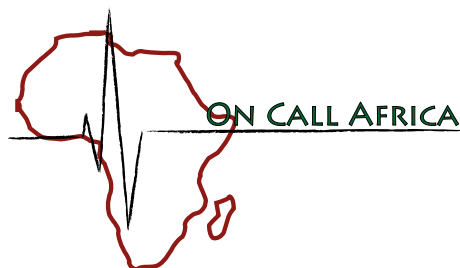
Zambia Project Assistant
Victor Malambo

UK Operations Director
Adrian Gosling MA, BA, PGCE

Trustees

Dr Kirsty Tolmie (Chair) MBChB, MRCP
Malcolm Spence (Vice-Chair) MSc, MA
Paul Atherton PhD

Dr Gavin McColl BSc, MBChB, MRCP
Dr Simon Tolmie BSc, MBChB



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