# NATIONAL ASSEMBLY

**FOR WRITTEN REPLY**

**QUESTION NO. 1391**

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**(INTERNAL QUESTION PAPER NO. 14)**

**Dr S S Thembekwayo (EFF) to ask the Minister of Health:**

What (a) intervention measures has he and/or his department taken at the Stanford Terrace Clinic in Mthatha, Eastern Cape, in 2021, where patients reportedly had to wait outside the locked gate in the rain while nurses enjoyed their lunch and (b) are the reasons that the problem has not been solved as complaints of a similar nature continue to be reported?

###### NW1683E

**REPLY:**

The Department has investigated the matter with the Operational Manager of Stanford Terrace clinic and one of the reasons for the patient queuing outside the gate was due to inadequate space in the waiting area of the clinic as the clinic was implementing disaster management strategies and observing social distancing. The spacing of patients in mitigating the spread of COVID 19, resulted in queues that were outside the gate also because of large patient numbers.

Whilst the EC DOH acknowledges the basic conditions of employment of employees and nurses in particular, the locking of the gate with nurses enjoying lunch is regrettable, and investigations by labour relations office in this regard is underway. Should the findings of our investigation be found to be inconsistent with the EC DOH policies, consequence management will be instituted to those employees who failed to exercise the Batho Pele Principles whilst on duty.

**PLANNED INTERVENTIONS**

* Training of Stanford Terrace Nurses on Batho Pele Principles and;
* Procurement of a tent as a temporal measure for patients waiting to be served

As the National Department of Health, we will follow this matter closely to see to its conclusion.

END.