

Striving to improve healthcare

A total of 609 complaints were lodged against public hospitals, health centres in 2019

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The Ministry of Health received a total of 609 complaints against public hospitals and health centres in 2019, the Tribune has learnt. Health Minister Faeqa bint Saeed Al Saleh recently confirmed this in her reply to a par-

332

is the number of complaints submitted through Tawasul, while 123 were personally lodged at the ministry's Patients' Complaints Office and 146 through the complaints and suggestion boxes at health centres

liamentary query submitted by MP Sawsan Kamal, who asked her about the number of complaints received from patients against the medical staff in hospitals and health centres operating under the Ministry's umbrella and the mechanism for receiving complaints.

The Minister explained that 332 out of the received complaints were submitted through the National Suggestions and Complaints System, Tawasul, while 123 were personally lodged at the Patients' Complaints Office in the ministry. A further 146 were made through the complaints and suggestion boxes installed at health centres.

"The Patients' Complaints Office at Salmaniya Medical



MP Kamal



Minister Al Saleh

Complex (SMC) receives the complaint and addresses the concerned authority to resolve it in an optimal way and as quickly as possible," said Minister Al Saleh in her reply. "The Office also implements solutions to deal with patients'

complaints in a timely manner. It receives the complaint from the patients and their families so that appropriate solutions are found for them at the same time without delay, in line with the directives of the Prime Minister and the ministry's vision

The ministry is concerned with all complaints that it receives from all channels, including complaints related to the quality of services and the behaviour of workers.

MINISTER OF HEALTH FAEQA BINT SAEED AL SALEH

to provide the best experiences and patients' rights."

She also noted that the ministry constantly strives to ensure patients' rights at every stage of their treatment and at every step of the services provided to them, their families

and their companions.

The Health Minister added that, in the event that the complaint is not resolved or if there is a suspicion of negligence or a medical error, the complaint will be referred so the necessary legal procedures can be taken in accordance with the regulations of the Civil Service Bureau and the National Health Regulatory Authority (NHRA).

"In order to develop services and to control the behavior of its staff and the quality of its services, the ministry is concerned with all complaints that it receives from all channels, including complaints related to the quality of services and the behaviour of workers," Minister Al Saleh said.

Bahrainis' jobs are safe, says Labour Minister



The Labour Minister, right, with Al Shehabi and Al Halwaji during their meeting

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Bahraini nationals' jobs are not to be affected by any developments or economic challenges, the Minister of Labour and Social Development said yesterday.

Minister Jameel bin Mohammed Ali Humaidan was speaking during a meeting with General Federation of Workers Trade Unions in Bahrain (GFWTUB) secretary-general Abdulqader Al Shehabi, in the presence of deputy secretary-general Hassan Abdulla Al Halwaji.

The minister, who is also the

Labour Market Regulatory Authority (LMRA) Board of Directors chairman, highlighted the government's adoption of initiatives aimed at providing decent work for the citizens, and that Bahrainis' jobs are not affected by any developments or economic challenges.

Minister Humaidan congratulated Al Shehabi on winning the confidence of the representatives of Bahraini trade unions and election as GFWTUB secretary-general. He noted that he is looking forward to enhancing cooperation between the Labour Ministry and GFWTUB, in order

to increase labour gains during the prosperous era of His Majesty King Hamad bin Isa Al Khalifa, who laid the rules for trade union work, and its first supporter in the kingdom.

The Labour Minister underlined the constant keenness of the government, led by HRH Prince Khalifa bin Salman Al Khalifa, the Prime Minister, and supported by HRH Prince Salman bin Hamad Al Khalifa, Crown Prince, Deputy Supreme Commander and First Deputy Premier, to support and facilitate the work of trade unions, being a major part in the three production

parties, and an important engine in enhancing the kingdom's development and progress.

Al Shehabi praised the existing cooperation between the Labour Ministry, GFWTUB and all trade unions. He noted that GFWTUB is keen to strengthen joint work among the three production parties and enhance bridges of communication, trust and constructive dialogue among them to serve national interests, and achieve balance and ensure the labour market's stability and development, which will contribute to supporting the economic development in Bahrain.

Bahrain condemns Houthi militia attack

The ministry stressed Bahrain's solidarity with Saudi Arabia, affirming its support to all measures taken to preserve the safety and security of all citizens and residents within its territory.

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Bahrain has strongly condemned the firing of ballistic missiles by the Iran-backed Houthi militias against Riyadh and Jazan in Saudi Arabia.

In a statement yesterday, the Ministry of Foreign Affairs commended the vigilance of the Royal Saudi Air Force in intercepting and destroying the missiles and denounced the terrorist act that reflects the insistence of Houthi mili-

tias to undermine the security of Saudi Arabia and the region.

The ministry stressed Bahrain's solidarity with Saudi Arabia, affirming its support to all measures taken to preserve the safety and security of all citizens and residents within its territory.

The Royal Saudi Air Defense intercepted and destroyed two ballistic missiles launched by the Houthi militia on Saturday.

No casualties, up until the issuance of the information by the Saudi Press Agency, were recorded.

The interception of the missiles resulted in debris scattering on some residential areas in Riyadh and Jazan.

This attack does not target the Kingdom of Saudi Arabia, its nationals and expatriates only, but targets international unity and solidarity, especially under such difficult and bitter conditions in which the world unites in combatting the outbreak of the COVID-19 epidemic, stated the SPA.

Pedestrian killed

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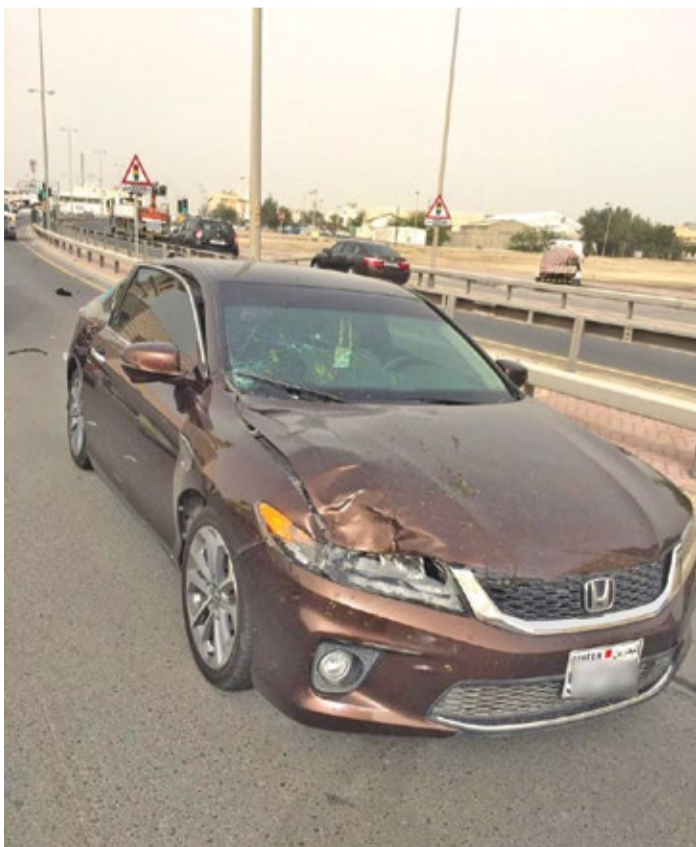
A 34-year-old Asian woman was killed yesterday after she was hit by a car while crossing Shaikh Salman road.

The victim was later identified as Indian national Naga Durga Saidu, who was employed as a cleaner in a local private company. She hailed from the state of Andhra Pradesh.

The Ministry of Interior said in a social media post that the accident happened near Bilad Al Qadeem on the lanes headed towards Manama.

Relevant procedures are being taken, the ministry added.

No other details were available.



The car that hit the pedestrian at the location of the incident

Additional online teaching tools launched



Minister Al Nuaimi, standing second from right, with other officials at the launch

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The Ministry of Education launched yesterday an additional online service that allows teachers to reach out online to thousands of students at the same time, through the Microsoft Teams and Office 365 programmes.

The subject teacher presents the lessons and specialised sup-

porting teachers answer questions by the students.

"This additional service enriches and enhances the ones that have been activated during the past weeks through the ministry's portal, video lessons via the TV channel, and 14 channels on YouTube," Education Minister Majid bin Ali Al Nuaimi said as he attended the launch.

"The ministry is committed to

providing the best online opportunities for students and diversifying the means of learning, so that they can continue studying at home and interact with their teachers."

The minister praised the efforts of the teachers, specialists, school administrators and all those involved in easing and maximising remote learning for all Bahrain students.