# NATIONAL ASSEMBLY

**FOR WRITTEN REPLY**

**QUESTION NO. 1888**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 13 MAY 2022**

**(INTERNAL QUESTION PAPER NO. 17)**

**Mr M S Mabika (DA) to ask the Minister of Health:**

(1) What is the standard turnaround time for a patient to get assisted in a government hospital, with specific reference to the Manguzi Hospital (details furnished);

(2) whether his department has a plan in place to improve the situation and assist patients in a more efficient way; if not, what is the position in this regard; if so, what are the relevant details?

###### NW2224E

**REPLY:**

According to the KwaZulu Natal Provinicial Department of Health, the response is as follows:

1. Please note that the waiting times on the table below is based on waiting time survey in 2021/2022 quarter four (04)

|  |  |
| --- | --- |
| **SERVICE POINT**  | **AVERAGE ACTUAL TURN AROUND TIME (as per quarter 4 21/22)** |
| Screening area | 48 Minutes |
| OPD file registry | 37 minutes |

 **FACTORS CONTRIBUTING IN DELAYED WAITING TIME:-**

* Head count: Manguzi District hospital see +/-458 clients per day
* Special clinic: mental health care user clinic and high risk clinic for maternity cases (every Wednesday), orthopaedic clinic, etc
* Incomplete record management system (patient registration using identity document) and limited record storage room.
* New normal (Covid-19 screening)
* Fast-tracking all emergency cases
* Border of Mozambique and Swaziland which increases influx of unplanned/ unreferred patients visits.

(2) The following table reflects the details in this regard.

|  |  |
| --- | --- |
| **Challenges** | **Plan to improve**  |
| Non referred cases | The hospital management has identified designated area to see non referred cases so as to reduce overcrowding in OPD which will also improve OPD waiting time. |
| Special clinics | Strengthening of booking system to clients referred from different clinics. |
| Limited record storage room | Extra record storage area in a form of a container – The procurement process is in the advertisement stage.  |
| Incomplete record management system | - Continuously educating the community about new system (use of identity document for registration)- noting unplanned/Unreferred visit of patients from Mozambique. |
| COVID -19 screening in waiting area  | - Integration of services and educating community about the new normal.- ensuring community compliance in covid-19 precautionary measures |
| Improved communication with the public | Strengthen education to the clients on existing national guidelines for complaints, compliments and suggestion procedure. |

END.