



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

OPERATION PHAKISA PHAKISA PHAKISA!!!

**VISIT FROM NATIONAL DEPARTMENT OF HEALTH
AND PROVINCIAL LEADERSHIP AT THE ZULULAND
HEALTH DISTRICT**



**The National Department of Health team and the
Provincial director for Primary Health Care together
with teams from Zululand Health District**

A delegation from National Department of Health and Provincial Department of Health KZN visited the Zululand health district on the morning of the 31st May 2017. The visit which took place at two Primary Health Care facilities which were identified by the National office and the District office-UJundi A Clinic and Mabedlane Clinic, saw the Deputy Director General for Primary Health Care and her Directors for the

realization and maintenance of ideal clinic and the Director for PHC from the Provincial office inspect two facilities around the District.

“I am well pleased with the results of the Zululand Health District when I see them on my desktop, but I wanted to come and see for myself whether the results speak the truth about these facilities”, said Mrs. Hunter the DDG for PHC at the NDoH.

The ideal clinic program is Governments continued efforts to improve the lives of communities, this is also called operation Phakisa. Operation Phakisa programme Phase two, which is entitled Ideal Clinic Realization and Maintenance will see the countries clinics being transformed into “ideal clinics” to systematically improve Primary Health Care (PHC) facilities and the quality of care they provide.

In the President’s state of the Nation address speech -in the year 2015- on Operation Phakisa implementation, President Jacob Zuma stated that the “Operation Phakisa Ideal Clinic Realisation and Maintenance (ICRM) segment seeks to transform all [our] public sector clinics into ideal clinics which provide good quality care to all [our] communities”

During the SONA the President mentioned that the characters of this ideal clinic are that this clinic opens on time in the morning, according to its set operating hours, and does not close until the last patient has been assisted, even if this is beyond the normal closing hours.

The President said, “It is staffed by health care providers who treat people with dignity, and observe the Batho Pele principles of Access, Consultation, Courtesy, Information, Service Standards, Openness and Transparency, Redress and Value for Money”.

The ideal clinic will provide community-based health promotion and

disease prevention programmes in collaboration with the community. It is very clean, promotes hygiene and takes all precautionary measures to prevent the spread of diseases. It has reasonable waiting times and community members do not have to sacrifice their entire working day to seek health care.

It provides a comprehensive package of good quality health services every day and community members do not have to return on different days for different services. It has the basic necessities available, such as essential medicines. It refers people to higher levels of care timeously when this is required.

It works together with the community it serves, with diverse stakeholders, in promoting health and socio-economic development, said the President.

Finally the President mentioned that, community members would say an Ideal Clinic is one that we can be proud of, and call it “our own clinic”, rather than a “government clinic” or a “state health facility”.