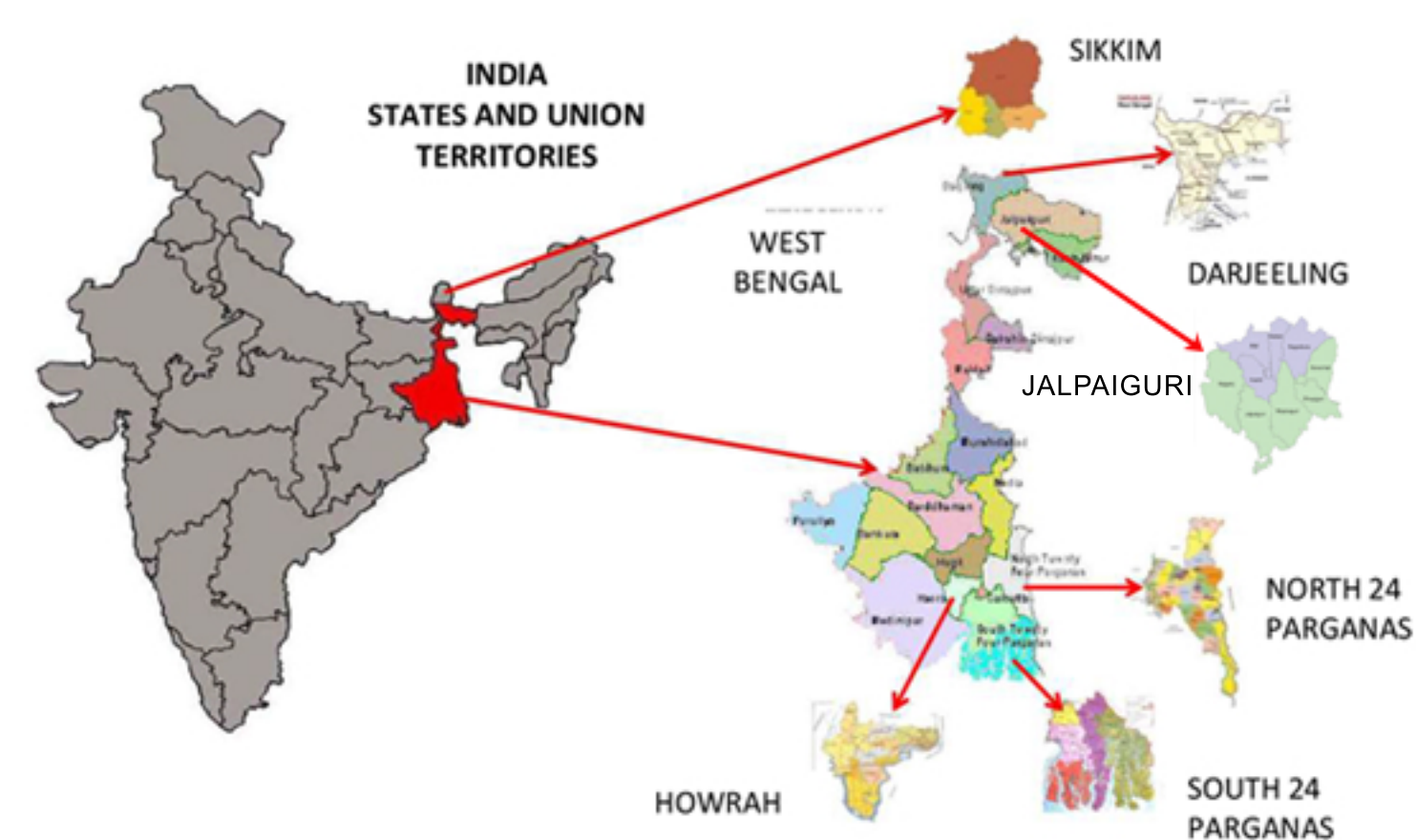


INTRODUCTION AND BACKGROUND

More than 70% population are living in rural India, often encounter barriers to healthcare like

- Lack of staff and service
- Health insurance status
- Lack of transport and communication
- Lack of health education
- Lack of knowledge about health services and rights
- Superstitions and misconceptions

Basic Health Care Support Programme (BHCSP)



Basic Health Care Support Programme (BHCSP)

- WBVHA started Peoples' Forum Movement since 2004
- Partnership process
- 20 years of association
- West Bengal and Sikkim
- A comprehensive programme for a collective action
- Multi-level: National, State, 5 Districts, 25 Blocks, 98 GPs (cluster of villages) reaching 1.5 Million population directly/indirectly
- Working closely with Local administration, Health, Social welfare departments and Civil society organisations

PEOPLE'S FORUM



A people-centred platform of local CBOs and community groups/individuals to work together to identify excluded communities, health problems and negotiate with the healthcare providers for problems resolution, experience and exercise influence on their own lives.

INCLUSIVE HEALTH

All people are healthy and safe



Achievements

- Reaching Services in un-served/under-served areas
- Supporting the Ministry of Health & Family Welfare
- Minimizing Operational gaps
- Representation in various Patient Welfare Committees
- Operating patient kiosk at district hospitals
- Addressing issues on determinants of health

Challenges

- Wider acceptance & recognition
- Political will varies from district to district
- Health is not a priority issue of Local Government
- Ensuring successful governance
- Inadequate action research
- Financial stability
- Leadership changes at different level

STRATEGIES ADOPTED

- Recognition of Diversity
- Ensuring Participation in Decision-making (Spaces created and used)
- Removal of Barriers
- Tailored programmes (Issue-based approach, focusing on socially excluded communities)

METHODS

Sensitization of community members and citizens about Right to health

- Making informed decisions
- Demand their right to free and quality health services
- Interface and advocacy for people's need-based services
- Monitoring local health services

Way Forward

- **Sustain the process and system**
 - Responding to the needs
 - Support/promote collaborative governance models for local health system strengthening

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