

WHO delegates visit COSH



Dr Moll and Ms Fikile Ngema accompanying the delegates



WHO delegates also visited MDR Isolation Ward

CHURCH of Scotland hospital is amongst the hospitals visited by the World Health Organization delegates. The purpose of the visit was to assist the KZN Department of Health to coordinate the investigations necessary to understand as fully as possible what events triggered, and now magnified, the spread of MDR and XDR-TB.

This visit happened on the 29 March 2007 and the delegates were accompanied by Ms Fikile Ngema and Ms Zanele Mhlanga from Umzinyathi Health District, Dr Moll, Mrs Sindy Shabalala (PRO), Matron Gamede and Sister Nonhlanhla Msomi who is the TB Coordinator.

The team visited DOTS office, Male and Female TB Ward and Isolation Ward. The WHO staff

raised some great urgency recommendations and studies to be carried out and to enable the reduction of waiting list to zero. The team together with Mrs Msomi, Dr Moll and Dr Ojo left for Pietermaritzburg where they attended a workshop on MDR-XDR.

ABET TRIP TO DURBAN—ZIXOXWA NGEZITHOMBE



Mrs TN Dube explaining to learners about airport procedures.



Mr NC Ntuli educating learners



Abet learners at leisure!!!!

Abet learners enjoyed themselves in their educational trip to Durban. This two day trip took place on the 28th—29th March 2007 was organized by the Human Resource Training & Development team and its aim was to assist Abet learners in their studies. The group was accompanied by Mrs TN Dube, Nonhlanhla Sokhela, Sindy Shabalala, Mr Nhloso Ntuli, Ms Buyi Vilakazi and Mr Sthembiso Sokhela. Other places they visited were Durban International Airport, Natal Playhouse, Natal Museum in PMB, SABC and other places. This trips will help us more especially in our school projects and they will broaden our knowledge.

Ukufunda akupheli!!!!!!!!!!!!

Look who has just joined us!!!!



Dr L Ngcobo
Medical Officer

Welcome to
COSH



Dr S Langa
Medical Officer

Siyakwe-
mukela



Dr J Honing
Medical Officer



Dr S Gumede
Medical Officer

Kusekhaya



Qiniso Zulu
Darkroom Operator



Kefilwe Buthelezi
General Orderly



Qondeni Ximba
General Orderly

Welcome
to COSH



Asanda Mtotywa
Pharmacist Intern



Siyabonga Zulu
Supply Officer

COSH MOVE FOR YOUR HEALTH



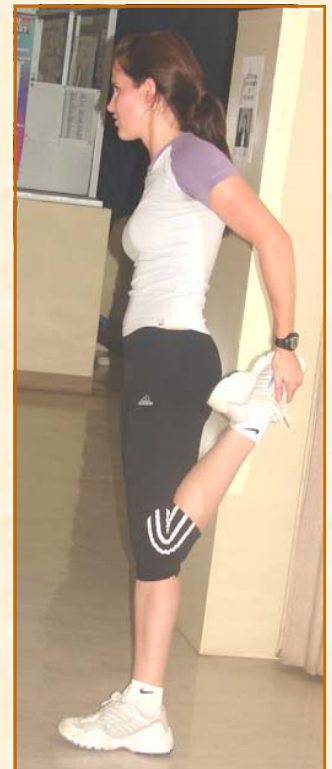
Ademola, TN Dube, Chris Dube and Sis Getty couldn't miss the opportunity!!!!



Asanda and Dr Ojo were also there.

2007 Move For Your Health activities has started again at COSH. On the 10th of May 2007 COSH staff members gathered at Therapy department to be participate in aerobics classes. According to the aerobics instructor, Ms Zannae Greyling activities like these promotes healthy lifestyle and protects one's body from diseases like diabetes. Ms Greyling proceeded that there are few activities planned for May and staff is requested to keep watching notice boards for more information. This 1 hours exercise was also supported by the Medical Manager (Dr Ojo), Mrs. Dube (Nursing Manager) and other departmental managers. "You are what you eat and people should understand the importance of following good eating habits" said Noelene Naicker a Dietician. Staff should use this opportunity because there more included in this program
Walala wasala!!!!!!!!!!

For more info call therapy @ 3060



Aerobics instructor, Ms Zannae Greyling.

Editor's Notes

I am really happy to see that our newsletter is gaining more readership. Featuring in this magazine are newly employed staff, events that happened last month and many good to know activities. We were also joined by Andile Dladla who is a Public Relations Intern from DUT. Our next issue of CAM will be produced by her. I am a sure you will keep reading our newsletter and Public Relations Office will always be open to hear your views



Sindi Shabalala
Editor

Keep sending those letters, we are here for you!!!!
See you in the next issue of our magazine!!!!

Sindy Sibiya-Shabalala

Letters to the Editor!!!!

Sawubona Nksz

Ngithi angidlulise ukuncoma ngomsebenzi eniwezayo lapho eCOSH. Kade ngibuka iwebsite yenu, cha izinga likhuphukile kakhulu. Mina ngihlala lapha eNgilandi kodwa ngokuzalwa ngingowaseMsinga khona lapho oThukela. Uma ngifuna ukuzwa okwenzeka lapho ngasekhaya ngivula iwebsite yenu bese ngizobone ngisekhaya. Ngaphezu kwalokho indlela iniphuma ngayo niye ebantwini iyancomeka kakhulu. Kuyathokozisa ukubona ukuthi isibhedlela asilindeli nje iziguli ukuba zize kuso kodwa abasebenzi bayaphuma beyezikoleni nasemiphakathini. What is mostly remarkable is the involvement of youth in your projects and it's also very pleasing to see people like Sr M.B. Sokhela, Bheki Mchunu, Aaron Luswazi, S'the Sokhela, Lulama Sithole, Sphelele Shange and others who were born and bred in that community, giving back to the community by offering their knowledge and skills back to the community. was also happy to see a number of black doctors working there at COSH as it will help with the problem which has been there for years and years. You would find an old lady explaining to the white doctor what is wrong with her body but the nurse would not pass all what the old lady said or she would pass a distorted info because of using the second language. Your website is amazing when I think that a few years back when I worked there in one of your sister departments there was nothing informative as that. Even the way it is designed is splendind. Keep up the good work. Ngiyabonga

Thobelani C. Khanyile

Received via E-mail

Hi Sindi

Ngiyethemba ukuthi impilo ihamba kahle, ukube akunjalo ngabe sesizwile. Asikubonge kakhulu ngomsebenzi wakho owenzayo ukuba usibeke nathi ebalazweni lomhlaba. Ngike ngakhononda phambilini, ngoba njalo lapho ngivula iwebsite yenu, ubuthola ukuthi ihlala isikhathi eside inga-updatiwe. Cha, manje usuhamba phambili. Yinhle lento eniyenzayo ukuba nibe nemagazine yenu, kodwa abantu abanengi abakayazi ngisho nabasebenza khona lapho esibhedlela sen imbala. Mhlawumbe nje uma isimo senu sezimali singanivumela, bekungaba kuhle ukuba nathi siwumphakathi ke nisenele nje amakhophi ambalwa. Kodwa siyethemba ukuthi kwi-issue yenu elandelayo niyokwenza okunye kwalokhu. Ngike ngabona eyase Greytown, yona bayiqambe igama bathi i-GTNUMLEVO, mhlawumbe nani kungabakuhle uma ningayiqamba igama elithile. Ngaphandle kwalokho you are doing a wonderful job, keep it up. Ake ngithathe leliithuba ke ngibongele no Vezabantu bo, awu ubani owayazi ukuthi nomfowakithi angavela komagazine abakuhulu kangaka!!! Enjoy the rest of the day !!!!!!!

Qinisani Phillip

Received via e-mail

".....Last week I saw a feature in the BMJ about working in RSA and there was a photo I am impressed by the website and the newsletter, I thoroughly enjoyed my time in SA and was humbled by the friendliness shown by everyone in such poverty conditions. I don't know if your new buildings make it better or not but think of you regularly, I always wanted to return after qualifying, but the right time never materialized. What a change to the hospital I knew 19 years ago".....

Many Thanks

Dougal Southward

Consultant in Accident & Emergency in the North East of England

Received via e-mail

Sivakashele e Douglas Clinic



Clinic staff accommodation



Clinic entrance gate with beautiful gardens

D OUGLAS Clinic is situated in Douglas area near Wasbank ie approximately 50 km from Tugela Ferry. It operates from 07h00 to 16h00. It also has an on-call system. Other services offered by the clinic are maternity services, immunization, family planning, VCT services, Youth Friendly services and many more. Clinic staff reside at the clinic premises with beautiful houses and gardens. On your visit one may expect to be served by friendly staff supervised by Ms DT Mncwango. Should you experience problems or need to lodge a complain please don't hesitate to call the hospital PRO on 033 493 0820 or send an e-mail to sindisiwe.sibiya@kznhealth.gov.za



Houses for staff on the premises



Waiting area at Douglas Clinic

NEW DEVELOPMENTS

NOTICES

Administration office has a new look! What a change!
 New carpets with new chairs and a complete make over of a reception area. Pigeon holes have been installed and staff is requested to check them regularly to ensure you receive all notices and faxes.

To All Staff
 You are requested to collect your IRP5 certificate from Sindy Mchunu @ Registry ext 3007

Batho Pele Principles

Consultation: Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered. There are many ways to consult users of services including conducting customer surveys, interviews with individual users, consultation with groups, and holding meetings with consumer representative bodies,

Service Standards: Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.. This principle reinforces the need for benchmarks to constantly measure the extent to which citizens are satisfied with the service or products they receive from departments.

Access: All citizens should have equal access to the services to which they are entitled.

Courtesy: Citizens should be treated with courtesy and consideration. This goes beyond a polite smile, 'please' and 'thank you'. It requires service providers to empathize with the citizens and treat them with as much consideration and respect, as they would like for themselves

Information: Citizens should be given full, accurate information about the public services they are entitled to receive. As a requirement, available information about services should be at the point of delivery, but for users who are far from the point of delivery, other arrangements will be needed.

Openness and transparency: Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.

Redress: If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when the complaints are made, citizens should receive a sympathetic, positive response. This principle emphasises a need to identify quickly and accurately when services are falling below the promised standard and to have procedures in place to remedy the situation.

Excellence: Innovation can be new ways of providing better service, cutting costs, improving conditions, streamlining and generally making changes which tie in with the spirit of Batho Pele. It is also about rewarding the staff who "go the extra mile" in making it all happen.

Customer Impact: Impact means looking at the benefits we have provided for our customers both internal and external – it's how the nine principles link together to show how we have improved our overall service delivery and customer satisfaction. It is also about making sure that all our customers are aware of and exercising their rights in terms of the Batho Pele principles.

Leadership and Strategic Direction: Good leadership is one of the most critical ingredients for successful organisations. Organisations who do well in serving their customers can demonstrate that they have leaders who lead by example, who set the vision, and ensure that the strategy for achieving the vision is owned by all and properly deployed throughout the organisation. They take an active role in the organisation's success.

Citizens should be treated with courtesy and consideration. This goes beyond a polite smile, 'please' and 'thank you'.

Value for Money: Public services should be provided economically and efficiently in order to give citizens the best possible value for money. Many improvements that the public would like to see often require no additional resources and can sometimes even reduce costs. Failure to give a member of the public a simple, satisfactory explanation to an enquiry may for example, result in an incorrectly completed application form, which will cost time to rectify.

Encouraging Innovation and Rewarding

Senzenje After Hours!!!!



Siphethe izintombi ezinje eM-singa. UPhumzile Dumakude in a her traditional attire.



The Hlatshwayo, Phili Mlambo, Lungi Dumakude, Pumzile Dumakude and Nonhlanhla Sokhela and Thabani kaSomdoda babekhasa phansi emshadweni kaMam PRO



Farewell to Dr Zuke. Nqobile sihlale kam-nadi nawe and we will visit you and COSH staff and Umsinga community love you!!!

Happy or Unhappy? Please let me know 033 493 0820 or e-mail me on Sindisiwe.sibiya@kznhealth.gov.za



Cupheni, Khonzekile and Phumzile in their traditional attire.



We pose like this in Tugela Ferry. In a picture Phumza Danisa, Makhiseni Sokhela, Mncedi Gamede, Nhlanhla Sokhela, Sindy Sibiya, Bheki Mchunu, Mphathi, Khethiwe Khumalo and The Hlatshwayo