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(Treasurer)

Vuyiseka Dubula-Majola

Jane Barrett

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Eric Goemaere

Thembeke Gwagwa

Moray Hathorn

Mark Heywood

**MEMORANDUM DELIVERED TO GOEDEREDE CLINIC SUPERVISOR
MR. T. S MAHLANGU ON MONDAY 17th JULY 2017**

TO DEMAND URGENT INTERVENTION TO FIX THE CRISIS AT GOEDEREDE CLINIC

The Treatment Action Campaign (TAC) represents users of the public healthcare system in South Africa and campaigns for access to quality healthcare services. Through our branches we monitor hundreds of clinics and hospitals.

TAC Boekenhoudhoek has received many complaints from community members about the failure of Goederede Clinic to provide adequate healthcare services. Testimonies and petitions demanding change have been collected from community members. Patients who use the clinic have complained of excessive waiting times – often waiting outside the facility, poor staff attitudes, undignified and unhygienic toilets, and shortages of medicines and equipment. This is unacceptable.

Goederede Clinic is in crisis.

Despite efforts to engage staff and authorities since last year to fix this crisis, the problems at the clinic have yet to be resolved. Today on 17th July 2017, TAC and community members are picketing to demand urgent action to address the following issues:

1. Due to a staff shortage, the waiting times at the clinic are more than seven hours long and sometimes patients leave the facility without being attended to at all – some community members have given up using the clinic at all for these reasons. Further there are safety concerns of people queueing from early hours;
2. The Clinic staff do not communicate well with patients – when patients enquire about waiting times or medications they are answered with rudeness and poor attitude by staff members instead of respect and care. This is not appropriate;
3. While all health workers deserve dignified and fair working conditions, clinic staff have been reported to take lengthy breaks over and above what is necessary and fair during the day despite the long queues of patients;
4. The infrastructure is too small forcing patients to queue outside. This is particularly worrying for sick patients during the poor weather in winter months;
5. There are ongoing medicine shortages due to a break in and theft at the clinic leaving the pharmacy understocked and in disrepair. Often patients leave the clinic empty handed;
6. None of the medications are pre-packed which causes delays for people collecting chronic medication as they wait for them to be packaged;
7. There is no air conditioner in the facility which means there is no way to control the temperature of the pharmacy to protect medicines that need to be temperature controlled;
8. Medications have been found lying in consultation rooms instead of in a secure pharmacy out of reach, meaning people can access them without proper prescriptions;
9. The toilet structure is incomplete and patients must use a dirty outside toilet with no door and no running water. This is unhygienic and undignified;



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10. There is only one blood pressure machine being shared by all nurses which causes delays during service as the machine is passed between three consultation rooms;
11. The Clinic Committee is dysfunctional. It does not understand its role and responsibilities and is not representing the needs of the community;
12. Due to the fact that only two ambulances service the entire Sub-District, in emergencies patients face long delays for emergency medical services. Community members attest that this wait can be as long as six hours.

Access to quality healthcare for everyone living and working in South Africa is a right within Section 27 of the Constitution and the South African government has an obligation to provide it. Yet this right is not being met in Goederede Clinic. We demand urgent intervention by the Operational Manager to address these issues.

We require a written response to this memorandum by 31st July outlining a clear plan to address the challenges. Following this, quarterly meetings must be held between the clinic, TAC and community in order to update us on the progress of this plan in improving healthcare services starting in August. Failure to resolve these matters will result in an escalation to the District and Provincial Departments of Health.

SIGNED:

GOEDEREDE CLINIC SUPERVISOR

MR. T. S MAHLANGU

WITNESS

DATE

TAC / COMMUNITY REPRESENTATIVE:

WITNESS

DATE

Contact:

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Ms. Z.E Mahlangu | TAC Community Advocate | 082 678 0738

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