

**To: Editors & Health Journalists**  
**Issued by: Department of Health**  
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**Media Statement: Minister of Health and Gauteng Health MEC are shocked by the unfortunate experience of Ms Marais in Mamelodi Hospital**

Few hours into their new portfolios, the Health Minister, Dr Zweli Mkhize, and Gauteng Health MEC, Dr Bandile Masuku. Expressed outraged at the incident of the patient's abuse at the hospital which saw a 76-year-old elderly woman, Martha Marais, being ill-treated allegedly by nursing staff at the facility.

The MEC and the Head of Gauteng Health currently at Mamelodi Hospital to establish circumstances surrounding the brutal treatment of this elderly patient at the hospital.

The MEC visited the hospital to demand answers from the hospital management and also to give support to the patient and ensure that she receives quality care.

We must maintain dignity of our patients and our officials should maintain high level of professionalism. At face value, it appears that the patient was ill-treated and the standard operating procedure was not followed to the latter.

Both the Minister and the MEC have instructed that full investigation be carried out and that officials who were involved in this incident should not be allowed to interact with the patients. Consequence management should be implemented with immediate effect.

The Ministry of Health reiterate that the substandard services and ill-treatment of vulnerable members of our society who depend on public health system during their weakest moments should not be tolerated.

A central focus of the 6th administration will be to improve patients' experience of care and strengthen frontline service for the betterment of the millions who depend on us.

For further enquiries members of the media can contact Lesemang Matuka on: 072 025 3605 or Popo Maja on: 072 585 3219

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