



GAUTENG PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

MEDIA STATEMENT

TUESDAY, 11 JULY 2023

RATE OUR SERVICES URGES GAUTENG HEALTH AS THE DEPARTMENT SEEKS TO IMPROVE PATIENT EXPERIENCE

Patients accessing healthcare services in Gauteng public hospitals and clinics are urged to take advantage of the annual Patient Experience of Care (PEC) survey to rate the level of care received.

Between July and September, patients and the public can participate in the PEC survey and indicate their satisfaction or dissatisfaction levels in relation to services received. Survey forms are accessible at all public healthcare facilities.

Patient Experience of Care Survey outcomes for 2022/2023 shows that satisfaction levels when it comes to patient care (86.4%) and values and attitudes (84.1%) respectively. Patient Safety Incidents for 2023/24 in quarter 1 are sitting at 34% due to staff factors and 86% due to patient factors while contributory factors to complaints levels in the same period are sitting at 15% related to staff attitude and 19.5% related to patient care.

MEC for Health and Wellness, Nomantu Nkomo-Ralehoko said that it is important that all users participate in the survey as the impression of patients when interacting with health service reflects the actual service that patients received, either good or bad against a patient's expectations.

"All users of public health facilities are encouraged to enquire about the PEC survey at their attending facility where they can be assisted to complete the survey.

"Through the PEC survey, patients and the public can rate various aspects in our facilities including access to care or services, availability and use of medicines, patient safety, cleanliness, values and attitudes of staff and waiting times," said MEC Nkomo-Ralehoko.

Patients' expectations about the services provided at the facilities may be influenced by numerous attributes like the patient's past experiences, external influences and personal needs amongst others.

It must be noted that the survey is what the patient or family sees or perceives and therefore, should not be influenced by the health care workers so that the feedback gives a correct picture which will in turn help the Gauteng Department of Health to improve and render quality health care.

The PEC survey is prescribed nationally through the National Guideline on conducting Patient Experience of Care Survey in Public Health Establishments.

On a daily basis, the GDoH receives complaints related to amongst others, staff attitude and patient care-related complaints which are leading factors with negative impact trust levels among patients.

In addition, the GDoH has undertaken various measures as part of efforts to reduce the level of complaints and improve patient satisfaction levels. The Department will on Friday, 14 July host the Quality Assurance seminar under the theme ***“Creating a Welcoming Environment for Improved Patient Experience of Care”***.

Other programmes include the provincial launch of the **“I Serve With A Smile”** campaign at the end of July 2023. This is aimed at reinforcing the values of Batho Pele in the provision of service, improving staff morale and to make health care facilities more user friendly.

Continuous training of staff will also be conducted starting with the onboarding of all the hospital CEOs during the month of July 2023 so that they can be champions of the programme at their facilities.

Ends/

Issued by the Gauteng Department of Health

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