



## In Progress Investigation Cases



No.	Discipline	Date Assigned to Investigation	Type of Norms and Standard breached	Status	Reason for each extension of the period of investigation
1	ICU	26/04/2017 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
2	Internal Medicine	30/08/2017 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
3	General	11/12/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
4	Accident and Emergency	10/12/2018 22:00	2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
5	Maternity	21/06/2016 22:00	5. (1)The health establishment must ensure that users are attended to in a manner which is consistent with the nature and severity of their health condition.	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
6	General	30/08/2018 10:00	1.8.1 Patients complaints are managed systematically and to patients satisfaction 2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
7	General	13/11/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
8	General	23/01/2018 22:00	1.3.1 All patients in the designated catchment area are able to access the facility and its services	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
9	Gynaecology & Obstetrics	12/07/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
10	Gynaecology & Obstetrics	29/09/2017 12:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
11	Internal Medicine	27/03/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
12	Accident and Emergency ,Gynaecology &	14/08/2017 12:00	1.3.1 All patients in the designated catchment area are able to access the facility and its services	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
13	ICU,Surgery	16/10/2017 22:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
14	Accident and Emergency ,Family Medicine	02/11/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
15	Internal Medicine	13/12/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards

16	ICU	21/12/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
17	ICU	25/06/2019 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
18	Surgery	14/02/2019 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
19	General,Surgery	04/07/2017 12:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
20	ICU	26/03/2017 22:00	1.2.1 Patients are provided with information to enable them to make informed decisions regarding their care	In Progress	Limited investigative capacity
21	Accident and Emergency	18/07/2019 12:00	2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
22	Accident and Emergency	29/08/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
23	Maternity	22/06/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
24	Family Medicine	13/02/2019 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
25	Gynaecology & Obstetrics	25/09/2017 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
26	Accident and Emergency	22/06/2017 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
27	Psychiatry	19/12/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
28	Internal Medicine,Orthopaedic	24/07/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
29	Out-Patient Department	18/05/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
30	Orthopaedic	12/07/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
31	ICU	27/08/2017 22:00	2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
32	Maternity	14/02/2019 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards

33	Oncology	18/05/2018 22:00	3.1.4 The prescribing and dispensing of medicines comply with relevant regulations and protocols and promote the quality use of medicine	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
34	General	15/06/2018 12:00	7.1.4 Buildings are maintained to provide safety and promote a positive image of the establishment 7.2.1 Electrical power / water / sewerage systems are functional and adequate for the needs of the establishment	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
35	General,Surgery	27/11/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
36	Gynaecology & Obstetrics	08/09/2017 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
37	General	14/01/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
38	Theatre	14/03/2018 12:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
39	Maternity	22/08/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	Limited investigative capacity
40	Gynaecology & Obstetrics	06/08/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
41	Gynaecology & Obstetrics	19/11/2018 10:00	2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
42	Oncology	28/09/2017 22:00	1.2.1 Patients are provided with information to enable them to make informed decisions regarding their care 1.2.2 Patients have access to information on the services provided by the health establishment	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
43	General	14/09/2017 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
44	Surgery	02/07/2017 22:00	5. (1)The health establishment must ensure that users are attended to in a manner which is consistent with the nature and severity of their health condition.	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
45	Family Medicine	24/09/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
46	ICU	31/08/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
47	Surgery	30/08/2017 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
48	ICU	14/08/2017 22:00	2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
49	Internal Medicine,Oncology	14/08/2017 22:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards

50	ICU	29/09/2017 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
51	Internal Medicine	13/09/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
52	Gynaecology & Obstetrics	12/09/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
53	Gynaecology & Obstetrics	12/09/2017 22:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
54	Accident and Emergency	09/07/2018 22:00	1.3.1 All patients in the designated catchment area are able to access the facility and its services 1.5.1 Waiting times in busy areas are managed to improve patient satisfaction and care	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
55	Paediatric	17/11/2017 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
56	General	12/12/2017 22:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
57	Paediatric	24/01/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
58	Accident and Emergency	14/09/2017 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
59	Paediatric	08/01/2019 10:00	2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering 2.5.2 Adverse events are analysed and managed in order to prevent recurrence and reduce patient harm	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
60	Accident and Emergency	17/09/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
61	Internal Medicine	31/07/2018 22:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	Limited investigative capacity
62	ICU	19/05/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
63	Maternity	08/11/2017 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
64	Gynaecology & Obstetrics, Surgery	19/11/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
65	Internal Medicine	06/11/2017 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
66	General	13/12/2017 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards

67	Accident and Emergency Surgery	28/01/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
68	Maternity	15/08/2018 12:00	1.3.1 All patients in the designated catchment area are able to access the facility and its services	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
69	Paediatric	14/08/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
70	ICU	31/07/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
71	Gynaecology & Obstetrics	11/03/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
72	Theatre	15/01/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
73	Orthopaedic	15/01/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
74	Internal Medicine	06/09/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
75	Internal Medicine	14/08/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
76	General	11/06/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
77	Maternity	30/01/2018 22:00	5.2.1 The health establishment's management structure and delegations of authority is at the appropriate levels to ensure efficient service delivery at the establishment	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
78	Gynaecology & Obstetrics	27/07/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
79	General	10/05/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
80	Paediatric	10/05/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
81	General	18/06/2018 22:00	2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering 2.5.2 Adverse events are analysed and managed in order to prevent recurrence and reduce patient harm	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
82	Internal Medicine	10/06/2018 22:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
83	Internal Medicine, Surgery	09/07/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards

84	General	07/09/2018 10:00	2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering 2.5.2 Adverse events are analysed and managed in order to prevent recurrence and reduce patient harm	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
85	Gynaecology & Obstetrics	21/11/2018 22:00	5. (1)The health establishment must ensure that users are attended to in a manner which is consistent with the nature and severity of their health condition.	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
86	Accident and Emergency	01/08/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
87	Paediatric	11/06/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.6.1 An Infection Prevention and Control Programme to reduce healthcare associated infections is implemented	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
88	Maternity	10/06/2018 22:00	2.4.3 Specific safety protocols are in place for patients undergoing high risk procedures	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
89	Psychiatry	22/05/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
90	Accident and Emergency ,Gynaecology &	11/06/2018 10:00	1.5.1 Waiting times in busy areas are managed to improve patient satisfaction and care 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
91	Accident and Emergency ,General	10/06/2018 22:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
92	Accident and Emergency	21/06/2018 12:00	1.5.1 Waiting times in busy areas are managed to improve patient satisfaction and care	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
93	Orthopaedic	09/07/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.3.1 Health professionals in the establishment champion improvements in patient centred / quality care	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
94	Paediatric	01/08/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
95	General	13/05/2019 12:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	In Progress	Human resources constraints
96	Internal Medicine	22/08/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
97	Internal Medicine	11/02/2019 12:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
98	ICU	11/10/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
99	General	15/11/2018 22:00	4. (1) A Health establishment must ensure that users are provided with adequate information about the health care services available at the health establishment and information about accessing those services.	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
100	Accident and Emergency	23/10/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards

101	Gynaecology & Obstetrics	13/05/2019 22:00	1.8.1 Patients complaints are managed systematically and to patients satisfaction	In Progress	Human resources constraints
102	Psychiatry	15/10/2018 10:00	2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering	In Progress	Limited investigative capacity
103	Internal Medicine	08/01/2019 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
104	Paediatric	08/01/2019 10:00	2.4.3 Specific safety protocols are in place for patients undergoing high risk procedures	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
105	Family Medicine	14/01/2019 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
106	Oncology	13/01/2019 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	Limited investigative capacity
107	Maternity	13/01/2019 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
108	Accident and Emergency	24/05/2019 12:00	2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	In Progress	Human resources constraints
109	Internal Medicine	30/07/2019 10:00	5. (1)The health establishment must ensure that users are attended to in a manner which is consistent with the nature and severity of their health condition.	In Progress	Human resources constraints
110	Gynaecology & Obstetrics	24/05/2019 12:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Limited investigative capacity
111	ICU, Theatre	09/05/2019 12:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Limited investigative capacity
112	ICU, Theatre	24/05/2019 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
113	Surgery	29/02/2020 12:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
114	Gynaecology & Obstetrics	30/08/2019 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
115	Accident and Emergency	30/08/2019 12:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
116	Internal Medicine	04/11/2019 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
117	Gynaecology & Obstetrics	15/03/2022 12:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints

118	Internal Medicine	04/03/2021 12:00	3.3.2 Therapeutic support services contribute to the holistic care and rehabilitation of patients	In Progress	Human resources constraints
119	General	01/03/2021 12:00	1.1.2 Patient opinions inform quality improvements in the health establishment	In Progress	Limited investigative capacity
120	Surgery	10/02/2021 12:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
121	General	16/04/2021 10:00	1.2.2 Patients have access to information on the services provided by the health establishment	In Progress	Limited investigative capacity
122	ICU	04/06/2021 10:00	2.3.1 Health professionals in the establishment champion improvements in patient centred / quality care	In Progress	Limited investigative capacity
123	Gynaecology & Obstetrics, Paediatric, General	04/06/2021 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	In Progress	Limited investigative capacity
124	Paediatric	15/06/2021 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
125	Gynaecology & Obstetrics	11/11/2021 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
126	Gynaecology & Obstetrics	11/11/2021 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
127	Gynaecology & Obstetrics	04/04/2022 10:00	1.7.1 The package of services offered at the health establishment are in accordance with national guidelines or licensing specifications	In Progress	Human resources constraints
128	ICU	07/02/2022 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
129	General	22/02/2022 10:00	21.(1) The health establishment must have a system to monitor and report all adverse events.	In Progress	Human resources constraints
130	Internal Medicine	04/05/2022 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Limited investigative capacity
131	Gynaecology & Obstetrics	04/05/2022 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	Human resources constraints
132	Gynaecology & Obstetrics	20/09/2022 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	Human resources constraints
133	Maternity	14/09/2022 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
134	Gynaecology & Obstetrics	27/09/2022 10:00	2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	In Progress	Human resources constraints



135	General	17/11/2022 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
136	Gynaecology & Obstetrics	26/10/2022 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
137	Gynaecology & Obstetrics	22/12/2022 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	Human resources constraints
138	ICU	24/02/2023 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Not Applicable
139	Paediatric	22/02/2023 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
140	Out-Patient Department	24/07/2023 10:00	4. (1) A Health establishment must ensure that users are provided with adequate information about the health care services available at the health establishment and information about accessing those services.	In Progress	Human resources constraints
141	Gynaecology & Obstetrics	30/03/2023 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	In Progress	Human resources constraints
142	Gynaecology & Obstetrics	10/07/2023 10:00	2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	In Progress	Human resources constraints
143	Gynaecology & Obstetrics	29/06/2023 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Human resources constraints
144	Surgery	26/09/2023 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Not Applicable
145	General, Internal Medicine	25/08/2023 10:00	1.4.1 Management of referrals preserves the quality of patient care	In Progress	Not Applicable
146	Oncology	22/09/2023 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	In Progress	Not Applicable
147	Gynaecology & Obstetrics	11/12/2023 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Not Applicable
148	Gynaecology & Obstetrics	19/01/2024 10:00	4. (1) A Health establishment must ensure that users are provided with adequate information about the health care services available at the health establishment and information about accessing those services.	In Progress	Not Applicable
149	Paediatric	30/01/2024 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Not Applicable
150	Accident and Emergency	06/02/2024 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Not Applicable
151	Accident and Emergency	06/02/2024 10:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Not Applicable

152	Accident and Emergency	21/02/2024 12:00	7. (1) The health establishment must establish and maintain clinical management systems	In Progress	Not Applicable
153	Surgery	21/05/2017 22:00	5. (1)The health establishment must ensure that users are attended to in a manner which is consistent with the nature and severity of their health condition	In Progress	The Complaint was lodged before the promulgation of Norms and Standards
154	General,Surgery	07/07/2017 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	For review	The Complaint was lodged before the promulgation of Norms and Standards
155	Gynaecology & Obstetrics	09/04/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	For review	The Complaint was lodged before the promulgation of Norms and Standards
156	ICU	07/05/2018 12:00	2.4.3 Specific safety protocols are in place for patients undergoing high risk procedures	For review	The Complaint was lodged before the promulgation of Norms and Standards
157	Internal Medicine	21/08/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering	For review	The Complaint was lodged before the promulgation of Norms and Standards
158	Internal Medicine	31/03/2023 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	For review	Human resources constraints
159	Accident and Emergency	10/08/2016 22:00	5. (1)The health establishment must ensure that users are attended to in a manner which is consistent with the nature and severity of their health condition.	In Progress	The Complaint was lodged before the promulgation of Norms and Standards