# NATIONAL ASSEMBLY

**FOR WRITTEN REPLY**

**QUESTION NO. 1801**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 19 MAY 2023**

**(INTERNAL QUESTION PAPER NO. 18)**

**Mr N N Chirwa (EFF) to ask the Minister of Health: Hunter (Mahlako)**

In light of how Jeremiah Moeca met his unfortunate and untimely death outside Batho Clinic in Bloemfontein, Free State, after being turned back and told Batho Clinic was no longer a 24/7 clinic, what (a) is the current status of Batho Clinic regarding its opening times, (b) are the reasons that the specified person was refused healthcare and not taken to an alternative facility and (c) measures has his department taken to remedy the situation and ensure his family gets justice?  **NW2007E**

**REPLY:**

1. According to Free State province, Batho clinic has been operating on extended service hours (07:00 -19:00) since 12 July 2022 after consultation was done with the clinic committees and local communities. Further awareness was done daily both to the internal customers and still continues. Batho clinic still operates 07:00 – 19:00 hours and the same operational hours are displayed on the service board at the clinic entrance.
2. The deceased was not refused healthcare services as he came after 19:00 when the clinic was already closed and there was no one (clinicians) on duty in the clinic. The security officials on duty who were  guarding the facility called Emergency Medical Services for the deceased.
3. The nearest health  facilities closer to Batho clinic are Mangaung and University of the Free State Community Partnership Program (MUCPP) and Pelonomi Hospital both are within 5km radius and operates 24hours. The awareness of the primary health care facilities operating hours is continuously done through local radio stations, media and displayed on the service board at the clinic and through clinic committees. The department of health management from the province and district offices visited the bereaved family at their home and provided redress on the matter (responding to media statement). The family was also encouraged to write a formal complaint so that the responses on the specific concerns can be given.

END.