

Communities lead the charge to improve clinic services in Buffalo City

Primary health care facilities in the Eastern Cape are under immense strain and have been notorious for poor service. But rather than give up hope, some communities in Buffalo City are creating change.

For the last two and half years, rural and informal settlement communities in Buffalo City have been working closely with the Small Projects Foundation (SPF) to engage and capacitate staff at 10 clinics to improve services. Their interventions include establishing clinic committees that regularly meet with clinic staff, to identify priorities and jointly solve service delivery issues. SPF has also provided training to clinic staff which has reduced medicine shortages and improved patient management.

The results of Asivikelane Health 1 suggest that the communities' efforts are beginning to bear fruit. For the majority of residents, the health care service they required and the medication they needed were available at their last clinic visit. But there is still room to improve – **40% of residents waited longer than two hours** to be assisted during their most recent visit, with some reporting waiting times of more than four hours. Residents say that a shortage of staff, particularly doctors, nurses and pharmacists, is the main reason for this. With 64% of residents having visited a clinic two or more times in the last month, the demand for services at clinics remains high.

GOOD NEWS

- ✓ In 8 out of 10 of clinics, all residents reported that **the waiting area was clean and they were treated with dignity and care.**
- ✓ In 7 out of 10 of clinics, all residents reported that **medication was available** for them.
- ✓ Residents have **commended Openshaw and Ncera clinics** for the quick response times and the quality of service delivered by clinic staff.

HOTSPOTS

- ✗ **40% of residents waited longer than two hours to be seen on their last clinic visit.** A shortage of staffing capacity is the main reason identified.
- ✗ At Masiphile clinic, none of the residents interviewed were assisted within two hours and at Mpongo clinic less than 20% of residents were assisted within two hours, suggesting **major operational inefficiencies.**
- ✗ 20% of Needscamp clinic patients say that **the health care service and medication they needed was not available to them** at their last visit.

ON YOUR MOST RECENT CLINIC VISIT IN THE LAST MONTH...

BUFFALO CITY CLINICS	...WAS THE HEALTH SERVICE AVAILABLE?	...WERE YOU SEEN WITHIN 2 HOURS?	...WAS MEDICINE YOU NEEDED AVAILABLE?
THEMBALETHU	●	●	●
NEWLANDS	●	●	●
POTSDAM	●	●	●
NEEDSCAMP	●	●	●
NCERA	●	●	●
MPONGO	●	●	●
TWECU	●	●	●
OPENSHAW	●	●	●
ZIKHOVA	●	●	●
MASIPHILE	●	●	●

Respondents that said YES: **60% or less** **61 – 75%** **75 – 89%** **90% or more**



NUMBER OF CLINICS:

10



NUMBER OF RESIDENTS:

101



PERCENTAGE OF FEMALE RESIDENTS:

85%



AVERAGE NUMBER CLINIC VISITS PER MONTH:

3

DATA NOTES: **101 residents across 10 clinics in the Buffalo City Metro Health District participated in Asivikelane Health 1** in the last week of June. Detailed results and comments from residents themselves are available at www.asivikelane.org/health.

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