ABSTRACT

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The purpose of this descriptive study was to describe the health services, problems and obstacles of the health officers and clients at the Primary Care Unit, Ban Rongluk, Tumbol Phakkuong, Amphur Thongsaenkan, Uttaradit Province. The population was 11 health officers and the sample was 240 clients selected by purposive sampling. Data was collected by an interview form with the reliability of the population at .89 and the sample at .84, calculated by Cronbach's alpha coefficient. Data were analyzed by descriptive statistics and content analysis.

The results of the study revealed that the health services of the Primary Care Unit, both the officer's sector and client's sector, were at a high level (91.1 % and 68.2%). The mean scores of officer's total was at a high level (81.7%-100%) but clients had mean scores at a low level, 30.8%, and a high level 99.9% . Problems and obstacles in operating health service showed that the officers had low experiences in community service; the clients had economic problems ; the community was not strong ; the management of the health data record system was not good ; there was no clear planning for rehabilitation ; the doctors worked slowly ;

there were problems of team work ; there were not enough vehicles ; the laboratory investigation were delayed ; the field did not meet the population . Regarding the clients, a large number of clients came to use the treatment service ; there were no officers for home visits ; they needed treatment from doctors ; the wait for a doctor was long ; the place was narrow and the clients were unable to read drug labels.

In summary, the study showed that the operating services in the treatment area were good, but in the community area needed integrating, and understanding about human beings should be improved. It is recommended that health officers should increase such abilities by continuously training. Furthermore, the community should be empowered and there should be cooperation with villages to develop health for all in the community at all time.