A HEALTHY CITY: BRINGING PRIMARY HEALTH CARE SERVICES TO THE RESIDENTS OF JOBURG

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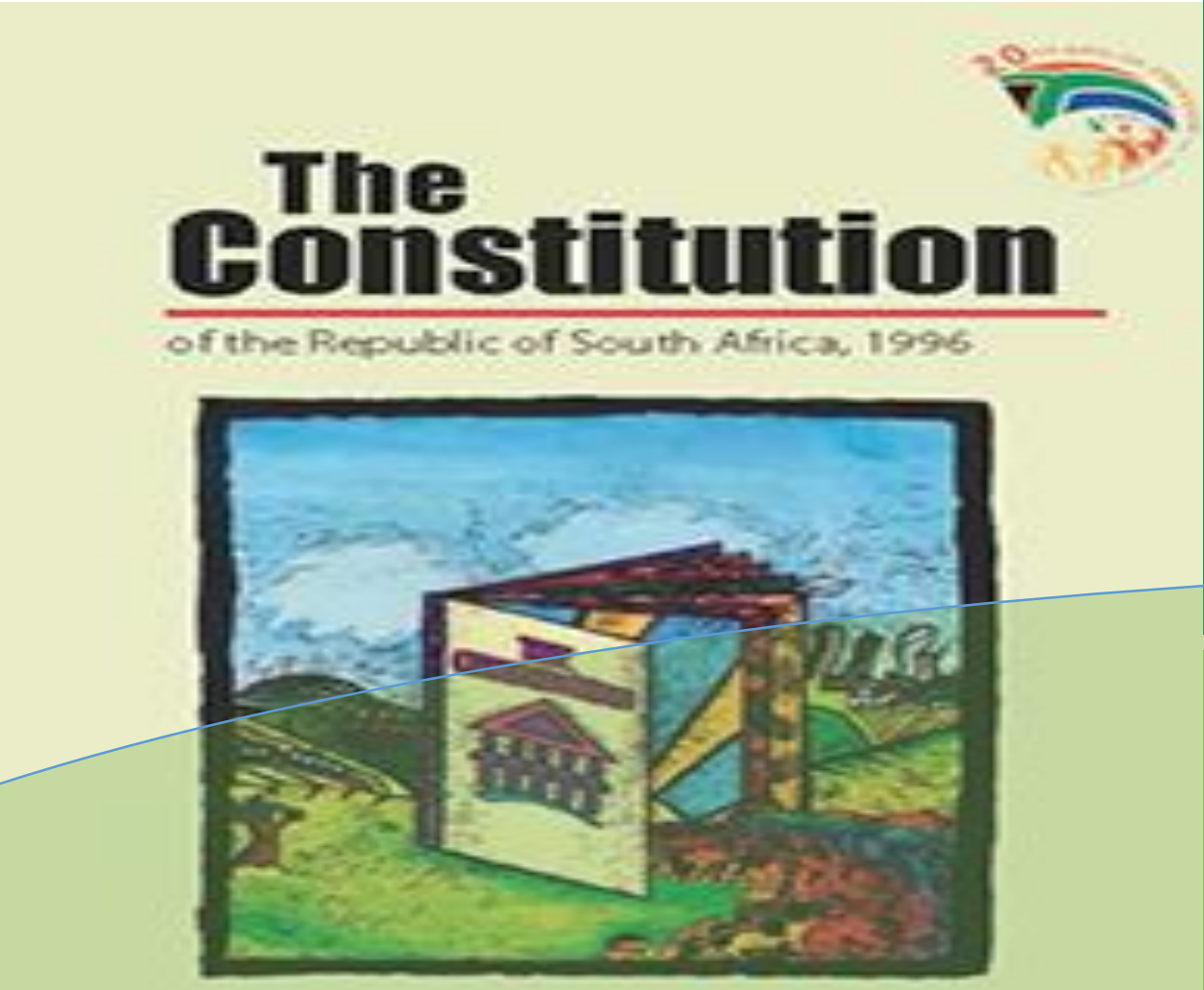
THE RIGHT TO HEALTH CARE



The ***right* to health care** is one of several socio-economic rights enshrined in the Bill of Rights:

"Everyone has the right to have access to health care services, including reproductive health care.' The state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of each of these rights. No one may be refused emergency medical treatment."

Source: The Constitution of the Republic of South Africa, Act 108 of 1996

- **Access to *quality* health care** plays a significant role in any city's development as it has implications on the overall living standards of its residents.
- Prevention interventions that are targeted to local needs, such as **vaccinations, family planning and antiretroviral medicines** to treat HIV, are the fastest and most effective way to reduce mortality.

PRIMARY HEALTH CARE

- The City, through the local Department of Health contributes to the provision of ***Primary Health Care (PHC)*** to residents. The World Health Organisation defines PHC as, "caring for people, rather than simply treating specific diseases or conditions. It includes a spectrum of services from prevention (i.e. vaccinations and family planning) to management of chronic health conditions and palliative care".
- **PHC is the level of care that is the closest to the community** and therefore has an important role in responding to the immediate health care needs of residents.
- The Department also ensures that safe, quality medication is available. It runs local clinics, provides education programmes and workshops, supports other healthcare bodies and monitors residents' health.

"The nurse-patient ratio that we are subjected to is not in line with what it should be. Some patients do not understand how we work or the pressure we are under and expect first preference."- Nurse working at Tembisa Hospital for 30 years

HEALTH SERVICES PROFILE

	Community Health Workers	Nursing assistants	Enrolled nurse	Professional nurse	Medical practitioners	Pharmacists	Dental practitioners	Occupational therapy	Physiotherapy	Speech Therapy and Audiology
Johannesburg	1 454	2 544	2 392	4 456	12 09	354	70	86	104	70

	Ward based outreach teams	Clinic	CHC	District Hospital	Regional Hospital	Central/ Tertiary Hospitals	Other Hospitals
Johannesburg A SD	66	13	1	0	0	0	3
Johannesburg B SD	42	12	0	0	1	1	10
Johannesburg C SD	52	13	1	0	0	0	5
Johannesburg D SD	73	25	5	1	0	1	5
Johannesburg E SD	14	9	1	0	1	0	6
Johannesburg F SD	74	17	1	1	0	1	6
Johannesburg G SD	100	25	2	0	0	0	2
Johannesburg	421	114	11	2	2	3	37

***Source*: District Health Barometer 2016/17**

HEALTH SERVICES PROFILE

- **The majority clinics are found in Region D (25) and Region G (25)**
- **Region E has the least number of clinics (9)**
- **Most Community Health Centres (CHCs) are located in Region D (5)**
- **There are no CHCs in Region B**

***Source*: District Health Barometer 2016/17**

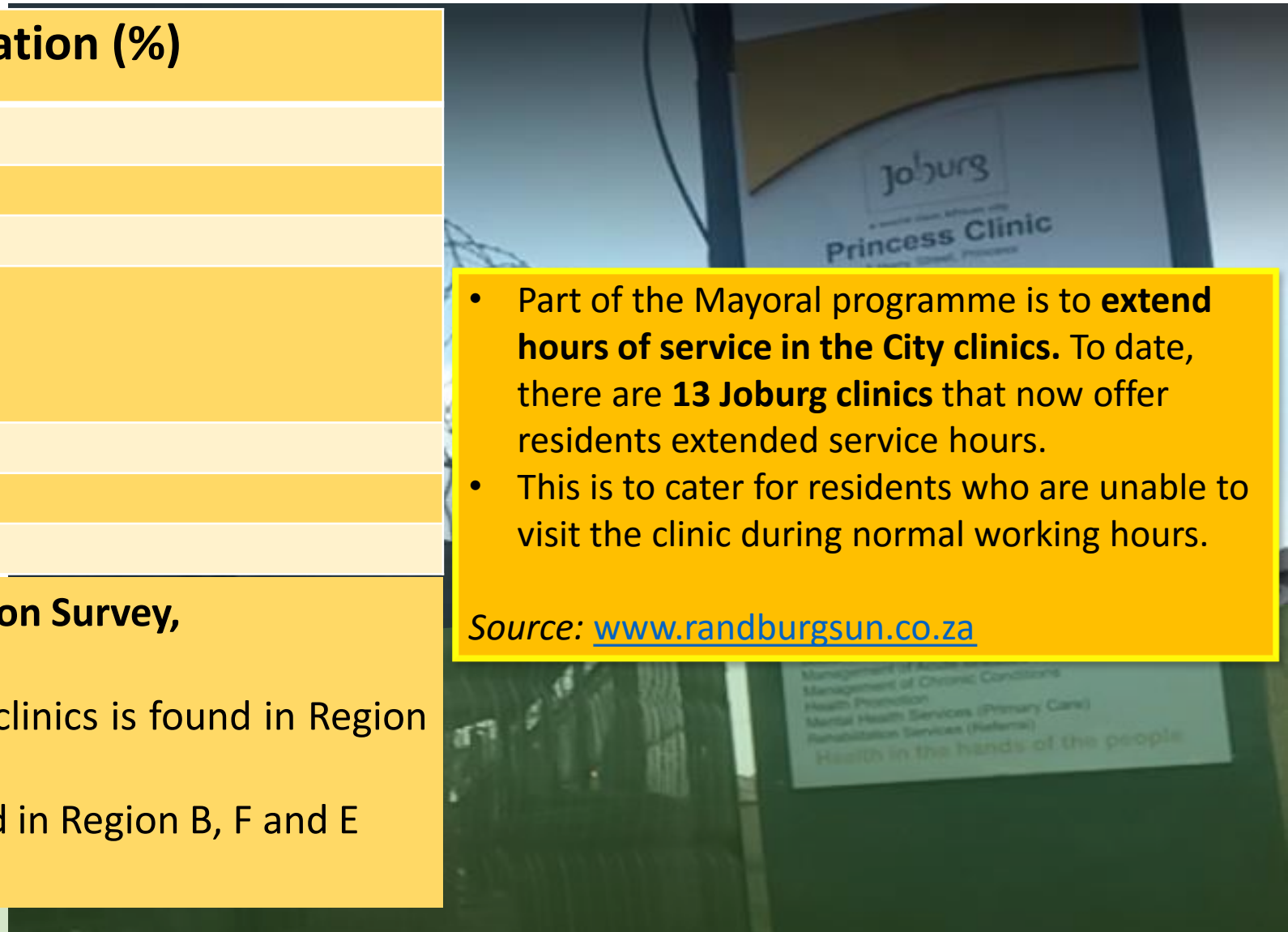
ADEQUATE ACCESS TO HEALTH CARE

UTILISATION RATE OF MUNICIPAL CLINICS

Region	Utilisation (%)
A	29%
B	1%
C	2%
D	41%
E	3%
F	2%
G	22%

According to the 2017 Customer Satisfaction Survey,

- The highest weekly usage of municipal clinics is found in Region D
- The lowest rate of weekly usage is found in Region B, F and E

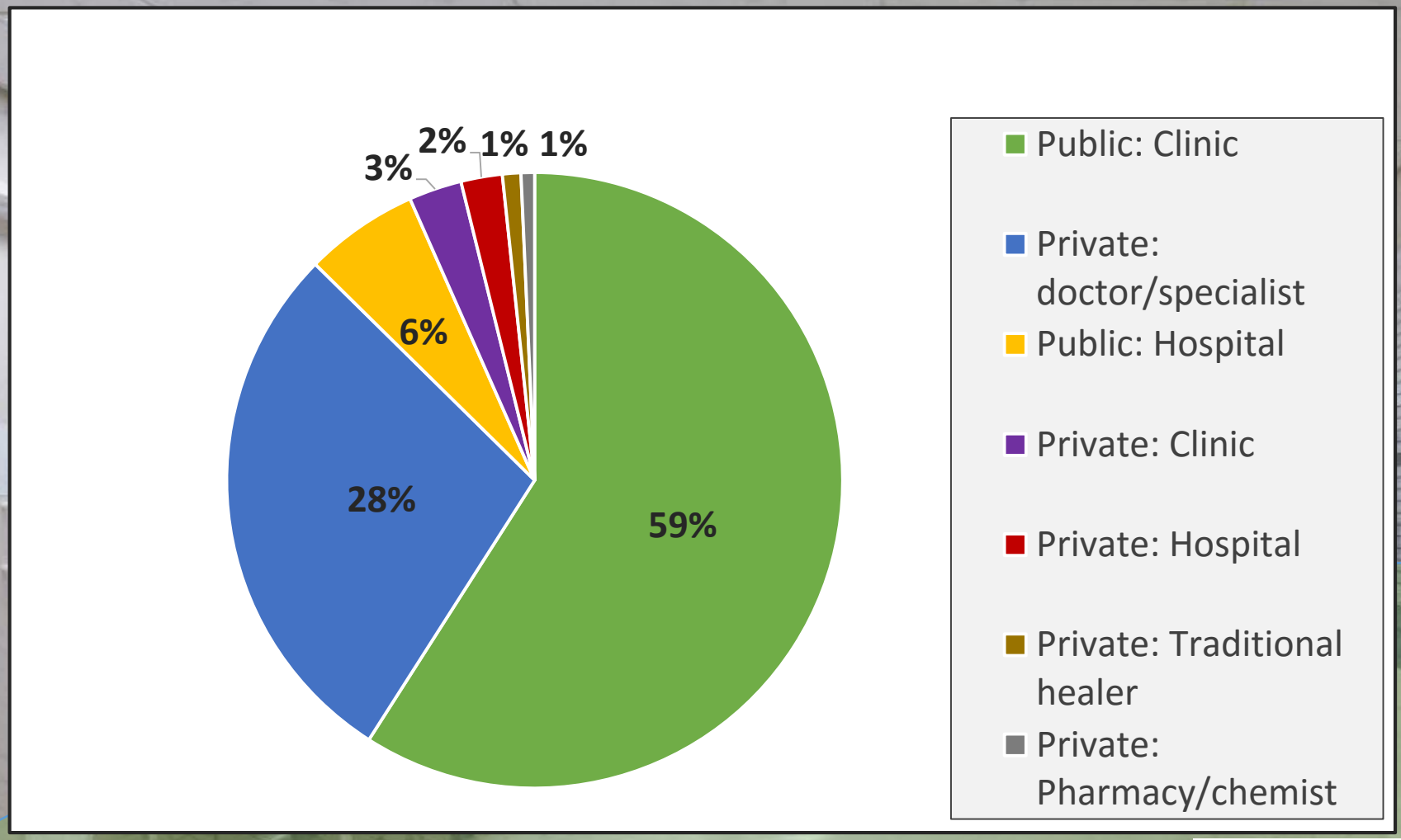


- Part of the Mayoral programme is to **extend hours of service in the City clinics.** To date, there are **13 Joburg clinics** that now offer residents extended service hours.
- This is to cater for residents who are unable to visit the clinic during normal working hours.

Source: www.randburgsun.co.za

59% of households use **public clinics** as first point of consultation

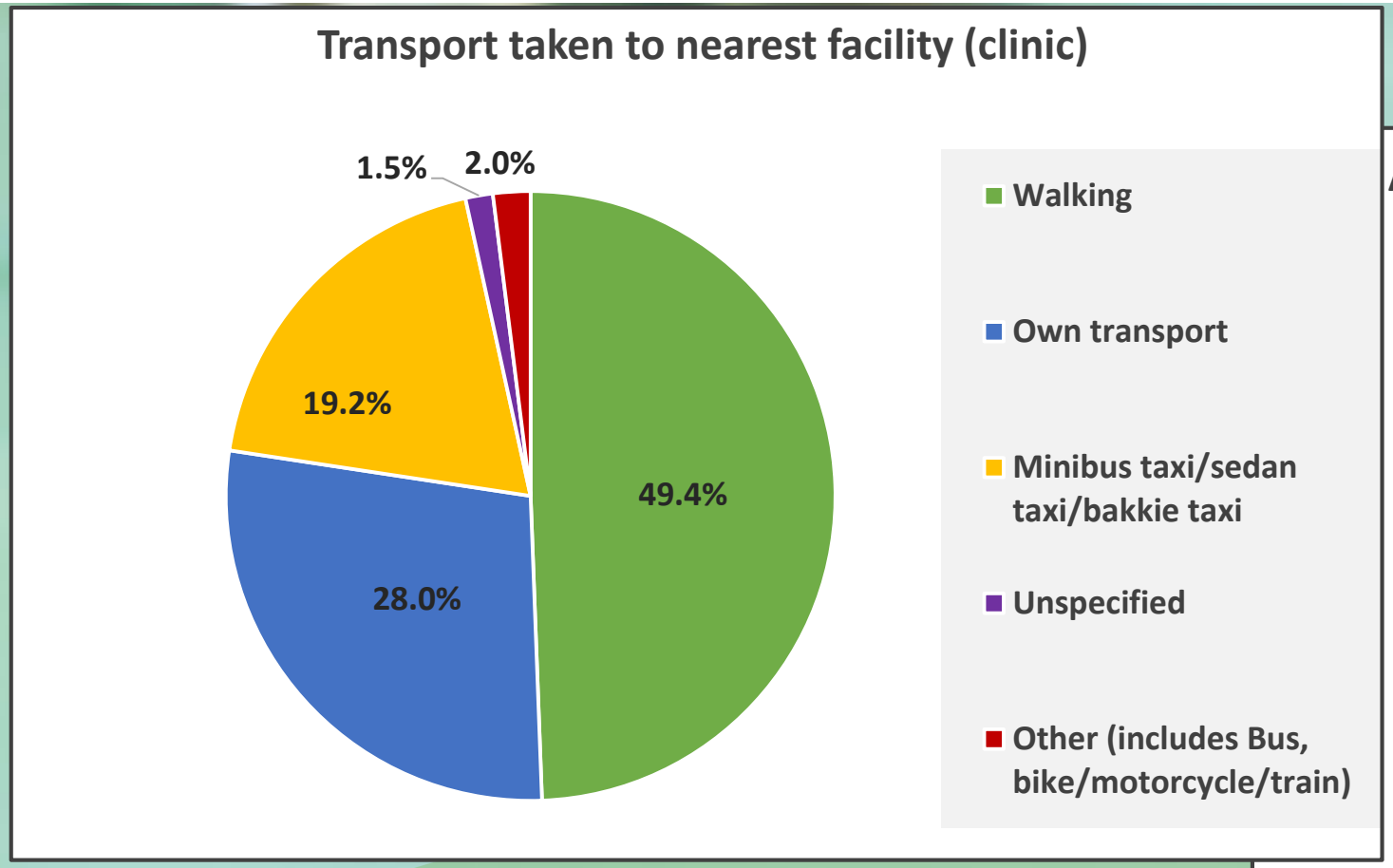
FIRST PLACE HOUSEHOLD MEMBER USUALLY CONSULTS WHEN ILL

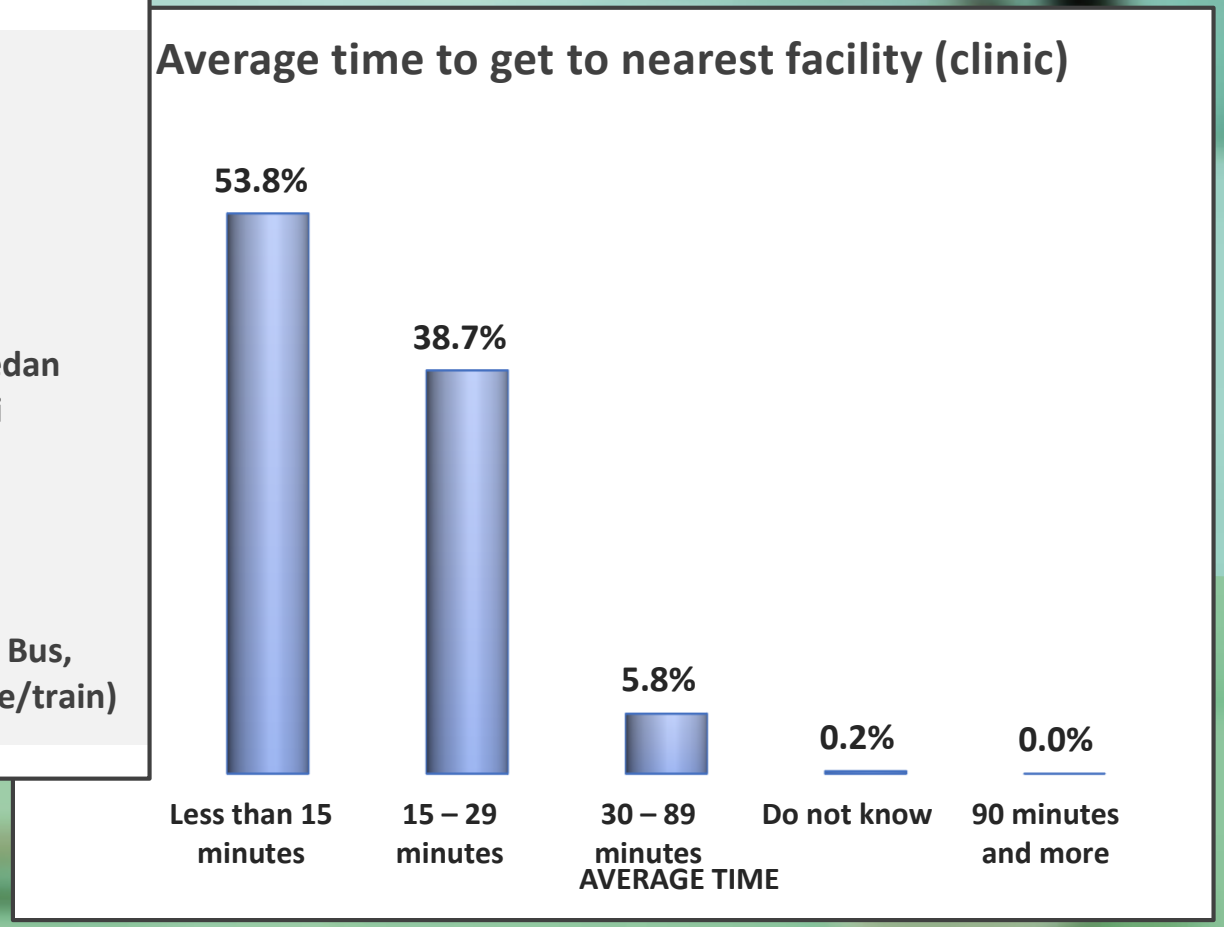


Source: **General Household Survey (GHS), 2017**

49.4% of households **walk** to the nearest clinic.
53.8% of households said that it takes them **less than 15 minutes** to get to the healthcare facility

MODE OF TRANSPORT AND DISTANCE TO NEAREST HEALTH FACILITY

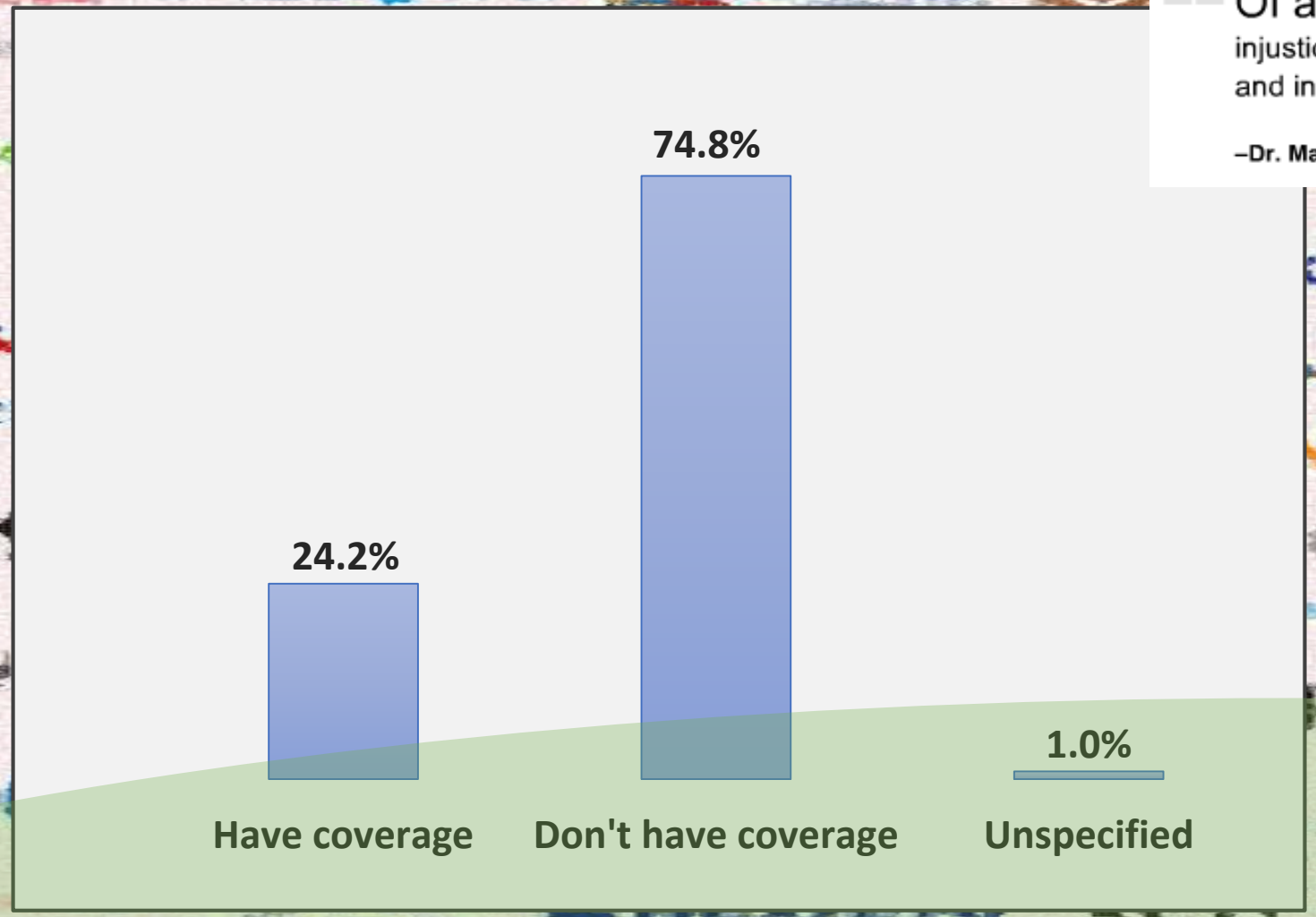




Source: GHS, 2017

An overwhelming **majority** of Joburg residents do not have access to medical aid cover (**74.8%**)

% CITY POPULATION WITH MEDICAL AID COVER



> "Of all the forms of inequality, injustice in health care is the most shocking and inhumane."
>
> –Dr. Martin Luther King

Source: GHS, 2017

29.3% users complained about **slow service/long waiting times** at clinics

SATISFACTION WITH SERVICE RECEIVED AT MUNICIPAL CLINICS

Weekly users	%
Satisfied	24%
Not satisfied	76%

Monthly users	%
Satisfied	43%
Not satisfied	57%

Community Service	Reason for dissatisfaction	%
Municipal clinics	Slow service/wait long/always full	29.3
	Lazy/untrained staff/bad attitudes	17.8
	Shortage of staff (doctors/nurses)	16.1
	Travel far to visit clinic	12.2
	Unhygienic	10.9
	No/shortage of medicine	8.8
	Clinics not big enough	3.3
	Poor maintenance (dilapidated building)/ Maintenance backlog on repairs in clinics	1.0
	Other	0.3
	Expired medications	0.3

***Source*: CSS, 2017**

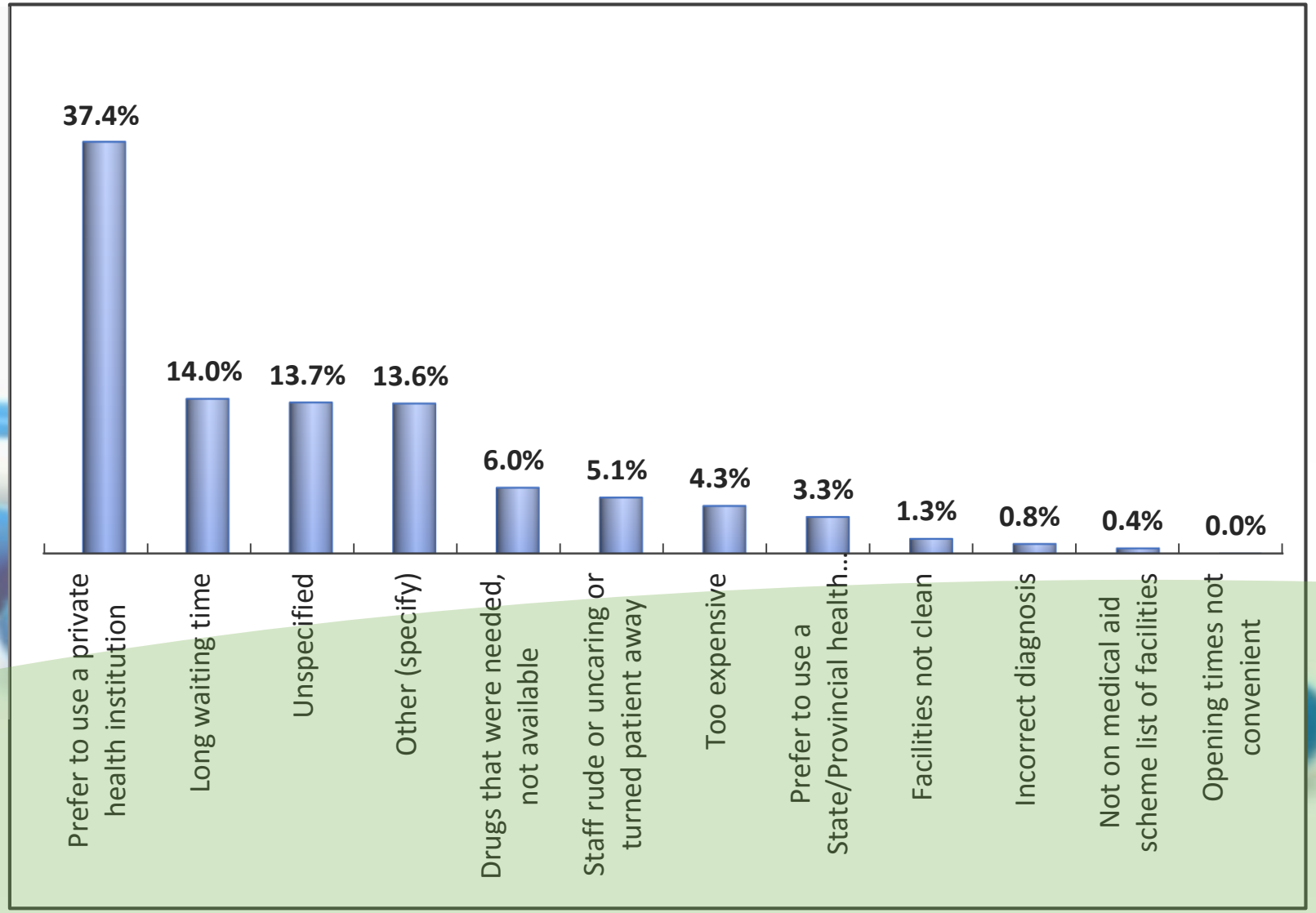
Pic: Sowetanlive

37% of households do not use the nearest healthcare facility because they prefer to go to private health institutions

REASONS FOR NOT USING THE NEAREST HEALTHCARE FACILITY (CLINIC)

Highlights

- **Only 4.3%** of households think clinic services are too expensive
- **Long waiting times** at the clinic also contributed to households not using the nearest facility to their dwelling (**14%**)
- **Access** to medical drugs is arguably part of the right to the highest attainable standard of health. In the city, over 7 000 households (**6%**) did not use the nearest healthcare facility due to the unavailability of essential medication at that facility



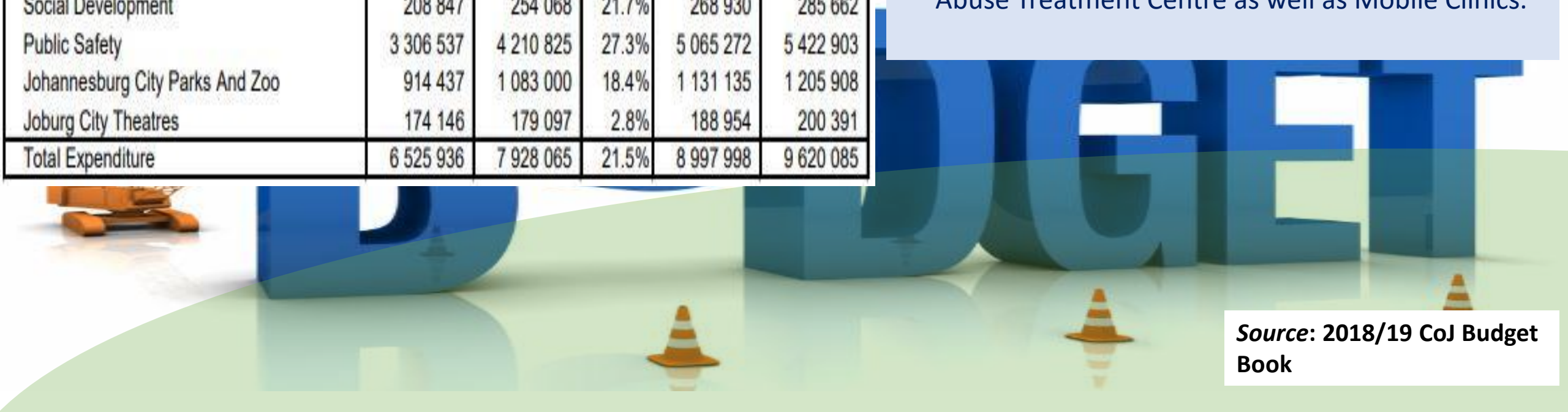
Source: **GHS, 2017**

10.9% increase in the budget for Health in 2018/19

HEALTH CARE EXPENDITURE

Human and Social Development Cluster Expenditure	Adjusted Budget 2017/18 R 000	Budget 2018/19 R 000	%	Estimate 2019/20 R 000	Estimate 2020/21 R 000
Community Development	992 561	1 170 398	17.9%	1 239 022	1 330 498
Health	929 408	1 030 677	10.9%	1 104 685	1 174 723
Social Development	208 847	254 068	21.7%	268 930	285 662
Public Safety	3 306 537	4 210 825	27.3%	5 065 272	5 422 903
Johannesburg City Parks And Zoo	914 437	1 083 000	18.4%	1 131 135	1 205 908
Joburg City Theatres	174 146	179 097	2.8%	188 954	200 391
Total Expenditure	6 525 936	7 928 065	21.5%	8 997 998	9 620 085

- **R1.03bn has been allocated to Health in 2018/19, an increase of 10.9% from the previous year.** This increase is to cater for extended hours for Primary Health Care and capacitation of the Substance Abuse Treatment Centre as well as Mobile Clinics.



***Source*: 2018/19 CoJ Budget Book**

Johannesburg **ranks 7th** out of terms of spending on patients in District hospitals

HEALTH CARE EXPENDITURE

- **In 2016/17, the City of Joburg spent R3047 per patient per day equivalent (PDE) on patients in District hospitals located within the city.**
- Amajuba (KZN) had the highest expenditure per PDE at R3 788, and ZF Mgcawu (NCape) had the lowest expenditure per PDE at R1 690.

***Source*: District Health Barometer 2016/17**

In general the well-being of the residents of Joburg has been improving over time. In 2017, the HDI for Joburg was at 0.73, up from 0.72 in 2016

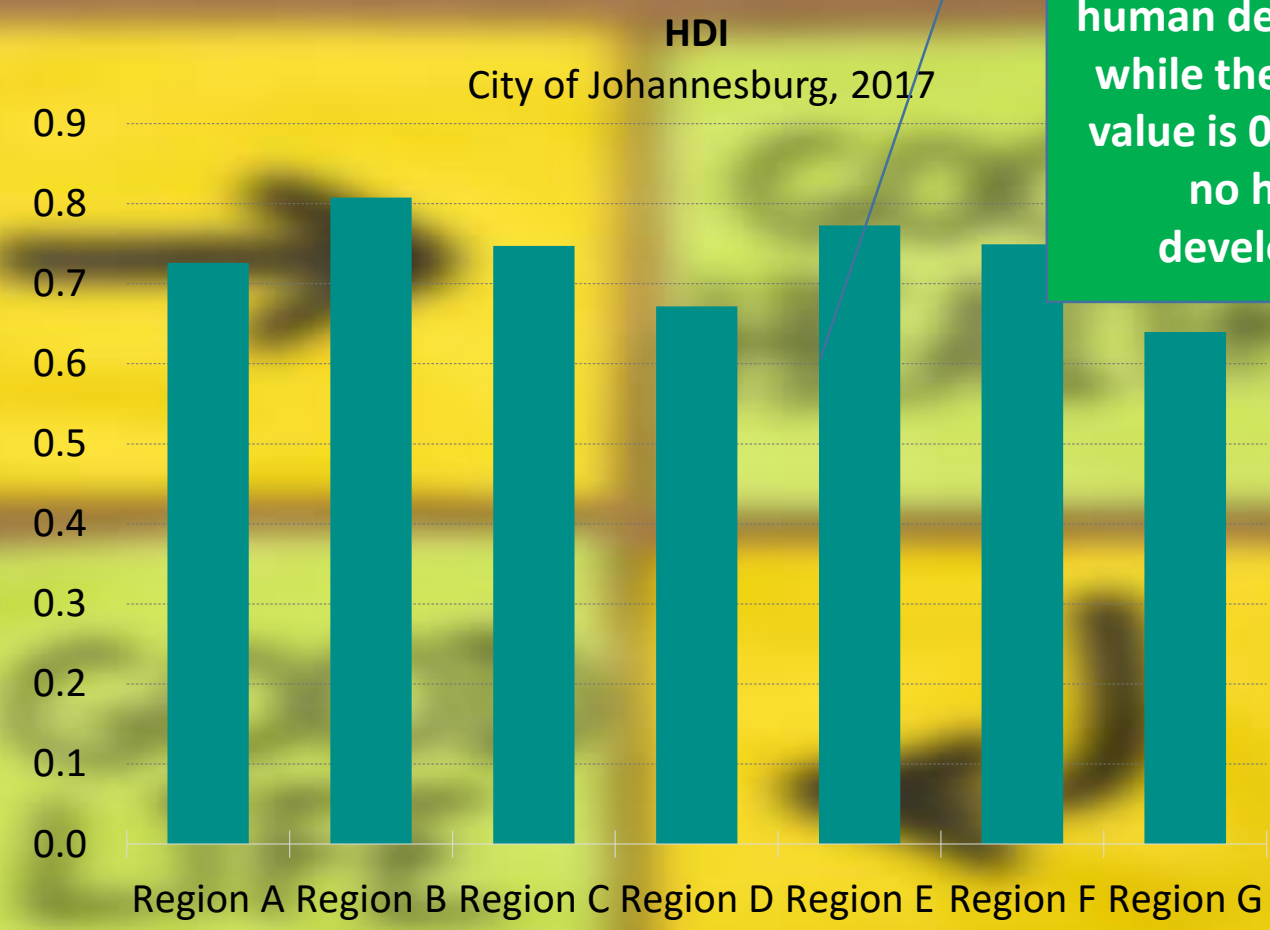
The HDI is a composite relative index used to compare human development across population groups or regions. It is a combination of the following: A long and healthy life, knowledge and a decent standard of living. A long and healthy life is typically measured using life expectancy at birth.

Key points:

- In 2017, Region B (Rosebank, Parktown etc) had the highest HDI, with an index value of 0.808
- The lowest HDI value was observed in the Region G (Lenasia, Ennerdale, Orange Farm) with an index value of 0.64
- HDI values in the other regions oscillated between the 0.7 mark, with the exclusion of Region D which was at 0.67 in 2017

HUMAN DEVELOPMENT INDEX (HDI)

A of value 1 indicates a very high level of human development, while the minimum value is 0, indicating no human development



Source: IHS Markit Regional eXplorer version 1338