

## MOMCONNECT WEEKLY REPORT

28/08/2015 to 04/09/2015

### A) TRAINING

#### 1) Number of health workers trained (Total to 04/09/2015)

Province	Nurses	Others	CHWs	Total
Eastern Cape	1616	1117	848	3581
Free State	675	673	127	1475
Gauteng	1749	1566	774	4089
KZN	3399	2594	2831	8824
Limpopo	1134	565	568	2267
Mpumalanga	1628	1322	398	3348
Northern Cape	304	353	350	1007
North West	1574	4161	1243	6978
Western Cape	1657	780	881	3318
Grand Total	13736	13131	8020	34887

#### 2) Facilities covered (Total to 04/09/2015)

Province	Facilities to be trained	Facilities trained	Total	% Facilities covered
Eastern Cape	14	765	779	98
Free State	2	220	222	99
Gauteng	7	353	360	98
KZN	1	638	639	100
Limpopo	3	477	480	99
Mpumalanga	3	298	301	99
Northern Cape	9	154	163	94
North West	71	246	317	78
Western Cape	71	206	277	74
SA	181	3357	3538	95

#### 3) Weekly Comparison

	Week ending 28/08/2015 Number	28/08/15 to 04/09/15 Number
Total staff trained	33 945	34 887
Percentage of facilities covered	94%	95%

## B)REGISTRATION AND SUBSCRIPTION (28/08/15 to 04/09/15)

Category	Week ending 28/08/2015	28/08/15 to 04/09/15
Self-subscription	143 267	146 233
Subscription by CHWs	16 319	16 515
Registration	399 046	407 424
<b>Total</b>	<b>558 632</b>	<b>570 172</b>
<b>Facilities with at least 1 registration</b>	<b>3 751</b>	<b>3 757</b>
<b>Number of unique cell phones</b>	<b>516 911</b>	<b>527494</b>

note: these are cumulative figures

## C) COMPLAINTS&COMPLIMENTS (28/08/2015 to 04/09/2015)

### 1) Complaints

Categories	Week ending 28/08/2015 Number	28/08/15 to 04/09/15 Number
Service delivery	16	11
HR related	0	0
<b>TOTAL FOR THE REPORTING WEEK</b>	<b>16</b>	<b>11</b>
<b>TOTAL SINCE 22/08/2014</b>	<b>469</b>	<b>480</b>

### Detailed information on the complaints

Complaints	District	Facility	Action
Services are very poor	City of Johannesburg	Bella Vista Clinic	Complaint forwarded to Mr Masilela provincial coordinator and to Ms Sithole the district focal person
Waiting times are too long from 0830am to 1400pm.	Capricorn	Seshego 3 Clinic	Complaint forwarded to Ms Moshabela provincial coordinator and to Ms Mashego the district focal person
Alleged that nurses harass them and they lack respect	Ekurhuleni	Winnie Mandela Clinic	Complaint forwarded to Mr Masilela provincial coordinator and to Ms Kodisang the district focal person.
Long waiting times	Ekurhuleni	Ethafeni Clinic	Complaint forwarded to Mr Masilela provincial coordinator and to Ms Kodisang the district focal person
Complained that MomConnect messages are still not translated in Tsonga and excludes lot of illiterate people	Ehlanzeni	Cottdale Clinic	Complaint forwarded to Momconnect project
Complained that patients are not given alternative replacement of a meal if they are allergic to some food they are serving for the day	Ehlanzeni	Legogodi clinic	Complaint forwarded to Ms Mokoena provincial coordinator and to Ms Tsela the district focal person
Waiting period is too much. Alleged that the nurses go round the clinic without helping	Fezile Dabi	Phedisong Clinic	Complaint forwarded to Ms Mafura provincial coordinator and to Ms Kumalo district focal person
Been at the hospital from 0730am and was still not helped at 1100am	Mopani	Nkhensani Hospital	Complaint forwarded to Ms Moshabela provincial coordinator and to Ms Ragolane the district focal person
Complained that she went to the clinic to consult as she was sick	Nkangala	Klipfontein Clinic	Complaint forwarded to Ms Mokoena provincial coordinator

and was sent off without been seen and was advised to come back the next day			and to Ms Tsela the district focal person
Complained that she delivered her baby in the toilet because the nurses did not help her while in labour	Tshwane	Skinner Street Clinic	Complaint forwarded to Ms Mamabolo district focal person and to Ms Brink the QA manager
Lack of BCG vaccine	Overberg	Mount Pleasant Clinic	Complaint forwarded to Ms Arends provincial coordinator and to Ms Ludik the district focal person

## 2) Compliments (28/08/2015 to 04/09/2015)

Categories	Week ending 28/08/15 Number	28/08/15 to 04/09/15 Number
Like MomConnect	59	71
For the facility	22	11
For Staff	12	5
<b>TOTAL FOR THE REPORTING WEEK</b>	93	87
<b>TOTAL SINCE 22/08/2014</b>	2 723	2 810

Jane & Antonio