



Office of Health Standards Compliance
Ensuring quality and safety in health care

2020/21

BIANNUAL REPORT

**PUBLISHED IN TERMS OF SECTION 31(1)(b) OF THE
PROCEDURAL REGULATIONS PERTAINING TO THE
FUNCTIONING OF THE OFFICE OF HEALTH STANDARDS
COMPLIANCE AND HANDLING OF COMPLAINTS BY
THE OMBUD**

CONTENTS

ABBREVIATIONS & ACRONYMS	1
DEFINITIONS	2
1. INTRODUCTION	3
2. LEGISLATIVE FRAMEWORK AND POLICY MANDATE	4
3. INSPECTIONS CONDUCTED, WITH THE NAMES AND LOCATION OF THE HEALTH ESTABLISHMENTS	5
3.1 Breakdown of inspections conducted per province during the 2020/21 financial year	5
3.1.1. Inspections conducted in the Eastern Cape.....	5
3.1.2. Inspections conducted in the Free State	10
3.1.3. Inspections conducted in Gauteng	12
3.1.4. Inspections conducted in KwaZulu-Natal	14
3.1.5. Inspections conducted in Limpopo	18
3.1.6. Inspections conducted in Mpumalanga	21
3.1.7. Inspections conducted in the North West.....	23
3.1.8. Inspections conducted in Northern Cape	25
3.1.9. Inspections conducted in Western Cape.....	26
3.2 Breakdown of inspections conducted per province during the first quarter of 2021/22 financial year	28
3.2.1 Inspections Conducted in the Free State	28
3.2.2 Inspections conducted in KwaZulu-Natal	29
3.2.3 Inspections conducted in Limpopo	33
3.2.4 Inspections Conducted in Mpumalanga	35
3.2.5 Inspections Conducted in North-West.....	36
4. COMPLIANCE CERTIFICATES ISSUED, WITH THE NAMES AND LOCATION OF HEALTH ESTABLISHMENTS	38
4.1 Purpose.....	38
4.2 Background.....	38
4.3 Process followed towards certification.....	38
4.4 Certification of health establishments	39
4.5 Conditions for certification	41
4.6 Conclusion	41
5. HEARINGS CONDUCTED, WITH THE NAMES AND LOCATION OF HEALTH ESTABLISHMENTS AND THE OUTCOME OF THE HEARINGS ...Error! Bookmark not defined.	
6. THE RECOMMENDATIONS MADE TO THE RELEVANT AUTHORITIES IN TERMS OF SECTION 79(1)(E)	42
6.1 Early Warning Systems Recommendations report	43
6.2 Purpose of an early warning system	43
6.3 Progress on the implementation of EWS.....	44
6.4 Methodology	45
6.5 Reporting by Health Establishments.....	45
6.6 Indicators of risk	45
6.7 Challenges experienced	46
6.7.1 Under-reporting	46
6.7.2 Delays in reporting	47

6.7.3	Gaps in reporting	47
6.7.4	Lack of root cause analysis.....	47
6.8	The following activities will be implemented by the OHSC to enhance the EWS activities.....	48
6.8.1	Awareness Raising.....	48
6.8.2	Providing feedback to stakeholders.....	48
6.9	Areas for improvement / Recommendations.....	48
6.9.1	Reporting	48
6.9.2	Conducting root cause analysis.....	49
6.10	Conclusion.....	49
7.	COMPLAINTS RECEIVED AND RESOLVED BY THE OMBUD, BY CATEGORY	50
7.1.	Introduction	50
7.2.	Complaints Call Centre and Assessment Cases.....	50
7.3.	Complaints Investigations Health Care Cases	51
7.4.	Complaints Investigations Legal Cases	51

ABBREVIATIONS & ACRONYMS

CHC	Community Health Centre
DM	District Municipality
HE	Health Establishment
LM	Local Municipality
MM	Metropolitan Municipality
NCS	National Core Standards
NDP	National Development Plan
NHAA	National Health Amendment Act
NHI	National Health Insurance
OHSC	Office of Health Standards Compliance
PHC	Primary Health Care

DEFINITIONS

“**Board**” means the Board of the Office of Health Standards Compliance appointed in terms of Section 79A of the Act;

“**Chief Executive Officer**” means the person appointed as Chief Executive Officer of the Office in terms of Section 79H (1) of the Act;

“**Constitution**” means the Constitution of the Republic of South Africa, Act 108 of 1996;

“**Early Warning System**” means the surveillance systems that collect information of serious breaches of norms and standards that prompt interventions by the health establishment, the Office or relevant authority;

“**Health Establishment**” means the whole or part of a public or private institution, facility, building or place, whether for profit or not, that is operated or designed to provide inpatient or outpatient treatment, diagnostic or therapeutic interventions, nursing, rehabilitative, palliative, convalescent, preventative or other health services;

“**Inspector**” means a person appointed as an inspector in terms of Section 80(2) of the Act;

“**Minister**” means the Minister responsible for Health;

“**Norms and Standards**” means the norms and standards prescribed by the Minister in terms of Section 90(1)(b) and (c) of the Act;

“**Office**” means the Office of Health Standards Compliance established by Section 77(1) of the Act;

“**Regulations**” means the Procedural Regulations Pertaining to the Functioning of the Office of Health Standards Compliance and Handling of Complaints by the Ombud;

“**the Act**” means the National Health Act, 2003 (Act No. 61 of 2003); and

“**User**” means the person receiving treatment in a health establishment, including receiving blood or blood products, or using a health service, and if the person receiving treatment or using a health service is—

- (a) below the age contemplated in section 129 of the Children’s Act 38 of 2005, “**user**” includes the person’s parent or guardian, or another person authorised by law to act on the first mentioned person’s behalf; or
- (b) incapable of taking decisions, “**user**” includes the person’s spouse or partner or, in the absence of such spouse or partner, the person’s parent, grandparent, adult child or brother or sister, or another person authorised by law to act on the first mentioned person’s behalf.

1. INTRODUCTION

In terms of section 79(1)(f) of the National Health Amendment Act (NHAA) 12 of 2013, (“the Act”) the Office of Health Standards Compliance (OHSC) must publish information relating to norms and standards through the media and where appropriate, to specific communities.

Additionally, the Procedural Regulation 31(1)(b) states that the OHSC must every six months, publish on its public website and in any other appropriate publication platform, a report which covers all the:

- (i) inspections conducted, with the names and location of the health establishments;
- (ii) compliance certificates issued, with the names and location of health establishments;
- (iii) hearings conducted, with the names and location of health establishments and the outcome of the hearings;
- (iv) the recommendations made to the relevant authorities in terms of section 79(1)(e) which states that the Office must identify areas and make recommendations for interventions by a national or provincial department of health, a health department of a municipality or health establishment where it is necessary, to ensure compliance with norms and standards and
- (v) complaints received and resolved by the Ombud, by category.

2. LEGISLATIVE FRAMEWORK AND POLICY MANDATE

- The National Health Act, Act 61 of 2003, as amended
- The National Core Standards (NCS)
- Batho Pele and the Patient's Rights Charter
- National Health Insurance (NHI) Bill, 2019
- National Development Plan (NDP)
- The norms and standards regulations applicable to different categories of health establishments
- Procedural Regulations pertaining to the Functioning of the Office of Health Standards Compliance and Handling of Complaints by the Ombud

3. INSPECTIONS CONDUCTED, WITH THE NAMES AND LOCATION OF THE HEALTH ESTABLISHMENTS

3.1 Breakdown of inspections conducted per province during the 2020/21 financial year

In the reporting period from April 2020 to March 2021, the OHSC conducted a total of 387 routine inspections in terms of section 82 (1) of the Act in the public health sector across all nine provinces. No private sector health establishments were inspected during the 2020/2021 financial year. The distribution of inspected health establishments by province is depicted in Table 1.

Table 1: Breakdown of inspections conducted per province during the 2020/21 financial year

Province	Number of health establishments inspected
Eastern Cape	88
Free State	28
Gauteng	42
KwaZulu-Natal	66
Limpopo	53
Mpumalanga	34
North West	34
Northern Cape	17
Western Cape	25
Total	387

3.1.1. Inspections conducted in the Eastern Cape

A total of 88 health establishments (HEs) were inspected in the Eastern Cape. The sampled health establishments inspected were from eight district municipalities in the province. The eight district municipalities inspected were Alfred Nzo (8), Amathole (16), Buffalo City (8), Chris Hani (16), Joe Gqabi (8), Nelson Mandela Bay Metropolitan (8), Oliver Tambo (16) and Sarah Baartman (8).

Table 2: Inspected health establishments in the Eastern Cape

EASTERN CAPE					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Alfred Nzo District Municipality					
1	Alfred Nzo DM	Mbizana LM	Routine inspections	Clinics/PHC	Daliwonga Clinic
2	Alfred Nzo DM	Mbizana LM	Routine inspections	Clinics/PHC	Hlamandana Clinic
3	Alfred Nzo DM	Mbizana LM	Routine inspections	Clinics/PHC	Imizizi Clinic
4	Alfred Nzo DM	Mbizana LM	Routine inspections	Clinics/PHC	Isikelo Clinic
5	Alfred Nzo DM	Mbizana LM	Routine inspections	Clinics/PHC	Kanyayo (Bizana) Clinic
6	Alfred Nzo DM	Mbizana LM	Routine inspections	Clinics/PHC	Meje Clinic
7	Alfred Nzo DM	Mbizana LM	Routine inspections	Clinics/PHC	Mngungu Clinic
8	Alfred Nzo DM	Mbizana LM	Routine inspections	Clinics/PHC	Mpetsheni Clinic
Amathole District Municipality					
9	Amathole DM	Raymond Mhlaba LM	Routine inspections	Clinics/PHC	Debe Nek Clinic
10	Amathole DM	Raymond Mhlaba LM	Routine inspections	Clinics/PHC	Msobomvu Clinic
11	Amathole DM	Raymond Mhlaba LM	Routine inspections	Clinics/PHC	Mxhelo Clinic
12	Amathole DM	Raymond Mhlaba LM	Routine inspections	Clinics/PHC	Newtown Clinic
13	Amathole DM	Raymond Mhlaba LM	Routine inspections	Clinics/PHC	Njwaxa Clinic
14	Amathole DM	Raymond Mhlaba LM	Routine inspections	Clinics/PHC	Perksdale Clinic
15	Amathole DM	Raymond Mhlaba LM	Routine inspections	Clinics/PHC	Qibira Clinic
16	Amathole DM	Raymond Mhlaba LM	Routine inspections	Clinics/PHC	Sheshegu Clinic
17	Amathole DM	Ngqushwa LM	Routine inspections	Clinics/PHC	Gwabeni Clinic
18	Amathole DM	Ngqushwa LM	Routine inspections	Clinics/PHC	Hamburg Clinic
19	Amathole DM	Ngqushwa LM	Routine inspections	Clinics/PHC	Jama Clinic
20	Amathole DM	Ngqushwa LM	Routine inspections	Clinics/PHC	Mtyholo Clinic

EASTERN CAPE					
No	District	Sub District	Inspection Type	HEs Type	HE Name
21	Amathole DM	Ngqushwa LM	Routine inspections	Clinics/PHC	Ngqwele Clinic
22	Amathole DM	Ngqushwa LM	Routine inspections	Clinics/PHC	Nier Clinic
23	Amathole DM	Ngqushwa LM	Routine inspections	Clinics/PHC	Nompumelelo Gateway Clinic
24	Amathole DM	Ngqushwa LM	Routine inspections	Clinics/PHC	Pikholi Clinic
Buffalo City Metropolitan Municipality					
25	Buffalo City MM	Buffalo City Health Sub-District	Routine inspections	Clinics/PHC	Central Clinic (East London)
26	Buffalo City MM	Buffalo City Health Sub-District	Routine inspections	Clinics/PHC	Drake Road Clinic
27	Buffalo City MM	Buffalo City Health Sub-District	Routine inspections	Clinics/PHC	Fezeka NU 3 Clinic
28	Buffalo City MM	Buffalo City Health Sub-District	Routine inspections	Clinics/PHC	Fort Grey Clinic
29	Buffalo City MM	Buffalo City Health Sub-District	Routine inspections	Clinics/PHC	Gompo B Jwayi Clinic
30	Buffalo City MM	Buffalo City Health Sub-District	Routine inspections	Clinics/PHC	Gonubie Clinic
31	Buffalo City MM	Buffalo City Health Sub-District	Routine inspections	Clinics/PHC	Greenfields Clinic
32	Buffalo City MM	Buffalo City Health Sub-District	Routine inspections	Clinics/PHC	Luyolo NU 9 Clinic
Chris Hani District Municipality					
33	Chris Hani DM	Emalahleni LM	Routine inspections	Clinics/PHC	Boomplaas Clinic
34	Chris Hani DM	Emalahleni LM	Routine inspections	Clinics/PHC	Hlala Uphilile Clinic
35	Chris Hani DM	Emalahleni LM	Routine inspections	Clinics/PHC	Machubeni Clinic
36	Chris Hani DM	Emalahleni LM	Routine inspections	Clinics/PHC	Maqashu Clinic
37	Chris Hani DM	Emalahleni LM	Routine inspections	Clinics/PHC	Matyantya Clinic
38	Chris Hani DM	Emalahleni LM	Routine inspections	Clinics/PHC	Mkapusi Clinic
39	Chris Hani DM	Emalahleni LM	Routine inspections	Clinics/PHC	Ndonga Clinic
40	Chris Hani DM	Emalahleni LM	Routine inspections	Clinics/PHC	Queen Nonesi Clinic
41	Chris Hani DM	Sakhisizwe LM	Routine inspections	Clinics/PHC	Beestekraal Clinic
42	Chris Hani DM	Sakhisizwe LM	Routine inspections	Clinics/PHC	Elliot Clinic

EASTERN CAPE					
No	District	Sub District	Inspection Type	HEs Type	HE Name
43	Chris Hani DM	Sakhisizwe LM	Routine inspections	Clinics/PHC	Manzimahle Clinic
44	Chris Hani DM	Sakhisizwe LM	Routine inspections	Clinics/PHC	Mcewula Clinic
45	Chris Hani DM	Sakhisizwe LM	Routine inspections	Clinics/PHC	Ncedolwethu Clinic
46	Chris Hani DM	Sakhisizwe LM	Routine inspections	Clinics/PHC	Qhiba Clinic
47	Chris Hani DM	Sakhisizwe LM	Routine inspections	Clinics/PHC	Tembelihle Clinic
48	Chris Hani DM	Sakhisizwe LM	Routine inspections	Clinics/PHC	Tsengiwe Clinic
Joe Gqabi District Municipality					
49	Joe Gqabi DM	Walter Sisulu LM	Routine inspections	Clinics/PHC	Aliwal North Block H Clinic
50	Joe Gqabi DM	Walter Sisulu LM	Routine inspections	Clinics/PHC	Eureka Clinic
51	Joe Gqabi DM	Walter Sisulu LM	Routine inspections	Clinics/PHC	Hilton Clinic
52	Joe Gqabi DM	Walter Sisulu LM	Routine inspections	Clinics/PHC	Jamestown Clinic
53	Joe Gqabi DM	Walter Sisulu LM	Routine inspections	Clinics/PHC	Maletswai Clinic
54	Joe Gqabi DM	Walter Sisulu LM	Routine inspections	Clinics/PHC	Mzamomhle Clinic (Albert)
55	Joe Gqabi DM	Walter Sisulu LM	Routine inspections	Clinics/PHC	Poly Clinic
56	Joe Gqabi DM	Walter Sisulu LM	Routine inspections	Clinics/PHC	Thembisa Clinic
Nelson Mandela Bay Metropolitan Municipality					
57.	Nelson Mandela Bay MM	Nelson Mandela A Health Sub-District	Routine inspections	Clinics/PHC	Ikamvelihle Clinic
58.	Nelson Mandela Bay MM	Nelson Mandela C Health Sub-District	Routine inspections	Clinics/PHC	Lunga Kobese Clinic
59.	Nelson Mandela Bay MM	Nelson Mandela B Health Sub-District	Routine inspections	Clinics/PHC	Mabandla Clinic
60.	Nelson Mandela Bay MM	Nelson Mandela B Health Sub-District	Routine inspections	Clinics/PHC	Masakhane Clinic (N Mandela Metro)
61.	Nelson Mandela Bay MM	Nelson Mandela C Health Sub-District	Routine inspections	Clinics/PHC	Central Clinic (Port Elizabeth)
62.	Nelson Mandela Bay MM	Nelson Mandela C Health Sub-District	Routine inspections	Clinics/PHC	Gelvandale Clinic
63.	Nelson Mandela Bay MM	Nelson Mandela C Health Sub-District	Routine inspections	Clinics/PHC	Govan Mbeki Clinic
64.	Nelson Mandela Bay MM	Nelson Mandela C Health Sub-District	Routine inspections	Clinics/PHC	Linton Grange Clinic

EASTERN CAPE					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Oliver Tambo District Municipality					
65	Oliver Tambo DM	Ingquza Hill LM	Routine inspections	Clinics/PHC	Goso Forest Clinic
66	Oliver Tambo DM	Ingquza Hill LM	Routine inspections	Clinics/PHC	Lusikisiki Village Clinic (Qaukeni)
67	Oliver Tambo DM	Ingquza Hill LM	Routine inspections	Clinics/PHC	Magwa Clinic
68	Oliver Tambo DM	Ingquza Hill LM	Routine inspections	Clinics/PHC	Nkozo Clinic
69	Oliver Tambo DM	Ingquza Hill LM	Routine inspections	Clinics/PHC	Palmerton Clinic
70	Oliver Tambo DM	Ingquza Hill LM	Routine inspections	Clinics/PHC	Qaukeni Clinic
71	Oliver Tambo DM	Ingquza Hill LM	Routine inspections	Clinics/PHC	St Elizabeth's Gateway Clinic
72	Oliver Tambo DM	Ingquza Hill LM	Routine inspections	Clinics/PHC	Xurana Clinic
73	Oliver Tambo DM	Port St Johns LM	Routine inspections	Clinics/PHC	Caguba Clinic
74	Oliver Tambo DM	Port St Johns LM	Routine inspections	Clinics/PHC	Isilimela Gateway Clinic
75	Oliver Tambo DM	Port St Johns LM	Routine inspections	Clinics/PHC	Kohlo Clinic
76	Oliver Tambo DM	Port St Johns LM	Routine inspections	Clinics/PHC	Ludalasi Clinic
77	Oliver Tambo DM	Port St Johns LM	Routine inspections	Clinics/PHC	Majola Clinic
78	Oliver Tambo DM	Port St Johns LM	Routine inspections	Clinics/PHC	Mevana Clinic
79	Oliver Tambo DM	Port St Johns LM	Routine inspections	Clinics/PHC	Mtambalala Clinic
80	Oliver Tambo DM	Port St Johns LM	Routine inspections	Clinics/PHC	Qandu Clinic
Sarah Baartman District Municipality					
81	Sarah Baartman DM	Ndlambe LM	Routine inspections	Clinics/PHC	Kenton-On-Sea Clinic
81	Sarah Baartman DM	Ndlambe LM	Routine inspections	Clinics/PHC	Marselle Clinic
81	Sarah Baartman DM	Ndlambe LM	Routine inspections	Clinics/PHC	Nkwenkwezi Clinic
81	Sarah Baartman DM	Ndlambe LM	Routine inspections	Clinics/PHC	Nolukhanyo Clinic
81	Sarah Baartman DM	Ndlambe LM	Routine inspections	Clinics/PHC	Pal 1 Clinic
81	Sarah Baartman DM	Ndlambe LM	Routine inspections	Clinics/PHC	Pal 2 Clinic

EASTERN CAPE					
No	District	Sub District	Inspection Type	HES Type	HE Name
81	Sarah Baartman DM	Ndlambe LM	Routine inspections	Clinics/PHC	Port Alfred Clinic
81	Sarah Baartman DM	Ndlambe LM	Routine inspections	Clinics/PHC	Station Hill Clinic

3.1.2. Inspections conducted in the Free State

A total of twenty-eight health establishments were inspected in the Free State. The sampled health establishments inspected were from three district municipalities in the province. The three district municipalities inspected were Lejweleputswa (8), Mangaung Metropolitan (18) and Thabo Mofutsanyana (10).

Table 3: Inspected health establishments in the Free State

FREE STATE					
No	District	Sub District	Inspection Type	HES Type	HE Name
Lejweleputswa District Municipality					
1	Lejweleputswa DM	Masilonyana LM	Routine inspections	Clinics/PHC	Kamohelo Clinic
2	Lejweleputswa DM	Masilonyana LM	Routine inspections	Clinics/PHC	Lusaka Clinic
3	Lejweleputswa DM	Masilonyana LM	Routine inspections	Clinics/PHC	Marantha Clinic
4	Lejweleputswa DM	Masilonyana LM	Routine inspections	Clinics/PHC	Masilo Clinic
5	Lejweleputswa DM	Masilonyana LM	Routine inspections	Clinics/PHC	Tshepong (Verkeerdevlei) Clinic
6	Lejweleputswa DM	Masilonyana LM	Routine inspections	Clinics/PHC	Winburg Clinic
7	Lejweleputswa DM	Tokologo LM	Routine inspections	Clinics/PHC	Tshwaraganang (Dealesville) Clinic
8	Lejweleputswa DM	Tswelopele LM	Routine inspections	Clinics/PHC	Phahameng (Bultfontein) Clinic
Mangaung Metropolitan Municipality					
9	Mangaung MM	Botshabelo Health Sub-District	Routine inspections	Clinics/PHC	Bophelong (Botshabelo) Clinic
10	Mangaung MM	Botshabelo Health Sub-District	Routine inspections	Clinics/PHC	Botshabelo Industrial Clinic
11	Mangaung MM	Botshabelo Health Sub-District	Routine inspections	Clinics/PHC	Dr Pedro Memorial Clinic

FREE STATE					
No	District	Sub District	Inspection Type	HEs Type	HE Name
12	Mangaung MM	Botshabelo Health Sub-District	Routine inspections	Clinics/PHC	Harry Gwala (Botshabelo) Clinic
13	Mangaung MM	Botshabelo Health Sub-District	Routine inspections	Clinics/PHC	Jazzman Mokhothu Clinic
14	Mangaung MM	Botshabelo Health Sub-District	Routine inspections	Clinics/PHC	Maletsatsi Mabaso Clinic
15	Mangaung MM	Botshabelo Health Sub-District	Routine inspections	Clinics/PHC	Molefi Tau Clinic
16	Mangaung MM	Botshabelo Health Sub-District	Routine inspections	Clinics/PHC	Potlako Motlohi Clinic
17	Mangaung MM	Botshabelo Health Sub-District	Routine inspections	Clinics/PHC	Pule Sefatsa Clinic
18	Mangaung MM	Botshabelo Health Sub-District	Routine inspections	Clinics/PHC	Winnie Mandela (Botshabelo) Clinic
Thabo Mofutsanyana District Municipality					
19	Thabo Mofutsanyana DM	Mantsopa LM	Routine inspections	Clinics/PHC	Borwa Clinic
20	Thabo Mofutsanyana DM	Mantsopa LM	Routine inspections	Clinics/PHC	Excelsior Clinic
21	Thabo Mofutsanyana DM	Mantsopa LM	Routine inspections	Clinics/PHC	Ikaheng Clinic
22	Thabo Mofutsanyana DM	Mantsopa LM	Routine inspections	Clinics/PHC	Ladybrand Clinic
23	Thabo Mofutsanyana DM	Mantsopa LM	Routine inspections	Clinics/PHC	Manyatseng Clinic
24	Thabo Mofutsanyana DM	Mantsopa LM	Routine inspections	Clinics/PHC	Mauersnek Clinic
25	Thabo Mofutsanyana DM	Mantsopa LM	Routine inspections	Clinics/PHC	Thaba Phatswa Clinic
26	Thabo Mofutsanyana DM	Mantsopa LM	Routine inspections	Clinics/PHC	Tweespruit Clinic
27	Thabo Mofutsanyana DM	Setsoto LM	Routine inspections	Clinics/PHC	Clocolan Clinic
28	Thabo Mofutsanyana DM	Setsoto LM	Routine inspections	Clinics/PHC	Hlohlolwane Clinic

3.1.3. Inspections conducted in Gauteng

A total of 42 health establishments were inspected in Gauteng. The sampled health establishments inspected were from all five district municipalities in the province, namely: City of Ekurhuleni (7), City of Johannesburg (9) and City of Tshwane (8), Sedibeng (7) and West Rand (11).

Table 4: Inspected health establishments in the Gauteng

GAUTENG					
No	District	Sub District	Inspection Type	HEs Type	HE Name
City of Ekurhuleni Metropolitan Municipality					
1	City of Ekurhuleni MM	Ekurhuleni North 2 Health Sub-District	Routine inspections	Clinics/PHC	Bedfordview Clinic
2	City of Ekurhuleni MM	Ekurhuleni North 2 Health Sub-District	Routine inspections	Clinics/PHC	Boksburg Civic Centre Clinic
3	City of Ekurhuleni MM	Ekurhuleni North 2 Health Sub-District	Routine inspections	Clinics/PHC	Chief Albert Luthuli Clinic
4	City of Ekurhuleni MM	Ekurhuleni North 2 Health Sub-District	Routine inspections	Clinics/PHC	Crystal Park Clinic
5	City of Ekurhuleni MM	Ekurhuleni North 2 Health Sub-District	Routine inspections	Clinics/PHC	Edenvale Clinic
6	City of Ekurhuleni MM	Ekurhuleni North 2 Health Sub-District	Routine inspections	Clinics/PHC	Endayeni Clinic
7	City of Ekurhuleni MM	Ekurhuleni North 2 Health Sub-District	Routine inspections	Clinics/PHC	Kemston Clinic
City of Johannesburg Metropolitan Municipality					
8	City of Johannesburg MM	Johannesburg B Health Sub-District	Routine inspections	Clinics/PHC	Bosmont Clinic
9	City of Johannesburg MM	Johannesburg B Health Sub-District	Routine inspections	Clinics/PHC	Berario Clinic
10	City of Johannesburg MM	Johannesburg B Health Sub-District	Routine inspections	Clinics/PHC	Westbury Clinic
11	City of Johannesburg MM	Johannesburg B Health Sub-District	Routine inspections	Clinics/PHC	Windsor Clinic
12	City of Johannesburg MM	Johannesburg C Health Sub-District	Routine inspections	Clinics/PHC	Davidsonville Clinic
13	City of Johannesburg MM	Johannesburg C Health Sub-District	Routine inspections	Clinics/PHC	Princess Clinic

GAUTENG					
No	District	Sub District	Inspection Type	HEs Type	HE Name
14	City of Johannesburg MM	Johannesburg C Health Sub-District	Routine inspections	Clinics/PHC	Rex Street Clinic
15	City of Johannesburg MM	Johannesburg C Health Sub-District	Routine inspections	Clinics/PHC	Tshepisoong Clinic
16	City of Johannesburg MM	Johannesburg C Health Sub-District	Routine inspections	Clinics/PHC	Weltevreden Clinic
City of Tshwane Metropolitan Municipality					
17	City of Tshwane MM	Tshwane 1 Health Sub-District	Routine inspections	Clinics/PHC	Jack Hindon Clinic
18	City of Tshwane MM	Tshwane 2 Health Sub-District	Routine inspections	Clinics/PHC	Doornpoort Clinic
19	City of Tshwane MM	Tshwane 2 Health Sub-District	Routine inspections	Clinics/PHC	Kekana Gardens Clinic
20	City of Tshwane MM	Tshwane 2 Health Sub-District	Routine inspections	Clinics/PHC	Kekanastad Clinic
21	City of Tshwane MM	Tshwane 2 Health Sub-District	Routine inspections	Clinics/PHC	New Eersterus Clinic
22	City of Tshwane MM	Tshwane 2 Health Sub-District	Routine inspections	Clinics/PHC	Ramotse Clinic
23	City of Tshwane MM	Tshwane 2 Health Sub-District	Routine inspections	Clinics/PHC	Refentse (Odi) Clinic
24	City of Tshwane MM	Tshwane 2 Health Sub-District	Routine inspections	Clinics/PHC	Suurman Clinic
Sedibeng District Municipality					
25	Sedibeng DM	Lesedi LM	Routine inspections	Clinics/PHC	Heidelberg Clinic
26	Sedibeng DM	Lesedi LM	Routine inspections	Clinics/PHC	Jameson Park Clinic
27	Sedibeng DM	Lesedi LM	Routine inspections	Clinics/PHC	Ratanda Ext 7 Clinic
28	Sedibeng DM	Lesedi LM	Routine inspections	Clinics/PHC	Ratanda Ext 23 Clinic
29	Sedibeng DM	Midvaal LM	Routine inspections	Clinics/PHC	Kookrus Clinic
30	Sedibeng DM	Midvaal LM	Routine inspections	Clinics/PHC	Pontshong Clinic
31	Sedibeng DM	Midvaal LM	Routine inspections	Clinics/PHC	Randvaal Clinic
West Rand District Municipality					
32	West Rand DM	Rand West City LM	Routine inspections	Clinics/PHC	Badirile Clinic
33	West Rand DM	Rand West City LM	Routine inspections	Clinics/PHC	Bekkersdal East Clinic

GAUTENG					
No	District	Sub District	Inspection Type	HEs Type	HE Name
34	West Rand DM	Rand West City LM	Routine inspections	Clinics/PHC	Elandsfontein Clinic
35	West Rand DM	Rand West City LM	Routine inspections	Clinics/PHC	Glenhavie Clinic
36	West Rand DM	Rand West City LM	Routine inspections	Clinics/PHC	Kocksoord Clinic
37	West Rand DM	Rand West City LM	Routine inspections	Clinics/PHC	ML Pessen Clinic
38	West Rand DM	Rand West City LM	Routine inspections	Clinics/PHC	PJ Maree Clinic
39	West Rand DM	Rand West City LM	Routine inspections	Clinics/PHC	Randgate Clinic
40	West Rand DM	Rand West City LM	Routine inspections	Clinics/PHC	Simunye Clinic (Westonaria)
41	West Rand DM	Rand West City LM	Routine inspections	Clinics/PHC	Venterspos Clinic
42	West Rand DM	Rand West City LM	Routine inspections	Clinics/PHC	Zuurbekom Clinic

3.1.4. Inspections conducted in KwaZulu-Natal

A total of 66 health establishments were inspected in KwaZulu-Natal. The sampled health establishments inspected were from eight district municipalities in the province, namely: iLembe (8), King Cetshwayo (8), Ugu (8), Umgungundlovu (10), Umkhanyakude (8), Umzinyathi (8), Uthukela (8) and Zululand (8).

Table 5: Inspected health establishments in the KwaZulu-Natal

KWAZULU-NATAL					
No	District	Sub District	Inspection Type	HEs Type	HE Name
iLembe District Municipality					
1	iLembe DM	Maphumulo LM	Routine inspections	Clinics/PHC	Maphumulo Clinic
2	iLembe DM	Maphumulo LM	Routine inspections	Clinics/PHC	Maqumbi Clinic
3	iLembe DM	Maphumulo LM	Routine inspections	Clinics/PHC	Mthandeni Clinic
4	iLembe DM	Maphumulo LM	Routine inspections	Clinics/PHC	Oqaqeni Clinic
5	iLembe DM	Maphumulo LM	Routine inspections	Clinics/PHC	Otimati Clinic

KWAZULU-NATAL					
No	District	Sub District	Inspection Type	HEs Type	HE Name
6	iLembe DM	Ndwedwe LM	Routine inspections	Clinics/PHC	Molokohlo Clinic
7	iLembe DM	Ndwedwe LM	Routine inspections	Clinics/PHC	Montebello Gateway Clinic
8	iLembe DM	Ndwedwe LM	Routine inspections	Clinics/PHC	Thafamasi Clinic
King Cetshwayo District Municipality					
9	King Cetshwayo DM	Nkandla LM	Routine inspections	Clinics/PHC	Chwezi Clinic
10	King Cetshwayo DM	Nkandla LM	Routine inspections	Clinics/PHC	Esibhudeni Clinic
11	King Cetshwayo DM	Nkandla LM	Routine inspections	Clinics/PHC	Mandaba Clinic
12	King Cetshwayo DM	Nkandla LM	Routine inspections	Clinics/PHC	Mpandleni Clinic
13	King Cetshwayo DM	Nkandla LM	Routine inspections	Clinics/PHC	Nongamlane Clinic
14	King Cetshwayo DM	Nkandla LM	Routine inspections	Clinics/PHC	Thalaneni Clinic
15	King Cetshwayo DM	Nkandla LM	Routine inspections	Clinics/PHC	Vumanhlamvu Clinic
16	King Cetshwayo DM	Nkandla LM	Routine inspections	Clinics/PHC	Xulu Clinic
Ugu District Municipality					
17	Ugu DM	Umuziwabantu LM	Routine inspections	Clinics/PHC	Harding Clinic
18	Ugu DM	Umuziwabantu LM	Routine inspections	Clinics/PHC	KwaJali Clinic
19	Ugu DM	Umuziwabantu LM	Routine inspections	Clinics/PHC	Mbonwa Clinic
20	Ugu DM	Umuziwabantu LM	Routine inspections	Clinics/PHC	Mbotho Clinic
21	Ugu DM	Umuziwabantu LM	Routine inspections	Clinics/PHC	Pisgah Clinic
22	Ugu DM	Umuziwabantu LM	Routine inspections	Clinics/PHC	Santombe Clinic
23	Ugu DM	Umuziwabantu LM	Routine inspections	Clinics/PHC	St Andrew's Gateway Clinic
24	Ugu DM	Umuziwabantu LM	Routine inspections	Clinics/PHC	Weza Clinic
uMgungundlovu District Municipality					
25	uMgungundlovu DM	Richmond LM	Routine inspections	Clinics/PHC	Mbuthisweni Clinic
26	uMgungundlovu DM	Richmond LM	Routine inspections	Clinics/PHC	Ndaleneni Clinic

KWAZULU-NATAL					
No	District	Sub District	Inspection Type	HEs Type	HE Name
27	uMgungundlovu DM	Richmond LM	Routine inspections	Clinics/PHC	Phatheni Clinic
28	uMgungundlovu DM	Richmond LM	Routine inspections	Clinics/PHC	Richmond Clinic
29	uMgungundlovu DM	uMshwathi LM	Routine inspections	Clinics/PHC	Appelsbosch Gateway Clinic
30	uMgungundlovu DM	uMshwathi LM	Routine inspections	Clinics/PHC	Cramond Clinic
31	uMgungundlovu DM	uMshwathi LM	Routine inspections	Clinics/PHC	Efaye Clinic
32	uMgungundlovu DM	uMshwathi LM	Routine inspections	Clinics/PHC	Gcumisa Clinic
33	uMgungundlovu DM	uMshwathi LM	Routine inspections	Clinics/PHC	Mambedwini Clinic
34	uMgungundlovu DM	uMshwathi LM	Routine inspections	Clinics/PHC	Mayizekane Clinic
Umkhanyakude District Municipality					
35	Umkhanyakude DM	uMhlabuyalingana LM	Routine inspections	Clinics/PHC	Bhekabantu Clinic
36	Umkhanyakude DM	uMhlabuyalingana LM	Routine inspections	Clinics/PHC	KwaNdaba Clinic
37	Umkhanyakude DM	uMhlabuyalingana LM	Routine inspections	Clinics/PHC	Madonela Clinic
38	Umkhanyakude DM	uMhlabuyalingana LM	Routine inspections	Clinics/PHC	Mahlungulu Clinic
39	Umkhanyakude DM	uMhlabuyalingana LM	Routine inspections	Clinics/PHC	Manaba Clinic
40	Umkhanyakude DM	uMhlabuyalingana LM	Routine inspections	Clinics/PHC	Mbazwana Clinic
41	Umkhanyakude DM	uMhlabuyalingana LM	Routine inspections	Clinics/PHC	Phelandaba Clinic
42	Umkhanyakude DM	uMhlabuyalingana LM	Routine inspections	Clinics/PHC	Zama Zama Clinic
Umzinyathi District Municipality					
43	Umzinyathi DM	Umvoti LM	Routine inspections	Clinics/PHC	Amakhabela Clinic
44	Umzinyathi DM	Umvoti LM	Routine inspections	Clinics/PHC	Amatimatolo Clinic
45	Umzinyathi DM	Umvoti LM	Routine inspections	Clinics/PHC	Eshane Clinic
46	Umzinyathi DM	Umvoti LM	Routine inspections	Clinics/PHC	Kranskop Clinic
47	Umzinyathi DM	Umvoti LM	Routine inspections	Clinics/PHC	Ntembisweni Clinic
48	Umzinyathi DM	Umvoti LM	Routine inspections	Clinics/PHC	Pine Street (Greytown) Clinic

KWAZULU-NATAL					
No	District	Sub District	Inspection Type	HEs Type	HE Name
49	Umzinyathi DM	Umvoti LM	Routine inspections	Clinics/PHC	Sibuyane Clinic
50	Umzinyathi DM	Umvoti LM	Routine inspections	Clinics/PHC	Ukuthula Clinic
Uthukela District Municipality					
51	Uthukela DM	Inkosi Langalibalele LM	Routine inspections	Clinics/PHC	AE Haviland Memorial Clinic
52	Uthukela DM	Inkosi Langalibalele LM	Routine inspections	Clinics/PHC	Connor Street Clinic
53	Uthukela DM	Inkosi Langalibalele LM	Routine inspections	Clinics/PHC	Estcourt Gateway Clinic
54	Uthukela DM	Inkosi Langalibalele LM	Routine inspections	Clinics/PHC	Forderville Clinic
55	Uthukela DM	Inkosi Langalibalele LM	Routine inspections	Clinics/PHC	Madiba Clinic
56	Uthukela DM	Inkosi Langalibalele LM	Routine inspections	Clinics/PHC	Ntabamhlope Clinic
57	Uthukela DM	Inkosi Langalibalele LM	Routine inspections	Clinics/PHC	Wembezi Clinic
58	Uthukela DM	Inkosi Langalibalele LM	Routine inspections	Clinics/PHC	Zwelisha Clinic
Zululand District Municipality					
59	Zululand DM	AbaQulusi LM	Routine inspections	Clinics/PHC	Bhekumthetho Clinic
60	Zululand DM	AbaQulusi LM	Routine inspections	Clinics/PHC	Bhekuzulu Clinic
61	Zululand DM	AbaQulusi LM	Routine inspections	Clinics/PHC	Gluckstadt Clinic
62	Zululand DM	AbaQulusi LM	Routine inspections	Clinics/PHC	Hlobane Clinic
63	Zululand DM	AbaQulusi LM	Routine inspections	Clinics/PHC	Mason Street Clinic
64	Zululand DM	AbaQulusi LM	Routine inspections	Clinics/PHC	Mondlo 2 Clinic
65	Zululand DM	AbaQulusi LM	Routine inspections	Clinics/PHC	Ntababomvu Clinic
66	Zululand DM	AbaQulusi LM	Routine inspections	Clinics/PHC	Siyakhathala Clinic

3.1.5. Inspections conducted in Limpopo

A total of 53 health establishments were inspected in Limpopo. The sampled health establishments inspected were from five district municipalities in the province, namely: Capricorn (10), Mopani (11), Sekhukhune (8), Vhembe (16) and Waterberg (8).

Table 6: Inspected health establishments in the Limpopo

LIMPOPO					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Capricorn District Municipality					
1	Capricorn DM	Polokwane LM	Routine inspections	Clinics/PHC	Buitestraat Clinic
2	Capricorn DM	Polokwane LM	Routine inspections	Clinics/PHC	Laastehoop Clinic
3	Capricorn DM	Polokwane LM	Routine inspections	Clinics/PHC	Manamela Clinic
4	Capricorn DM	Polokwane LM	Routine inspections	Clinics/PHC	Moletjie Clinic
5	Capricorn DM	Polokwane LM	Routine inspections	Clinics/PHC	Phuti Clinic
6	Capricorn DM	Polokwane LM	Routine inspections	Clinics/PHC	Semenya Clinic
7	Capricorn DM	Polokwane LM	Routine inspections	Clinics/PHC	Seshego I Clinic
8	Capricorn DM	Polokwane LM	Routine inspections	Clinics/PHC	Seshego II Clinic
9	Capricorn DM	Polokwane LM	Routine inspections	Clinics/PHC	Seshego III Clinic
10	Capricorn DM	Polokwane LM	Routine inspections	Clinics/PHC	Seshego IV Clinic
Mopani District Municipality					
11	Mopani DM	Maruleng LM	Routine inspections	Clinics/PHC	Bismarck Clinic
12	Mopani DM	Maruleng LM	Routine inspections	Clinics/PHC	Calais Clinic
13	Mopani DM	Maruleng LM	Routine inspections	Clinics/PHC	Hoedspruit Clinic
14	Mopani DM	Maruleng LM	Routine inspections	Clinics/PHC	Lorraine Clinic
15	Mopani DM	Maruleng LM	Routine inspections	Clinics/PHC	Mabins Clinic
16	Mopani DM	Maruleng LM	Routine inspections	Clinics/PHC	Sekororo Clinic
17	Mopani DM	Maruleng LM	Routine inspections	Clinics/PHC	Sekororo Gateway Clinic

LIMPOPO					
No	District	Sub District	Inspection Type	HEs Type	HE Name
18	Mopani DM	Maruleng LM	Routine inspections	Clinics/PHC	Sophia/Sekwai Clinic
19	Mopani DM	Maruleng LM	Routine inspections	Clinics/PHC	The Oaks Clinic
20	Mopani DM	Maruleng LM	Routine inspections	Clinics/PHC	Turkey Clinic
21	Mopani DM	Maruleng LM	Routine inspections	Clinics/PHC	Willows Clinic
Sekhukhune District Municipality					
22	Sekhukhune DM	Fetakgomo-Greater Tubatse LM	Routine inspections	Clinics/PHC	Burgersfort Clinic
23	Sekhukhune DM	Fetakgomo-Greater Tubatse LM	Routine inspections	Clinics/PHC	Dilokong Gateway Clinic
24	Sekhukhune DM	Fetakgomo-Greater Tubatse LM	Routine inspections	Clinics/PHC	Mahubahube Clinic
25	Sekhukhune DM	Fetakgomo-Greater Tubatse LM	Routine inspections	Clinics/PHC	Mankotsane Clinic
26	Sekhukhune DM	Fetakgomo-Greater Tubatse LM	Routine inspections	Clinics/PHC	Mecklenburg Gateway Clinic
27	Sekhukhune DM	Fetakgomo-Greater Tubatse LM	Routine inspections	Clinics/PHC	Mmutlane Clinic
28	Sekhukhune DM	Fetakgomo-Greater Tubatse LM	Routine inspections	Clinics/PHC	Motlolo Clinic
29	Sekhukhune DM	Fetakgomo-Greater Tubatse LM	Routine inspections	Clinics/PHC	Motsepe Clinic
Vhembe District Municipality					
30	Vhembe DM	Collins Chabane LM	Routine inspections	Clinics/PHC	De Hoop Clinic
31	Vhembe DM	Collins Chabane LM	Routine inspections	Clinics/PHC	Masakona Clinic
32	Vhembe DM	Collins Chabane LM	Routine inspections	Clinics/PHC	Mashau Clinic
33	Vhembe DM	Makhado LM	Routine inspections	Clinics/PHC	Manyima Clinic
34	Vhembe DM	Makhado LM	Routine inspections	Clinics/PHC	Mbokota Clinic
35	Vhembe DM	Makhado LM	Routine inspections	Clinics/PHC	Mulima Clinic

LIMPOPO					
No	District	Sub District	Inspection Type	HEs Type	HE Name
36	Vhembe DM	Makhado LM	Routine inspections	Clinics/PHC	Waterval Clinic
37	Vhembe DM	Makhado LM	Routine inspections	Clinics/PHC	Wayeni Clinic
38	Vhembe DM	Musina LM	Routine inspections	Clinics/PHC	Kuruleni Clinic
39	Vhembe DM	Musina LM	Routine inspections	Clinics/PHC	Madimbo Clinic
40	Vhembe DM	Musina LM	Routine inspections	Clinics/PHC	Malamulele Clinic
41	Vhembe DM	Musina LM	Routine inspections	Clinics/PHC	Manenzhe Clinic
42	Vhembe DM	Musina LM	Routine inspections	Clinics/PHC	Masisi Clinic
43	Vhembe DM	Musina LM	Routine inspections	Clinics/PHC	Mulala Clinic
44	Vhembe DM	Musina LM	Routine inspections	Clinics/PHC	Nancefield 2 Clinic
45	Vhembe DM	Musina LM	Routine inspections	Clinics/PHC	Tshungani Clinic
Waterberg District Municipality					
46	Waterberg DM	Bela-Bela LM	Routine inspections	Clinics/PHC	Bela-Bela Clinic
47	Waterberg DM	Bela-Bela LM	Routine inspections	Clinics/PHC	Pienaarsriver Clinic
48	Waterberg DM	Bela-Bela LM	Routine inspections	Clinics/PHC	Settlers Clinic
49	Waterberg DM	Bela-Bela LM	Routine inspections	Clinics/PHC	Warmbaths Clinic
50	Waterberg DM	Mookgophong/Modimolle LM	Routine inspections	Clinics/PHC	Alma Clinic
51	Waterberg DM	Mookgophong/Modimolle LM	Routine inspections	Clinics/PHC	Mookgophong Clinic
52	Waterberg DM	Mookgophong/Modimolle LM	Routine inspections	Clinics/PHC	Nylstroom LA Clinic
53	Waterberg DM	Mookgophong/Modimolle LM	Routine inspections	Clinics/PHC	Vaalwater Clinic

3.1.6. Inspections conducted in Mpumalanga

A total of 34 health establishments were inspected in Mpumalanga. The sampled health establishments inspected were from all three district municipalities in the province, namely: Ehlanzeni (8), Gert Sibande (8) and Nkangala (8).

Table 7: Inspected health establishments in the Mpumalanga

MPUMALANGA					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Ehlanzeni District Municipality					
1	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/PHC	Boschfontein Clinic
2	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/PHC	Fig Tree Clinic
3	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/PHC	Jeppes Rust Clinic
4	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/PHC	Komatipoort Clinic
5	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/PHC	Malelane Estates Clinic
6	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/PHC	Masibekela Clinic
7	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/PHC	Mbangwane Clinic
8	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/PHC	Sibange Clinic
9	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/PHC	Sihlangu Clinic
10	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/PHC	Sikhwahlane Clinic
11	Ehlanzeni DM	Thaba Chweu LM	Routine inspections	Clinics/PHC	Brondal Clinic
12	Ehlanzeni DM	Thaba Chweu LM	Routine inspections	Clinics/PHC	Bourkes Luck Clinic
13	Ehlanzeni DM	Thaba Chweu LM	Routine inspections	Clinics/PHC	Glory Hill Clinic
14	Ehlanzeni DM	Thaba Chweu LM	Routine inspections	Clinics/PHC	Harmony Hill Clinic
15	Ehlanzeni DM	Thaba Chweu LM	Routine inspections	Clinics/PHC	Mashishing Clinic
16	Ehlanzeni DM	Thaba Chweu LM	Routine inspections	Clinics/PHC	Simile Clinic
Gert Sibande District Municipality					
17	Gert Sibande DM	Chief Albert Luthuli LM	Routine inspections	Clinics/PHC	Carolina Clinic

MPUMALANGA					
No	District	Sub District	Inspection Type	HEs Type	HE Name
18	Gert Sibande DM	Chief Albert Luthuli LM	Routine inspections	Clinics/PHC	Diepdale Clinic
19	Gert Sibande DM	Chief Albert Luthuli LM	Routine inspections	Clinics/PHC	Eerstehoek Clinic
20	Gert Sibande DM	Chief Albert Luthuli LM	Routine inspections	Clinics/PHC	Fernie 1 Clinic
21	Gert Sibande DM	Chief Albert Luthuli LM	Routine inspections	Clinics/PHC	Fernie 2 Clinic
22	Gert Sibande DM	Chief Albert Luthuli LM	Routine inspections	Clinics/PHC	Glenmore Clinic
23	Gert Sibande DM	Chief Albert Luthuli LM	Routine inspections	Clinics/PHC	Hartebeeskop Clinic
24	Gert Sibande DM	Chief Albert Luthuli LM	Routine inspections	Clinics/PHC	Silobela Clinic
Nkangala District Municipality					
25	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/PHC	Allemandrift B Clinic
26	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/PHC	De Beersput Clinic
27	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/PHC	Kalkfontein Clinic
28	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/PHC	Kameelrivier B Clinic
29	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/PHC	Leeufontein Clinic
30	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/PHC	Loding Clinic
31	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/PHC	Phiva Clinic
32	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/PHC	Sabie Clinic
33	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/PHC	Troya Clinic
34	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/PHC	Witlaagte Clinic

3.1.7. Inspections conducted in the North West

A total of 34 health establishments were inspected in North West. The sampled health establishments inspected were from five district municipalities in the province. The inspected district municipalities were Bojanala Platinum (8), Dr Kenneth Kaunda (10), Dr Ruth Segomotsi Mompati Sekhukhune (8) and Ngaka Modiri Molema (8).

Table 8: Inspected health establishments in the North West

NORTH WEST					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Bojanala Platinum District Municipality					
1	Bojanala Platinum DM	Madibeng LM	Routine inspections	Clinics/PHC	Hartbeespoort Clinic
2	Bojanala Platinum DM	Madibeng LM	Routine inspections	Clinics/PHC	Hoekfontein (Mmakau) Clinic
3	Bojanala Platinum DM	Madibeng LM	Routine inspections	Clinics/PHC	Jericho Clinic
4	Bojanala Platinum DM	Madibeng LM	Routine inspections	Clinics/PHC	Maboloka Clinic
5	Bojanala Platinum DM	Madibeng LM	Routine inspections	Clinics/PHC	Majakaneng Clinic
6	Bojanala Platinum DM	Madibeng LM	Routine inspections	Clinics/PHC	Mothutlong Clinic
7	Bojanala Platinum DM	Madibeng LM	Routine inspections	Clinics/PHC	Oukasie Clinic
8	Bojanala Platinum DM	Madibeng LM	Routine inspections	Clinics/PHC	Sonop Clinic
Dr Kenneth Kaunda District Municipality					
9	Dr Kenneth Kaunda DM	JB Marks LM	Routine inspections	Clinics/PHC	Boskop Clinic
10	Dr Kenneth Kaunda DM	JB Marks LM	Routine inspections	Clinics/PHC	Mohadin Clinic
11	Dr Kenneth Kaunda DM	JB Marks LM	Routine inspections	Clinics/PHC	Mogopa Clinic
12	Dr Kenneth Kaunda DM	JB Marks LM	Routine inspections	Clinics/PHC	Ventersdorp Gateway Clinic
13	Dr Kenneth Kaunda DM	Maquassi Hills LM	Routine inspections	Clinics/PHC	Bophelo Clinic
14	Dr Kenneth Kaunda DM	Maquassi Hills LM	Routine inspections	Clinics/PHC	Kgakala Clinic
15	Dr Kenneth Kaunda DM	Maquassi Hills LM	Routine inspections	Clinics/PHC	Makwassie Clinic
16	Dr Kenneth Kaunda DM	Maquassi Hills LM	Routine inspections	Clinics/PHC	Segametsi Mogaetsho Clinic

NORTH WEST					
No	District	Sub District	Inspection Type	HEs Type	HE Name
17	Dr Kenneth Kaunda DM	Maquassi Hills LM	Routine inspections	Clinics/PHC	Tswelelang 1 Clinic
18	Dr Kenneth Kaunda DM	Maquassi Hills LM	Routine inspections	Clinics/PHC	Wolmaransstad Town Clinic
Dr Ruth Segomotsi Mompoti District Municipality					
19	Dr Ruth Segomotsi Mompoti DM	Lekwa-Teemane LM	Routine inspections	Clinics/PHC	Boitumelong Clinic
20	Dr Ruth Segomotsi Mompoti DM	Lekwa-Teemane LM	Routine inspections	Clinics/PHC	Christiana Town Clinic
21	Dr Ruth Segomotsi Mompoti DM	Lekwa-Teemane LM	Routine inspections	Clinics/PHC	Coverdale Clinic
22	Dr Ruth Segomotsi Mompoti DM	Lekwa-Teemane LM	Routine inspections	Clinics/PHC	Utlwanang Clinic
23	Dr Ruth Segomotsi Mompoti DM	Mamusa LM	Routine inspections	Clinics/PHC	Amalia Clinic
24	Dr Ruth Segomotsi Mompoti DM	Mamusa LM	Routine inspections	Clinics/PHC	Glaudina Clinic
25	Dr Ruth Segomotsi Mompoti DM	Mamusa LM	Routine inspections	Clinics/PHC	Ipelegeng Clinic
26	Dr Ruth Segomotsi Mompoti DM	Mamusa LM	Routine inspections	Clinics/PHC	Schweizer-Reneke Town Clinic
Ngaka Modiri Molema District Municipality					
27	Ngaka Modiri Molema DM	Ditsobotla LM	Routine inspections	Clinics/PHC	AfriSam Clinic
28	Ngaka Modiri Molema DM	Ditsobotla LM	Routine inspections	Clinics/PHC	Bodibe 1 Clinic
29	Ngaka Modiri Molema DM	Ditsobotla LM	Routine inspections	Clinics/PHC	Bodibe 2 Clinic
30	Ngaka Modiri Molema DM	Ditsobotla LM	Routine inspections	Clinics/PHC	Blydeville Clinic
31	Ngaka Modiri Molema DM	Ditsobotla LM	Routine inspections	Clinics/PHC	Blydeville 2 Clinic
32	Ngaka Modiri Molema DM	Ditsobotla LM	Routine inspections	Clinics/PHC	Boikhutso Clinic
33	Ngaka Modiri Molema DM	Ditsobotla LM	Routine inspections	Clinics/PHC	Itsoseng Clinic
34	Ngaka Modiri Molema DM	Ditsobotla LM	Routine inspections	Clinics/PHC	Lichtenburg Municipal Clinic

3.1.8. Inspections conducted in Northern Cape

A total of 17 health establishments were inspected in Northern Cape. The sampled health establishments inspected were from five district municipalities in the province, namely: Frances Baard (10) and John Taolo Gaetsewe (7).

Table 9: Inspected health establishments in the Northern Cape

NORTHERN CAPE					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Frances Baard District Municipality					
1	Frances Baard DM	Dikgatlong LM	Routine inspections	Clinics/PHC	De Beershoogte Clinic
2	Frances Baard DM	Dikgatlong LM	Routine inspections	Clinics/PHC	Delpportshoop Clinic
3	Frances Baard DM	Dikgatlong LM	Routine inspections	Clinics/PHC	Mataleng Clinic
4	Frances Baard DM	Dikgatlong LM	Routine inspections	Clinics/PHC	Windsorton Clinic
5	Frances Baard DM	Magareng LM	Routine inspections	Clinics/PHC	Ikhutseng Clinic
6	Frances Baard DM	Magareng LM	Routine inspections	Clinics/PHC	Warrenvale Clinic
7	Frances Baard DM	Phokwane LM	Routine inspections	Clinics/PHC	Jerry Botha Clinic
8	Frances Baard DM	Phokwane LM	Routine inspections	Clinics/PHC	Nomimi Mothibi Clinic
9	Frances Baard DM	Phokwane LM	Routine inspections	Clinics/PHC	Valspan Clinic
10	Frances Baard DM	Sol Plaatje LM	Routine inspections	Clinics/PHC	Dr Torres Clinic
John Taolo Gaetsewe District Municipality					
11	John Taolo Gaetsewe DM	Gamagara LM	Routine inspections	Clinics/PHC	Dingleton Clinic
12	John Taolo Gaetsewe DM	Gamagara LM	Routine inspections	Clinics/PHC	Jan Witbooi Clinic
13	John Taolo Gaetsewe DM	Gamagara LM	Routine inspections	Clinics/PHC	Kathu Clinic
14	John Taolo Gaetsewe DM	Gamagara LM	Routine inspections	Clinics/PHC	Pako Seboko Clinic
15	John Taolo Gaetsewe DM	Gamagara LM	Routine inspections	Clinics/PHC	Seoding Clinic
16	John Taolo Gaetsewe DM	Ga-Segonyana LM	Routine inspections	Clinics/PHC	Kuruman Clinic
17	John Taolo Gaetsewe DM	Ga-Segonyana LM	Routine inspections	Clinics/PHC	Maruping Clinic

3.1.9. Inspections conducted in Western Cape

A total of twenty-five (25) health establishments were inspected in Western Cape. The sampled health establishments inspected were from all three district municipalities in the province, namely: Cape Winelands (7), City of Cape Town Metropolitan (1) Eden (10) and West Coast (7).

Table 10: Inspected health establishments in the Western Cape Province

WESTERN CAPE					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Cape Winelands District Municipality					
1	Cape Winelands DM	Drakenstein LM	Routine inspections	Clinics/ PHC	Saron Clinic
2	Cape Winelands DM	Drakenstein LM	Routine inspections	Clinics/ PHC	Soetendal Clinic
3	Cape Winelands DM	Witzenberg LM	Routine inspections	Clinics/ PHC	Annie Brown Clinic
4	Cape Winelands DM	Witzenberg LM	Routine inspections	Clinics/ PHC	Bella Vista Clinic
5	Cape Winelands DM	Witzenberg LM	Routine inspections	Clinics/ PHC	Nduli Clinic
6	Cape Winelands DM	Witzenberg LM	Routine inspections	Clinics/ PHC	Tulbagh Clinic
7	Cape Winelands DM	Witzenberg LM	Routine inspections	Clinics/ PHC	Wolseley Clinic
City of Cape Town Metropolitan Municipality					
8	City of Cape Town MM	Cape Town Western Health Sub-District	Routine inspections	Clinics/ PHC	Chapel Street Clinic
Eden District Municipality					
9	Eden DM	Bitou LM	Routine inspections	Clinics/ PHC	Crags Clinic
10	Eden DM	George LM	Routine inspections	Clinics/ PHC	Knysna Town Clinic
11	Eden DM	Bitou LM	Routine inspections	Clinics/ PHC	New Horizon Clinic
12	Eden DM	Bitou LM	Routine inspections	Clinics/ PHC	Pacaltsdorp Clinic
13	Eden DM	Bitou LM	Routine inspections	Clinics/ PHC	Plettenberg Bay Clinic
14	Eden DM	George LM	Routine inspections	Clinics/ PHC	Pacaltsdorp Clinic
15	Eden DM	George LM	Routine inspections	Clinics/ PHC	Parkdene Clinic

WESTERN CAPE					
No	District	Sub District	Inspection Type	HEs Type	HE Name
16	Eden DM	George LM	Routine inspections	Clinics/PHC	Rosemoor Clinic
17	Eden DM	George LM	Routine inspections	Clinics/PHC	Touwsranteen Clinic
18	Eden DM	George LM	Routine inspections	Clinics/PHC	Uniondale (Lyonsville) Clinic
West Coast District Municipality					
19	West Coast DM	Cederberg LM	Routine inspections	Clinics/PHC	Citrusdal Clinic
20	West Coast DM	Cederberg LM	Routine inspections	Clinics/PHC	Clanwilliam Clinic
21	West Coast DM	Cederberg LM	Routine inspections	Clinics/PHC	Gouda Clinic
22	West Coast DM	Matzikama LM	Routine inspections	Clinics/PHC	Klapmuts Clinic
23	West Coast DM	Matzikama LM	Routine inspections	Clinics/PHC	Louwville Clinic
24	West Coast DM	Matzikama LM	Routine inspections	Clinics/PHC	Vredendal Central Clinic
25	West Coast DM	Matzikama LM	Routine inspections	Clinics/PHC	Vredendal North Clinic

3.2 Breakdown of inspections conducted per province during the first quarter of 2021/22 financial year

In the reporting period from April 2021 to June 2021, the OHSC conducted a total of 138 routine inspections in terms of section 82 (1) of the Act in the public health sector across all nine provinces. The distribution of inspected health establishments by province is depicted in Table 11Table 1.

Table 11: Breakdown of inspections conducted per province during the first quarter of 2021/22 financial year

Province	Number of health establishments inspected
Eastern Cape	0
Free State	9
Gauteng	0
KwaZulu-Natal	51
Limpopo	37
Mpumalanga	20
North West	21
Northern Cape	0
Western Cape	0
Total	138

3.2.1 Inspections Conducted in the Free State

A total of nine health establishments were inspected in the Free State. The sampled health establishments inspected were from two district municipalities in the province, namely: Lejweleputswa (8) and Mangaung Metropolitan (1).

Table 12: Inspected health establishments in the Free State

FREE STATE					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Lejweleputswa District Municipality					
1	Lejweleputswa DM	Matjhabeng LM	Routine inspections	Clinics/ PHC	Bophelong (Allanridge) Clinic
2	Lejweleputswa DM	Matjhabeng LM	Routine inspections	Clinics/ PHC	OR Tambo Clinic
3	Lejweleputswa DM	Matjhabeng LM	Routine inspections	Clinics/ PHC	Phedisanang Clinic

FREE STATE					
No	District	Sub District	Inspection Type	HEs Type	HE Name
4	Lejweleputswa DM	Matjhabeng LM	Routine inspections	Clinics/PHC	Welkom Clinic
5	Lejweleputswa DM	Nala LM	Routine inspections	Clinics/PHC	Bothaville Clinic
Mangaung Metropolitan Municipality					
6	Mangaung MM	Bloemfontein Health Sub-District	Routine inspections	Clinics/PHC	Lourierpark Clinic
7	Mangaung MM	Bloemfontein Health Sub-District	Routine inspections	Clinics/PHC	Mmabana Clinic
8	Mangaung MM	Botshabelo Health Sub-District	Routine inspections	Clinics/PHC	Daniel Ngatane Clinic
9	Mangaung MM	Thaba N'chu Health Sub-District	Routine inspections	Clinics/PHC	Thaba Nchu Clinic

3.2.2 Inspections conducted in KwaZulu-Natal

A total of fifty-one (51) health establishments were inspected in KwaZulu-Natal. The sampled health establishments inspected were from two district municipalities in the province. The inspected districts were Ethekewini Metropolitan (18), Harry Gwala (1), iLembe (2), King Cetshwayo (7), Ugu (4), Umgungundlovu (3), Umkhanyakude (7), Umzinyathi (4), Uthukela (1) and Zululand (4). Of note is that of the 18 health establishments inspected in Ethekewini Metropolitan, 1 was a community healthcare center (CHC).

Table 13: Inspected health establishments in the KwaZulu-Natal

KWAZULU-NATAL					
No	District	Sub District	Inspection Type	HEs Type	HE Name
eThekwini Metropolitan Municipality					
1	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Addington Gateway Clinic
2	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Amanzimtoti Clinic
3	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Folweni Clinic

KWAZULU-NATAL					
No	District	Sub District	Inspection Type	HEs Type	HE Name
4	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Klaarwater Clinic
5	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Luganda Clinic
6	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Maphephetheni Clinic
7	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Mfume Clinic
8	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Molweni Clinic
9	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Nazareth Clinic
10	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Nsimbini Clinic
11	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Overport Clinic
12	eThekwini MM	kz eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Redhill Clinic
13	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Shongweni Dam Clinic
14	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Stonebridge Clinic
15	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Sydenham Heights Clinic
16	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Westville Clinic
17	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	Clinics/PHC	Zwelibomvu Clinic
18	eThekwini MM	eThekwini Metropolitan Municipality Sub	Routine inspections	CHC	Newtown A CHC
Harry Gwala District Municipality					

KWAZULU-NATAL					
No	District	Sub District	Inspection Type	HEs Type	HE Name
19	Harry Gwala DM	uMzimkhulu LM	Routine inspections	Clinics/PHC	Malenge Clinic
iLembe District Municipality					
20	iLembe DM	KwaDukuza LM	Routine inspections	Clinics/PHC	Kearsney Clinic
21	iLembe DM	Maphumulo LM	Routine inspections	Clinics/PHC	Untunjambili Gateway Clinic
King Cetshwayo District Municipality					
22	King Cetshwayo DM	City of uMhlathuze LM	Routine inspections	Clinics/PHC	Brackenham Clinic
23	King Cetshwayo DM	Mthonjaneni LM	Routine inspections	Clinics/PHC	Ndundulu Clinic
24	King Cetshwayo DM	Nkandla LM	Routine inspections	Clinics/PHC	Mthungweni Clinic
25	King Cetshwayo DM	uMfolozi LM	Routine inspections	Clinics/PHC	Nhlabane Clinic
26	King Cetshwayo DM	uMfolozi LM	Routine inspections	Clinics/PHC	Umbonambi Clinic
27	King Cetshwayo DM	uMlalazi LM	Routine inspections	Clinics/PHC	Ntumeni Clinic
28	King Cetshwayo DM	uMlalazi LM	Routine inspections	Clinics/PHC	Samungu Clinic
Ugu District Municipality					
29	Ugu DM	Ray Nkonyeni LM	Routine inspections	Clinics/PHC	Port Edward Clinic
30	Ugu DM	Ray Nkonyeni LM	Routine inspections	Clinics/PHC	Thembalesizwe Clinic
31	Ugu DM	Umdoni LM	Routine inspections	Clinics/PHC	GJ Crooke's Gateway Clinic
32	Ugu DM	Umdoni LM	Routine inspections	Clinics/PHC	Pennington Clinic
uMgungundlovu District Municipality					
33	uMgungundlovu DM	Mkhambathini LM	Routine inspections	Clinics/PHC	Baniyena Clinic
34	uMgungundlovu DM	Msunduzi LM	Routine inspections	Clinics/PHC	Esigodini Clinic
35	uMgungundlovu DM	Msunduzi LM	Routine inspections	Clinics/PHC	Mpumuza Clinic
Umkhanyakude District Municipality					
36	Umkhanyakude DM	Big 5 Hlabisa LM	Routine inspections	Clinics/PHC	Inhlwathi Clinic
37	Umkhanyakude DM	Jozini LM	Routine inspections	Clinics/PHC	Gedleza Clinic
38	Umkhanyakude DM	Jozini LM	Routine inspections	Clinics/PHC	Mhlekezi Clinic

KWAZULU-NATAL					
No	District	Sub District	Inspection Type	HEs Type	HE Name
39	Umkhanyakude DM	Mtubatuba LM	Routine inspections	Clinics/PHC	KwaMsane Clinic
40	Umkhanyakude DM	Mtubatuba LM	Routine inspections	Clinics/PHC	Madwaleni Clinic
41	Umkhanyakude DM	Mtubatuba LM	Routine inspections	Clinics/PHC	Mpukunyoni Clinic
42	Umkhanyakude DM	uMhlabuyalingana LM	Routine inspections	Clinics/PHC	KwaZibi Clinic
Umzinyathi District Municipality					
43	Umzinyathi DM	Endumeni LM	Routine inspections	Clinics/PHC	Empathe Clinic
44	Umzinyathi DM	Msinga LM	Routine inspections	Clinics/PHC	Douglas Clinic
45	Umzinyathi DM	Msinga LM	Routine inspections	Clinics/PHC	Mbangweni Clinic
46	Umzinyathi DM	Umvoti LM	Routine inspections	Clinics/PHC	Greytown Gateway Clinic
Uthukela District Municipality					
47	Uthukela DM	Okhahlamba LM	Routine inspections	Clinics/PHC	Emmaus Gateway Clinic
Zululand District Municipality					
48	Zululand DM	eDumbe LM	Routine inspections	Clinics/PHC	Ophuzana Clinic
49	Zululand DM	Nongoma LM	Routine inspections	Clinics/PHC	Nkunzana Clinic
50	Zululand DM	Ulundi LM	Routine inspections	Clinics/PHC	Idlebe Clinic
51	Zululand DM	Ulundi LM	Routine inspections	Clinics/PHC	Zilulwane Clinic

3.2.3 Inspections conducted in Limpopo

A total of 37 health establishments were inspected in Limpopo. The sampled health establishments inspected were from two district municipalities in the province, namely: Capricorn (4), Mopani (12), Sekhukhune (9), Vhembe (4) and Waterberg (8).

Table 14: Inspected health establishments in the Limpopo

LIMPOPO					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Capricorn District Municipality					
1	Capricorn DM	Lepelle-Nkumpi LM	Routine inspections	Clinics/PHC	Hwelereng Clinic
2	Capricorn DM	Lepelle-Nkumpi LM	Routine inspections	Clinics/PHC	Lebowakgomo Clinic
3	Capricorn DM	Molemole LM	Routine inspections	Clinics/PHC	Eisleben Clinic
4	Capricorn DM	Polokwane LM	Routine inspections	Clinics/PHC	Goedgevonden Clinic
Mopani District Municipality					
5	Mopani DM	Greater Giyani LM	Routine inspections	Clinics/PHC	Loloka Clinic
6	Mopani DM	Greater Giyani LM	Routine inspections	Clinics/PHC	Makhuva Clinic
7	Mopani DM	Greater Giyani LM	Routine inspections	Clinics/PHC	Muyexe Clinic
8	Mopani DM	Greater Giyani LM	Routine inspections	Clinics/PHC	Shitlakati Clinic
9	Mopani DM	Greater Letaba LM	Routine inspections	Clinics/PHC	Bolobedu Clinic
10	Mopani DM	Greater Letaba LM	Routine inspections	Clinics/PHC	Charlie Rangaan Clinic
11	Mopani DM	Greater Letaba LM	Routine inspections	Clinics/PHC	Matswi Clinic
12	Mopani DM	Greater Letaba LM	Routine inspections	Clinics/PHC	Rotterdam Clinic
13	Mopani DM	Greater Letaba LM	Routine inspections	Clinics/PHC	Shotong Clinic
14	Mopani DM	Greater Tzaneen LM	Routine inspections	Clinics/PHC	Muhlaba Clinic
15	Mopani DM	Greater Tzaneen LM	Routine inspections	Clinics/PHC	Tzaneen LA Clinic
16	Mopani DM	Greater Tzaneen LM	Routine inspections	Clinics/PHC	Zangoma Clinic

LIMPOPO					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Sekhukhune District Municipality					
17	Sekhukhune DM	Elias Motsoaledi LM	Routine inspections	Clinics/PHC	Dikgalaopeng Clinic
18	Sekhukhune DM	Elias Motsoaledi LM	Routine inspections	Clinics/PHC	Goedgedach Clinic
19	Sekhukhune DM	Elias Motsoaledi LM	Routine inspections	Clinics/PHC	Sephaku Clinic
20	Sekhukhune DM	Ephraim Mogale LM	Routine inspections	Clinics/PHC	Mmotoaneng Clinic
21	Sekhukhune DM	Ephraim Mogale LM	Routine inspections	Clinics/PHC	Spitspunte Clinic
22	Sekhukhune DM	Fetakgomo-Greater Tubatse LM	Routine inspections	Clinics/PHC	Motshana Clinic
23	Sekhukhune DM	Makhuduthamaga LM	Routine inspections	Clinics/PHC	Mamone Clinic
24	Sekhukhune DM	Makhuduthamaga LM	Routine inspections	Clinics/PHC	Marulaneng Clinic (Makhuduthamaga)
25	Sekhukhune DM	Makhuduthamaga LM	Routine inspections	Clinics/PHC	Phokoane Clinic
Vhembe District Municipality					
26	Vhembe DM	Collins Chabane LM	Routine inspections	Clinics/PHC	Matiyani Clinic
27	Vhembe DM	Makhado LM	Routine inspections	Clinics/PHC	Kulani Clinic
28	Vhembe DM	Thulamela LM	Routine inspections	Clinics/PHC	Makonde Clinic
29	Vhembe DM	Thulamela LM	Routine inspections	Clinics/PHC	Tshifudi Clinic
Waterberg District Municipality					
30	Waterberg DM	Mogalakwena LM	Routine inspections	Clinics/PHC	Bakenberg Clinic
31	Waterberg DM	Mogalakwena LM	Routine inspections	Clinics/PHC	Manyoga Clinic
32	Waterberg DM	Mogalakwena LM	Routine inspections	Clinics/PHC	Mokamole Clinic
33	Waterberg DM	Mogalakwena LM	Routine inspections	Clinics/PHC	Rebone Clinic
34	Waterberg DM	Mogalakwena LM	Routine inspections	Clinics/PHC	Segole Clinic
35	Waterberg DM	Mogalakwena LM	Routine inspections	Clinics/PHC	Tiberius Clinic
36	Waterberg DM	Mogalakwena LM	Routine inspections	Clinics/PHC	Voortrekker Gateway Clinic
37	Waterberg DM	Mookgophong/Modimolle LM	Routine inspections	Clinics/PHC	Phagameng Clinic

3.2.4 Inspections Conducted in Mpumalanga

A total of 20 health establishments were inspected in Mpumalanga. The sampled health establishments inspected were from two district municipalities in the province, namely: Ehlanzeni (8), Gert Sibande (3) and Nkangala (9).

Table 15: Inspected health establishments in the Mpumalanga

MPUMALANGA					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Ehlanzeni District Municipality					
1	Ehlanzeni DM	Bushbuckridge LM	Routine inspections	Clinics/ PHC	Cottondale Clinic
2	Ehlanzeni DM	Bushbuckridge LM	Routine inspections	Clinics/ PHC	Justicia Clinic
3	Ehlanzeni DM	Bushbuckridge LM	Routine inspections	Clinics/ PHC	Utah Clinic
4	Ehlanzeni DM	City of Mbombela LM	Routine inspections	Clinics/ PHC	Jerusalem Clinic
5	Ehlanzeni DM	City of Mbombela LM	Routine inspections	Clinics/ PHC	Louisville Clinic
6	Ehlanzeni DM	City of Mbombela LM	Routine inspections	Clinics/ PHC	Shabalala Clinic
7	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/ PHC	Mananga Clinic
8	Ehlanzeni DM	Nkomazi LM	Routine inspections	Clinics/ PHC	Mbuzini Clinic
Gert Sibande District Municipality					
9	Gert Sibande DM	Msukaligwa LM	Routine inspections	Clinics/ PHC	Breyten Clinic
10	Gert Sibande DM	Msukaligwa LM	Routine inspections	Clinics/ PHC	Chrissiesmeer (Kwachibikhulu) Clinic
11	Gert Sibande DM	Msukaligwa LM	Routine inspections	Clinics/ PHC	New Scotland Clinic
Nkangala District Municipality					
12	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/ PHC	Haakdonginglaagte Clinic
13	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/ PHC	Waterval Boven Gateway Clinic
14	Nkangala DM	Dr JS Moroka LM	Routine inspections	Clinics/ PHC	Weltevrede Clinic

MPUMALANGA					
No	District	Sub District	Inspection Type	HEs Type	HE Name
15	Nkangala DM	Emakhazeni LM	Routine inspections	Clinics/PHC	Belfast Gateway Clinic
16	Nkangala DM	Emakhazeni LM	Routine inspections	Clinics/PHC	Machadodorp Clinic
17	Nkangala DM	Emalahleni LM	Routine inspections	Clinics/PHC	Ackerville Clinic
18	Nkangala DM	Emalahleni LM	Routine inspections	Clinics/PHC	Kriel Clinic
19	Nkangala DM	Emalahleni LM	Routine inspections	Clinics/PHC	Rietspruit Clinic
20	Nkangala DM	Thembisile Hani LM	Routine inspections	Clinics/PHC	Vlaklaagte 1 Clinic

3.2.5 Inspections Conducted in North-West

A total of twenty-one (21) health establishments were inspected in North-West. The sampled health establishments inspected were from two district municipalities in the province, namely: Bojanala Platinum (10), Dr Ruth Segomotsi Mompati (3) and Ngaka Modiri Molema (8).

Table 16: Inspected health establishments in the Mpumalanga

NORTH WEST					
No	District	Sub District	Inspection Type	HEs Type	HE Name
Bojanala Platinum District Municipality					
1	Bojanala Platinum DM	Moretele LM	Routine inspections	Clinics/PHC	Bosplaas Clinic
2	Bojanala Platinum DM	Moretele LM	Routine inspections	Clinics/PHC	Cyferkuil (Kutloanong) Clinic
3	Bojanala Platinum DM	Moretele LM	Routine inspections	Clinics/PHC	Fafung Clinic
4	Bojanala Platinum DM	Moretele LM	Routine inspections	Clinics/PHC	Rugtesloot Clinic
5	Bojanala Platinum DM	Moses Kotane LM	Routine inspections	Clinics/PHC	Khayakulu Clinic
6	Bojanala Platinum DM	Moses Kotane LM	Routine inspections	Clinics/PHC	Kraalhoek Clinic
7	Bojanala Platinum DM	Moses Kotane LM	Routine inspections	Clinics/PHC	Molatedi Clinic
8	Bojanala Platinum DM	Moses Kotane LM	Routine inspections	Clinics/PHC	Pitsedisulejang Clinic
9	Bojanala Platinum DM	Moses Kotane LM	Routine inspections	Clinics/PHC	Silverkrans Clinic

NORTH WEST					
No	District	Sub District	Inspection Type	HES Type	HE Name
10	Bojanala Platinum DM	Moses Kotane LM	Routine inspections	Clinics/PHC	Vlakplaas Clinic
Dr Ruth Segomotsi Mompoti District Municipality					
11	Dr Ruth Segomotsi Mompoti DM	Greater Taung LM	Routine inspections	Clinics/PHC	Dryharts Clinic
12	Dr Ruth Segomotsi Mompoti DM	Greater Taung LM	Routine inspections	Clinics/PHC	Matlapaneng Clinic
13	Dr Ruth Segomotsi Mompoti DM	Greater Taung LM	Routine inspections	Clinics/PHC	Mocweding Clinic
Ngaka Modiri Molema District Municipality					
14	Ngaka Modiri Molema DM	Ditsobotla LM	Routine inspections	Clinics/PHC	Itekeng Clinic
15	Ngaka Modiri Molema DM	Mahikeng LM	Routine inspections	Clinics/PHC	Lonely Park Clinic
16	Ngaka Modiri Molema DM	Mahikeng LM	Routine inspections	Clinics/PHC	Makouspan Clinic
17	Ngaka Modiri Molema DM	Mahikeng LM	Routine inspections	Clinics/PHC	Tsetse Clinic
18	Ngaka Modiri Molema DM	Ramotshere Moiloa LM	Routine inspections	Clinics/PHC	Groot Marico Clinic
19	Ngaka Modiri Molema DM	Ratlou LM	Routine inspections	Clinics/PHC	Kraaipan Clinic
20	Ngaka Modiri Molema DM	Ratlou LM	Routine inspections	Clinics/PHC	Logageng Clinic
21	Ngaka Modiri Molema DM	Ratlou LM	Routine inspections	Clinics/PHC	Madibogopan Clinic

4. COMPLIANCE CERTIFICATES ISSUED, WITH THE NAMES AND LOCATION OF HEALTH ESTABLISHMENTS

4.1 Purpose

The purpose of the report is to inform the health establishments, stakeholders, and the public and users of the health establishments that have been certified by the OHSC during the period starting from April to September 2021.

4.2 Background

This compliance certificate section of the biannual report covers the compliance certificates issued to health establishments which were inspected in the 2019/20 financial year. The process of finalising the reports extended to the outer financial year. The health establishments in the table are those which were certified between April and September 2021.

4.3 Process followed towards certification

Following finalisation of the inspection report/s, an external review process commences with the sole purpose of quality control and expert opinion. Feedback from the external reviewers was considered accordingly and reports were finalised for dissemination to the health establishments.

All final reports with findings were communicated to health establishments alluding to the status in relation to compliance with the norms and standards. The OHSC has, in terms of the regulations, 15 days from the date of a recommendation by an inspector, to issue a certificate of compliance to all deserving health establishments and the time frame was adhered to.

4.4 Certification of health establishments

During the reporting period, a total of 32 health establishments were certified (**Table 17**) by the OHSC in the Free State, Gauteng, KwaZulu-Natal, Northern Cape, and Mpumalanga Provinces.

Table 17: Certified Health Establishments

N O	District	Sub District	Health Establishment	Grading	Bar Code	Date of Certification
MPUMALANGA						
1	Gert Sibande	Govan Mbeki	Emzinoni Clinic	Good	OHSC - 000039	23-Apr-21
2	Gert Sibande	Govan Mbeki	Langverwacht Ext 14 Clinic	Satisfactory	OHSC - 000040	23-Apr-21
3	Gert Sibande	Govan Mbeki	Secunda Clinic	Good	OHSC - 000041	23-Apr-21
FREESTATE						
4	Mangaung Metropolitan	Bloemfontein Health Sub-District	Batho Clinic	Good	OHSC - 000042	23-Apr-21
5	Thabo Mofutsanyane	Maluti a Phofung Local Municipality	Boiketlo Clinic	Excellent	OHSC - 000043	23-Apr-21
6	Thabo Mofutsanyane	Maluti a Phofung Local Municipality	Malesaona Clinic	Satisfactory	OHSC - 000044	23-Apr-21
7	Thabo Mofutsanyane	Maluti a Phofung Local Municipality	Pabalong Clinic	Excellent	OHSC - 000045	23-Apr-21
8	Xhariep	Kopanong Local Municipality	Phekolong (Reddersburg) Clinic	Excellent	OHSC - 000046	23-Apr-21
9	Thabo Mofutsanyane	Maluti a Phofung Local Municipality	Riverside Clinic	Excellent	OHSC - 000047	23-Apr-21
NORTHERNCAPE						
10	Frances Baard	Sol Plaatjie Local Municipality	Masakhane Clinic	Good	OHSC - 000048	29-Apr-21
GAUTENG						
11	City of Tshwane	Tshwane 3 Health Sub district	Bophelong Clinic	Satisfactory	OHSC - 000059	07-May-21
12	West Rand District Municipality	Merafong City Local Municipality	Blyvooruitsig Clinic	Satisfactory	OHSC - 000060	07-May-21
13	Ekurhuleni Metropolitan	Ekurhuleni East 2 Health Sub District	Andries Raditsela Clinic	Good	OHSC - 000061	07-May-21
14	City of Tshwane Metropolitan	Tshwane 5 Health Sub district	East Lynne Clinic	Excellent	OHSC - 000058	07-May-21

N O	District	Sub District	Health Establishment	Grading	Bar Code	Date of Certification
15	City of Johannesburg Metropolitan	Johannesburg G Health District	Ennerdale Ext 8 Clinic	Excellent	OHSC - 000057	07-May-21
16	City of Johannesburg Metropolitan	Johannesburg D Health District	Green Village Porta Cabin	Excellent	OHSC - 000056	07-May-21
17	West Rand District Municipality	Mogale city Local Municipality	Krugersdorp Central Clinic	Excellent	OHSC - 000055	07-May-21
18	City of Johannesburg Metropolitan	Johannesburg G Health District	Lenasia South Civic Centre	Satisfactory	OHSC - 000054	07-May-21
19	City of Johannesburg Metropolitan	Johannesburg G Health District	Mid Ennerdale Clinic	Good	OHSC - 000053	07-May-21
20	Ekurhuleni Metropolitan	Ekurhuleni South 2 Health Sub District	Palmridge Clinic	Satisfactory	OHSC - 000071	07-May-21
21	City of Johannesburg Metropolitan	Johannesburg E Health District	Petervale Clinic	Good	OHSC - 000070	07-May-21
22	City of Tshwane Metropolitan	Tshwane 6 Health Sub district	Phahameng Clinic	Excellent	OHSC - 000069	07-May-21
23	City of Tshwane Metropolitan	Tshwane 6 Health Sub district	Silverton Clinic	Excellent	OHSC - 000068	07-May-21
24	West Rand District Municipality	Mogale city Local Municipality	Tarlton Clinic	Good	OHSC - 000067	07-May-21
25	West Rand District Municipality	Mogale city Local Municipality	Thusong Community Centre Clinic	Satisfactory	OHSC - 000066	07-May-21
26	City of Johannesburg Metropolitan	Johannesburg G Health District	Tladi LA Clinic	Excellent	OHSC - 000065	07-May-21
27	City of Johannesburg Metropolitan	Johannesburg G Health District	Tladi Prov Clinic	Satisfactory	OHSC - 000064	07-May-21
28	Ekurhuleni Metropolitan	Ekurhuleni East 1 Health Sub District	Tsakane C Centre Clinic	Good	OHSC - 000063	07-May-21
29	City of Johannesburg Metropolitan	Johannesburg G Health District	Weilers Farm Clinic	Good	OHSC - 000062	07-May-21
KWAZULU-NATAL						
30	Amajuba District Municipality	Newcastle Local Municipality	Osizweni Clinic	Excellent	OHSC - 000072	03-Jun-21
31	Amajuba District Municipality	Newcastle Local Municipality	Stafford Clinic	Excellent	OHSC - 000073	03-Jun-21

N O	District	Sub District	Health Establishment	Grading	Bar Code	Date of Certification
32	Uthukela District Municipality	Emnambithi Local Municipality	Steadville Clinic	Good	OHSC - 000074	03-Jun-21

All health establishments found to be non-compliant with the norms and standards have been issued with a compliance notice stating the areas of non-compliance and the period within which the identified breaches should be addressed. The OHSC will continue to monitor implementation of the conditions set out in the compliance notices and additional inspections will be conducted when the period stated in the compliance notices lapse.

Should health establishments be found to be persistently non-compliant after the additional inspections, the formal enforcement process will follow.

4.5 Conditions for certification

- i. A certificate of compliance issued by the OHSC is valid for a period of four years and is subject to renewal. However, health establishments are required in terms of Regulation 19 to, within a period of not more than six months before the expiry of the compliance certificate, apply to the OHSC for renewal of a certificate of compliance.
- ii. Any compliance notice issued against a certified health establishment suspends the validity of a certificate of compliance until the conditions set out in the said compliance notice are fulfilled (Regulation 20 (2)).

4.6 Conclusion

The OHSC is enjoined by the Act to inspect and certify health establishments as compliant or non-compliant with the prescribed norms and standards. Furthermore, the OHSC has a responsibility to publish and inform the public about the performance of health establishments in relation to the norms and standards. Health establishments are therefore encouraged to work tirelessly to ensure compliance with the norms and standards which is followed by certification by the OHSC.

5. HEARINGS CONDUCTED, WITH THE NAMES AND LOCATION OF HEALTH ESTABLISHMENTS AND THE OUTCOME OF THE HEARINGS

No enforcement hearings were conducted during the reporting period. These hearings can only be scheduled where the OHSC intends to either revoke a certificate of compliance and recommend temporary or permanent closure of the whole or part of a health establishment or impose a fine against a health establishment for persistent non-compliance.

6. THE RECOMMENDATIONS MADE TO THE RELEVANT AUTHORITIES IN TERMS OF SECTION 79(1)(E)

6.1 Early Warning Systems Recommendations report

The OHSC has a responsibility in terms of Section 79 (1)(d) of the National Health Amendment Act, 2013 (Act No 12 of 2013) to monitor indicators of risk as an early warning system (EWS) related to serious breaches of norms and standards. Following the procedural regulations about the functioning of the OHSC and handling of complaints by the Ombud (2016), the Office must guide health establishments on the indicators of risk by category of health establishment, the approach to measuring and calculating the indicators of risk, the frequency of collection of the indicators of risk and the reporting of such indicators.

6.2 Purpose of an early warning system

According to the United Nations Environment Programme, an EWS is a surveillance system that collects information on specific events to trigger prompt interventions. The EWS makes provision for timely and effective communication, through identified institutions, that allows individuals, communities and organisations exposed to a hazard to take action to avoid or reduce their risk and prepare for an effective response. The rationale for an EWS is that the earlier and more accurately short and long-term potential risks are identified, the more likely the impact of these risks can be managed.

In the context of the OHSC, EWS is a system used to collect information on specific indicators (events) within health establishments and this mechanism is used as part of monitoring compliance with the norms and standards regulations as well as monitoring for other health system adverse events not catered for in the current regulations. The system provides regular monitoring of health establishments and is therefore used to identify establishments posing risk to the safety of users and staff for prompt interventions to address gaps in areas of patient safety.

6.3 Progress on the implementation of EWS

The OHSC began the implementation of the EWS in March 2019 in a progressive and phased-in approach to enable the monitoring of indicators of risk at health establishment. There are two types of reporting mechanisms that feed into the current EWS. The first is through ongoing monitoring of alerts which are informed by media reports and complaints relating to breaches of norms and standards and other alleged quality of care breaches. The second aspect is the health establishments reporting on the 11 indicators of risk, outlined in **Table 18** below. The monitoring of alerts by the OHSC started in March 2019, as of October 2019 the OHSC embarked on training stakeholders to capacitate health establishments on reporting on the 11 specific indicators of risk.

Table 18: Indicators of risk related to breaches to the norms and standards

Indicator (Incident to be reported to the OHSC)		Norms and Standards Regulation
1	Missing minor	17(1) The health establishment must have systems to protect users, health care personnel and property from security threats and risks
2	Abscondment of a patient	
3	Suicide of an in-patient	
4	Acts of harm to staff	
5	Acts of harm to patients	
6	Unavailability of Radiological services (CT-scan, X-ray and sonar service)	(1) The health establishment must ensure that diagnostic services are available and safe for users and for health care personnel involved in delivering these services 19(2)(a) The health establishment must, as appropriate to the size and type of health establishment, have and implement a human resource plan that meet the needs of the health establishment
7	Unavailability of handwashing soap	(2)(a) A health establishment must ensure that there are hand washing facilities in every service area
8	Unavailability of water for > 24 hours	15(2) A health establishment must have 24-hour electrical power, lighting, medical gas, water supply and sewerage disposal system
9	Retained foreign object in a patient following a surgical/invasive procedure	7(2)(b) the health establishment must establish and maintain systems, structures and programmes to manage clinical risk
10	Wrong-site surgery	
11	Procedure-related avoidable deaths	

6.4 Methodology

All health establishments are expected to report on these 11 indicators of risk within 24 hours of becoming aware that any of the listed events have taken place. The reporting is done by completing a prescribed form (**Annexure 1: EWS Reporting Form**) which is then submitted through an email portal to ews@ohsc.org.za. The reports are managed on the Net Helpdesk (NHD) information system, where a case number is created for the reports received and further processed for aggregation. Similarly, the alerts as received from media and other sources are also captured on the NHD system. In the report, a summary of all health establishments' reports and alerts is tabulated by province for the period from 1 October 2019 to 31 December 2020.

6.5 Reporting by Health Establishments

Following the stakeholder workshops that were conducted from October 2019 to January 2020, the health establishments started with the EWS reporting on the 11 indicators (Table 18) from October 2019 in parallel with the schedule of workshops held in the various provinces. The OHSC formally requested all health establishments through the relevant authorities (provincial health departments and private health groups) to start reporting from 1 March 2020.

6.6 Indicators of risk

Table 19 below provides a summary of the number of health establishments that have reported on EWS indicators from 1 October 2019 to 31 December 2020. The denominators in

Table 19 do not include private clinics within pharmacies and other privately owned clinics. A total of 88 health establishments participated in the reporting of indicators. The

OHSC has received reports from 64 (1.6%) public health establishments and 24(4.7%) private sector health establishments in the period under review.

Table 19: Number of health establishments reporting on EWS indicators by province and sector

Province	Sector	Hospitals reporting	Hospital in the province	%
Eastern Cape	Public	8	860	0.9%
	Private	1	33	3%
Free State	Public	1	253	0.3%
	Private	3	33	9%
Gauteng	Public	7	407	1.7%
	Private	9	184	4.9%
KwaZulu-Natal	Public	25	694	3.6%
	Private	4	77	5.1%
Limpopo	Public	8	526	1.5%
	Private	1	10	10%
Mpumalanga	Public	4	321	1.2%
	Private	1	19	5.2%
Northern Cape	Public	8	173	4.6%
	Private	0	13	0%
North West	Public	3	327	0.9%
	Private	1	15	6.7%
Western Cape	Public	0	383	0%
	Private	4	127	3.1%
Total	Public	64	3 944	1.6%
	Private	24	511	4.7%

6.7 Challenges experienced

6.7.1 Under-reporting

In the first year of EWS implementation, health establishments in both public and private sectors have demonstrated a willingness to participate in the reporting of incidents as part of the EWS as required. However, it is worth noting that only 2% of health establishments have reported on the applicable incidents during this period. Based on the empirical trends on the prevalence of adverse events and incidents within health establishments, it is likely that a significant number of incidents have not been reported by the health establishments. It is therefore important that the OHSC must provide feedback to relevant

authorities and engage meaningfully to ensure that establishments are encouraged and capacitated to report accordingly.

6.7.2 Delays in reporting

There are notable delays in reporting of incidents on the EWS, which is of concern as it impacts negatively on the OHSC's ability to respond timeously and provide feedback on possible intervention that needs to be put in place to address the shortcomings following each incident. In line with the definition of an early warning system, timeous reporting is crucial to enable prompt response.

6.7.3 Gaps in reporting

It has been noted that health establishments often do not demonstrate an effort to comprehensively describe the incident in detail when reporting. The onus is upon the health establishment to demonstrate that they have correctly identified the problem. The OHSC relies on the information provided to categorise the risk and identify an appropriate action. In instances where the information is scanty and lacks sufficient detail, it becomes difficult to analyse and provide adequate and timely feedback. In addition, health establishments are required to report each incident on a separate reporting form and failure to do so may lead to missing records or incorrect capturing of incidents.

6.7.4 Lack of root cause analysis

The reporting on EWS presents an opportunity for monitoring trends, establishing benchmarks, and learning where similar challenges are experienced, and the systematic application of quality improvement tools and interventions that will enable the health establishments to apply a targeted approach that prevents the recurrence of these events. Notably, most health establishments fail to undertake a root cause analysis following an incident which has the potential to result in the recurrence of similar incidents. Health establishments have been encouraged through different engagements to ensure that they put systems in place to ensure continuous quality improvement even in the absence of incidents.

6.8 The following activities will be implemented by the OHSC to enhance the EWS activities.

6.8.1 Awareness Raising

The OHSC will continue to raise awareness among the public through community engagements to encourage them to report on their experiences of care related to poor services or harm to the user/citizens. The culture of reporting by the health care users is an important source for the alerts as well as to proactively source such information when health establishments fail to report on the indicators. Following these various community engagements on quality-of-care issues, the OHSC may engage the relevant provincial and district health authorities on service delivery challenges identified.

6.8.2 Providing feedback to stakeholders

The OHSC will continue to provide feedback to relevant authorities regularly to ensure that gaps in patient safety are communicated and there is a concerted effort to ensure that measures are put in place to continuously promote quality improvement at all levels.

The OHSC may, from time to time, engage health establishments to request plans that have been implemented to prevent the recurrence of incidents to facilitate sharing of lessons on management of incidents.

6.9 Areas for improvement / Recommendations

6.9.1 Reporting

- The relevant health authorities need to continuously raise awareness among their staff on the importance of reporting EWS incidents in the health establishments.
- Ongoing training is to be conducted for staff on the type of incidents to be reported and on how they should be reported on the EWS reporting system.
- EWS incident reporting needs to be built into existing structures to align with procedures as well as to outline the detailed protocols on reporting within the health establishments. Additionally, the outlined process will assist the health establishments with the monitoring and management of all related incidents including the recording and reporting thereof.

- Following the procedural regulations, all matters related to the norms and standards are to be communicated to the persons in charge of health establishments and thus all EWS reports must be duly acknowledged by the signature of the persons in charge.

6.9.2 Conducting root cause analysis.

- Health establishments need to capacitate key staff members in using quality improvement tools to implement root cause analysis in addressing the identified incidents to prevent a recurrence.
- Fostering teamwork to promote the participation of staff at all levels to ensure comprehensive management of incidents.

6.10 Conclusion

The EWS reporting by health establishments on the 11 indicators, which commenced in 2019, is a new process for both the OHSC and the health establishments. Most health establishments have not been able to report on these EWS indicators. This is not entirely surprising, given that this is new requirement with a new system and also taking into consideration the effect of COVID-19 pandemic on the functioning of the health system.

The OHSC will embark on the activities that will enhance reporting by the health establishments as discussed above and to determine how best to use the EWS to monitor compliance with norms and standards applicable to health establishments. The goal of the OHSC is to ensure that the EWS is implemented by all health establishments to promote patient safety and quality care.

7. COMPLAINTS RECEIVED AND RESOLVED BY THE OMBUD, BY CATEGORY

7.1. Introduction

In the reporting period from April 2021 to September 2021, the Office of the Ombud (OHO) received a total of 1,668 new complaints, the majority (1650 - 98.9%) of which were rated low risk; 10 (0,5%) were rated medium risk; five (0.3%) were rated high risk and three (0.2%) were rated extremely high risk. Furthermore, during this period, a total of 1,828 complaints were resolved through assessment or investigation, the cases resolved include 1,560 of the new complaints and 269 backlog complaints from previous financial years.

7.2. Complaints Call Centre and Assessment Cases

Table 20: Complaints Call Centre and Assessment Cases - (01 April 2021 - 30 September 2021)

Cases	Cases Assigned and Resolved
New complaints received	1 668
• Low risk	1 650
• Medium risk	10
• High risk	5
• Extreme risk	3
New assigned for Assessment	20
New assigned for investigation	7
Resolved	1 816
• Call Centre	1 738
• Assessment	78

Between April 2021 to September 2021, the healthcare cases division of the complaints investigation unit within the OHO received five new cases. Of the five cases, two were rated high risk and three were rated extremely high risk.

A total of twelve cases were resolved through investigations from 1 April 2021 to 30 September 2021. Of the twelve cases, one case was resolved within six months, one within 12 months, and ten resolved were backlog cases emanating from previous financial years. The risk rating of the twelve cases that were resolved was: four extremely high risk; seven high risk and one low risk.

7.3. Complaints Investigations Health Care Cases

Table 21: Complaints Investigations Health Care Cases - (01 April 2021 - 30 September 2021)

Cases Assigned and Resolved	
Cases assigned for investigation	5
<ul style="list-style-type: none"> • High risk • Extreme risk 	2
	3
Cases resolved through investigation	12

Between April 2021 to September 2021, the legal cases division of the complaints investigation unit within the OHO received two new cases. Of the two cases, one case was rated low risk and one case was rated high risk.

Neither of these cases was resolved through investigations from 1 April 2021 to 30 September 2021.

7.4. Complaints Investigations Legal Cases

Table 22: Complaints Investigations Legal Cases - (01 April 2021 - 30 September 2021)

Cases Assigned and Resolved	
Cases assigned for investigation	2
<ul style="list-style-type: none"> • Low risk • High risk 	1
	1
Cases resolved through investigation	0

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