

It is possible to fix waiting times at clinics

Last month we reported that 15 clinics had a red traffic light for waiting times. Only 4 weeks later that figure has dropped by more than half – to 7 clinics. Of the 8 clinics that improved, 4 leapt from red to green and 4 shifted from red to orange. 23 of 25 clinics also opened on time with only 20% of residents (representing 2 clinics) complaining of late opening. These changes were achieved despite significant resource constraints.

Clinic managers say that the feedback provided by Asivikelane Health helped them identify areas for improvement. Staff at the Mpongo clinic, for example, say that Asivikelane is the only feedback they receive about services because suggestion boxes are not used. Many clinics have incorporated the Asivikelane monthly results into their operational meetings. A nursing sister at Potsdam clinic shared that **“the Asivikelane programme is a motivation to us to improve service delivery. Even the hotspots are not seen as a criticism, instead it helps us to do better”**. Asivikelane Health has given residents a sense of ownership and built trust between communities and clinic staff.

Asivikelane Health has also started working more closely with the Eastern Cape Department of Health and we hope that such collaborations can help residents and clinic staff to raise the quality of primary health care even further.

% residents who waited more than 2 hours to be assisted



Asivikelane Health #5 – October 2021

27%

Asivikelane Health #4 – September 2021

48%

Some of the solutions that clinics have introduced to improve service delivery include:

- Prepacking medication and having dedicated queues for medicine collection.
- Delivering chronic medication to residents' homes.
- Shifting tasks from nurses to health care workers, such as dispensary services and patient data capture.
- Clinic staff taking their breaks in shifts, rather than all at once, to ensure uninterrupted services to residents.

HOTSPOTS

- **Zikhova** clinic has poor waiting times and 20% of residents did not receive their medication.
- **Qhuru** clinic had 32% of residents waiting more than 2 hours and 32% of residents did not receive their medication.
- **Zikhova** (30%), **Ngqeleni** (70%), **Maqanyeni** (50%), **Canzibe** (30%) and **Ntaphane** (44%) clinics all had residents spending more than 3 hours at a clinic.

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

CLINIC NAME	...WERE YOU ASSISTED WITHIN 2 HOURS BY A HEALTH CARE PROVIDER?	...DID YOU SPEND LESS THAN 3 HOURS IN TOTAL AT THE CLINIC?	...IF YOU NEEDED MEDICATION, WAS THE MEDICINE AVAILABLE FOR YOU ON THE DAY?
PHASE 1 CLINICS			
THEMBALETHU	●	●	●
NEWLANDS	●	●	●
POTSDAM	●	●	●
NEEDSCAMP	●	●	●
NCERA	●	●	●
MPONGO	●	●	●
TWECU	●	●	●
OPENSHAW	●	●	●
ZIKHOVA	●	●	●
MASIPHILE	●	●	●
PHASE 2 CLINICS			
QHURU	●	●	●
MNCOTSHO	●	●	●
ILITHA	●	●	●
TSHABO	●	●	●
BERLIN	●	●	●
NGQELENI	●	●	●
PHILANI	●	●	●
BUNTINGVILLE	●	●	●
MAQANYENI	●	●	●
NKUMANDENI	●	●	●
NTIBANE	●	●	●
NQANDA	●	●	●
CANZIBE	●	●	●
NTAPHANE	●	●	●
LUJIZWENI	●	●	●

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

DATA NOTES: 248 residents were interviewed in the second week of October 2021. Data collection covered 25 clinics in the Buffalo City and OR Tambo Health Districts. Detailed results and comments from residents are available at www.asivikelane.org/health. For more information please contact: infos@internationalbudget.org or kaugust@spf.org.za Facebook: @smallprojectsfoundation Instagram: @spfinfo Twitter: @FoundationSmall website: www.spf.org.za