

# SOUTH AFRICAN NURSING COUNCIL

---

## SERVICE DELIVERY INITIATIVES - UPDATE



**South African Nursing Council**

Regulating nursing, advocating for the public

# Background

- The improvement of service delivery is one of the key items on the 2018-2023 Council Strategy.
- The **SANC VALUES** and **change management programmes** have been introduced since Q1 of this financial year to aid our in-house efforts with regards to improving service delivery across all platforms and in support of the requirements of the planned SANC Service Charter.

# Service Initiatives to date

## Service Delivery Initiatives

The following changes regarding service delivery have already been introduced:



The video on service delivery as it appears on the SANC website:

[www.sanc.co.za/buildingabettersanc/](http://www.sanc.co.za/buildingabettersanc/)

## Service Initiatives in process

- **The MMS Project** – Phase 0 will be launched in November, allowing for personal and contact details to be updated at the push of a button.
- **SANC Business Hub** on the website as part of the MMS project
- The **SANC App** is part of the MMS project and will bring service delivery and assistance to Nurses via their cell phones.
- **VOC (Voice of the Customer) survey software/service** will enable the SANC departments to effectively monitor, measure and report on service delivery
- **Bulk SMS and bulk email** system (procured, in final testing phase)

## Service Initiatives in process (continued)

- **New PABX system** (allowing for self-service) is in final stages of procurement
- **Service email keyrings** with the details of the service email mailboxes are distributed at the SANC's reception during APC payment time, at events, during hospital visits, etc.
- **LiveChat** for all Client Services Agents.
- **Email tracking software.**
- **SANC Service Standards Charter** to be finalized and launched in 2023/24.  
**SANC staff Service Pledge** to be introduced in line with the Service Standards Charter.

**Thank you.**

