

Presidential Frontline Service Delivery FSD Good Practice Note¹

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Good Practice Title: Complaints and Compliments Management System of Mamelodi Regional Hospital in Gauteng Province (GP).

Purpose: The purpose of this good practice note is to document and report on the Complaints and Compliments Management System of Mamelodi Regional Hospital.

Target Audience: Citizens, Facilities Management, Sector Department, OoP.

Glossary:


FSDM	Frontline Service Delivery Monitoring
OoP	Office of the Premier
DPME	Department of Performance Monitoring & Evaluation
DoH	Department of Health
GP	Gauteng Province
M&E	Monitoring & Evaluation

1 Basic Information

Project name	Complaints and Compliments Management System of Mamelodi Regional Hospital in Gauteng Province (GP)
Province	Gauteng Province
District	Tshwane District Area
Project Manager & Contacts	Name: Mirriam Legodi Designation: Quality Assurance Manager: Mamelodi Regional Hospital Dept / Org: Department of Health - Gauteng Province (GP). Tel. (012) 841 8308

¹ This template has been prepared to serve as a guide for the development of thumbnail good practice or story sketches from projects of the FSDM Programme. The purpose of these "good practice note" is to document, in a standardized and accessible format, cases that highlight key innovations and practices in development programmes/ projects which offer relevant lessons for FSD practice. These good practices are meant to provide readers with an easy-to-grasp-and-understand snapshot of a project, or components of a project, focusing on key learning points that contribute to future practice. Where possible, the good practice should provide references to more detailed reports on the projects covered and to relevant resources for interested readers.

2 The Good Practice Story

<p>Programme Summary:</p>	<p>The aim of frontline service delivery monitoring is to both affirm good performance and assist departments, municipalities and entities to improve service delivery points which are performing poorly. This is done by:</p> <ul style="list-style-type: none"> (i) Assessments of the state of FSD at the points of service delivery, through visits by officials from DPME and Offices of the Premiers (ii) Verification of the progress with FSD at the points of service delivery, through visits by the Executive, (iii) Monitoring by citizens of the performance with frontline service delivery. Verify if government is meeting the expectations of the citizens (iv) Assist DPME and Offices of the Premier to collect and analyse data on service delivery at local level and to identify where improvement initiatives should be targeted (v) Enable DPME and Offices of the Premier and/or other relevant transversal or line function departments to facilitate or put in place interventions to address identified weaknesses (vi) Identify good front line service delivery practice and develop learning networks (vii) Outputs will be reports on quality of frontline service delivery (provided to management of relevant departments and municipalities and Cabinet and Executive Councils) (viii) Results should feed into initiatives to improve frontline service delivery Monitoring process will also catalyse improvements in management of service delivery
<p>Background / Context</p>	<p>An unannounced FSD monitoring visit was conducted on the 26 March 2012 at the Mamelodi Hospital, by Officials from 7 African countries (Kenya, Uganda, Burundi, Ghana, Senegal, Benin and South Africa) as part of the African M&E Systems Workshop organised by DPME. The main purpose of the African M&E Systems workshop was to strengthen understanding of M&E, drawing from each other's experience, and identify areas of common interest and application from different countries.</p> <p>As part of this workshop an unannounced FSD monitoring visit was conducted and one key performance area which captured most of the monitor's attention was the Complaints and Compliments Management System at the hospital. Hence, the writing of this good practice notes.</p>
<p>Findings</p>	<p>All the eight (8) key performance areas were assessed and the finding were geared and presented to the Hospital management during the feedback meeting.</p> <p>Findings: The Hospital has developed a comprehensive Complaints and Compliments Management System and its main aim is to achieve excellence in service delivery, and striving to continually improve the services it provides to patients and members of the community.</p> <p><i>"Complaints and compliments system is the most immediate and effective forms of feedback that assist efforts to improve our service"</i> Ms M. Legodi – Quality Assurance Manager.</p> <p>Complaints and Compliments Management System comprises of the following stages:</p> <div style="text-align: center;">  <pre> graph LR A[Capture] --> B[Manage] B --> C[Respond] C --> D[Reporting] D --> E[Implementation] </pre> </div> <p>These stages are explained in detailed below.</p>

Capture

“Empowering citizens to submit their complaints or compliments or suggestions - reducing the cost of dealing with unnecessary and avoidable litigation”. Ms M. Legodi – Quality Assurance Manager.

The facility has implemented a comprehensive complaints and compliments management system by having complaint procedure guideline, please-rate-us boxes & forms, and continuous encouragement & awareness to the community, and also provides different methods of capturing complaints and compliments , including:

- Written complaints or compliments (Letters, emails, facsimiles)
- In person, face to face interactions (verbal)
- Telephonically



MAMELODI HOSPITAL

COMPLAINTS PROCEDURE - TLELA VAGO TLELEBA - INDELELA YO KU KHALAZA

COMPLAINT?	TLELEBO?	ISIKHALAZO?
<p>ASK FOR UNIT MANAGER</p> <p>NOT SATISFIED? ASK FOR QUALITY ASSURANCE MANAGER</p> <p>YOUR COMPLAIN WILL BE:</p> <ol style="list-style-type: none"> 1. Received, recorded and acknowledged 2. Investigated. 3. Feedback given to you within 12 working days <p>Contacts: Ms. M. Legodi; 012 841 8308 Quality Assurance Manager</p> <p>OR Toll free: 0800 203 886 24HRS</p>	<p>KGOPELA GO BONA YO MOGOLO MOLEGO GONA</p> <p>GE O SA KGOTSOFALA?</p> <p>KGOPELA GO BONA MANAGERA WA DINGONGOREGO</p> <p>NGONGOREGO YA GAGO E TLA:</p> <ol style="list-style-type: none"> 1. Amogelwa ya ngwalwa 2. Ya nyakisiwa. 3. Wa tsobelwa ka dipelo ka morago ga matlafi a molomo a 12 <p>O KA IKGOKAGANTSHA LE: Ms. M. Legodi; 012 841 8308 Quality Assurance Manager</p> <p>OR Toll free: 0800 203 886 24HRS</p>	<p>CELA OKUBONA UMPHATHI WALA UKHONA</p> <p>MONGA JABULANGA?</p> <p>CELA UKUBONA UMANEJA WEZI KHALAZO</p> <p>ISIKHALAZO SAKHO:</p> <ol style="list-style-type: none"> 1. Sizokambelwa, sibhalwa phansi 2. Siphetywe 3. Uzokwaziwa ngempahumela <p>Zibambakanyo: no: Ms. M. Legodi; 012 841 8308 Quality Assurance Manager</p> <p>OR Toll free: 0800 203 886 24HRS</p>



Complaints Procedure

Suggestion Box

YOU HAVE THE RIGHT TO COMPLAIN!

Complaints to be forwarded to:
THE CHIEF EXECUTIVE OFFICER
Mamelodi Hospital
Private Bag 40132
Pretoria
0101

Tel: (012) 841 8306
Fax: (012) 841 8412
Email: mntlan.legodi@gauteng.gov.za

HOW TO LODGE A COMPLAINT:

- Preferably in writing
- Telephonically
- Verbally
- Give your name and contact details when lodging a telephonic or verbal complaint.

WRITTEN COMPLAINTS SHOULD INCLUDE THE FOLLOWING:

- Patients name
- Hospital name (complaining about)
- Nature of complaint
- The name of the health professional / worker
- Date and details of incident
- Any other relevant information

It is advisable to lodge a complaint as soon as possible and not longer than six months after the incident.
Both verbal and telephonic complaints will receive the same attention, if detailed information is provided.

CHIEF EXECUTIVE OFFICER
Dr E. Akpalu

CLINICAL EXECUTIVE MANAGER
Ms. N. Ntshongathi

NURSING MANAGER
Ms. M. Legodi

QUALITY ASSURANCE MANAGER

Indlela Yezigidi Yokuzwakalisa izikhatho
PLEASE RATE US

How to lodge a complaint chart are placed in all the waiting areas

Manage

Two (2) members from the Hospital Board and Quality Assurance Manager open all please-rate-us boxes. After receiving complaints or compliments this committee or the Quality Assurance Manager would start the management process by accepting, recording and dealing with the complaints or compliments. Complaints are treated in a confidential manner and issues that are raised are dealt with fairly and equitably.

This complaints and compliments management system is built on the following principle:

- a. Accessibility
- b. Confidentiality
- c. Fairness and Equity
- d. Effectiveness, and
- e. Openness and Accountability

Respond

Feedback process or Response to complainant happens in two ways.

- a. Acknowledgement of complaint
Within 3 working days of receipt of a complain the Quality Assurance Manager writes an acknowledgement letter to the complainant.
- b. Response to complainant
Within 12 working days of receipt of complaint, this is to provide feedback to the complainant on the outcome of the investigation.

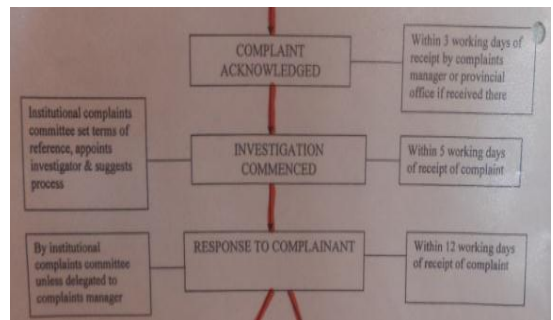
The complaints committee continually review its feedback arrangements to ensure that they remain accessible and relevant to those seeking to provide complaints or compliments or suggestion of any nature.

MAMELOJ HOSPITAL





COMPLAINTS PROCEDURE - TSELA VAGO TLELEBA – INDLELA YO KU KHALAZA

COMPLAINT?	TLELEBO?	ISIKHALAZO?
ASK FOR UNIT MANAGER	KGOPELA GO BONA YO MOGOLO MOOLEGO GONA	CELA OKUBONA UMPHATHI WALA UKHONA
NOT SATISFIED? ASK FOR QUALITY ASSURENCE MANAGER	SE, O SA KGOTSOFALE? KGOPELA GO BONA MANAGERA WA DINGONGOREGO	MONGA JABULANGA? CELA UKUBONA UMANEJA WEZI KHALAZO
YOUR COMPLAIN WILL BE: 1. Received, recorded and acknowledged 2. Investigated. 3. Feedback given to you within 12 working days Contacts: Ms. M. Legodi, 012 841 8308 Quality Assurance Manager OR Toll free: 0800 203 886 24HRS	NGOGNGOREGO YA GAGO E TLA: 1. Amogelwa ya ngwalwa 2. Ya nyakisiwa. 3. Wa tshelwa ka dipelo ka morago ga matseti a molomo a 12 O KA IKGOKAGANTSHA LE: Ms. M. Legodi, 012 841 8308 Quality Assurance Manager OR Toll free: 0800 203 886 24HRS	ISIKHALAZO SAKHO: 1. Sizokwambelwa, sibhelwa phansi 2. Sipheyoce 3. Uzokwaziwa ngemphumela Zibambakanye no: Ms. M. Legodi, 012 841 8308 Quality Assurance Manager OR Toll free: 0800 203 886 24HRS

Complaints Procedure



Complaints Flow Chart

	<div style="text-align: right; margin-bottom: 20px;">  </div> <p>All the complaints and compliments are analyzed and categorized by the complaints committee or at times by Quality Assurance Manager and presented or reported to hospital management for improvements e.g. Closure of case, remedial action, changes in system or particular service, possible training, purchase of equipment etc. Hospital management uses the complaints and compliments it receives to improve its service delivery to patients and to members of the community.</p> <div style="text-align: right; margin-bottom: 20px;">  </div> <p>Hospital management provides approval for improvements and possible resource for implementation purposes.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>
<p>Lessons learned:</p>	<p>Key lessons learned from the good practice note.</p> <ol style="list-style-type: none"> 1. With an effective & efficient complaints and compliments management system good reputation maintained. 2. We need to allow our patients and to members of the community to capture their complaints and compliments. 3. Complaints and compliments management system test internal systems and processes, and assists with the identification of root causes, common challenges, trends mapping etc. 4. Complaints provide the opportunity for service delivery to improve.

3 References

<p>Contacts:</p>	<p>Name: Mirriam Legodi Designation: Quality Assurance Manager: Mamelodi Regional Hospital Dept / Org: Department of Health - Gauteng Province (GP) Tel. (012) 841 8308</p> <p>Name: Thabo Makhosane Designation: Deputy Director: FSD Organization: DPME Telephone: 012 - 308 1425 Email: Thabo.Makhosane @po-dpme.gov.za</p>
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Frontline Service Delivery Monitoring Unit

	<p>Name: Ndhambi Machimana Designation: Deputy Manager Dept / Org: Department of the Premier Telephone: 011 - 355 5660 Email: ndhambi.machimana@gauteng.gov.za</p>
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Contact