

Poor service delivery in student clinics can significantly impact students' well-being and academic performance. These clinics are often essential for providing healthcare services to students, yet various factors can hinder their effectiveness. Our research is based on our institution clinic at Walter Sisulu University in Potsdam site. The project focuses on Poor service delivery in student's clinic which have the following aspects

- Lack of Databases
- Doctor comes two times a week
- Shortage of Medicine
- Awareness Campaigns
- Service is limited
- Very limited staff and Time
- Lack of Doctors
- No websites and Socials

LACK OF DATABASES

Absence of databases in Potsdam clinic can lead to inefficiencies, difficulty tracking students' history, no centralized record of a student visits, diagnoses and treatments. This may lead to inaccurate or lost medical records, Paper based records can be misplaced, damaged or illegible. Absence of a database in a student clinic may lead to the following issues:

- Delayed diagnosed treatment: Lack of access to medical history can hinder diagnosis & Treatment
- Medical Error: No centralised record of medication, allergies, or sensitivities
- Longer wait times: Manually record-keeping slows down checking and appointment processes.
- Incomplete or inaccurate student information
- Reduced student engagement and empowerment

DOCTOR COMES TWO TIMES A WEEK

The limited availability of doctor who visit only twice a week for just two hours each day can significantly impact students who require medical attention. With only two days of availability, students may find it

challenging to access the care they need. If multiple students require attention simultaneously, those who arrive later might not receive the necessary consultation or treatment. The limited hours mean that students may have to wait for extended periods to see the doctor. This may lead to longer waiting times, causing frustration and potentially worsening their conditions if they need urgent care.

Students may have classes or other commitments during the doctor's limited hours. This can lead to missed appointments and prolonged health issues, as they may not be able to adjust their schedules to fit the doctor's availability. The uncertainty of when they can see the doctor may increase anxiety and stress among students who are already dealing with health issues. This can affect their well-being and academic performance.

Limited access to timely medical care can result in worse health outcomes for students. Conditions that could have been treated early may escalate, leading to complications that require more intensive treatment later.

SHORTAGE OF MEDICATION

Walter Sisulu University Clinic has poor service delivery that has significantly impact on medication availability.

Supply Chain Disruptions is one of the problems that the clinic's institution faces regarding problems with suppliers, such as delays in shipment or inconsistent delivery schedules, they exacerbate inventory issues. Poor service delivery can lead to unreliable supply chains, meaning that even if the clinic places an order on time, it may not receive the medications promptly or in the correct quantities. This can be very stressful to workers if they run out of stock as students need the clinic most often to maintain their health.

Inadequate Emergency Stock Levels is also a problem that occurs if there is poor service deliver. If the clinic does not have a system in place to maintain emergency stock levels or buffer stocks, even minor delays or issues with suppliers can result in immediate shortages. Poor service delivery can affect the clinic's ability to manage

these critical stock levels effectively. This can put a student life in danger, or they might end up being transferred to another well-equipped clinic for emergency service.

Inconsistent Supply: If the supplier's service is inconsistent, the clinic may experience fluctuations in medication availability. This inconsistency can make it difficult for the clinic to maintain a steady supply of necessary medications, leading to intermittent shortages, this weighs down the reputation of the clinic itself making it unreliable for the student to trust with their health conditions.

LACK OF AWARENESS CAMPAIGNS

The lack of awareness campaigns for Walter Sisulu University clinic in Potsdam site can lead to several negative outcomes that can affect both the students and the clinic itself. Firstly, without effective awareness initiatives, students may remain uninformed about the services available to them. This can result in lower utilization rates of the clinic, meaning that students may miss out on essential health services such as medical check-ups, mental health counselling and preventative care. Consequently, this worsening health among students, which could impact their academic performance and overall well-being,

Secondly, a lack of awareness can foster misconceptions about the clinic's services. Students may not understand that the clinic is available to address a wide range of health concerns or may believe that it is only for emergencies. This can result in students avoiding the clinic for minor issues that could escalate into more serious conditions if left untreated.

Moreover, the reputation of the clinic may suffer due to low visibility and low engagement with the student body. If students are not aware of the clinic, they are less likely to recommend it to their peers. This may lead to insufficient funding and resources for the clinic, making it challenging to maintain quality services or expand offerings that could benefit the students.

SERVICE IS LIMITED

Limited service in Walter Sisulu University clinic can lead to several significant consequences for both students and the institution. Firstly, access to healthcare may become restricted, resulting in students being unable to receive timely medical attention. This can exacerbate health issues that could have otherwise been managed effectively through early intervention. For instance, untreated minor ailments can escalate into more serious conditions, leading to increased absenteeism from classes and a potential decline in academic performance.

Additionally, a limited scope of services may mean that specific health concerns, such as mental health support or specialized medical care, are not adequately addressed. This can contribute to a rise in mental health issues among students, as they may feel unsupported during critical times. The lack of comprehensive healthcare services can create a stressful environment, impacting overall student well-being and retention rates. Furthermore, limited services can strain the existing healthcare providers within the clinic. When the demand for care exceeds the clinic's capacity, staff may experience burnout, leading to decreased quality of care and increased wait times for appointments. This can further discourage students from seeking help, perpetuating a cycle of neglecting health needs. The reputation of the student clinic and the institution may also suffer. Students may share their experiences with peers or on social media, potentially deterring prospective students from choosing the institution due to perceived inadequate support services.

Overall, the consequences of limited service in a student clinic can ripple through the academic environment, affecting health outcomes, academic performance, and the overall student experience.

VERY LIMITED STAFF AND TIME

Limited staff and time in a WSU clinic can significantly hinder service delivery, resulting in various negative outcomes for students seeking care. When a clinic operates with insufficient staff, the ratio of healthcare providers to students becomes skewed. This imbalance means that individual healthcare providers are overburdened, leading to longer wait times for appointments and reduced time spent with each patient. As a result, students may feel rushed during their consultations, which can prevent them from fully articulating their concerns or asking necessary questions. This lack of thorough communication can lead to misdiagnoses or inadequate treatment plans.

Moreover, limited staffing often restricts the range of services that can be offered. If the clinic lacks specialists or certain healthcare professionals, students may find that their specific health needs cannot be met. This limitation can force students to seek care elsewhere, which is not only inconvenient but may also delay necessary treatments, further compromising their health. Time constraints also play a critical role in poor

service delivery. When clinic hours are limited, students who have demanding schedules may find it challenging to access care. If they can only visit the clinic during specific hours that conflict with classes or other commitments, they may forgo necessary medical attention altogether. This can lead to a deterioration of their health, affecting both their academic performance and overall well-being.

Additionally, when staff are pressed for time, there is often less opportunity for preventive care and education. Healthcare providers may be unable to conduct thorough screenings or provide essential health education to students, which is crucial for promoting healthy behaviours and preventing future health issues. The lack of preventive measures can lead to a higher incidence of health problems that could have been addressed with early intervention.