



# An investigation into South Rand Hospital

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## 1. Executive summary

The South Rand Hospital is a level 1 district provincial hospital situated in The Hill in Johannesburg South. The hospital has 314 beds with an approved personnel establishment 584 and covers a catchment population is about 450 000 with additional referrals.

In response to complaints received from residents, a DA Johannesburg South constituency delegation conducted an unannounced visit to the hospital on 18 March 2022. The visit confirmed complaints about a water leak, a non-functioning lift, patients waiting for hours to be attended to, a dirty hospital and lax security.

The unprofessionalism and lack of health care and support appears to be going back a number of years. Our investigation on 28 March 2022 found that the water leak continued unabated and the lack of maintenance and the infrastructure continued. Hospital furniture which appeared to be in good working order was dumped behind the hospital building and left to decay and rust.

From these visits, questions were submitted to the Minister on 22 April 2022, after a number of follow up questions, replies received on 14 July 2022 revealed that there was over expenditure due to negligence from the financial year of 2019-20 to 2022-2023, to name just one example; an over-expenditure for water alone of R428 666,00 over-expenditure (ie; 158,77% over budget). This could have been omitted had the multi-year on-going water leak been attended to. The replies further indicated that over one-third (34,7%) of the staff at this hospital are not part of the hospital's core business.

Additional replies to questions dated 10 June 2022 and received on 21 July 2022, our unannounced visit on 19 July 2022 contradicts the replies. Furniture of various descriptions were found at the back of the hospital, most of which were in perfect order but had been damaged by the weather as it lay in the open-air without protection.

On 29 August 2022, a whistle-blower provided the information with photographic evidence that safety, health and medical protocols are not met.

On 1 October 2022, information from a whistle-blower showed that something as simple as managing the staff parking lot was not being done.

Replies received on 25 November 2022 indicated that the staff absenteeism averaged 5%. The internationally accepted average is 1,8%. A 4% absenteeism rate is deemed as high. Additionally the 3,9% staff vacancy has a great impact on services.

In February 2023 a hospital patient advised us that senior citizens are made to stand in the sun whilst waiting to see the doctor and that doctors are leaving due to the bad management of the hospital.

These and other similar more-recent facts indicate that there has been little to no improvement at this hospital. That patients are not treated properly and that potentially this hospital will continue to deteriorate as good doctors leave because of the continued bad management.

The South Rand Hospital needs to be rescued so that it can return to being the once-excellent hospital it previously was.

## 2. Introduction to South Rand Hospital

The South Rand Hospital is a level 1 district provincial hospital situated in the southern part of Johannesburg, in The Hill. It was officially opened in 18 June 1954 by the then Transvaal Administrator, Dr William Nicol.

The hospital has 314 beds with an approved personnel establishment 584 and covers a catchment population is about 450 000. Referrals are received from various clinics which means that the hospital actually have a much wider catchment area. South Rand Hospital refers patients to the Chris Hani Baragwanath Academic Hospital and the Charlotte Maxeke Academic Hospital for patients requiring medical care beyond level 1.

The hospital has five operating theatres. According to [www.sadoctors.co.za](http://www.sadoctors.co.za), 3 theatres are functional.

The hospital includes one main hospital building, a nurse's residence, a crèche and compound and site houses. Based on the same website, "currently the houses are planned for maternal homes, the EMS as well as the Cuban doctors".<sup>1</sup>

According to [travelground.com](http://travelground.com), the hospital focusses on rehabilitation services, but also offers other services. These services includes the following; audiological services, dentistry services, maternity ward, outpatient care clinic and speech therapy.

Services are free for the following;

- Pensioners, who can prove they receive SASSA grants,
- Pregnant women and children under the age of 6 years
- The Disabled, provided they provide "proof of disability/ doctors' certificate"

All other patients are charged an admission or consultation fee.<sup>2</sup>



<sup>1</sup> SA Doctors, [www.sadoctors.co.za](http://www.sadoctors.co.za), Retrieved on 7 October 2022, Retrieved from: <https://doctors-hospitals-medical-cape-town-south-africa.blaauwberg.net/hospitals-clinics-state-hospitals/state-public-hospitals-clinics-gauteng-south-africa/south-rand-hospital-rosettenville-johannesburg-gauteng-south-africa>

<sup>2</sup> Travelground, Retrieved on 7 October 2022, Retrieved from: <https://www.travelground.com/attractions/south-rand-hospital>

### 3. Investigation into the South Rand Hospital

In response to complaints received from residents, a delegation from the DA Johannesburg South constituency conducted an unannounced visit to the hospital on 18 March 2022. The visit confirmed the resident's complaints about a water leak emanating from the hospital and running along Short street, adjacent to the hospital.

Subsequently in speaking to residents, they advised that there has been a leak for at least 5 years.

After inspecting the perimeter of the hospital, the delegation entered the hospital.



**Visit by DA delegation to the South Rand Hospital on 18 March 2022**



**Water leak into a drain on the hospital premises**



**Flooded drain due to the leak on the hospital premises**


This visit further uncovered the following:

- **A non-functioning lift,**
  - as a result,
  - Some patients had to be carried up the stairs,
  - Food and equipment had to be moved via the stairs,
- **Patients that had been waiting for hours unattended,**
  - Patients reported that they had been waiting for hours and had not yet been attended to,
  - Patients included frail, sickly and elderly patients,
- **The hospital lacked general cleanliness,**
  - Our walk-through showed that there appeared to be a lack of proper cleaning and hygiene protocols,

- Toilets in a general state of disrepair and lacked cleanliness
- **Security was very lax,**
  - We were able to enter the hospital with ease, with no identification or questioning,
  - It appeared that anyone could enter and exit the hospital with ease and without being stopped, identified or questioned.

#### 4. A long-term problem

The unprofessionalism and lack of health care and support appears to be going back a number of years as is witnessed on various online sites, such as this example going back to 2016,<sup>3</sup> and more recently;<sup>4</sup>



**Nicole P**  
4 reviews | Active since May 2016



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★ ★ ★ ★ ★ 28 Apr 2018 at 11:11am

**Worst health care assistance ever.**

My name is Nicole Petersen. I would really like to inform you of my terrible 2nd visit to this hospital. Firstly about 2years ago my husband dislocated his collar bone. After doing x-ray's they told him nothing was wrong. The dislocated bone is now standing out, you can see the bone is loose. Then Wednesday I ...

---

 Business has not replied 



**Cindy Gonçalves**  
2 reviews | Active since Aug 2021

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★ ★ ★ ★ ★ 05 Mar 2022 at 21:37pm

**Disgusting service**

Terrible service. They should close that hospital down because nothing gets done anyway..

---

 Business has not replied 

Even the hospital's own Facebook page echoes these sentiments, as per a post from January 2022;<sup>5</sup>

<sup>3</sup> Hellopeter.com. Retrieved on 7 October 2022. Retrieved from: <https://www.hellopeter.com/southrand-hospital?page=2>

<sup>4</sup> Hellopeter.com. Retrieved on 7 October 2022. Retrieved from: Retrieved from: <https://www.hellopeter.com/southrand-hospital>

<sup>5</sup> Facebook.com. Retrieved on 7 October 2022. Retrieved from: <https://www.facebook.com/SouthRandHospital1/about>



**Lan Zana**  doesn't recommend **South Rand Hospital.**



January 14 · 

The service of your Dr's and Nurses are pathetic, they don't even know the place they work at, Tuesday I was kept all night with severe chest pain and difficulty breathing a Voltaren injection and some other heavy injection was given to me and I was left to sleep on a chair, 2days later I'm back because I need to collect blood results and I'm told too bad the internet is off and they can't access the results I tell them I'm coughing up blood and they just look at me Won't come here again

1 Comment



Like



Comment



Share



**Carol Chauke**  
The dental care

Like Reply 32w



Write a comment...



## 5. Additional information obtained

### 5.1 Unannounced visit to the hospital: 28 March 2022

On 28 March 2022, our investigation uncovered the following;

- Hospital furniture which appeared to be in good working order was dumped at the back of the hospital building and left to decay and rust thanks to the elements of the weather. If the furniture was to be disposed of, then why was it not in the first place?
- It was clear that the water leak continued unabated and unresolved.
- The lack of maintenance, upkeep and repair of the building and infrastructure was evident.



**It was clear that the water leak continued unabated and unresolved as evidenced above. Our visit on 19 July 2022 still found the leak there**



**Evidence of a lack of maintenance and repair so desperately needed**



**It was clear that the water leak continued unabated and unresolved**



**Hospital furniture which appeared to be in good working order abandoned behind the hospital building**



**Hospital beds which appeared to be in good working order abandoned behind the hospital building. This furniture has been left abandoned for months.**



**Rubbish and a skip filled with waste is left uncollected and abandoned**

## 6. Official questions submitted to the Minister of Health

As a result of the information obtained from our unannounced visits to the hospital, a number of questions were submitted to the Minister of Health.

### 22 April 2022

On 22 April 2022, a set of questions were submitted to the Minister of Health.

The questions tabled were;

- (1) *With reference to the South Rand Hospital in (a) each of the past three financial years and (b) the current financial year, what was the (i) allocated budget and expenditure, (ii) average expenditure in each month for water, electricity, security and security services, food and catering services, maintenance and upgrades, cleaning services, medication, consumables and disposables and (iii)(aa) maximum bed capacity and (bb) average bed occupancy in each month;*
- (2) *what is the (a) staff complement currently in each department of the hospital and (b) total number of posts that are unfilled currently in each department?*

### 13 May 2022

The Minister replied on 13 May 2022 advising that he was “consulting with the Gauteng Provincial Department of Health to source the relevant details in this regard.” And that the “response will be submitted as soon as information has been obtained from the Gauteng Provincial Department of Health.”<sup>i</sup>

### 20 June 2022

As no reply to the above question was received another set of questions were submitted on 20 June 2022 as follows;

*Whether, with reference to his reply to question 1457 on 13 May 2022, he has received the information from the Gauteng Provincial Department of Health; if not, what is the position in this regard; if so, on what date will he furnish Mr M S F de Freitas with the information?*

### 4 July 2022

On 4 July 2022, the Minister repeated the reply of 13 May 2022.<sup>ii</sup>

### 14 July 2022

On 14 July 2022, a reply was received from the Minister as follows<sup>iii</sup>;

*According to the Gauteng Provincial Department of Health, the tables below reflect the details in this regard:*

**1457: Mr MSF de Freitas (DA) to ask the Minister of Health:**

- (1) With reference to the South Rand Hospital in (a) each of the past three financial years and (b) the current financial year, what was the (i) allocated budget and expenditure, (ii) average expenditure in each month for water, electricity, security and security services, food and catering services, maintenance and upgrades, cleaning services, medical, consumables and disposables and (iii)(aa) maximum bed capacity and (bb) average bed occupancy in each month;
- (2) what is the (a) staff complement currently in each department of the hospital and (b) total number of posts that are unfilled currently in each department?

(1) (a) The tables below reflect the details in this regard.

(a) for the past three financial years										(b) current financial year		
ITEM	(Year 1) 2019/20			(Year 2) 2020/21			(Year 3) 2021/22			Current (2022/23)		
	(i) Budget	(i) Expenditure	(ii) Average PM	(i) Budget	(i) Expenditure	(ii) Average PM	(i) Budget	(i) Expenditure	(ii) Average PM	(i) Budget	(i) Expenditure	(ii) Average PM
WATER	1,540,000	3,540,092	295,007.67	700,000	1,674,467	139,539	500,000	2,419,588	201,632	500,000	749,851	62,488
ELECTRICITY	3,160,000	5,509,217	459,101.42	4,900,000	5,786,766	482,231	500,000	2,489,474	207,456	500,000	-	-
SECURITY AND SECURITY SERVICES	7,000,000	7,822,471	651,872.56	6,250,000	7,968,236	664,020	6,000,000	6,798,851	566,571	7,000,000	4,079,310	339,943
FOOD AND CATERING SERVICES	4,000,000	3,682,915	306,909.60	3,000,000	4,089,276	336,606	4,000,000	5,489,719	457,477	5,000,000	1,690,436	140,870
MAINTENANCE AND UPGRADE	1,134,000	10,890	907.51	1,200,000	-	-	100,000	1,516,355	126,363	1,312,000	-	-
CLEANING SERVICES	-	-	-	500,000	-	-	300,000	-	-	-	-	-
MEDICATION	20,239,000	18,638,026	1,553,168.84	19,210,000	16,220,782	1,351,732	17,500,000	16,811,392	1,400,949	16,600,000	5,669,243	472,437
CONSUMABLES AND DISPOSAL	7,920,000	5,425,314	452,109.53	7,520,000	3,865,841	322,153	16,008,000	25,208,547	2,100,712	5,048,000	1,162,395	96,866
<b>TOTAL</b>	<b>44,993,000</b>	<b>44,628,926</b>	<b>3,719,077.13</b>	<b>43,280,000</b>	<b>39,555,369</b>	<b>3,296,281</b>	<b>44,908,000</b>	<b>60,733,926</b>	<b>5,061,160</b>	<b>35,960,000</b>	<b>13,351,285</b>	<b>1,112,603</b>

(b) (iii) (aa) Maximum bed capacity of the hospital is 278.

(bb) Average bed occupancy is 60% because of reduced COVID-19 admissions.

(2) (a)-(b) The following table reflects the details in this regard.

Department	(a) Staff complement currently	(b) Posts that are unfilled
Executive Management	7	1
Administration Staff	76	3
Medical Staff	45	2
Clinical Support Staff	52	0
Nursing Staff	332	7
Support Services	137	2
Hospital Board members	5	0
<b>Total</b>	<b>657</b>	<b>15</b>

END.

## 6.1 Analysis of replies by Minister to questions 1457 and 2374

(Year 1) 2019/20									
ITEM	(i) Budget	(i) Expenditure	(iii) Average PM	Difference between Budget & Expenditure	Percentage Difference between Budget & Expenditure	Difference between Budget & Expenditure: Average PM	Analysis	Comment	
WATER	1 540 000,00	3 540 092,00	295 007,67	-2 000 092,00	-129,88%	-166 674,33	↑ Over-expenditure of over R2-million (over 129%)	This is as a result of the continuous water leak which is unresolved.	
ELECTRICITY	3 160 000,00	5 509 217,00	459 101,42	-2 349 217,00	-74,34%	-195 768,08	↑ Over-expenditure of over R2.3-million (over 74%)	Electricity appears to not be used sparingly despite the Eskom crises.	
SECURITY AND SECURITY SERVICES	7 000 000,00	7 822 471,00	651 872,56	-822 471,00	-11,75%	-68 539,25	↑ Over-expenditure of over R822 000 (over 11%)	Over-expenditure yet experience shows very lax security.	
FOOD AND CATERING SERVICES	4 000 000,00	3 682 915,00	306 909,60	317 085,00	7,93%	26 423,75	↓ Under-expenditure of over R317 000 (over 7%)	Could this under-expenditure be why there is a high number of complaints about the food quality?	
MAINTENANCE AND UPGRADE	1 134 000,00	10 890,00	907,51	1 123 110,00	99,04%	93 592,50	↓ Under-expenditure of over R1,1-million (over 99%)	This under-expenditure matches the state of the hospital and the lack of maintenance and upgrade, so sorely needed.	
CLEANING SERVICES				0,00		0,00	↔ Nothing budgetted nor spent on cleaning services?	Does this mean that cleaning is not done at the hospital or is this taken from another line item?	
MEDICATION	20 239 000,00	18 638 026,00	1 553 168,84	1 600 974,00	7,91%	133 414,50	↓ Under-expenditure of over R1,6-million (over 7%)	Under-expenditure for an important item.	
CONSUMABLES AND DISPOSAL	7 920 000,00	5 425 314,00	452 109,53	2 494 686,00	31,50%	207 890,50	↓ Under-expenditure on consumables and disposals by over R2,4-million (over 31%)	For such a busy hospital, this under-expenditure seems a little excessive.	
TOTAL	44 993 000,00	44 628 925,00	3 719 077,13	364 075,00	0,81%	30 339,58	↓ The bottomline expenditure is slightly under the allocated budget. From a distance, this does not seem too severe (and could even be considered good) considering the overall scheme of things, until one starts scrutinising the line item detail.	It appears that the bottomline is scrutinised at whilst ignoring the line item detail, thus "hiding" much of the detail information.	

(Year 2) 2020/21									
ITEM	(i) Budget	(i) Expenditure	(iii) Average PM	Difference between Budget & Expenditure	Percentage Difference between Budget & Expenditure	Difference between Budget & Expenditure: Average PM	Analysis	Comment	
WATER	700 000,00	1 674 467,00	139 539,00	-974 467,00	-139,21%	-81 205,58	↑ Over-expenditure of over R975 000 (over 139%)	This is as a result of the continuous water leak which is unresolved.	
ELECTRICITY	4 900 000,00	5 786 766,00	482 231,00	-886 766,00	-18,10%	-73 897,17	↑ Over-expenditure of over R886 000 (over 18%)	Electricity appears to not be used sparingly despite the Eskom crises.	
SECURITY AND SECURITY SERVICES	6 250 000,00	7 968 236,00	664 020,00	-1 718 236,00	-27,49%	-143 186,33	↑ Over-expenditure of over R1,7-million (over 27%)	Over-expenditure yet experience shows very lax security.	
FOOD AND CATERING SERVICES	3 000 000,00	4 039 276,00	335 606,00	-1 039 276,00	-34,64%	-86 606,33	↑ Over-expenditure of over R1-million (over 34%)	Compared to the previous year, more was spent on food and catering services. Complaints from patients pertaining to food quality continue unabated.	
MAINTENANCE AND UPGRADE	1 200 000,00			1 200 000,00	100,00%	100 000,00	↔ No expenditure on maintenance and upgrades	99% of the allocated budget in the previous financial year was unspent. No budget allocated to maintenance and upgrade in this financial year.	
CLEANING SERVICES	500 000,00			500 000,00	100,00%	41 666,67	↔ No expenditure on cleaning services.	Nothing was allocated to this line item in the previous financial year. Although an amount was allocated to this line item in this financial year, nothing was spent.	
MEDICATION	19 210 000,00	16 220 782,00	1 351 732,00	2 989 218,00	15,56%	249 101,50	↓ Under-expenditure on medication by over R2,9-million (over 15%)	There was unspending in this line item in this financial year as well as the previous year.	
CONSUMABLES AND DISPOSAL	7 520 000,00	3 865 841,00	322 153,00	3 654 159,00	48,59%	304 513,25	↓ Under-expenditure on consumables and disposals by over R3,6-million (over 48%)	Under-expenditure in this financial year as well as the previous financial year.	
TOTAL	43 280 000,00	39 555 368,00	3 296 281,00	3 724 632,00	8,61%	310 386,00	↓		

(Year 3) 2021/22									
ITEM	(i) Budget	(ii) Expenditure	(iii) Average PM	Difference between Budget & Expenditure	Percentage Difference between Budget & Expenditure	Difference between Budget & Expenditure: Average PM		Analysis	Comment
WATER	500 000,00	2 419 588,00	201 632,00	-1 919 588,00	-383,92%	-159 965,67	↑	Over-expenditure of over R1,9-million (over 383%)	This is as a result of the continuous water leak which is unresolved.
ELECTRICITY	500 000,00	2 489 474,00	207 456,00	-1 989 474,00	-397,89%	-165 789,50	↑	Over-expenditure of over R1,9-million (over 397%)	Electricity appears to not be used sparingly in all financial years, although the amount allocated for this line item is very low compared to the previous financial year.
SECURITY AND SECURITY SERVICES	6 000 000,00	6 798 851,00	566 571,00	-798 851,00	-13,31%	-66 570,92	↑	Over-expenditure of over R798 000 (over 137%)	Over-expenditure yet experience shows very lax security.
FOOD AND CATERING SERVICES	4 000 000,00	5 489 719,00	457 477,00	-1 489 719,00	-37,24%	-124 143,25	↑	Over-expenditure of over R1,4-million (over 37%)	Compared to the previous year, more was spent on food and catering services. Complaints from patients pertaining to food quality continue.
MAINTENANCE AND UPGRADE	100 000,00	1 516 355,00	126 363,00	-1 416 355,00	-1416,36%	-118 029,58	↑	Over-expenditure of over R1,4-million (over 1416%)	In the 2019/20 99% of the budget was unspent for this line item. In the 2020/21 no budget was allocated to this line item. In this financial year over R1,4-million (or over 1416% of the allocated budget) was over-spent when only 1% of the allocated budget for this line item in the last 2 financial years combined.
CLEANING SERVICES	300 000,00			300 000,00	100,00%	25 000,00	↔	No expenditure on cleaning services	In the 2019/20 financial year nothing was allocated to this line item. In the 2020/21 R500 000,00 was allocated to this line item, but nothing was spent in this financial year. In the 2021/22 financial year, again nothing was spent despite there being an allocation of R300 000,00 to this
MEDICATION	17 500 000,00	16 811 392,00	1 400 949,00	688 608,00	3,93%	57 384,00	↓	Under-expenditure on medication by over R688 000 (over 3%)	There has been consistent underspending of this line item. In this financial there was an almost 4% underspending of this line item.
CONSUMABLES AND DISPOSAL	16 008 000,00	25 208 547,00	2 100 712,00	-9 200 547,00	-57,47%	-766 712,25	↑	Over-expenditure of over R9,2-million (over 57%)	There has been consistent underspending of this line item. In this financial there was the most under-
<b>TOTAL</b>	<b>44 908 000,00</b>	<b>60 733 926,00</b>	<b>5 061 160,00</b>	<b>-15 825 926,00</b>	<b>-35,24%</b>	<b>-1 318 827,17</b>	↑		

(b) current financial year (March 2022 to June 2022)									
Current (2022/23)									
ITEM	(i) Budget	(ii) Expenditure	(iii) Average PM	Difference between Budget & Expenditure	Percentage Difference between Budget & Expenditure	Difference between Budget & Expenditure: Average PM		Analysis	Comment
WATER	500 000,00	749 851,00	62 488,00	-249 851,00	-49,97%	-20 820,92	↓	Over-expenditure by over R249 000 (over 49%)	This leak continues without any attempt by the hospital to resolve this and stop the water wastage.
ELECTRICITY	500 000,00			500 000,00	100,00%	41 666,67	↔	No expenditure on electricity??	Electricity appears to not be used sparingly in all financial years, although the amount allocated for this line item is very low compared to the previous
SECURITY AND SECURITY SERVICES	7 000 000,00	4 079 310,00	339 943,00	2 920 690,00	41,72%	243 390,83	↓	Under-expenditure of R2,9-million (over 41%)	Over-expenditure yet experience shows very lax security.
FOOD AND CATERING SERVICES	5 000 000,00	1 690 436,00	140 870,00	3 309 564,00	66,19%	275 797,00	↓	Under-expenditure of R3,3-million (over 66%)	This is a great unexpenditure (over 66%) for this item. This correlates with the complaints about food quality.
MAINTENANCE AND UPGRADE	1 312 000,00			1 312 000,00	100,00%	109 333,33	↔	No expenditure on maintenance and upgrade?	In the 2019/20 99% of the budget was unspent for this line item. In the 2020/21 no budget was allocated to this line item. In the 2021/22 financial year over R1,4-million (or over 1416% of the allocated budget) was over-spent when only 1% of the allocated budget for this line item in the last 2 financial years combined. In this financial year, although over 1,3 million has been allocated to this line
CLEANING SERVICES				0,00		0,00	↔	No budget nor expenditure on cleaning services	In the 2019/20 financial year nothing was allocated to this line item. In the 2020/21 R500 000,00 was allocated to this line item, but nothing was spent in this financial year. In the 2021/22 financial year, again nothing was spent despite there being an allocation of R300 000,00 to this
MEDICATION	16 600 000,00	5 669 243,00	472 437,00	10 930 757,00	65,85%	910 896,42	↓	Under-expenditure of R10,9-million (over 65%)	There has been consistent underspending on this line item. It appears that there will be underspending in this financial year as well.
CONSUMABLES AND DISPOSAL	5 048 000,00	1 162 395,00	96 866,00	3 885 605,00	76,97%	323 800,42	↓	Under-expenditure of R3,8-million (over 76%)	There has been consistent underspending on this line item. It appears that there will be underspending in this financial year as well.
<b>TOTAL</b>	<b>35 960 000,00</b>	<b>13 351 235,00</b>	<b>1 112 604,00</b>	<b>22 608 765,00</b>	<b>62,87%</b>	<b>1 884 063,75</b>	↓		
<b>Consolidated Financial years 2019-20/ 2020-21/2021-22/2022-23 (YTD)</b>									

Consolidated Financial years 2019-20/ 2020-21/2021-22/2022-23 (YTD)									
ITEM	(i) Consolidated Budgets	(i) Consolidated Expenditures	(iii) Consolidated Averages PM	Difference between Budget & Expenditure	Percentage Difference between Budget & Expenditure	Difference between Budget & Expenditure: Average PM		Analysis	Comment
WATER	3 240 000,00	8 383 998,00	698 666,67	-5 143 998,00	-158,77%	-428 666,50	↑	Over-expenditure of over R5,1-million (over 158%)	This leak continues without any attempt by the hospital to resolve this and stop the water wastage.
ELECTRICITY	9 060 000,00	13 785 457,00	1 148 788,42	-4 725 457,00	-52,16%	-393 788,08	↑	Over-expenditure of over R4,7-million (over 52%)	Electricity appears to not be used sparingly in all financial years, although the amount allocated for this line item is very low compared to the previous
SECURITY AND SECURITY SERVICES	26 250 000,00	26 668 868,00	2 222 406,56	-418 868,00	-1,60%	-34 905,67	↑	Over-expenditure of over R418 000 (over 1%)	Over-expenditure yet experience shows very lax security.
FOOD AND CATERING SERVICES	16 000 000,00	14 902 346,00	1 241 862,60	1 097 654,00	6,86%	91 471,17	↓	Under-expenditure by over R1-million (over 6%)	This final figure indicates a 6% under-spend compared to the budget.
MAINTENANCE AND UPGRADE	3 746 000,00	1 527 245,00	127 270,51	2 218 755,00	59,23%	184 896,25	↓	Under-expenditure by over R2,2-million (over 59%)	The combined under-expenditure total for this line item is a massive over 59%.
CLEANING SERVICES	800 000,00	0,00	0,00	800 000,00	100,00%	66 666,67	↔	No expenditure on cleaning services?	Nothing has been spent on this line item despite there being budget allocated in most of the financial years.
MEDICATION	73 549 000,00	57 339 443,00	4 778 286,84	16 209 557,00	22,04%	1 350 796,42	↓	Under-expenditure by over R16-million (over 22%)	The combined under-expenditure total for this line item is a massive 22%.
CONSUMABLES AND DISPOSAL	36 496 000,00	35 662 097,00	2 971 840,53	833 903,00	2,28%	69 491,92	↓	Under-expenditure by over R833 000 (over 2%)	The combined under-expenditure total for this line item is a respectable 2%.
<b>TOTAL</b>	<b>169 141 000,00</b>	<b>158 269 454,00</b>	<b>13 189 122,13</b>	<b>10 871 546,00</b>	<b>6,43%</b>	<b>905 962,17</b>	↓		

Department	(a)		(b)		Medical staff compliment	Medical staff compliment (Percentage)	Comment
	Staff complement currently	Staff compliment currently (Percentage)	Posts that are unfilled	Posts that are unfilled (Percentage)			
Executive Management	7	1,07%	1	0,15%			
Administration Staff	76	11,57%	3	0,46%			
Medical Staff	45	6,85%	2	0,30%	45	10,49%	
Clinical Support Staff	52	7,91%	0	0,00%	52	12,12%	
Nursing Staff	332	50,53%	7	1,07%	332	77,39%	
Support Services	137	20,85%	2	0,30%			
Hospital Board members	5	0,76%	0	0,00%			
<b>Total</b>	<b>657</b>	<b>100,00%</b>	<b>15</b>	<b>2,28%</b>	<b>429</b>	<b>65,30%</b>	This means that 34,7% of the staff compliment is not directly involved with the core-business of a hospital.

## 7. Replies received for question 2271

On 21 July 2022, in response to official questions (Question 2271) I had posed to the Minister, the following replies were received;<sup>iv</sup>

### **FOR WRITTEN REPLY**

#### **QUESTION NO. 2271**

#### **DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 10 JUNE 2022** **(INTERNAL QUESTION PAPER NO. 23)**

#### **Mr M S F de Freitas (DA) to ask the Minister of Health:**

What (a) amount has been paid by his department for the purchase of (i) office furniture, (ii) beds, (iii) medication, (iv) bed linen and blankets and (v) pillows and pillow cases in the (aa) past three financial years and (bb) since 1 January 2022 by the South Rand Hospital in Johannesburg, (b) is the value of each item in each financial year and (c) informs the decision to purchase the specified items in each financial year?

NW2686E

#### **REPLY:**

According to the Gauteng Provincial Department of Health, the following details provide the responses in this regard:

(a)

South Rand Hospital	(aa)			(bb)
	2019/20	2020/21	2021/22	Since 1 January 2022
Office furniture	R233 565,00	R770 508,50	R424 499,50	R0,00
Beds	R993 268,93	R2 764 455,72	R3 122 868,00	R0,00
Medication	R10 164 376,93	R13 292 299,42	R12 498 823,64	R5 669 243,48
Bedlinen and blankets	R221 425,00	R39 600,00	R0,00	R868 544
Pillow and pillow cases	R85 300,00	R20 520,00	R0,00	R67 820

(b) Value of each item in each financial year

	2019/20	2020/21	2021/22
Office furniture	R1 717,39	R965,55	R5 306,24
Beds	R7 699,76	R13 290,65	R31 228,68
Medication	An average value for medication will not yield an accurate figure due to the types of medication purchased, to maintain minimum medicines stock available		
Bedlinen and blankets	R260,50	R330,00	None
Pillow and pillow cases	R289,15	R190,00	None

(c) The decision to purchase is informed as follows:

	2019/20	2020/21	2021/22
Office furniture	Replacement after been worn out	Replacement after been worn out	Replacement after been worn out
Beds	Replacement of old un-adjustable high beds and broken beds with new high-low beds	Replacement of old un-adjustable high beds and broken beds with new high-low beds	Replacement of old un-adjustable high beds and broken beds with new high-low beds
Medication	To keep minimum stock available		
Bedlinen and blankets	Replacement after been worn out	Replacement after been worn out	None purchased
Pillow and pillow cases	Replacement after been worn out	Replacement after been worn out	None purchased

Although the replies were dated 10 June 2022 and received 21 July 2022, our unannounced visited on 19 July 2022 contradict the above replies. Furniture of various descriptions were found at the back of the hospital, most of which were in perfect order but had been damaged by the weather as it lay in the open-air without protection.



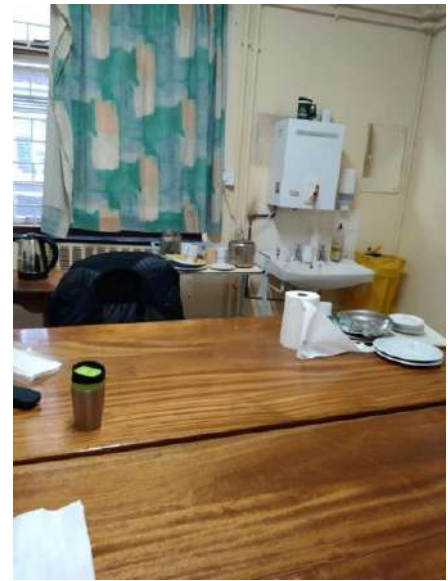


## 8. Whistle-blower provides additional information

On 29 August 2022, a whistle-blower provided the following information with photographic evidence:

The respiratory ward was converted to a COVID-19 confirmed positive Ward, with no sluice room.

The staff handwashing sink was used for handwashing, dish washing and the patient's dishes. The same room was used as a staff kitchen and dining room, as well as patient's kitchen.

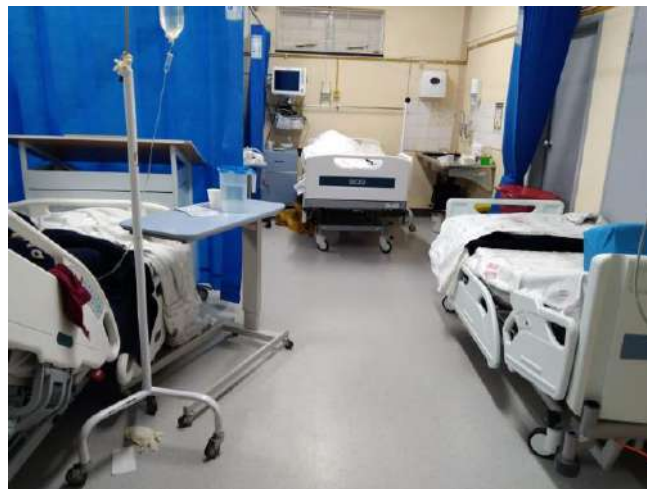


Medical trolleys are used interchangeably as cleaning trolleys as well.

Covid waste boxes are left in the passage in a stuffy and therefore dangerous environment for patients and staff.



Both genders are kept in the same wards with only the curtains to maintain privacy.



Medicine trolleys are left next to COVID waste boxes, which is a serious health hazard.



This is a direct quote from the whistle-blower:

*“The COVID-19 positive management is fully aware of this working condition and they turn the blind eye. Apparently the COVID-19 ward that was used before is now converted to labour, everyone works to save his/ her job here, no safety protocols are maintained. ....all must follow even if it comprises the OHS acts, the environment is not conducive for keeping the ward.*

*Last week the mother left her healthy child with the sister who works at a COVID ward to look after the baby while she was doing x-rays, that action compromises the health of the baby who was just exposed to the COVID, the mother also I think had no idea on what is really happening in that ward.”*

## 9. South Rand Hospital staff

### 9.1 Hospital staff parking lot

On 1 October 2022, a whistle-blower provided the following information:

*“The parking lot has only the remote control to open, it was stolen last month at night. I am told now that they use a padlock to open the parking lot. Apparently the PO (Purchase Order) was sent to head office to be signed off but to date no remote has been replaced. This parking lot can accommodate only about 30 cars. The parking lot is nothing special, no car-ports, with the cars being left in the sun all day, yet staff members are charged for the use of the parking lot. Staff members are afraid to park there as there is no security.”*

### 9.2 Staff absenteeism rate

The International Organisation for Standardisation (ISO) have defined an absenteeism rate as an annual recording of unexpected staff absences caused by sickness or other personal reasons. The ISO have also established that an average rate is 1.8%. For a healthy absenteeism rate, 1.5% is what you should be aiming for. Absence is impossible to prevent. A rate above 4% may be deemed a high absence rate. As the average rate is 1.8% is healthy.<sup>6</sup>

Replies (received on 25 November 2022) to Question 3995<sup>v</sup>, reflects the following;

Financial Year	Average absenteeism rate	Comment
2020/21	5%	12 months
2021/22	5%	12 months
2022/23	4%	(6 month analysis)

According to international practice and by the ISO, an absenteeism rate above 4% is deemed as “high”. Replies directly from the Minister confirms a high absenteeism rate.

In addition, the Minister’s reply indicates that there are 26 vacant posts which equates to high 3,9% and will definitely have an impact on services despite the replies.

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<sup>6</sup> Brighthr.com, *Absenteeism Rate*, Retrieved from: <https://www.brighthr.com/articles/leave-and-absence/absenteeism-rate/#:~:text=A%20rate%20above%204%25%20may,can%20sometimes%20be%20a%20problem.>

## 10.No light at the end of the tunnel?

### 10.1 Patients speak up about their experience

On 27 February 2023 a patient of the hospital provided the following information:

1. The South Rand Hospital “are not letting senior citizens who have appointments for the doctors in, they are making stand outside in the sun”
2. “...we are losing good doctors at the South Rand because of bad management”

These facts indicate that there has been little to no improvement at this hospital. That patients are not treated properly and that potentially this hospital will continue to deteriorate as good doctors leave because of the continued bad management.

The South Rand Hospital needs to be rescued so that it can return to being the once-excellent hospital it previously was.

## **Questions and replies in detail**

### **i FOR WRITTEN REPLY**

#### **QUESTION NO. 1457**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 22 APRIL 2022**  
**(INTERNAL QUESTION PAPER NO. 14)**

#### **Mr M S F de Freitas (DA) to ask the Minister of Health:**

- (1) With reference to the South Rand Hospital in (a) each of the past three financial years and (b) the current financial year, what was the (i) allocated budget and expenditure, (ii) average expenditure in each month for water, electricity, security and security services, food and catering services, maintenance and upgrades, cleaning services, medication, consumables and disposables and (iii)(aa) maximum bed capacity and (bb) average bed occupancy in each month;
- (2) what is the (a) staff complement currently in each department of the hospital and (b) total number of posts that are unfilled currently in each department?

NW1775E

#### **REPLY:**

The National Department of Health is consulting with the Gauteng Provincial Department of Health to source the relevant details in this regard. The Gauteng Provincial Department has been requested to provide the Ministry with the required information to enable the Minister to provide the response to the Honourable Member's question. The response will be submitted as soon as information has been obtained from the Gauteng Provincial Department of Health.

END.

### **ii FOR WRITTEN REPLY**

#### **QUESTION NO. 2374**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 20 JUNE 2022**  
**(INTERNAL QUESTION PAPER NO. 24)**

#### **Mr M S F de Freitas (DA) to ask the Minister of Health:**

Whether, with reference to his reply to question 1457 on 13 May 2022, he has received the information from the Gauteng Provincial Department of Health; if not, what is the position in this regard; if so, on what date will he furnish Mr M S F de Freitas with the information?

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NW2797E

**REPLY:**

No, the information is still being awaited from the Gauteng Provincial Department of Health, it will be submit as soon as it is received.

END.

iii **FOR WRITTEN REPLY**

**QUESTION NO. 2374**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 20 JUNE 2022**  
**(INTERNAL QUESTION PAPER NO. 24)**

**Mr M S F de Freitas (DA) to ask the Minister of Health:**

Whether, with reference to his reply to question 1457 on 13 May 2022, he has received the information from the Gauteng Provincial Department of Health; if not, what is the position in this regard; if so, on what date will he furnish Mr M S F de Freitas with the information?

NW2797E

**REPLY:**

According to the Gauteng Provincial Department of Health, the tables below reflect the details in this regard:

**1457: Mr MSF de Freitas (DA) to ask the Minister of Health:**

- (1) *With reference to the South Rand Hospital in (a) each of the past three financial years and (b) the current financial year, what was the (i) allocated budget and expenditure, (ii) average expenditure in each month for water, electricity, security and security services, food and catering services, maintenance and upgrades, cleaning services, medical, consumables and disposables and (iii)(aa) maximum bed capacity and (bb) average bed occupancy in each month;*
  - (2) *what is the (a) staff complement currently in each department of the hospital and (b) total number of posts that are unfilled currently in each department?*
- (1) (a) The tables below reflect the details in this regard.

ITEM	(a) for the past three financial years			(Year 2) 2020/21			(Year 3) 2021/22			(b) current financial year		
	(i) Budget	(i) Expenditure	(ii) Average PM	(i) Budget	(i) Expenditure	(ii) Average PM	(i) Budget	(i) Expenditure	(ii) Average PM	(i) Budget	(i) Expenditure	(ii) Average PM
WATER	1,540,000	3,540,092	295,007.67	700,000	1,674,467	139,539	500,000	2,419,588	201,632	500,000	749,851	62,488
ELECTRICITY	3,160,000	5,509,217	459,101.42	4,900,000	5,786,766	482,231	500,000	2,489,474	207,456	500,000	-	-
SECURITY AND SECURITY SERVICES	7,000,000	7,822,471	651,872.56	6,250,000	7,968,236	664,020	6,000,000	6,798,851	566,571	7,000,000	4,079,310	339,943
FOOD AND CATERING SERVICES	4,000,000	3,682,915	306,909.60	3,000,000	4,089,276	336,606	4,000,000	5,489,719	457,477	5,000,000	1,690,436	140,870
MAINTENANCE AND UPGRADE	1,134,000	10,890	907.51	1,200,000	-	-	100,000	1,516,355	126,363	1,312,000	-	-
CLEANING SERVICES	-	-	-	500,000	-	-	300,000	-	-	-	-	-
MEDICATION	20,239,000	18,638,026	1,553,168.84	19,210,000	16,220,782	1,351,732	17,500,000	16,811,392	1,400,949	16,600,000	5,669,243	472,437
CONSUMABLES AND DISPOSAL	7,920,000	5,425,314	452,109.53	7,520,000	3,865,841	322,153	16,008,000	25,208,547	2,100,712	5,048,000	1,162,395	96,866
<b>TOTAL</b>	<b>44,993,000</b>	<b>44,628,926</b>	<b>3,719,077.13</b>	<b>43,280,000</b>	<b>39,555,369</b>	<b>3,296,281</b>	<b>44,908,000</b>	<b>60,733,926</b>	<b>5,061,160</b>	<b>35,960,000</b>	<b>13,351,235</b>	<b>1,112,603</b>

(b) (iii) (aa) Maximum bed capacity of the hospital is 278.

(bb) Average bed occupancy is 60% because of reduced COVID-19 admissions.

(2) (a)-(b) The following table reflects the details in this regard.

Department	(a) Staff complement currently	(b) Posts that are unfilled
Executive Management	7	1
Administration Staff	76	3
Medical Staff	45	2
Clinical Support Staff	52	0
Nursing Staff	332	7
Support Services	137	2
Hospital Board members	5	0
<b>Total</b>	<b>657</b>	<b>15</b>

END.

iv **FOR WRITTEN REPLY**

**QUESTION NO. 2271**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 10 JUNE 2022**  
**(INTERNAL QUESTION PAPER NO. 23)**

**Mr M S F de Freitas (DA) to ask the Minister of Health:**

What (a) amount has been paid by his department for the purchase of (i) office furniture, (ii) beds, (iii) medication, (iv) bed linen and blankets and (v) pillows and pillow cases in the (aa) past three financial years and (bb) since 1 January 2022 by the South Rand Hospital in Johannesburg, (b) is the value of each item in each financial year and (c) informs the decision to purchase the specified items in each financial year?

NW2686E

**REPLY:**

According to the Gauteng Provincial Department of Health, the following details provide the responses in this regard:

(a)

South Rand Hospital	(aa)			(bb)
	2019/20	2020/21	2021/22	Since 1 January 2022
Office furniture	R233 565,00	R770 508,50	R424 499,50	R0,00
Beds	R993 268,93	R2 764 455,72	R3 122 868,00	R0,00
Medication	R10 164 376,93	R13 292 299,42	R12 498 823,64	R5 669 243,48
Bedlinen and blankets	R221 425,00	R39 600,00	R0,00	R868 544
Pillow and pillow cases	R85 300,00	R20 520,00	R0,00	R67 820

(b) Value of each item in each financial year

	2019/20	2020/21	2021/22
Office furniture	R1 717,39	R965,55	R5 306,24
Beds	R7 699,76	R13 290,65	R31 228,68
Medication	An average value for medication will not yield an accurate figure due to the types of medication purchased, to maintain minimum medicines stock available		
Bedlinen and blankets	R260,50	R330,00	None
Pillow and pillow cases	R289,15	R190,00	None

(c) The decision to purchase is informed as follows:

	2019/20	2020/21	2021/22
Office furniture	Replacement after been worn out	Replacement after been worn out	Replacement after been worn out
Beds	Replacement of old un-adjustable high beds and broken beds with new high-low beds	Replacement of old un-adjustable high beds and broken beds with new high-low beds	Replacement of old un-adjustable high beds and broken beds with new high-low beds
Medication	To keep minimum stock available		
Bedlinen and blankets	Replacement after been worn out	Replacement after been worn out	None purchased
Pillow and pillow cases	Replacement after been worn out	Replacement after been worn out	None purchased

∨ **FOR WRITTEN REPLY**

**QUESTION NO. 3995**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 04 NOVEMBER 2022 (INTERNAL QUESTION PAPER NO. 44)**

**Mr M S F de Freitas (DA) to ask the Minister of Health:**

With reference to the South Rand Hospital in Johannesburg, what (a) is the current staff complement, (b) was the absentee record (i) in each month (aa) in the (aaa) 2020-21 and (bbb) 2021-22 financial years and (bb) from 1 April 2022 to date and (c) processes, procedures and mechanisms are in place to ensure that staff is always present during all required working hours in each case?

NW4407E

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**REPLY:**

- (a) According to the South Rand hospital management the current staff complement in the hospital is six-hundred and twenty-nine (629) with a vacancy of twenty-six (26).
- (b) (i)(aa)(aaa) Table 1 below indicate absentee record in each month for financial year 2020/21

Financial year 2020/21	Absentee record (raw number)	Absentee record (percentage) (N=629)
April	19	3%
May	31	5%
June	38	6%
July	57	9%
August	25	4%
September	38	6%
October	31	5%
November	25	4%
December	25	4%
January	25	4%
February	25	4%
March	19	3%
Annual average	31	5%

- (b) (i)(bbb) Table 2 below indicate absentee record for financial year 2021/22

Financial year 2021/22	Absentee record (raw numbers)	Absentee record (percentage) (N=629)
April	19	3%
May	25	4%
June	57	9%
July	31	5%
August	31	5%
September	25	4%
October	13	2%
November	31	5%
December	57	9%
January	38	6%
February	16	2.5%
March	19	3%
Annual Average	31	5%

- (bb) Table 3 below indicate absentee record for financial year 2022/23

Financial year 2022/23	Absentee record (raw numbers)	Absentee record (percentage) (N=629)
April	25	4%
May	25	4%
June	31	5%
July	38	6%
August	25	4%
September	25	4%

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(c) The hospital has processes, procedures and mechanisms to always ensure staff attendance

- All employees are required to record their attendance in the Z8 register daily by entering the time they report for and leave work.
- The leave register is also used to manage staff attendance for both sick and vacation.
- Shift supervision in each department to verify employee attendance during all required working hours.

END.