

How clinic committees are using Asivikelane Health to improve services



Following engagements with residents, clinics are now prioritising youth healthcare. This Youth Zone health education event was recently held at Max Madlingozi clinic in Nelson Mandela Bay.

THE MAJORITY OF RESIDENTS REPORTED IMPROVEMENTS in waiting times (84%), medicine availability (94%) and communication (95%), over the last month. They attribute this to Asivikelane Health supporting them to engage clinic staff more effectively. One significant way in which they engage is through the clinic committees. These committees are legally required local governance structures with representatives from the community, the ward committee and the clinic serving on them. **Asivikelane Health results are now a key input into clinic committee meetings.** Residents use the data to discuss gaps in services. It is also a space for clinics to report back to communities about how they have addressed their concerns. Examples of this include:

- **Buffalo City's Ilitha clinic**, where nurses started monitoring queues and **shortened waiting times** after residents expressed concern about spending several hours in line.
- **Thanduxolo clinic in Nelson Mandela Bay**, where residents say that nurses are now providing them with information on what to expect, especially if there are delays. **Clearer communication has enhanced trust** between clinic staff and the community.
- **Buntingville in OR Tambo**, where residents say that **youth services are now taken seriously**, and healthcare workers provide health education while they wait in the queue.

Asivikelane Health's local partner, Small Projects Foundation (SPF), provides training to clinic committee members on their roles and their rights. They also help to on-board new members. This ensures that clinic committees remain functional platforms for engagement.

