

SERVICE DELIVERY IMPROVEMENT PLAN

Department: Department of Health

Component: Chief Directorate Metro District

Vision:

Mission: Equal Access to Quality Health Care.

NOT IS THE STANDARD? WHY SUP?

OUTCOME?

Key Service <small>(Interactions or transactions you have with the clients to satisfy their needs)</small>	Service Beneficiaries <small>(The recipient of the service)</small>	Current Standard		Desired Standard	
Maintenance of existing waiting times at reception at 9 Community Health Centres (CHC's) in the V R	Clients attending the 9 CHC's in the Metro District	Quantity: <small>(Refers to the amount, number or aspects that can be measured, weighted or counted)</small>	Waiting times at CHC's receptions	Quantity:	Maintenance of existing waiting times at receptions

Centres (CHC's) in the Metro District in the light of the burden of disease. (Excludes after hours waiting times)	Quality: <i>(Refers to the degree of excellence at which the service is rendered or to be rendered)</i>	Waiting times at reception: Gugulethu CHC:20 Khayelitsha (Site B): 41 Mitchells Plain: 102 Retreat: 29 Kraaifontein: 119 Elsies River: 21 Vanguard: 39 Delft: 84 Hanover Park: 76	Quality:	Maintain the current waiting time at reception: Gugulethu CHC:20 Khayelitsha (Site B): 41 Mitchells Plain: 102 Retreat: 29 Kraaifontein: 119 Elsies River: 21 Vanguard: 39 Delft: 84 Hanover Park: 76
	• Consultation <i>(What mechanisms are in place to consult with clients to obtain their input)</i>	Walk abouts by facility managers. Complaints and Compliments System	• Consultation	Notices up at reception to indicate the average expected waiting time at reception.
	• Access <i>(Where is the service provided)</i>	At reception at 9 CHC's in the MDHS	• Access	At reception at 9 CHC's in the MDHS
	• Courtesy <i>(What mechanisms are in place to report on behaviour of employees)</i>	Structured complaints and compliments system Client Satisfaction Surveys Suggestion boxes Patient Rights Charter Batho Pele Principles Community Health Forums	• Courtesy <i>improve</i>	Structured complaints and compliments system Suggestion boxes Client Satisfaction Surveys Patient Rights Charter Batho Pele Principles Community Health Forums

		<ul style="list-style-type: none"> • Openness & Transp <i>(What mechanisms are in place to allow clients to see obtain their input)</i> 	<p>Structured complaints and compliments system Client Satisfaction Surveys Suggestion boxes Patient rights Charter Batho Pele Principles Community Health Forums</p>	<ul style="list-style-type: none"> • Openness & Transp 	<p>Structured complaints and compliments system Suggestion boxes Client Satisfaction Surveys Patient Rights Charter Batho Pele Principles Community Health Forums</p>
		<ul style="list-style-type: none"> • Information <i>(What mechanisms are in place to communicate relevant information with clients)</i> 	<p>Notices. Posters: -Patient Rights Charter -Batho Pele -Complaints and Compliments Procedure Community Health Forums</p>	<ul style="list-style-type: none"> • Information 	<p>Notices. Posters: -Patient Rights Charter -Batho Pele -Complaints and Compliments Procedure Community Health Forums Re-inforce compliance with booking system by clients.</p>
		<ul style="list-style-type: none"> • Redress <i>(What mechanisms are in place for clients to address problem areas- complaints or compliments)</i> 	<p>Structured Complaints and compliments procedure Client Satisfaction Surveys Community Health Forums</p>	<ul style="list-style-type: none"> • Redress 	<p>Structured Complaints and compliments procedure Client Satisfaction Surveys Community Health Forums</p>

		<ul style="list-style-type: none"> • Value for Money <i>(Is the service rendered at the most economical and efficient level)</i> 	No, due the demand for services exceeding supply in particular as regards human and physical resources and infrastructure backlog	<ul style="list-style-type: none"> • Value for Money 	Adherence to appointments by clients. Dedicated telephone line at clinics to deal with bookings/change of appointments
		<ul style="list-style-type: none"> • Time <i>(What is the current level of service i.t.o. timeframe)</i> 	<p>Waiting times at last survey conducted in 2005.</p> <p>Gugulethu CHC:20 Khayelitsha (Site B): 41 Mitchells Plain: 102 Retreat: 29 Kraaifontein: 119 Elsies River: 21 Vanguard: 39 Delft: 84 Hanover Park: 76</p>	<ul style="list-style-type: none"> • Time 	<p>Repeat survey in March 2007 to evaluate maintenance of current waiting time.</p> <p>Gugulethu CHC:20 Khayelitsha (Site B): 41 Mitchells Plain: 102 Retreat: 29 Kraaifontein: 119 Elsies River: 21 Vanguard: 39 Delft: 84 Hanover Park: 76</p>
		<ul style="list-style-type: none"> • Cost <i>(What is the cost of the service)</i> 	N/A No ring fencing for the survey	<ul style="list-style-type: none"> • Cost 	Cost repeat Survey.
		<ul style="list-style-type: none"> • Human Resources <i>(How many human resources are used to render the service)</i> 	Information not available	<ul style="list-style-type: none"> • Human Resources 	Dependent on the results of the March 2007 survey. Survey to include the number of staff allocated to reception.

Shoreby
SDIP Co-ordinator

13/3/7
Date

Sc. Howard
Accounting Officer

17/3/2007
Date

Mys
Executive Authority

24/3/2007
Date

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outcome?

WILL SDIP?

Key Service <small>(Interactions or transactions you have with the clients to satisfy their needs)</small>	Service Beneficiaries <small>(The recipient of the service)</small>	Current Standard		Desired Standard	
<p>Maintenance of existing waiting times at pharmacies at 9 Community Health Centres (CHC's) in the Metro District in the light of the burden of disease (Excludes after hours waiting time)</p> <p style="text-align: center;">R</p>	<p>Clients attending the 9 CHC's in the Metro District</p>	<p>Quantity: <small>(Refers to the amount, number or aspects that can be measured, weighted or counted)</small></p>	<p>Waiting times at CHC's Pharmacies</p>	<p>Quantity:</p>	<p>Maintenance of existing waiting times at pharmacies</p>

		<p>Quality: <i>(Refers to the degree of excellence at which the service is rendered or to be rendered)</i></p>	<p>Waiting times at pharmacies: Gugulethu: 65 Khayelitsha (Site B): 135 Mitchells Plain: 118 Retreat: 97 Kraaifontein: 90 Elsies River: 129 Vanguard: 110 Delft: 106 Hanover Park: 76</p>	<p>Quality:</p>	<p>Maintain the current waiting time at pharmacies:</p> <p>Gugulethu CHC:65 Khayelitsha (Site B): 135 Mitchells Plain: 118 Retreat: 97 Kraaifontein: 90 Elsies River: 129 Vanguard: 110 Delft: 106 Hanover Park: 76</p>
		<ul style="list-style-type: none"> • Consultation <i>(What mechanisms are in place to consult with clients to obtain their input)</i> 	<p>Walkabouts by facility managers. Complaints and Compliments System</p>	<ul style="list-style-type: none"> • Consultation 	<p>Notices up at Pharmacies to indicate the average expected waiting time at pharmacies.</p>
		<ul style="list-style-type: none"> • Access <i>(Where is the service provided)</i> 	<p>At pharmacies at 9 CHC's in the MDHS</p>	<ul style="list-style-type: none"> • Access 	<p>At pharmacies at 9 CHC's in the MDHS</p>

		<ul style="list-style-type: none"> • Courtesy <i>(What mechanisms are in place to report on behaviour of employees)</i> 	<p>Structured complaints and compliments system Client Satisfaction Surveys Suggestion boxes Patient Rights Charter Batho Pele Principles Community Health Forums</p>	<ul style="list-style-type: none"> • Courtesy 	<p>Structured complaints and compliments system Suggestion boxes Client Satisfaction Surveys Patient Rights Charter Batho Pele Principles Community Health Forums</p>
		<ul style="list-style-type: none"> • Openness & Transp <i>(What mechanisms are in place to allow clients to see obtain their input)</i> 	<p>Structured complaints and compliments system Client Satisfaction Surveys Suggestion boxes Patient rights Charter Batho Pele Principles Community Health Forums</p>	<ul style="list-style-type: none"> • Openness & Transp 	<p>Structured complaints and compliments system Suggestion boxes Client Satisfaction Surveys Patient Rights Charter Batho Pele Principles Community Health Forums</p>

		<ul style="list-style-type: none"> • Information <i>(What mechanisms are in place to communicate relevant information with clients)</i> 	<p>Notices. Posters: -Patient Rights Charter -Batho Pele -Complaints and Compliments Procedure Community Health Forums</p>	<ul style="list-style-type: none"> • Information 	<p>Notices. Posters: -Patient Rights Charter -Batho Pele -Complaints and Compliments Procedure Community Health Forums Re-inforce compliance with booking system by clients with regard to Chronic Medications.</p>
		<ul style="list-style-type: none"> • Redress <i>(What mechanisms are in place for clients to address problem areas- complaints or compliments)</i> 	<p>Structured Complaints and compliments procedure Client Satisfaction Surveys Community Health Forums</p>	<ul style="list-style-type: none"> • Redress 	<p>Structured Complaints and compliments procedure Client Satisfaction Surveys Community Health Forums</p>
		<ul style="list-style-type: none"> • Value for Money <i>(Is the service rendered at the most economical and efficient level)</i> 	<p>No, due the demand for services exceeding supply in particular as regards human and physical resources and infrastructure backlog</p>	<ul style="list-style-type: none"> • Value for Money 	<p>Adherence to dates for collection of repeat scripts for chronic medication.</p>

		<ul style="list-style-type: none"> • Time <i>(What is the current level of service i.t.o. timeframe)</i> 	<p>Waiting times at last survey conducted in 2005.</p> <p>Gugulethu: 65 Khayelitsha (Site B): 135 Mitchells Plain: 118 Retreat: 97 Kraaifontein: 90 Elsies River: 129 Vanguard: 110 Delft: 106 Hanover Park: 76</p>	<ul style="list-style-type: none"> • Time 	<p>Repeat survey in March 2007 to evaluate maintenance of current waiting time.</p> <p>Gugulethu: 65 Khayelitsha (Site B): 135 Mitchells Plain: 118 Retreat: 97 Kraaifontein: 90 Elsies River: 129 Vanguard: 110 Delft: 106 Hanover Park: 76</p>
		<ul style="list-style-type: none"> • Cost <i>(What is the cost of the service)</i> 	<p>N/A No ring fencing for the survey</p>	<ul style="list-style-type: none"> • Cost 	<p>Cost repeat Survey.</p>

		<ul style="list-style-type: none"> • Human Resources <i>(How many human resources are used to render the service)</i> 	<p>Pharmacy staff data not available for 2005.</p>	<ul style="list-style-type: none"> • Human Resources 	<p>Dependent on the results of the March 2007 survey. Survey to include the number of staff allocated to pharmacies.</p> <p>Gugulethu: P 2 PA 6</p> <p>Khayelitsha (Site B): P 1 PA 6</p> <p>Mitchells Plain: P 4 PA 5</p> <p>Retreat: P 2 PA 5</p> <p>Kraaifontein: P 2 PA 4</p> <p>Elsies River: P 2 PA 4</p> <p>Vanguard: P 2 PA 3</p> <p>Delft: P 2 PA 6</p> <p>Hanover Park: P 2 PA 3 (Excludes ARV pharmacy staff) P/Pharmacist PA Pharmacist Assistant</p>
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K. Mowbray
SDIP Co-ordinator

13/3/4
Date

K. H. W. S.
Accounting Officer

17/3/2007
Date

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