

Title	SkipTheQ
Organisation	Kalafong Tertiary Hospital, Gauteng Province
Innovation	The SkipTheQ solutions seeks to address a long-standing service delivery challenge faced by public health institutions in South Africa – long queues and overcrowding. At Kalafong Tertiary Hospital's Pharmacy, patients waited in queues for over 2 hours which caused patient dissatisfaction. The solution was a custom-built booking system (web and Android App) developed and bootstrapped with no private sector contribution. Patients schedule medicine pick-ups, the system balances daily workload (80 slots per day), and staff prepare prescriptions in advance.
Impact	Before the implementation of the system patients waited 2 hours before they could get assistance. Now they only get served in 15 minutes. The system has balanced efficiency for both patients and staff by capping the service at 80 patients per day. More than 6000 patients registered on the system within the first year, with more than 14 000 appointments where patients were successfully served within the first year. Patients save time and transport costs, avoiding repeat visits or time lost from work. Reduced congestion in waiting areas has improved patient flow and safety. Staff report better workload distribution and reduced pressure.