

Annexure Two

Service Delivery Improvement Programme

The White Paper on Transforming Public Service Delivery (1997) provides a framework for transforming the public service into an efficient, transparent and democratic institution that can serve the populace with distinction. In line with this commitment, the National Department of Health has a set of service delivery standards, which is a pledge to uphold.

The Department of Health pledges to protect the rights of both our internal and external clients in the following manner:

- All clients will be provided with caring and effective services through an integrated and comprehensive approach.
- All clients will be provided with effective, efficient and courteous attention whether in person or through the use of electronic media.
- Mechanisms and processes to deal with complaints about services shall be available at each health facility and at provincial and national offices.
- Stakeholders will be consulted on matters that affect them through statutory bodies, internal Departmental meetings and informal communication as appropriate.
- Print and electronic media will be used to communicate health policies, service standards, legislation and other matters related to the vision and mission of the Department in all official languages.

The Director-General will ensure that an operational plan is developed each year to strengthen service delivery by the National Department of Health. A process of monitoring the implementation and its outcomes backs this up.

Monitoring the implementation of the Strategic Plans

As indicated earlier, the aim of the Department of Health is to promote the health of all people in South Africa through a caring and effective national health system, based on the primary health care approach. It provides stewardship to the national health system through policy formulation, development of legislation, providing technical support to provinces, setting of norms and standards and monitoring inter-provincial equity. The Strategic Plan presented here needs to be effectively monitored if the Department is to achieve its goals. To enable proper monitoring of the Strategic Plan implementation at a national level, the following structures are in place and operate as indicated in the table below. In addition the organogram of the Department is such that internal mechanisms are in place as is the case for all government departments.

Structure	Participants	Frequency	Purpose
Management Committee Meetings.	All senior managers in the Department of Health.	Monthly.	Discussion of all management issues and assessment of progress on cross-cutting issues.
Senior Management Team.	All Cluster Managers.	Three times a month.	Discussion and consideration of strategic matters and provide guidance to management processes.
Director-General and Deputy Directors-General meetings.	DG, DDGs and Chief Financial Officer.	Every two weeks.	To discuss major strategic matters and provide advice to the branches on strategic work done in the branches.
Core Group meetings.	Minister, Deputy Minister, Director-General, Deputy Directors-General.	Every two weeks.	To discuss and provide strategic direction to the Department, develop and advise on the matters for discussion at the National Health Council meetings and advise the Minister on major issues affecting the Department and health services in the country and internationally.
Technical Committee of the National Health Council.	Meeting of DG, DDGs and Heads of Provincial Health Departments, representatives of SALGA and SA Military Health Services.	Two monthly.	To discuss matters that affect health service delivery in the country. To discuss matters and advise the National Health Council on relevant issues.
National Health Council.	Minister of Health, Deputy Minister, MECs of Health, DG, DDGs and HODs.	Every six weeks.	To discuss and receive reports on all matters relating to health service delivery.