

# EC government holds the key to better clinic services

Since 2021, Asivikelane Health has worked closely with residents who rely on primary healthcare services at 45 public clinics located in Nelson Mandela Bay (10), Buffalo City (25) and OR Tambo (10). We facilitate regular engagements between residents (patients) and clinic staff to address some of the most pressing problems at clinics. The approach appears to be working, with residents expressing increased satisfaction with the quality of care, professionalism, and cleanliness.

The gains achieved at these 45 clinics are admirable. But a key question remains - what will it take for all clinics in the Eastern Cape to achieve similar progress? One of the biggest lessons from Asivikelane Health is that residents' voices matter and when government officials (including nurses) listen and engage, change is possible. But resources are as vital. **The Department of Health needs to allocate far more capacity and budget to clinics to ensure province-wide improvement in services.**

## BUDGET RESOURCES MUST PRIORITISE:

- ✦ Increasing the number of nurses at clinics
- ✦ Improving patient-management systems
- ✦ Reviving and sustaining clinic committees
- ✦ Maintaining clinic buildings and waiting areas
- ✦ Upgrading equipment and addressing supply-chain blockages.



Most residents expressed satisfaction with the **quality of care** at public clinics.

Are you satisfied with the quality of care provided?	Yes
Buffalo City	95%
Nelson Mandela Bay	97%
O.R. Tambo	100%



The high satisfaction levels regarding the **professionalism and friendliness of clinic staff** suggest improved trust between patients and healthcare providers.

Are you satisfied with the professionalism and friendliness of staff?	Yes
Buffalo City	94%
Nelson Mandela Bay	95%
O.R. Tambo	99%



There is room for improvement in Buffalo City. In Nelson Mandela Bay and O.R. Tambo, residents are largely satisfied. Enhancing **hygiene standards in clinics** should remain a priority.

Are you satisfied with the cleanliness of the clinic building and waiting area?	Yes
Buffalo City	78%
Nelson Mandela Bay	92%
O.R. Tambo	98%



**Security** appears to have improved. Maintaining a secure environment for patients and staff remains essential.

Are you satisfied with security at clinics?	Yes
Buffalo City	94%
Nelson Mandela Bay	89%
O.R. Tambo	100%



**Waiting times** need attention in Nelson Mandela Bay and Buffalo City, while in O.R. Tambo service delivery is relatively efficient.

Were you assisted within 2 hours?	Yes
Buffalo City	85%
Nelson Mandela Bay	83%
O.R. Tambo	100%

Even with this progress, clinics need to ensure that they maintain high hygiene standards, keep clinics safe and secure, and continue to streamline patient management processes to reduce waiting times. They need the Health Department's support to do so.