

**Article title:** Mapping the Multiple Health System Responsiveness Mechanisms in One Local Health System: A Scoping Review of the Western Cape Provincial Health System of South Africa

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**Supplementary file 2.** Full List of South African National, Provincial and District Policies, Guidelines and Legislation Outlining Mechanisms for Receiving and Responding to Citizen Feedback

<b>Policy/ evidence</b>	<b>Mechanisms</b>	<b>Responsiveness</b>	<b>Level</b>
SADOH White Paper <sup>1</sup>	Comprehensive Primary Health Care Decentralization (District Health System) NGOs Committees Community-based information systems Health summits	Transformation of national health system, community participation in planning/provision of health care on each level of government.	National, provincial, district
SA's Patients' Rights Charter <sup>2</sup>	Information material		National, provincial, district
WC Health Facility Boards Act, 7 of 2001 <sup>3</sup>	Health Facility Boards	Ensure accountability of health facility management to community, responsiveness to needs of patients/their families.	Provincial
WC Government Health Annual Report 2002 – 2003 <sup>4</sup>	Monitoring client/patient complaints and compliments	To identify the strengths/weaknesses of service delivery. Creation of HFBs achieved throughout the province, promotes representation, accessibility, openness and transparency. Findings of annual survey analysed,	Provincial

		addressed with quality improvement plans formulated.	
SA National Health Act No. 61 of 2003 <sup>5</sup>	Decentralisation District health councils Hospital Boards Health Committees Health Professional's Council Ombud Office of Health Standards Compliance (OHSC)	Governance between national/provincial/local spheres, PHC approach/district health system model, decentralisation. Minister must appoint HFBs for each central hospital or group of hospitals, including 3 representatives of the communities served by the hospitals.	National, provincial, district
Having your say: A handbook for Ward Committees <sup>6</sup>	Ward committees	Representative structure of community/citizens, need to inform the municipality about aspirations, potentials and problems of the people.	Provincial, District
WC Government Health Annual Report 2004 – 2005 <sup>7</sup>	CSS	Report evaluates percentage of facilities that conducted external client satisfaction survey, published results, developed action plans for improvement.	Provincial
WC Government Health Annual Report 2006- 2007 <sup>8</sup>	Annual CSS – every 12 months	Negative feedback reported on, including client safety, waiting times, public transport, along with strategies for addressing these.	Provincial
WC Health Facility Boards – Manual 2007 <sup>9</sup>		Highlights how Board is accountable to community, patients, their families.	Provincial
WC Government Health Annual Report 2007 – 2008 <sup>10</sup>	Annual PSS – every 12 months Staff satisfaction survey	Analysis of patient satisfaction survey, interventions planned for responses & for results of staff survey.	Provincial
WC Government Health Annual Report 2008 – 2009 <sup>11</sup>	Annual PSS – every 12 months	Performance measure indicator looks at how many complaints	Provincial

		resolved within 25 days. Findings of annual survey analysed, addressed with quality improvement plans formulated.	
WC Government Health Annual Report 2009 – 2010 <sup>12</sup>	Annual PSS – every 12 months Complaints mechanism: Departmental complaints procedure and suggestion box	All complaints should be responded to within one month Suggestion box serves a mechanism where suggestions are recorded and discussed weekly with action plans developed by Facility Management. Findings of annual survey analysed, addressed with quality improvement plans formulated.	Provincial
Draft Regulations Relating to the Functioning of the District Health Councils in terms of the Western Cape District Health Councils Act, 2010			Provincial
Western Cape District Health Councils Act, 5 of 2010			Provincial
“Towards Quality Care for Patients” National Core Standards for Health Establishments in SA <sup>13</sup>	District Health Information System, audit tool & audit team Hospital Board Clinic Committee Community Health Forums PSS Patient complaints Feedback & forums	Standards for quality health services, measures compliance on six standards.	National
2020: The future of health care in the WC <sup>14</sup>		CHWs as direct link between family, community and health service.	Provincial
WC Government Health Annual Report 2010 – 2011 <sup>15</sup>	Annual PSS – every 12 months Complaints committee Independent Complaints Commission	MEC/Head of Department can refer complaints when internal processes for dealing with complaints have not addressed the issues to satisfaction of complainant. Findings of annual survey	Provincial

		analysed, addressed with quality improvement plans formulated.	
WC Health Facility Boards Amendment Act, 7 of 2012			Provincial
Public Service Regulations, 2001 <sup>16</sup>	Citizens' Complaints and Compliments Framework, March 2013	Stipulates exec authority shall establish/sustain service delivery programme for his/her dept– one key element is system or mechanism for (managing) complaints & compliments.	National
20 Year Review: WC <sup>17</sup>	Ward committees SMS-hotline Complaints & compliments process Client satisfaction surveys	Reviews transformation since 1994 against the Batho Pele Principles.	Provincial
WC District Health Councils Amendment Act, 2013 <sup>18</sup>	District Health Councils	Amend 2010 Act to include members of health subdistricts in a district health councils.	District
WC Government Health Annual Report 2012 – 2013 <sup>19</sup>	Annual client satisfaction surveys (CSS)– every 12 months Complaints SMS and telephone hotline Draft Western Cape Independent Health Complaints Committee Bill Independent Complaints Committee	Hotline piloted, complaints logged/tracked. A system for the referral of complaints. Findings of annual survey analysed, addressed with quality improvement plans formulated.	Provincial
WC Independent Health Complaints Committee Regulations, 2014			Provincial
Healthcare 2030: The Road to Wellness <sup>20</sup>	SOP Public engagement Social protest action Community communication mechanisms PSS Mechanisms for written, oral or telephonic complaints & compliments Rapid surveys Health hotline District councils Facility boards	Department's values include responsiveness. District Councils enable effective communication within the community. Facility boards enable effective communication within the community.	Provincial

	Clinic committees		
WC Government Health Annual Report 2013 – 2014 <sup>21</sup>	Annual CSS – every 12 months Complaints hotline Independent Health Complaints Committee NGO/NPOs Assessments against National Core Standards	Complaints referred to Committee for consideration. Report looks at number of compliments/complaints received. Information/complaints process displayed on notice boards at clinic. NGO utilised. Reports on patient satisfaction.	Provincial
WC Independent Health Complaints Committee Act, 2 of 2014 <sup>22</sup>	Independent Health Complaints Committee	Establishment of Independent Health Complaints Committee.	Provincial
WC Government Health Annual Report 2014 – 2015 <sup>23</sup>	Annual CSS – every 12 months Western Cape Independent Complaints Committee Act Designated complaints champion/officer	Complaints champion/officer ensures compliance with the 25 day resolution date.	Provincial
Regulations Governing the Financial Prescripts in terms of Western Cape Health Facility Boards and Committees Act, 2016			District
Manual in terms of section 14 of the Promotion of Access to Information Act, 2000 <sup>24</sup>	Citizen rights	Right of access to information.	Provincial
WC Government Health Annual Report 2015 – 2016 <sup>25</sup>	Annual CSS – every 12 months	Findings of annual survey analysed, addressed with quality improvement plans formulated.	Provincial
WC Health Facility Boards and Committees Act, 2016 <sup>26</sup>	Health Facility Boards Committees	Committee duties. Health Facility Board duties.	Provincial legislation
Regulations relating to the Criteria and Process for the Clustering of Primary Health Care Facilities in terms of the Western Cape Health Facility Boards and Committees Act, 2017			District
Regulations Governing the Procedures for the Nomination of Members for Appointment to Health Facility Boards in terms of the Western Cape Health Facility Boards and Committees Act, 2017			Provincial
SADOH Annual Report 2016/2017 <i>Annual Report 2016/2017</i> <sup>27</sup>	Complaints/compliments procedures <i>MomConnect</i> programme	Benchmarks SADOH progress, including	National

	National Toll-Free Complaints Call Centre	improvement in responsiveness.	
National Guideline to Manage Complaints, Compliments and Suggestions in the Public Health Sector of South Africa <sup>28</sup>	Complaint, complement, suggestion procedure Public Protector Consumer Commission Human Rights Commission Legal System Ombud in the OHSC Professional Councils/Boards Feedback forms Complaint/compliment/suggestion boxes Posters & pamphlets detailing feedback process Complaint, Compliment and Suggestion Committee (CCSC)	Right to complain about healthcare received, guidelines/standards monitor whether health facilities adhere.	National
WC Government Health Annual Report 2016- 2017 <sup>29</sup>	Provincial Health Council, District Health Councils, Hospital Boards WC Health Facility Boards and Clinic Committees Act Regulations Community Care Workers Health Committee Patient Satisfaction Survey Complaint Resolution Rate National Core Standards	Consultations/meetings with Health Committee, including Community Questions Answers Session.	District
SADOH Annual Report 2017/2018 <sup>30</sup>	<i>MomConnect</i> programme OHSC National Health Council (NHC) Complaints/compliments procedure National Survey: to measure Patient Experience of Care	Management of client complaints, suggestions and compliments, annual health facility surveys of patients' experience of care, health facility monitoring and reporting of Patient Safety Incidents.	National
Annual Inspection Report 2016/2017 and Annual Inspection Report 2018/2019 <sup>31,32</sup>	OHSC Annual Inspection Report Complaint process Complaints management and Ombud	Monitors delivery of safe, quality care in compliance with the National Core Standards. OHSC protects health/safety of users by investigating complaints. Ombud reviews annual inspections.	National
Cape Metro District 2018: District Health Plan 2018/2019 to 2020/21 <sup>33</sup>	Patient complaints National Core Standards	Highlights priorities against National Core Standards. Monitors	District

	Complaint and Compliment Register District Health Committee Clinic Committee and Facility Boards NPOs	complaints resolved within 25 days.	
Cape Winelands District 2018: District Health Plan 2018/2019 to 2020/21 <sup>34</sup>	Patient complaints National Core Standards Complaint and Compliment Register District Health Committee Clinic Committee and Facility Boards	Highlights priorities against National Core Standards. Monitors complaints resolved within 25 days.	District
Central Karoo District 2018: District Health Plan 2018/2019 to 2020/21 <sup>35</sup>	Patient complaints National Core Standards Complaint and Compliment Register District Health Committee Clinic Committee and Facility Boards	Promotes principles of Community Orientated Primary Care. Highlights priorities against National Core Standards. Monitors complaints resolved within 25 days.	District
Eden District 2018: District Health Plan 2018/2019 to 2020/21 <sup>36</sup>	Patient complaints National Core Standards Complaint and Compliment Register Clinic Committee and Facility Boards	Promotes principles of Community Orientated Primary Care. Highlights priorities against National Core Standards. Monitors complaints resolved within 25 days.	District
Overberg District 2018: District Health Plan 2018/2019 to 2020/21 <sup>37</sup>	Patient complaints National Core Standards Complaint and Compliment Register Clinic Committee and Facility Boards	Highlights priorities against National Core Standards. Monitors complaints resolved within 25 days.	District
West Coast District 2018: District Health Plan 2018/2019 to 2020/21 <sup>38</sup>	Patient complaints National Core Standards Complaint and Compliment Register Clinic Committee and Facility Boards	Highlights priorities against National Core Standards. Monitors complaints resolved within 25 days.	District
WBPHCOT Policy Framework and strategy <sup>39</sup>	Ward-based Primary Health Care Outreach Teams (WBPHCOT)	WBPHCOT intended to support delivery of PHC in South Africa.	National
WC Government Health Annual Report 2017 – 2018 <sup>40</sup>	Community Care Workers National Core Standards Complaint system & Resolution Rate Patient Satisfaction Survey Waiting Time Survey Report	Intention to have committees up and running by new financial year. The WC HFBs and Committee Act was	District

	Health Facility Boards Clinic Committees	promulgated in 2016 and regulations gazetted on 7 December 2017. Complaint resolution rate measured. Monthly Data Review and Facility Manager meetings. National Guideline implemented.	
National Health Insurance Bill 2019 <sup>41</sup>	Complaints Stakeholder Advisory Committee	To achieve universal access to quality health care services.	National
<i>What is MomConnect?</i> <sup>42</sup>	MomConnect	Interactive mechanism to provide feedback on services.	National
WC Government Health Annual Report 2018 – 2019 <sup>43</sup>		With WC Health Facility Boards and Committee Act promulgated in 2016, establishment of clinic committees commenced in January 2018 and implementation work in progress.	District
Office of the Health Ombud Annual Report 2018/2019 <sup>44</sup>	OHSC Health Ombud	Reports on progress of the OHO to protect and promote the health/safety of users of healthcare in SA by investigating & reporting on complaints.	National
Office of the Health Ombud website <a href="http://healthombud.org.za/">http://healthombud.org.za/</a> <sup>45</sup>	Online complaints submission portal Complaints Call Centre	Online platform for citizens to learn more about the Health Ombud, lay complaints, access reports, publications, other resources.	National

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