

# 80 PATIENTS TO ONE NURSE:

## residents carry cost of inefficiencies at Buffalo City clinics

The results of Asivikelane Health #2 show that 35% of residents waited for more than 2 hours to be assisted at their last clinic visit, and **29% of residents spent more than 3 hours in total at the clinic**. Half the clinics did not open on time. A shortage of staff, especially nurses, is the main reason for delays in service. The Department of Health's norm is 35 patients to one nurse at primary health care centres. On average, Buffalo City clinics have a ratio of 62 patients to one nurse, with some reporting ratios as high as 80 patients per nurse. This excessive load has a negative impact on patients, as well as on clinic staff who are stretched thin and unable to efficiently meet the demand for care. These circumstances have a direct bearing on the quality of care provided. We therefore urge government to prioritise staffing at clinics.

Of further concern is that **21% of residents did not receive information on COVID-19 prevention and/or vaccination** from clinic staff. All clinics should be helping residents protect themselves against COVID-19, especially as the 3rd wave grips the country.

### GOOD NEWS

- ✓ At Newlands, Ncera, Twecu, Openshaw and Zikhova clinics **all residents received the medical services they needed at their last visit.**
- ✓ At Newlands, Potsdam, Ncera, Twecu and Zikhova clinics **all residents received their medication at their last clinic visit.**
- ✓ Masiphile clinic was out of stock of some medication, but **home delivered it by the following day**, using community healthcare workers.
- ✓ Residents have commended Twecu, Newlands and Openshaw clinics for **good service.**

### HOTSPOTS

- ✗ At Masiphile, Mpongo, Ncera and Needs Camp clinics, **less than 50% of residents were assisted within 2 hours and over 40% of residents spent 3 hours or more waiting for services.**
- ✗ The key reasons for long waiting times are: **insufficient staff (nurses) at Masiphile, Zikhova and Needs Camp clinics and late opening of services at Needs Camp clinic.**
- ✗ At Masiphile the provision of COVID-19 vaccination and testing services resulted in a **slower response to other health care needs.**
- ✗ 5 clinics (Newlands, Needs Camp, Ncera, Mpongo and Zikhova) **did not provide adequate information on COVID-19 prevention and vaccination to their residents.**



Data collection took place in the third week of July 2021. 98 residents were surveyed across 10 clinics in the Buffalo City Health District. Data on patient-to-nurse ratios was collected directly from clinics. Detailed results and comments from residents themselves are available at [www.asivikelane.org/health](http://www.asivikelane.org/health).  
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### 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	●	●	●

### DID THE CLINIC STAFF PROVIDE INFORMATION ON COVID-19 PREVENTION AND/OR VACCINATION?

