

National Guideline to Manage Complaints, Compliments and Suggestions



Ideal Clinic Realisation and Maintenance



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Purpose



The guideline was developed to ensure that:

Facilities adhere to Norms and Standards Regulations applicable to different categories of health establishments (2018)

Right of patients and/or their families/support persons to lodge a complaint, give a compliment or make a suggestion, is upheld

Information gathered is used to **improve quality** in health facilities



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Definitions



Complaint:

Dissatisfaction, displeasure, disapproval or discontent expressed verbally or in writing by any person about the specific health services being rendered/care provided

It does not include:

- Staff-specific grievances that are codified within Labour Relations legislation;
- Complaints that relate more broader national health policies; and
- Complaints that relate to corruption which should be referred to the National Anti- Corruption Hotline



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Definitions (continued)



Compliment:

Expression of praise, commendation or admiration given by any person on health services rendered/care provided

Suggestion:

Any proposal made or an idea that has been put forth by any person to improve the health services rendered/care provided

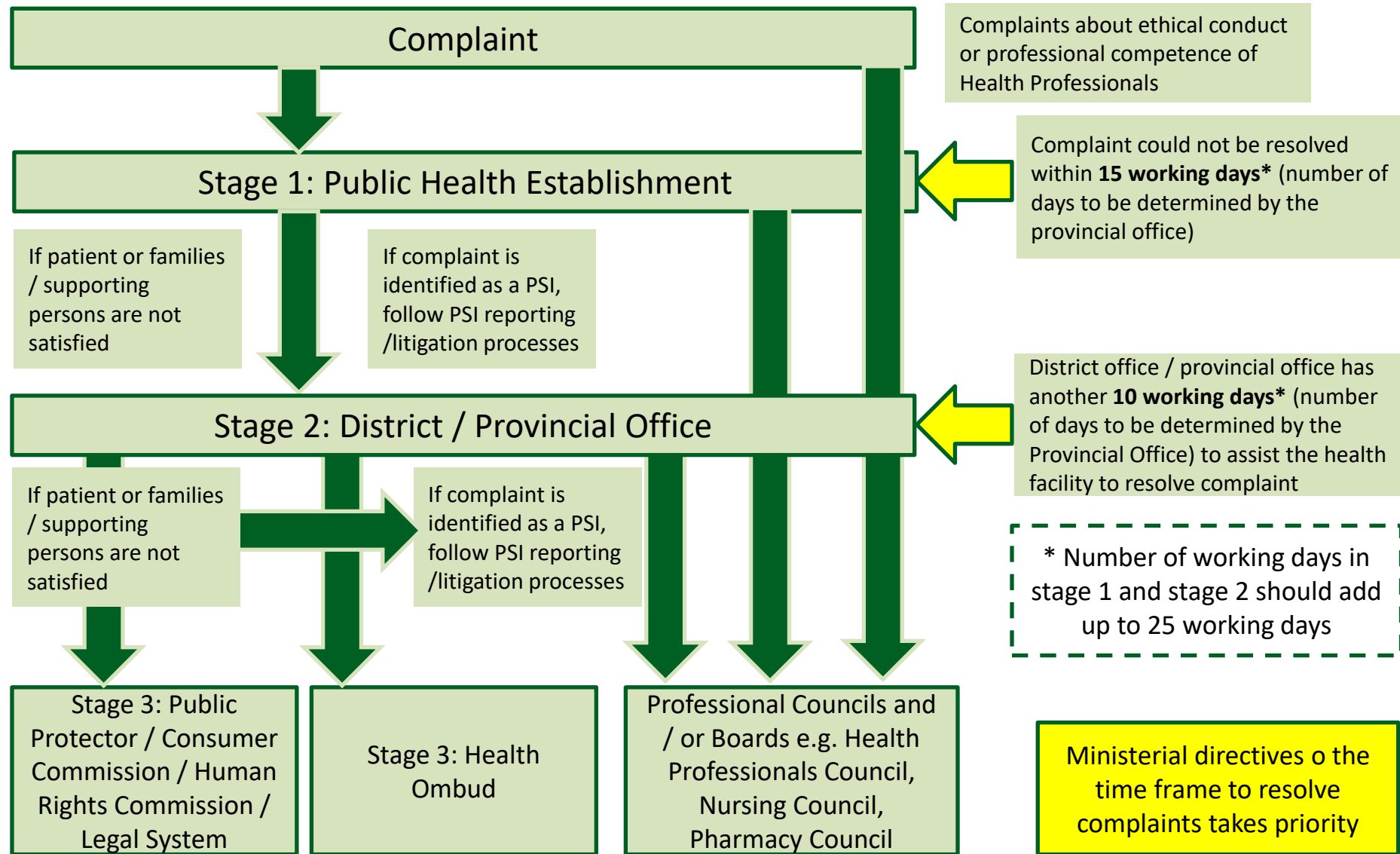


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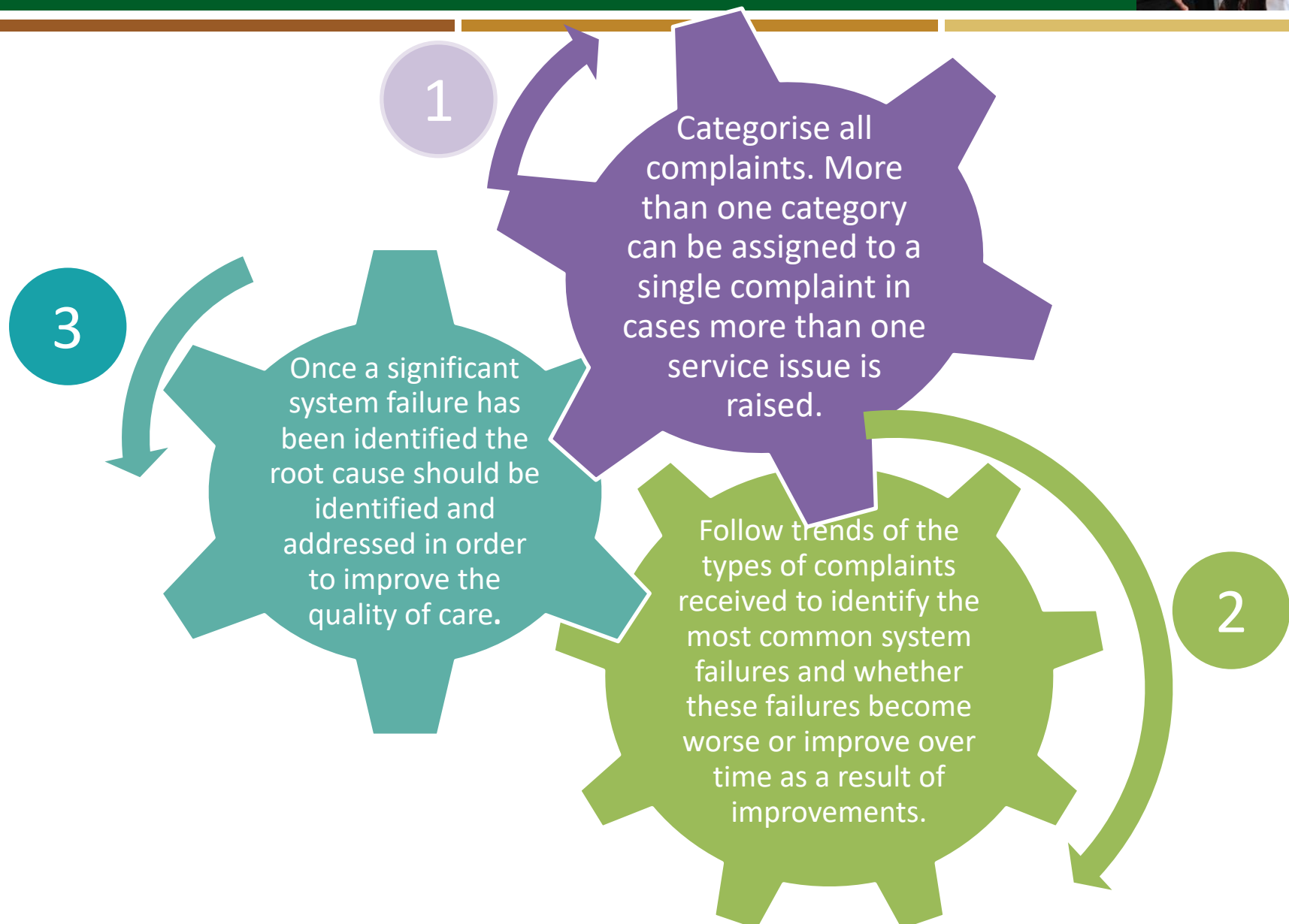


Three stage system



Accountability and learning

Identifying system failures



Step 3 - Accountability and learning

Reporting on complaints



Staff attitude

Attitude and behaviour that staff display towards patients, e.g.

Rude

Don't answer questions



Access to information

Patients having access and are provided with information upon request, e.g.

Access to medical records not granted



Physical access

Patients having access to services, e.g.

Closes before operating times
Patients being turned away



Waiting times

Triaging/booking of patients to ensure that waiting times at service areas are managed efficiently, e.g.

Long waiting times in queues at service areas



Waiting lists

Effective management of a waiting list for elective procedures, e.g.

Patients put on a waiting list for a long period of time before receiving elective procedures as required or scheduled



Patient Care

Care and professional treatment provided by health care professional according to clinical protocols/guideline, e.g.

Patients not consulted according to schedule/ as prescribed in treatment protocols

Misdiagnoses of patient's condition

Step 3 - Accountability and learning

Reporting on complaints



Safe and secure environment

Provision of a safe and secure environment to patients, e.g.

Patients assaulted by other patients or visitors

Patients losing personal possessions while being admitted

Slippery floor,



Hygiene and cleanliness

Provision of a hygienic and clean environment to patient, e.g.

Dirty and unhygienic service areas

Non-availability of water, toilet papers or soap



Linen

Provision of sufficient and clean linen, e.g.

Non-availability of linen and dirty linen



Food

Provision of a balanced diet to patients, e.g.

Food portions not sufficient

Food is cold/not appetising

Food arriving late/early



Missing patient record

Availability of patient records in a timely manner, e.g.

Missing patient record

Record not retrieved in a timely manner



Availability of Medicine

Appropriate management of stock levels of medicines to prevent stock-outs, e.g.

Patients not issued with medication as medicines are out of stock or is expired



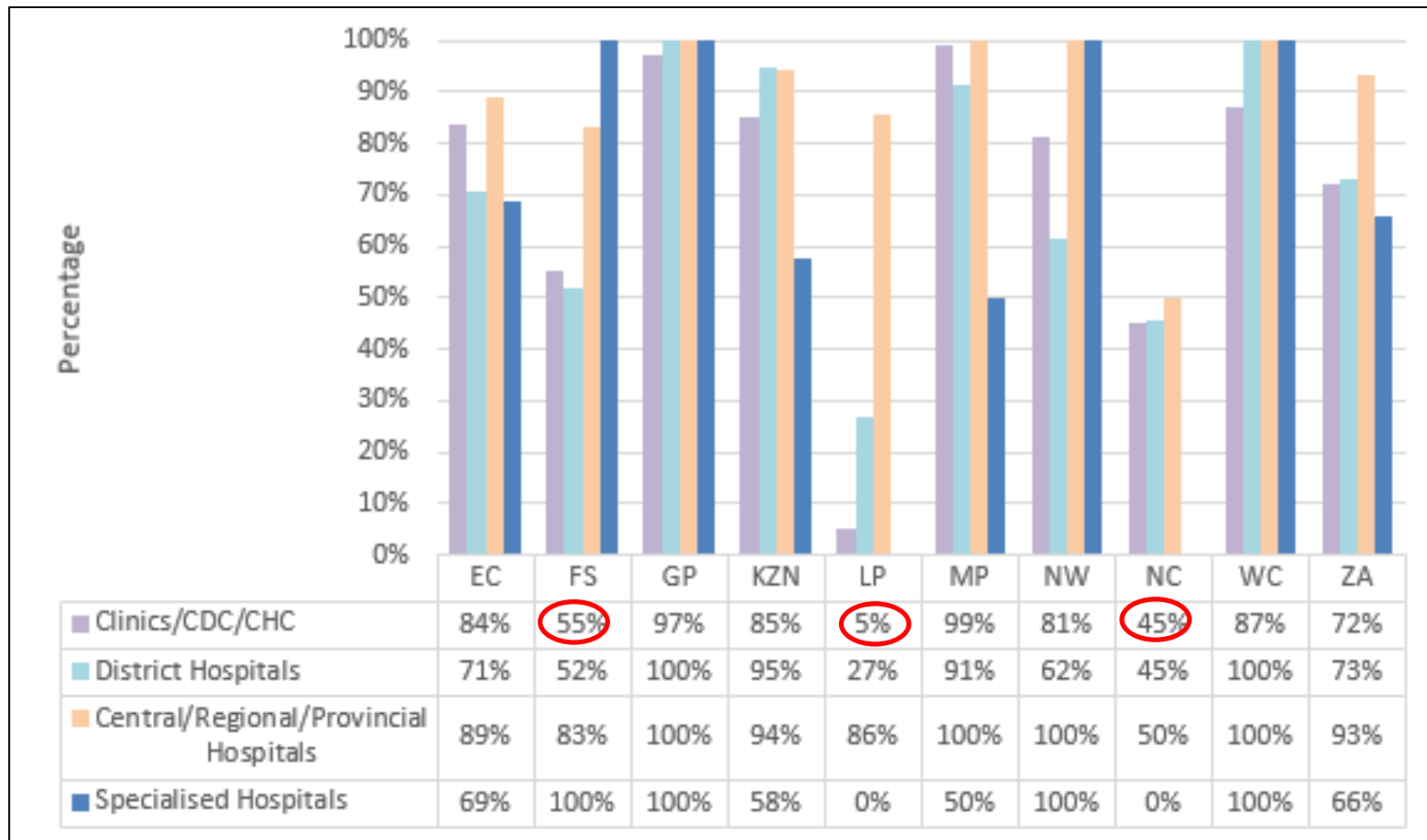
Ideal Clinic Elements Performance 2023/24



		Eastern Cape	Free State	Gauteng	KwaZulu-Natal	Limpopo	Mpumalanga	North West	Northern Cape	Western Cape	Overall %
Patient experience of care		93%	92%	97%	94%	90%	97%	95%	86%	95%	93%
National Guideline to Manage Complaints/Compliments/Suggestions is available	E	99%	99%	99%	98%	98%	100%	98%	94%	98%	98%
Complaints/compliments/suggestions toolkit is available at the main entrances/exits	E	95%	94%	95%	97%	90%	96%	95%	87%	97%	94%
Complaints/compliments/suggestions records complies with the National Guideline to Manage Complaints/Compliments/Suggestions	E	88%	90%	96%	90%	87%	96%	96%	82%	92%	90%
Targets set for complaints indicators are met	E	90%	85%	97%	89%	76%	94%	89%	79%	95%	89%

Results Annual Report 2022/23

Compliance Rate

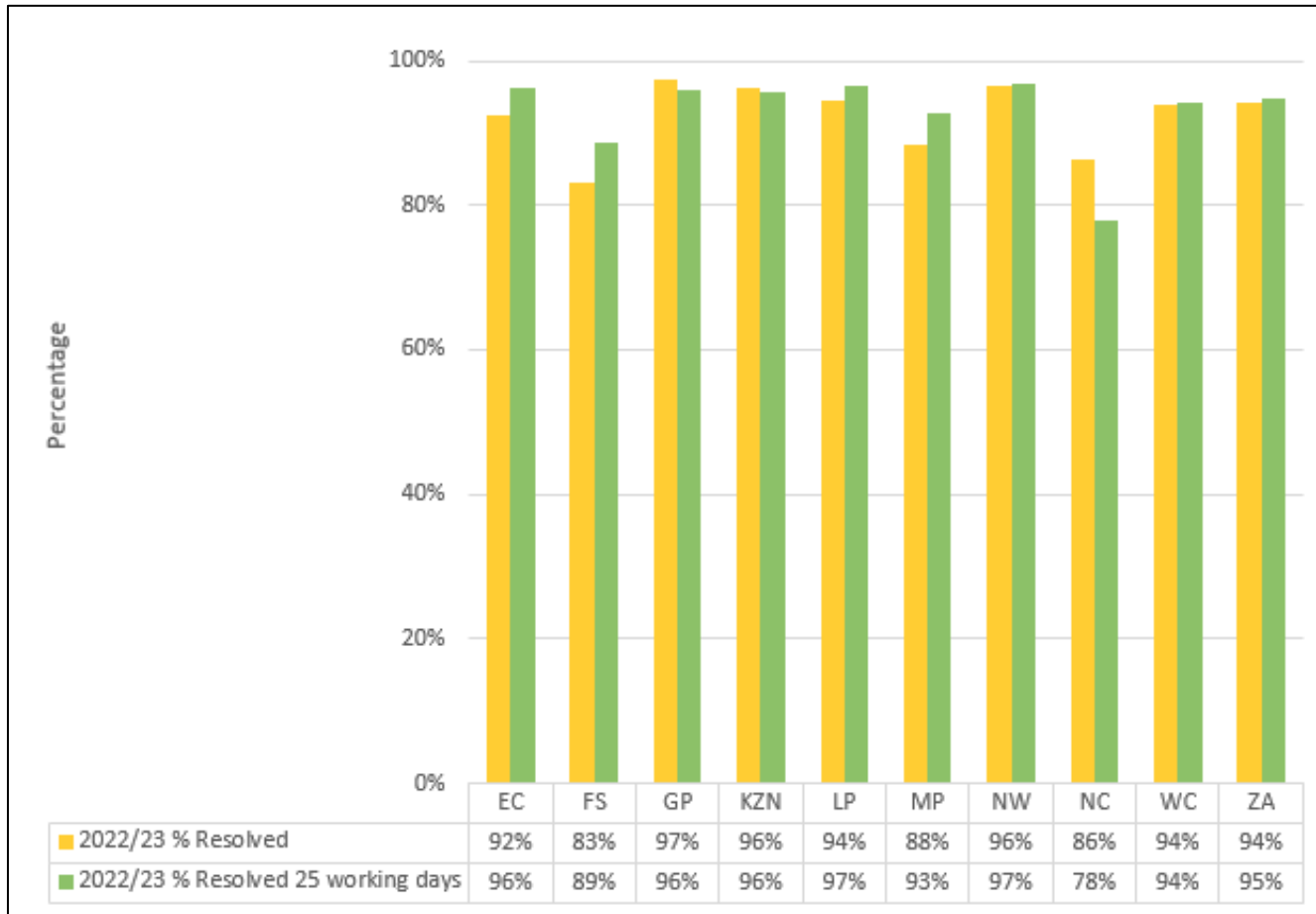


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Complaint Indicators



Complaints
received at
NDoH
70%



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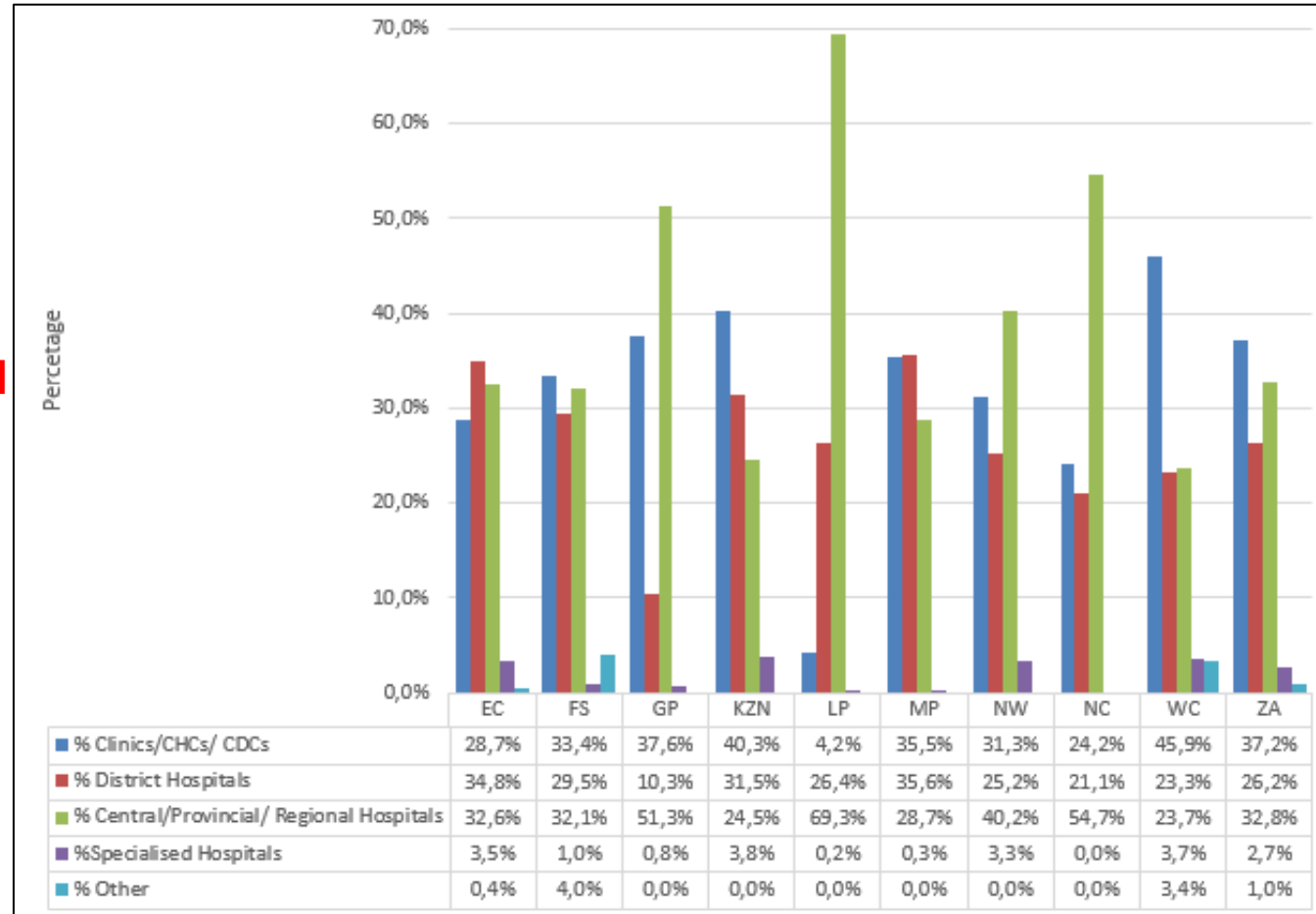
Percentage of PSIs reported by level of care



Number of hospitals:
385

Number of PHC
facilities: 3473

- A total of 7 149 complaints reported for 2022/23 On average a PHC facility reported

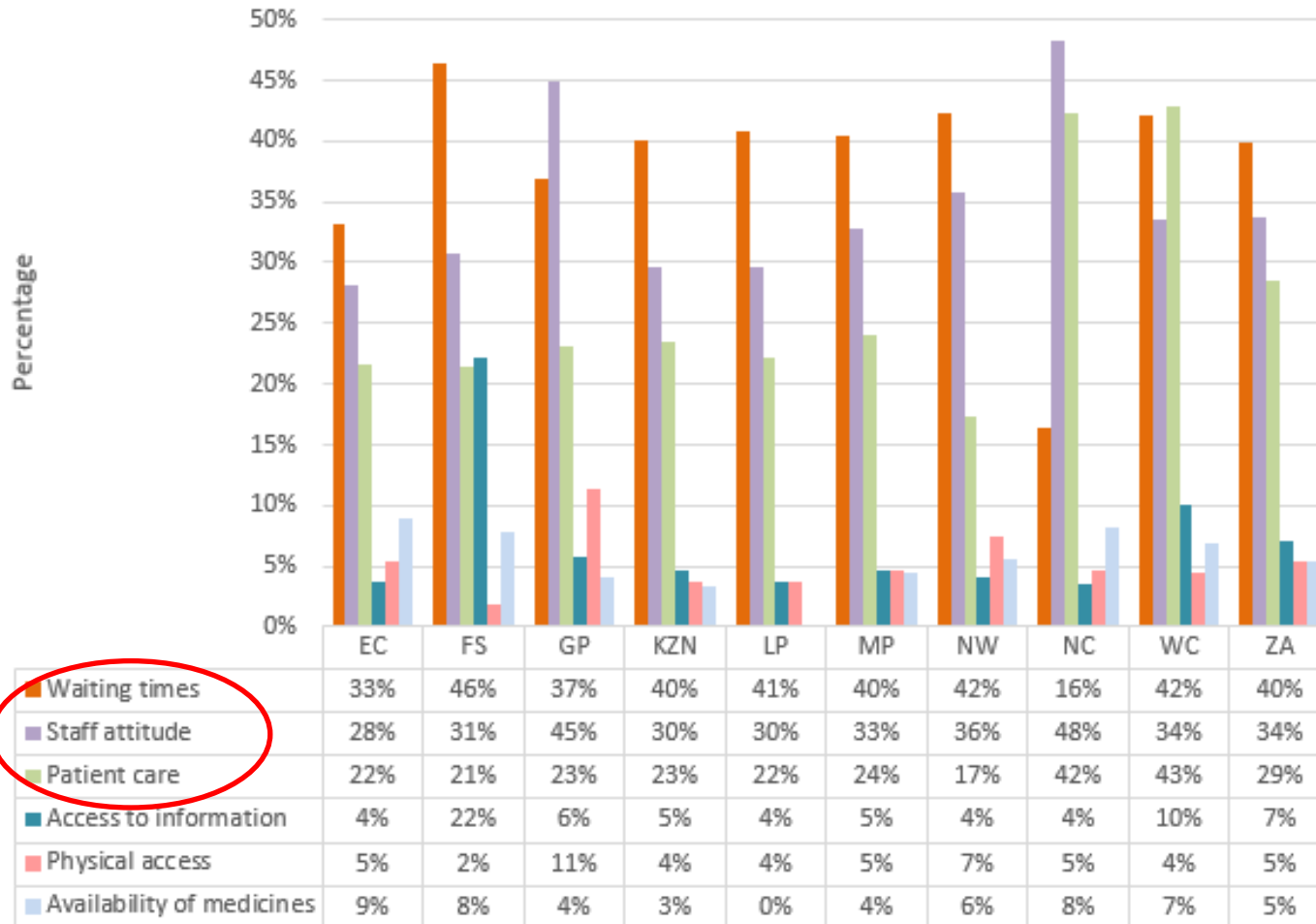


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Categories of Complaints



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Online Training Course



Two training modules: <https://knowledgehub.health.gov.za>



1

- Introduction, general overview and management

2

- Implementation and reporting



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COMPLAINTS,
COMPLIMENTS AND
SUGGESTIONS (CCS)
MANAGEMENT
COURSE

CPD
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Sign up

National Complaints APP



Our new **Complaints App** has arrived.



Department of Health Facility
Complaints App

Here's when and how to use it.

Step 1:

First lodge your complaint at the public health facility where you received the service.

Step 2:

If your complaint has not been addressed, then lodge it on the Department of Health Facility Complaints mobile

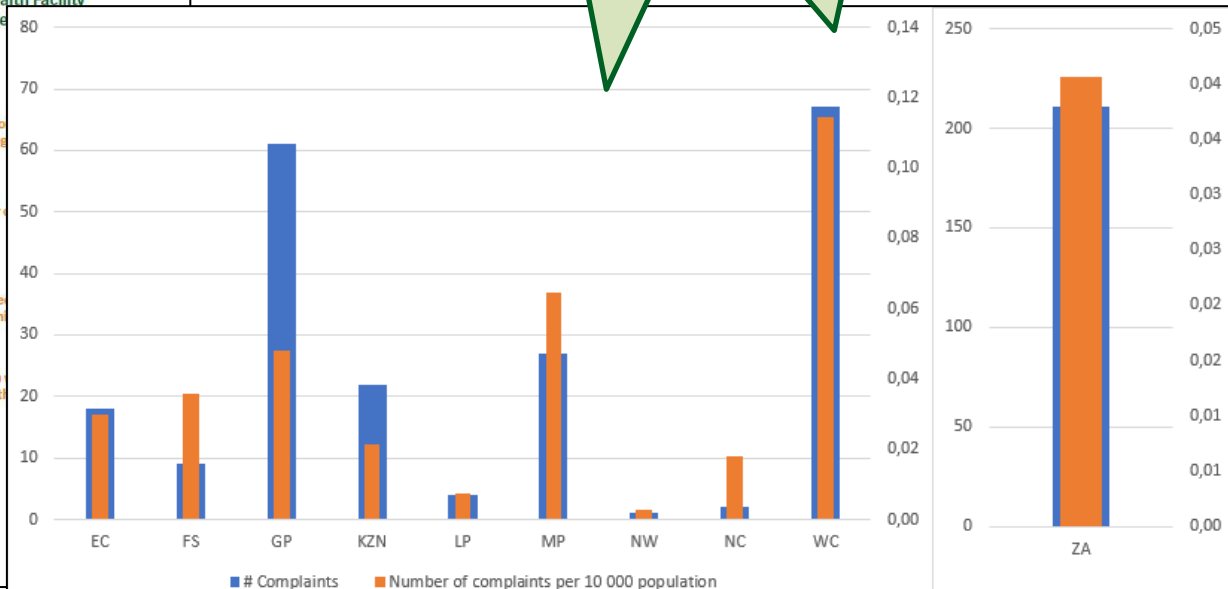
Benefits:

- 01 When logging your complaint you can track the progress
- 02 We will acknowledge your complaint within 5 working days.
- 03 Your complaint will be investigated (feedback) will be conducted with you
- 04 Should it require a longer time to resolve, you will be contacted via the contact details you have provided on the app

Download our **Complaints App** today, because together we can improve patient care!



Please promote the APP by displaying the poster in facilities. Download from the ICRM website



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