



# INFORMUS

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SERVICE EXCELLENCE

FOR PSA MEMBERS: **GAUTENG DEPARTMENT OF HEALTH - JOHANNESBURG METRO  
DISTRICT CLINICS**

18-04-2023

## Staff shortage: Mandela Sisulu Clinic

The PSA is a caring Union that prides itself in the provision of excellent service to members in the protection and promotion of their rights and interests. It is on this basis that the PSA continuously visits members' workplaces as part of engagement with members. The PSA Marketing/Organising Officer visited Mandela Sisulu Clinic and witnessed a sorry situation where an official was trying to explain to angry clients why there was a long queue and why it took so long for them to be assisted. The Clinic is responsible for three huge service areas, which cover Orlando West, Dube Village, and Meadowlands Zone 5.

The long queues were attributed to a chronic staff shortage as the Clinic is operating at less than a 50% staff complement. The problem was exacerbated by the fact that EPWP contracts were terminated effectively from 31 March 2023. Upon engagement with members, they expressed their frustration and said that the situation they are going through affects them psychologically and physically, some even suffering from depression and anxiety.

The PSA subsequently engaged with the Gauteng Department of Health in pursuance of the MEC to address the staff shortage, which compromises the safety of members. Failure to address this matter can result in clients attacking the officials who are trying their best to assist them. The matter will also be tabled at the Gauteng Provincial Health Chamber.

Members experiencing workplace challenges can contact Sibusiso Ndzala at [sibusiso.ndzala@psa.co.za](mailto:sibusiso.ndzala@psa.co.za) and/or 082 880 8964. Members will be informed of developments.

Employees who want to join the PSA can visit the PSA's website ([www.psa.co.za](http://www.psa.co.za)), send an email to [ask@psa.co.za](mailto:ask@psa.co.za), or contact PSA Provincial Offices.

GENERAL MANAGER