



School of Public Health and Family Medicine

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INVITATION

Health care users' experience as a focus for unlocking opportunities to access quality health services: A reflection on a three-year project

Date: Friday 28th August 2015

Venue: Rooms 1C/1D – University of Western Cape, School of Public Health, Bellville

Time: 9h00 to 13h30 (light lunch served)

The School of Public Health and Family Medicine was awarded a grant from the EU Mission to South African in 2012 under its programme to strengthen Primary Health Care. The project, which involved the Health and Human Rights Programme and the Division of Family Medicine at UCT, as well as Kings College London and the Learning Network for Health and Human Rights (a collaboration of civil society organisations, including Ikamva Labantu, The Women's Circle, Epilepsy South Africa, Women on Farms Project and the Cape Metro Healthcare Forum, with UCT and UWC) ran this project from October 2012. The project had four broad objectives: (1) to strengthen the capacity, mandate and authority of Health Committees (HCs) in the Western and Eastern Cape; (2) to enhance CSO capacity to advocate for health rights; (3) to enhance the capacity of health care providers to engage meaningfully with needs of vulnerable patients and communities; and (4) to evaluate patient-oriented quality assessment tools, again with the broader aim of enhancing the skills of health care providers to address needs of vulnerable patients. Taken together, the different Work Packages under the 4 Specific Objectives have all contributed to strengthening the responsiveness of the health system to the needs and expectations of the population, and to its capacity to implement the proposed re-engineering of Primary Health Care as the mainstay of the health sector.

We would like to share with our partners and stakeholders the key findings of the project in a seminar on **Friday 28th August at UCT**. The sessions will highlight some of the key successes and challenges for enhancing patient and community participation in improving the quality and responsiveness of health services.

DRAFT PROGRAMME

8.30	Coffee	PRESENTERS
9.00 – 9.15	Introduction to the workshop; overview of the project; introductions	Prof Leslie London
9.15 – 9.30	National Rapid Appraisal of Health Committees – What is the policy context?	Hanne Haricharan
9.30 – 10.00	Training of Health Committees in the W and E Cape: Lessons learned	Therese Boulle Fundiswa Kibido
10.00 – 10.30	Training of Health Workers to engage with Health Committees. A training DVD	Dr Pat Mayers
10.30 – 10.40	Policy engagements on health committees: lessons and challenges	Prof Leslie London
10.40 – 10.50	Complaints management through health committees: lessons and challenges	Dr Nisha Jacobs
10.50 – 11.00	Establishing health committees as autonomous structures for democratic governance: lessons and challenges	Damaris Kiewitz
11.00 – 11.30	TEA	
11.30 – 11.50	Strategies to enhance deaf patients access to SA Sign Language in Health Care: Lessons and challenges	Dr Marion Heap
11.50 – 12.10	Building capacity for language competency in Health Care: Staff and students - Lessons and Challenges	Dr Joel Claassen
12.10 – 12.25	Patient reported outcome measures/Impact	Dr Liz Gwyther
12.25 – 12.40	Audit of Primary Care in the Western Cape - the Primary Care Assessment Tool (PCAT)	Dr Graham Bresick
12.40 – 12.55	Adding patient experience to chronic disease auditing	Dr Elma de Vries
12.55 – 13.30	Discussion and links: What does this mean for patient centred health systems?	Prof Leslie London
13.30	Light Lunch	

Please RSVP to Delena Fredericks @ delena.fredericks@uct.ac.za