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**TO:** CHIEF DIRECTORS / DIRECTORS / MUNICIPAL HEALTH SERVICES: CITY OF CAPE TOWN

**FOR THE ATTENTION OF:** ALL MEDICAL, PARAMEDICAL, PHARMACEUTICAL AND NURSING PERSONNEL

**CIRCULAR H212/ 2021**

**IMPLEMENTATION OF THE PATIENT EXPERIENCE OF CARE SURVEY**

1. The Patient Experience of Care Survey is a National Department of Health initiative, stemming from the need to consult patients, as stated in various pieces of legislation and national policies.
2. This initiative became applicable to all public health facilities in South Africa as of October 2017.
3. The necessary preparations for implementation in Western Cape Province health facilities (WCG and CoCT) are currently underway, including training, access to the capturing and reporting system, etc.
4. Full implementation of this programme is set to commence at the beginning of financial year 2022/23 (1 April 2022).

A handwritten signature in purple ink, appearing to read 'Kariem'.

**DR SAADIQ KARIEM**

**DDG: CHIEF OF OPERATIONS**

**DATE:** 15/12/2021