

Impact Assessment of COVID-19 support

Mohalla Clinics, Delhi

Diageo India

January 2024

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- Field visits were conducted in cognizance with Diageo India, and field teams with prior acceptance on approach, methodology, coverage plan, tools and indicators.
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Background and introduction

About Diageo India

Diageo India is a leading beverage alcohol company in the country. The organization aims “to create the best performing, most trusted and respected consumer products company in India”.

Diageo India focuses on making social responsibility a core part of its business model in order to transform lives and communities. Some of their CSR activities include:

Key CSR activities	
	Promoting positive drinking through efforts towards prevention of alcohol related harm and awareness generation
	Building sustainable communities through access to clean drinking water, sanitation health care facilities among others
	Empowering women to ensure equal access to resources and opportunities through initiatives on health, security, and education



Background and introduction

Need of the intervention

Population overview

- Delhi has a population of **1.68 crore** (16.8 million) residents in 2011, with **97.5% residing in urban areas**.
- Approximately 11% of Delhi's population, amounting to **18 lakh (1.8 million) people**, consists of **slum dwellers**, with a significant portion being migrants from other regions.

Healthcare landscape

- The city has approximately one fourth to one fifth of health institutions, including around **200 dispensaries and polyclinics**, nearly **10,000 hospital beds**, among other healthcare facilities.
- The Government of Delhi run health facilities cater to around **3.35 crore (33.5 million) outpatients** and treat nearly **6 lakh hospitalized patients**, every year.
- Health services in **India are stressed with uncertainties** on availability of providers, lack of assured consultations /medicines leading to long wait hours and poor quality of services.

Mohalla clinics of Delhi


- The Mohalla clinics were conceptualized to provide **accessibility to affordable healthcare**. The first clinic was **established in 2015 in Delhi** and these structures are set up using **prefabricated material**.
- The clinics offer **basic first aid, outpatient consultations, maternal and child health services and referrals** among others key support.

Background and introduction

About the intervention

- As part of its healthcare initiatives, Diageo India provided eight container clinics in Delhi with the aim to support basic medical care for those in need.
- Mohalla clinics have been set up for curative care on minor ailments. These are free of cost and also within walking distance in the urban slums. Thus, making primary care more accessible and affordable


Eight Mohalla clinics in Delhi

 **Naraina, New Delhi**


 **New Multan Nagar**


 **Rajender Nagar**

 **Tilak Nagar**

 **GK Enclave 2**

 **Paschim Puri**

 **Old Mustafabad**

 **Khichdipur Gaon**

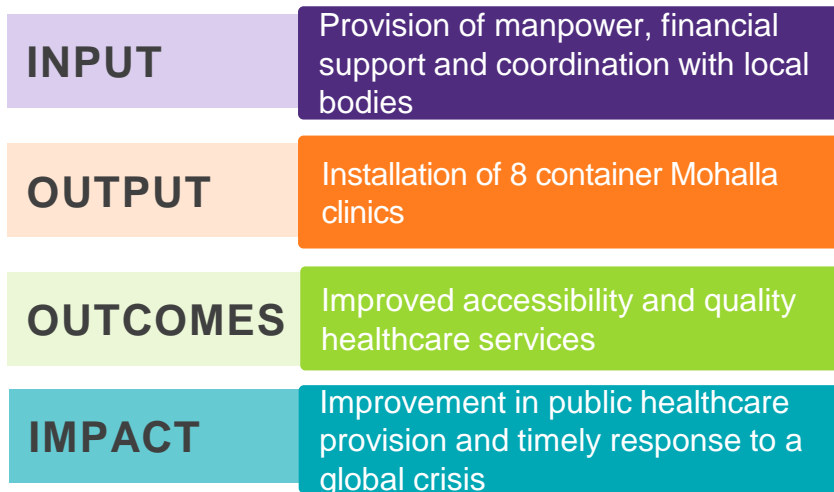


Diageo India engaged Grant Thornton Bharat to conduct an Impact Assessment of the support provided in Delhi .

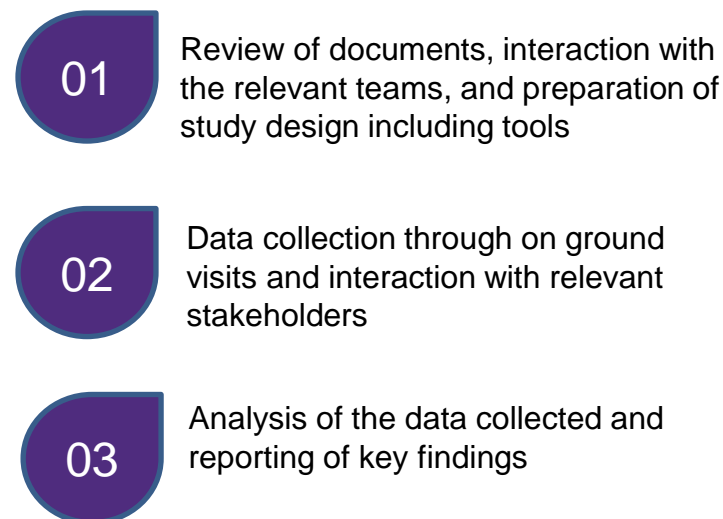
Approach and methodology

Work undertaken

Assessment approach based on theory of change:



Assessment followed a three-step methodology:

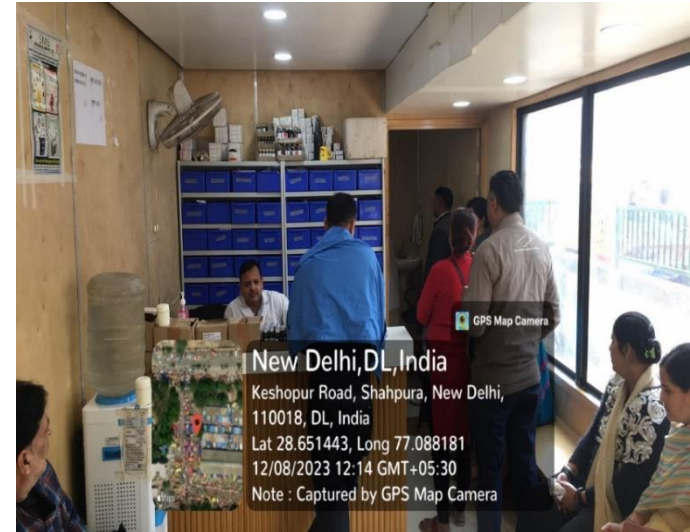


- The Grant Thornton team conducted visits in 50% (i.e., 4) of the total locations in Delhi including **Tilak Nagar, Rajendra Nagar, Paschim Puri and Naraina**
- Interactions were held with **relevant stakeholders** such as clinic doctors, pharmacists and other staff members as well.

Background

About the project

- The project was implemented to **extend support towards provision of healthcare services in Delhi**. The intervention was based on **establishment of container clinics in selected locations**.
- Every Mohalla clinic has a team of **four to five people** consisting of one (01) Doctor, one (01) Pharmacist, one (01) Pathologist, one (01) receptionist and a support staff.
- The clinic also provides **free medicines to the patients**. The pharmacist maintains a detailed tracker with the list of required medicines.



Key highlights of the clinic

01

Digital registration of patient with details including name, age, issues, etc.

02

Designated area for the patients to wait for their turn

03

Wide range of doctor consultations and treatments

04

Provision of medicines post consultation by pharmacists

05

Provision of referrals to nearby hospitals, if required

Key findings

Support provided

Quality



Quality healthcare services are provided as part of the clinics. These are proper structured centres with all essential infrastructure, including a toilet, wait area, separate section for consultation, among others. This adds to the overall experience of seeking medical help for the patients.

Accessibility



Installation of Mohalla clinics have resulted in better accessibility to primary healthcare facilities for the communities. People living in the vicinity of the clinics have easy access with low cost of transportation.

Availability



The clinics provide essential medical care that follows established protocols, including treatment for common ailments, lab investigations by the designated laboratory. Additionally, all drugs listed in the essential drug list are provided to patients without any charge. Further, it also includes antenatal and postnatal care for pregnant women, nutritional status assessment, counselling, among others.

Sustainability



The clinics are designed through discarded shipping containers which minimizes the cost for installation. Further, these cater to a large number of people in smaller neighbourhood and are fully equipped with necessary facilities. The Mohalla clinics are an essential model that will continue to help communities access healthcare services in the future as well.

Key findings

Testimonials

“Thanks to Diageo India's support, the clinic has been able to significantly improve the structure and quality of healthcare facilities”

Dr. Mohit Gera, Janak Vihar

“Their contribution has greatly improved healthcare services. The number of patients has significantly increased daily. In the past, 50-70 patients visited, but now 100-150 arrive daily.”

Dr. Sushma Gill, Keshavpur Mandi



Photos from the field



Image 1 :Mohalla Clinic- Pashchimpuri



Image 2 :Pharmacist at Mohalla clinic Rajendra Clinic



Image 3 :Mohalla Clinic- Keshavpur Mandi



Image 4 :Mohalla Clinic- Keshavpur Mandi

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Thank you