



REPORT TO SUB COUNCIL 1-24

1. ITEM NUMBER: **05SUB 28/5/2019**

2. SUBJECT

COMMUNITY SERVICES AND HEALTH DIRECTORATE: CITY HEALTH DEPARTMENT: ROAD  
SHOW ON PRESENTING THE APPOINTMENT SYSTEM AND INTEGRATED SERVICE DELIVERY  
IN CITY HEALTH FACILITIES. K3728

ONDERWERP

DIREKTORAAT GEMEENSKAPSDIENSTE EN GESONDHEID: DEPARTEMENT  
STADSGESONDHEID: REKLAMEVELD TOEG OOR AANBIEDING VAN DIE AFSpraakSTELSEL  
EN GEÏNTEGREERDE DIENSLEWERING IN STADSGESONDHEIDSFASILITEITE K3728

ISIHLOKO

ICANDELO LEENKONZO ZOLUNTU NEZEMPILO: ISEBE LESIXEKO LEZEMPILO: INDIBANO  
YASESIDLANGALALENI EBONISA NGENKQUBO YOKWENZA I-APOYINTIMENTI KUNYE  
NONIKEZELO LWEENKONZO NGOKUHLANGANISIWEYO KUMAZIKO EZEMPILO ESIXEKO  
K3728

3. PURPOSE

To inform all Sub councils about the appointment system and integrated service  
delivery (One stop shop) in City Health facilities

4. FOR DECISION BY

The report is noting

5. EXECUTIVE SUMMARY

City Health has introduced an appointment system and the integrated approach in  
all Health facilities in an attempt to improve the customer experience when clients  
present themselves at our clinics.

The report provides a brief overview of the reasons for the approach and what we  
would want to achieve. Attached to the report is Annexure A which will be presented  
at the various sub councils as well as a short video clip based on experiences of the  
community since the introduction.

6. RECOMMENDATIONS

It is recommended that this report be noted.

Making progress possible. Together.

## **AANBEVELING**

Daar word aanbeveel dat daar van hierdie verslag kennis geneem word.

## **IZINDULULO**

Kundululwe ukuba makuqwalaselwe le ngxelo.

## **7. DISCUSSION/CONTENTS**

### **Appointment System**

In order to address the problems of long waiting times and congested health facilities, City Health launched a patient appointment system in 2018. In 2019, this system will be strengthened by the addition of an electronic system which will allow clients to receive appointment notifications and reminders via SMS and email, and assist clinics to better manage patient appointments.

Prior to the implementation of the appointment system, the status quo was that patients would receive appointments by date only, without a time, and were expected to arrive at the start of the day. This practice led to queueing outside the facility before opening time, congested waiting rooms, and long waiting times. The implementation of the appointment system was an attempt to address these issues.

Implementation began in 2015 with a grassroots level learning initiative that was supported by the University of the Western Cape. 16 motivated clinic teams took part, designing and implementing appointment systems in their clinics. The learning generated by these clinic teams was shared and documented, and informed both the development of implementation guidelines and the rollout of appointment systems to all clinics from 2017-2018. In 2018, City Health officially launched its appointment system.

Appointments are available for all non-acute services such as maternal and child health, sexual and reproductive health, and chronic health services such as the treatment of HIV and tuberculosis and non-communicable diseases such as hypertension and diabetes. Patients on time for their appointments will be prioritised above those without an appointment or are late for their appointment. Acute services will not utilise the timed appointment system and patients will continue to be prioritised based on a triage score and the time of their arrival.

Appointment system at most clinics is being supported by paper-based books appointment tools. In 2019, an electronic booking tool is being rolled out which will greatly assist staff in managing patient appointments. In addition, this tool allows clients to receive electronic notifications by SMS or email to both confirm and remind them of their upcoming appointments.

### **Integrated care**

The provision of vertically organized services of immunization, care for sick children, ARV care for the baby separate from the mother's ARV care, as well as family planning (FP) methods which are provided in another room by a dedicated FP practitioner is a well-known health services' arrangement that works well for health care providers. In each individual silo staff might excel in their respective areas of expertise. And yet, the result is that mothers find it impossible to keep a multitude of clinic appointments, missing critical stages.

The City of Cape Town has been making an effort to ensure mothers and babies are seen as a pair who receives integrated care starting from the time of conception and extending for as long as required. Basic Ante-Natal Care (BANC) services have already been rolled out to all City of Cape Town health facilities. Today we are proud to announce that, Post-Natal care is also available at all clinics integrated with the care for the child as a 'one stop shop'.

Integrated mom and baby services make it easy for them to observe all recommended health measures. It prevents double visits to the clinic and saves women time, enabling them to be more active in the labour force, improve household income, and invest more in their own, as well as their children's health, education, and well-being, ultimately deriving benefits for all sectors of the economy.

The City of Cape Town focuses on integrated health services as a way for citizens to "get the care they need, when they need it, in ways that are user-friendly and achieve the desired health outcomes". By increasing access to Integrated BANC, Post Natal Care, FP methods and Child Health services, women are able to use their time more efficiently and productively. This approach also effects savings in the health system by eliminating unnecessary clinic visits.

The integrated Mom & Baby one-stop-shop strategy at all City of Cape Town health facilities include:

1. Early Basic Ante-Natal Care (before 20 weeks and up to 6 visits);
2. Post natal care for the mother (before 6 days and at 6 weeks);
3. Reproductive health education and access to a variety of FP methods;
4. Coordination of mother and baby appointments for immunizations, well baby services(including nutrition education) and developmental screening;
5. Advice on breastfeeding, referrals to other levels of care (as needed) and access to support systems available in the area.

This initiative is launched with the intention of improving the clients experience and strenthnering the Health Systems response to the Maternal and Child Health services.

#### 7.1. Sustainability implications

Does the activity in this report have any sustainability implications for the City?	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>
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#### 7.2. Staff Implications

Does your report impact on staff resources or result in any additional staffing resources being required?

No ☒

Yes ☐

**FOR FURTHER DETAILS, CONTACT**

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SIGNATURE :			

**DIRECTOR**

NAME	Dr Waarisa Fareed	COMMENT:
DATE	Dr W. Fareed 25 MAR 2019	
SIGNATURE		