

## **COMPREHENSIVE SERVICE PLAN FREQUENTLY ASKED QUESTIONS**

### **What is the Comprehensive Service Plan?**

The Comprehensive Service Plan (CSP) for the implementation of Healthcare 2010 is the plan that sets out how health services in the Western Cape will be provided in future. In simple terms it tells us what kind of health services will be provided at what level (tertiary, regional or district) as well as what is needed to provide the service. The goal of this plan is to improve service delivery by ensuring that approximately 3,5 million uninsured patients that make use of our services are treated at the level of care most appropriate to their need with better access to services. It also gives guidelines as to the deployment of staff and the infrastructure needed to accommodate staff and patients in the years ahead.

### **Why the CSP?**

The current health structure has been with us since the 1960's and is frankly no longer coping with the demands placed on it by the people we serve. Not only is this service delivery model outdated, it is also unsustainable over the longer term. Patient records indicate that about 90% of patients could be successfully treated at district level within District Hospitals, Community Health Centre's and Clinics supported by Community Based Services. If we want improved service delivery, we have to adapt our service platform to meet the needs of our patients. The CSP gives us a model that allows us to adapt while still treating people at the level most appropriate to their need closer to home with the option to refer them higher up in the service.

### **Where will CSP bring about changes?**

The CSP will have an effect all across Western Cape Health. Clearly, it would demand that staff and patients adapt to a new approach to service delivery. While its prime focus is on strengthening primary level services, it also encompasses our Tertiary and Regional Hospitals as well as EMS and FPS. It gives clear guidelines on proposed changes related to providing these services including linkages, staffing, bed plans, goals and disciplines per level of care within the context of specific service plans. The CSP is not about changing one level of service at the expense of another. It is about ensuring that our limited resources are focused where the need is the greatest while protecting other levels of service such as Tertiary Services.

### **Who will benefit from the CSP?**

The more than 3,5 million people inside and outside of the Western Cape that makes use of our health services will all benefit. The majority of patients are in need of primary level services but right now, they bypass these services because they do not get what they need at PHC level. The CSP will help ensure that patients get what they need closer to home by providing for a full package of PHC services at district level with extended hours of service at some CHC's. Following the implementation of the CSP, both staff and patients will benefit from better-resourced and staffed primary level services while still having the benefit of referral to higher levels of care if the condition of a patient warrants it.

### **How does the CSP affect me?**

There is no denying that the CSP is about changing the model of health care delivery in our province but it is no threat to the patients in your care or your job security. Change is a fact - and approaching it positively normally brings positive results. The CSP will bring changes but it will also create a number of new and expanded career opportunities. While the majority of our staff will remain in their current positions, there will be opportunities to those staff members who want to retrain to expand their horizons for example the position of Clinical Nurse Practitioner offering professional nurses new scope. Better service at well-maintained and properly resourced and staffed facilities will no doubt also improve your job satisfaction through the quality time spent with patients as well as the improved health care outcomes.

### **When will the CSP be implemented?**

The CSP has recently been approved by the Minister of Health for the Western Cape and will be implemented across the province's public health sector over the next few months and beyond.