

ESTCOURT PROVINCIAL HOSPITAL
COMPLAINTS, COMPLIMENTS AND SUGGESTIONS REPORT
FOR THE YEAR 2005



The Estcourt Provincial Hospital wish to present the complaints report for the year 2005 in the form of written report and graph report.

In 2005 the Hospital has received 57 complaints and no reported outstanding complaints. These complaints played a vital role in identifying gabs in terms of health care service delivery.

Most of the complaints were based on poor caring, lack of courtesy, doctors/staff attitude, missing of patient's files, long waiting hours and doctors/staff shortage.

The Estcourt Hospital is dedicated in improving the service delivery through complaints handling what witness th that , we have dealt with all the complaints received in a professional manner through our existing complaints mechanism.

I would like to thank Hospital Management and Complaints Committee Members for their effort and commitment in handling of complaints through the year.

I would like to thank our clients/patients and visitors for their complaints, suggestions and compliments, because their compliments motivated us to put more effort, suggestions gave us new directions and complaints identified gabs in improvement of service delivery

I would also like to thank all staff members for their hardwork and commitment to improve our service delivery and to meet the needs and expectations of our clients/patients and visitors.

Mr J.Z. Mntungwa
 Public Relations Officer
 Estcourt Provincial Hospital

Observe the following complaints received in each month:

January 2005 ----- 13 complaints received based on the ff:

Poor caring	2
Staff/doctors attitude	5
Lack of courtesy	3
Missing of patient's files	1
Long waiting hours	2
Total	13

February 2005----- 3 complaints received based on the ff:

Lack of courtesy	1
Doctors/staff attitude	2
Total	3

March 2005----- 5 complaints received based on the ff:

Poor caring		4
Staff/doctors attitude		1
Total		5

April 2005----- 8 complaints received based on the ff:

Poor caring		4
Shortage of staff/doctors		2
Lack of courtesy		1
Poor security service at night		1
Total		8

May 2005----- no complaints received

June 2005----- 3 complaints received based on the ff:

Poor caring		1
Staff attitude		1
Long waiting hours		1
Total		3

July 2005-----6 complaints received based on the ff:

Poor caring		1
Lack of courtesy		2
Shortage of Doctors/staff		1
Missing of patient's files		1
Long waiting hours		1
Total		6

August 2005 ----- 6 complaints received based on the ff:

Doctors/staff attitude		1
Lack of courtesy		3
Poor caring		1
Access to admitting office		1
Total		6

September 2005--- 6 complaints received based on the ff:

Lack of courtesy		2
Doctors/staff attitude		2
Long waiting hours		1
Missing of patient's files		1
Total		6

October 2005-----No complaints received

November 2005---- 6 complaints received based on the ff:

Lack of courtesy		3
Shortage of Doctors/staff		1
Long waiting hours		1
Poor caring		1
Total		6

December 2005---- 1 complain received based on the ff:

Poor caring		1
Total		1

The percentage of Compliments, Suggestions and Complaints rec for the year 2005 is as follows:

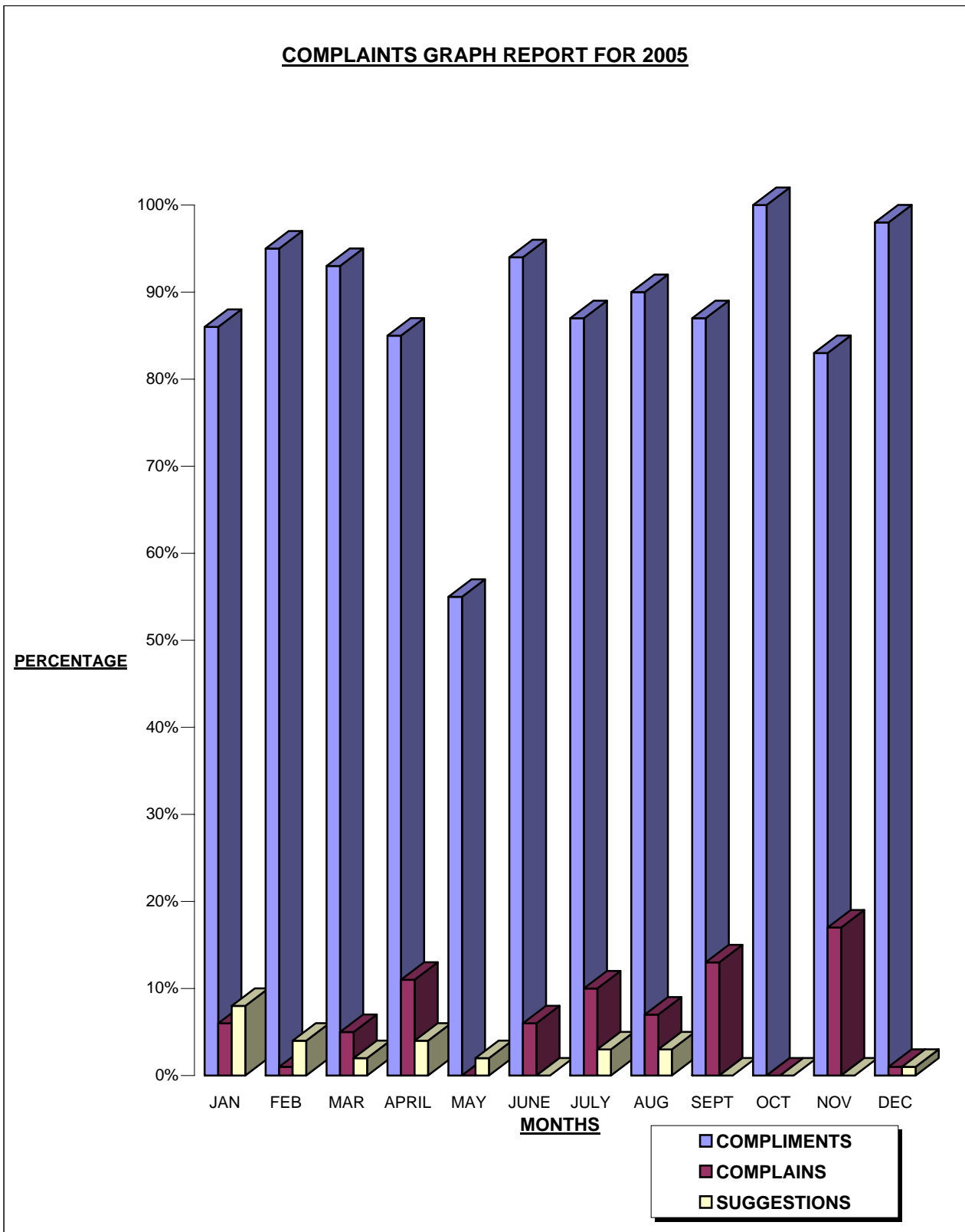
	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
COMPLIMENTS	86%	95%	93%	85%	55%	94%	87%	90%	87%	100%	83%	98%
COMPLAINS	6%	1%	5%	11%	0%	6%	10%	7%	13%	0%	17%	1%
SUGGESTIONS	8%	4%	2%	4%	2%	0%	3%	3%	0%	0%	0%	1%

The summary of the above complaints report is as follows:

Complaints analysis indicated that:

- 15 complaints were based on poor caring
- 15 complaints were based on lack of courtesy
- 12 complaints were based on staff attitude
- 6 complaints were based on long waiting hours
- 4 complaints were based on shortage of staff/doctors
- 3 complaints were based on missing of patients' files
- 1 complaint was about poor security service at night
- 1 complaint was about accessibility to admitting office

Observe the following Complaints, Compliments and Suggestions Graph Report for 2005



Captured, Analysed & compiled by Mr J.Z. Mntungwa (Public Relations Officer)