

Table 2 Problems and potential solutions identified during the workshops with health workers

Problems identified	Solutions suggested
Workload and staff shortage	Planning and time management Create more posts Fill the existing vacancies
Lack of support from management	Encouragement for taking initiative Clear concept of essential and non-essential medicines System should have flexibility to look for alternatives if existing system is not working properly
Personal problems of the staff	Encourage sharing of problems Accept and provide support for genuine problems Counselling and alternate ways
Building a relationship with community to know more about them and address difficult issues, e.g. infertility, teenage sexuality, violence against women	On-the-job training on: Counselling skills Participatory research methods Incorporate research as part of making action plans