

What can we learn from clinics that have improved the most?

WHILE THE EASTERN CAPE DEPARTMENT OF HEALTH is in a financial crisis, the 45 clinics that are part of Asivikelane Health continue to find ways to improve service delivery. This month, 96% of residents said they received the health care service that they needed; 97% received their prescribed medication and 85% were assisted within two hours.

But not all clinics are performing equally well. In rural OR Tambo, the majority of clinics have green lights across all indicators. Yet, in Buffalo City, there are six clinics that have red lights for waiting times (Drake Road, Fort Grey, John Dube, Mdantsane NU17, Needscamp and Openshaw). There are three clinics in Nelson Mandela Bay (Motherwell, Kwazakhele and Zwide) where this is also the case. Residents are concerned about insufficient staff, lack of appointment systems and slow medicine distribution at these clinics. **There are several lessons that poor performing clinics can learn from good performers about improving service delivery:**

- **Have separate queues:** separate queues for medicine distribution and vaccinations reduces the waiting times for both these services.
- **Implement an appointment system:** this can reduce the length of time residents spend waiting at clinics.
- **Rotate staff:** a rotational system for staff lunch breaks ensures that there are always staff available and residents don't have to wait while staff have lunch.
- **Provide clear information:** when clinics provide clear information about which health services are available and when to access them, residents are better able to plan their clinic visits and treatment.
- **Work with residents to advocate for more resources:** by working together, residents and clinic staff can help each other ask for more resources at the district and provincial government level.

AT YOUR MOST RECENT CLINIC VISIT...				
% YES RESPONSES	WERE YOU SEEN BY A HEALTH CARE PROVIDER WITHIN 2 HOURS OR LESS?	DID YOU SPEND LESS THAN 3 HOURS IN TOTAL AT THE CLINIC?	DID YOU RECEIVE YOUR PRESCRIBED MEDICATION?	ARE YOUTH-FRIENDLY HEALTH SERVICES AVAILABLE?
BUFFALO CITY METRO (25 CLINICS)	●	●	●	●
NELSON MANDELA BAY (10 CLINICS)	●	●	●	●
OR TAMBO (10 CLINICS)	●	●	●	●
Residents that said YES:	60% or less	61 – 75%	75 – 89%	90% or more

Residents report reduction in COVID-19 vaccine access

The COVID-19 vaccine is no longer offered at 6 Buffalo City and 5 Nelson Mandela Bay clinics, according to residents. While COVID is now less of a health emergency it can still lead to severe illness in people with co-morbidities. Health experts are warning of a sixth wave, clinics should therefore keep vaccination efforts going.

