

# **Patient's experiences of diabetes care at tertiary health facility among rural-based diabetic patients in Lilongwe, Malawi**

**Ellen Nkambule**

*Kamuzu University of Health Sciences*

**Annie Msosa,**

*Kamuzu University of Health Sciences*

**Kondwani Wella**

*Kamuzu University of Health Sciences*

**Balwani Chingatichifwe Mbakaya**

*University of Livingstonia*

**Gladys Msiska**

*Kamuzu University of Health Sciences*

## **Background**

Evidence suggests that diabetic patients previous experiences of diabetes care are considered as important aspects that affect the outcome of care.

## **Aim of the study**

To explore the experiences of rural-based diabetic patients on diabetes care in Lilongwe, Malawi.

## **Methods**

The study used a qualitative narrative inquiry. Participants were identified at Kamuzu Central Hospital Diabetes Clinic. The hospital is a tertiary level health care facility. We purposively selected 10 participants from rural areas attending the clinic. Data were collected through in-depth interviews in the privacy of the homes of the study participants and analysis was done using the Riessman approach of thematic narrative analysis.

## **Results**

In this study, the following four themes emerged: (1) the long pathway to a diagnosis of diabetes; (2) hardships associated with diabetes care; (3) health worker attitudes and their impact on diabetes care and (4) low resources and their impact on self-management.

## **Conclusions**

Rural-based diabetic patients encounter enormous challenges as they access diabetes care and Malawi's health systems fail to identify the majority of patients with diabetes promptly.

## **Implications**

There is a need for innovation to improving the quality of diabetes care at the public facilities in Malawi. Diabetes diagnosis facilities should be improved and awareness campaigns among the population so that people are well informed about the signs and symptoms of diabetes to promote early diagnosis.