



THE PRESIDENCY: DEPARTMENT OF PERFORMANCE MONITORING AND EVALUATION

OFFICE OF THE PREMIER: x PROVINCE

**PRESIDENTIAL FRONTLINE SERVICE DELIVERY MONITORING (PFSDM) PROGRAMME: A JOINT DPMI-PRESIDENCY AND OFFICES OF THE PREMIER INITIATIVE:  
SECTOR REPORTING TEMPLATE**

**6 MONTHS REPORTING**

**1. EXECUTIVE SUMMARY:** Purpose of the executive summary is to provide details of sites visited, dates of visit, types of visits undertaken and the number of visits for the quarter.

Reporting period	Overview of sites monitored:						
Sector	Name of facility	Date of visit	Type of visit	Number of visits			
			Baseline Visit	1			
			Baseline Visit	1			
			Baseline Visit	1			
			Baseline Visit	1			
			Baseline Visit	1			
			Baseline Visit	1			
			Baseline Visit	1			
<b>Total number of visits</b>				<b>7</b>			

**2. SUMMARY FINDINGS ON NEW VISITS (The Scorecards):** Scores (performance) of each site on the 7 assessment areas is to be captured in this section. Scores to include citizen, staff & monitor's scores for each site. Graphs need to also be created to /) reflect the scores for citizens, monitors & staff. These scores are sourced from Section A of the Questionnaires and the Site Scorecards.

Facility Name	Location & Accessibility			Visibility & Signage			Queue Management & waiting times			Dignified treatment			Cleanliness & comfort			Safety			Opening & closing times			Complaints & compliments system		
	Citizen	staff	monitors	Citizen	staff	monitors	Citizen	staff	monitors	Citizen	staff	monitors	Citizen	staff	monitors	Citizen	staff	monitors	Citizen	staff	monitors			
Ambergate Clinic	1	1	1	1	1	1	3	3	3	2	2	2	1	1	1	2	2	2	3	3	3	3	3	3
Ditlokong Hospital	1	3	3	3	3	3	3	3	3	4	4	4	1	1	1	3	3	3	3	3	3	1	1	1
Maphutha Mafafje Hospital	1	1	1	1	1	1	3	4	4	2	2	2	1	1	1	3	3	3	3	3	3	4	4	4
Botlokwa Hospital	1	1	1	3	3	3	3	3	3	2	2	2	1	1	1	1	1	1	3	3	3	4	4	4
Mphahlele Clinic	1	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Bydliff Clinic	1	2	2	2	2	2	2	2	2	3	3	3	1	1	1	1	1	1	3	3	3	3	3	3

Zebediala Hospital	2	2	2	3	3	3	4	4	4	2	2	4	4	4	4	4	4	4	4	4	
Boschplaas Clinic	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4

**2.1: Overview of the findings on norms & standards for new visits:** The purpose is to provide a narrative on the trends across the province on the norms & standards. The analysis should indicate whether the practices found were generally acceptable (most site scores are between 2-4) or below acceptable (most site scores are a 1) in line with the scores above. In 2. Photographs taken on site need to be attached as proof of the analysis.

**Location & Access**  
Generally poor levels of Location & Accessibility. Most citizens noted that access to health facilities is a challenge. Some citizens note that they walk for more than an hour to access health facilities.

**Visibility & signage**  
Generally satisfied with levels of Location & Accessibility. Most respondents noted that signage is effective and can direct them efficiently within the facilities monitored. The exception is Ambergate Clinic and Maphutha Malaji Hospital where citizens, staff & monitors noted that signage is not effective. Road signage directing the public to the public facilities was found to be lacking.

Queue management & waiting times

Dignified treatment

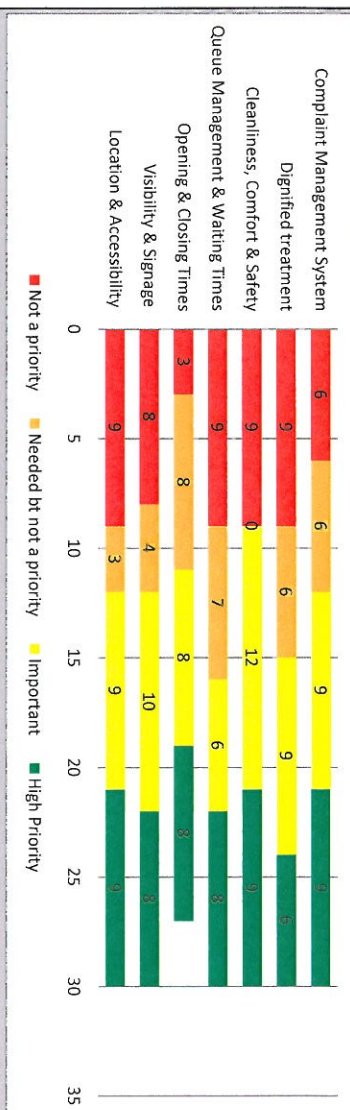
Cleanliness & comfort

Safety

Opening & closing times

Complaints & complaints system

**2.2 Scores per norms & standards:** This sub-section is to focus on dominant findings per norms & standard. The narrative is to highlight the trend in relation to each of the assessed norms and standards. The focus is to highlight detailed scores of all sectors in the seven assessment areas! How many sites in that sector scored 1, 2, 3 or 4 in the seven assessment areas.



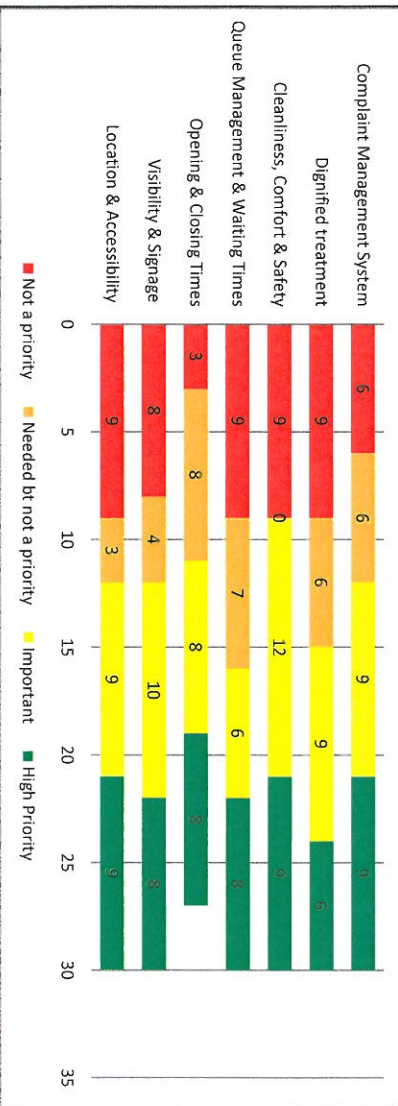
**Location & Accessibility**  
15 of the 30 respondents indicated that location & accessibility is a challenge. 6 feel it needs improvement while 3 think the location of facilities is good.

**Visibility and signage**  
15, which is 50% of the respondents noted that signage and way findind needs improvements at the monitored facilities.

**Queue management & waiting times**

Dignified treatment	
Cleanliness & Comfort	
Safety	
Complaints and compliments management	

**3. PRIORITIES/IMPROVEMENT RECOMMENDATIONS) :** The Improvements recommendation scores need to be sourced from Section B of the questionnaires and all 3 sources of information to be entered for each site. 2 graphs need to created for reporting on this data. i) Provincial improvement recommendations for citizens, staff & monitors. ii) Improvement recommendations per sector, indicating the 3 views in each sector.



**Location & Accessibility**  
**High Priority.** Most citizens noted that location and accessibility is a high priority, hence management needs to focus attention on driving improvements in this area. Others noted that it is not a priority. On the other hand a significant number of respondents also noted that

**Visibility and signage**  
**Important.** Most respondents note that visibility & signage needs improvement and attention from management.

**Queue management & waiting times**  
 An equal number of respondents noted that opening & closing times is **important, a high priority and needed but not a priority.**

**Dignified treatment**

**Cleanliness & comfort**

**Safety**

**Opening & closing times**

**Complaints & compliments system**

**4. SECTOR SPECIFIC TARGETS FOR NEW VISITS:** The purpose of this section is to highlight the main findings on the sector specific targets. The focus is to highlight if service sites are meeting sector specific standards, if they are monitoring the set targets and to highlight if the sector specific targets are realistic and achievable as per the service sites staff responses. Responses for these general findings are to be sourced from section C of the questionnaires.

Do you have agreed norms & standards for availability of medicines & other basic supplies?  
 Across the facilities visited, management noted that there are standards in place.

Do you believe this target is realistic & achievable?	Most facilities indicated that the target was realistic and achievable, however there were clinics that were found not to have adequate stock to last seven operational days and some clinics were found with expired medicines.
Does the clinical/Hospital achieve its norms & standards w.r.t medicines & other basic supplies?	Most facilities noted that they meet the set targets however some clinics noted that they run out of stock of flu medication during winter time.
Do you have agreed norms & standards for waiting times	There are sector standards for waiting times and most facilities noted that this is true.
Do you believe this target is realistic & achievable?	Most facilities noted that the set standards are realistic and achievable, however note that the challenge is in casualties/MPODs.
Does the clinical/Hospital achieve its norms & standards w.r.t waiting times?	In most instances hospitals note that they serve a wide geographical area, hence patients wait in long queues before being attended by a doctor

<b>6. INTENSIVE IMPROVEMENTS MONITORING SITES: This section is to highlight intensive improvements sites identified out of the baseline monitoring visits done. Intensive improvements sites to be identified from the <u>Summary visit report</u>, if the site scores 3 or more reds, out of the 7 assessment areas (norms &amp; standards) for citizen.</b>	
Facility Name	Final improvements plan in place
Date of (planned) feedback visit	Final improvements plan was signed off

<b>6.1 Intensive improvements monitoring sites: progress report. This report is to provide a progress report on sites for improvements monitoring. Improvements monitoring scores are to be reflected in relation to the baseline visit scores and improvements/ no improvements in scores to be communicated. This improvements reporting is to be done per site, indicating improvements across the sector.</b>													
Date of Improvements visit	Facility Name	Source	Location & accessibility	Visibility & signage	Queue management system	Dignified treatment	Cleanliness & comfort	Safety	Opening & closing times	Complaints & compliments system	Narrative on Improvements processes		
		Citizen	1	1	3	4	1	1	3	1	1	1	1
		Staff	1	2	4	4	1	2	3	1	1	1	1
		Monitor	1	1	4	4	1	2	3	1	1	1	1

Location & accessibility	Poor. Responses by citizens, staff & monitors indicate no improvements. Location of the facility is still a challenge. Management noted that the matter had been escalated to the Provincial office for consideration.
Visibility & signage	Poor. There is no evidence of improved signage and responses by citizens and monitors indicate that signage is still not effective to direct citizens to where they need to go. Staff noted that signage had been repositioned to help citizens with way finding.
Queue management & waiting times	Above expectation. Findings from the improvements monitoring visits indicate improvements to scores. Evidence was also found suggesting improvements to the waiting times at the clinic.
Dignified treatment	
Cleanliness & Comfort	
Safety	

Opening & closing times												
Complaints & compliments system												
Next steps		In line with the findings above, a meeting will be held between site management, regional stakeholders and the National Sector Department on the plan of action for those areas that were found to have no improvements at the time of the improvements monitoring visit.										
6.2 Best Practice: Best practices identified out of the monitoring visits to be highlighted and any improvements case studies completed												
Facility Name	Best Practice typology:	Systems	Operations	Visible improvements	Processes	Performance management	Technology				Partnerships	
				X								
Narrative on best practice		At the time of the feedback visit, centre management had implemented improvements to the complaints & compliments system. The complaints procedure had been displayed and the complaints box provided with a pen and papers. A feedback system had also been developed at the time of the Feedback visit.										
7. SECTOR ENGAGEMENTS :: As part of this section, a report back on Feedback visits with site management & other sector stakeholders. Future processes to be reported on as well.												
Facility Name	Nature of engagements	Date of engagement	Outputs (planned) from the engagement	Future processes								