

MEDIA RELEASE	Service-delivery crisis at Rob Ferreira Hospital, Mpumalanga: PSA calls for urgent staffing
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The Public Servants Association (PSA) is extremely concerned about the severe operational crisis unfolding at Rob Ferreira Hospital in Mbombela, Mpumalanga.

Reports of patients waiting up to five hours at file-collection counters and a further three to four hours at the Hospital pharmacy are indicative of a healthcare system under immense strain owing to chronic staff shortages and longstanding administrative shortcomings. While the Mpumalanga Department of Health has attended to certain infrastructure-related issues, including repairs to hot-water systems and damaged doors, these interventions fail to address the root cause of the service delivery crisis. Infrastructure improvements alone provide little relief to communities when frontline healthcare services remain severely compromised.

Healthcare workers at Rob Ferreira Hospital continue to operate under extreme pressure, often with inadequate staffing levels and no relief during meal breaks or peak service periods resulting in burnout of staff.

The PSA urgently calls on the Mpumalanga Department of Health and the Hospital management to fast-track the recruitment and appointment of administrative officers, registry clerks, and pharmacy personnel to ensure that all service counters are adequately staffed across all shifts. Effective relief staffing measures must be implemented to maintain uninterrupted service delivery during meal breaks and peak operational periods. Dedicated queue management and patient-triage systems must be introduced to prioritise elderly patients, children, persons with disabilities, and critically ill people. An urgent review of staffing norms and workforce requirements must be conducted to align personnel levels with the Hospital's patient load and service demands. Healthcare funding must adequately reflect operational realities by balancing infrastructure maintenance with critical investments in human resources.

The PSA is steadfast in the Union's commitment to protecting public servants and defending the constitutional right of communities to accessible, dignified, and quality healthcare services.

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