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INSIDE THIS ISSUE:

KZN Health Service Excellence Awards	1
Parties for H Ward	2
Infection Control Floating Trophy	2
HIV/AIDS Awareness campaigns	3
Donations from the Lions Club	4
Telephone answering manners	4
Ifafa Primary is now a Health Promoting School	5
Health and safety signs	5
Other Events Held	6
Quality Day	7
Sports & Recreation	8
Public Relations Department	8
Welcome to all our comm. serves	8
Deceases	8

G.J CROOKES GOES FOR AN AWARD

We all worked very hard and showed amazing commitment towards the KZN Department of Health Service Excellence Awards, which are an initiative established to help us compete with other government departments in the KZN Premiers Service Excellence Awards (PSEA) in April this year. This program is organized by the KZN Office of the Premier and it encourages provincial departments to participate in the measuring of facilities towards adherence to Batho Pele principles. These principles are the guiding tools on how public servants should serve the customers and public in order to ensure their optimal satisfaction.



The Coordinator and the Hospital managers of the 3 hospitals who won

During 2008/2009 financial year G.J Crookes Hospital was amongst the 13 Health Institutions who applied to enter these awarding ceremonies.

Evaluations were conducted by a team which is led by Programme Manager Mrs. A.N. Khathi Principal Technical Advisor Quality Assurance, Head Office with clear knowledge of standards compliance to Batho Pele Principles, Citizens and Patients Rights Charter. G.J. Crookes, Estcourt and Christ the King Hospitals were the only three hospitals to be short listed and had to compete with one another.

At the awarding ceremony on the 28th of January 2009, G.J Crookes hospital got a second position and received a silver award; considering it was the first time we entered such awards.

"These are the results of team work, I would like to thank every member of staff that contributed tirelessly to this project and would also encourage all staff to always put people first, just as the Batho Pele principles states" said Mrs. S.P Nyawo, Hospital Manager of G.J Crookes Hospital.

Noma ikanjani siyabuya futhi ngonyaka ozayo, sizothatha indawo yokuqala!!!



Some of the staff members enjoying finger lunch on the day of the awards

CHRISTMAS VISITS AT THE PAEDIATRIC WARD



The ECR Toy story Team

On the 17th of December 2008 we were visited by East Coast Radio as part of their yearly Toy Story project. They came to the Paediatric Ward and gave toys and gifts to the children that were present. D.J Trevor Williams of the Radio Station was amongst the visitors, and gave a much appreciated speech stating that he wishes the children a speedy recovery so they would celebrate Christmas in their homes with their families.



D.J Trevor Williams

Again on the 23rd of the same month His worship the Mayor of Umzumbe Municipality, Cllr. M Chiliza and his staff members visited the ward.

Other groups and organizations from Scottburgh and surrounding areas also visited and shared the Christmas Spirit with the ward staff members, admitted Children and their parents.

The gifts and visits were really appreciated by the management, the whole staff at the ward and mostly the recipients, who are the kids at the ward.



His worship the Mayor of Umzumbe Municipality Cllr M Chiliza playing with a child from the ward

QUARTELY INFECTION PREVENTION & CONTROL FLOATING TROPHY

Infection Prevention & Control is one of the many service elements provided at GJ Crookes Hospital. The core function of this element is to prevent and control infections and the transmission of infections in patients/clients, visitors and all categories of staff employed at the hospital.

A full time Infection Control Practitioner has been delegated to ensure that the hospital infection control programme is effectively and efficiently implemented.

To assist, motivate and create a healthy competitive environment for the staff to implement updated infection control policies, inservice training, and comply with surveillance, the infection control trophy, initially donated by the department of health, is floated each quarter.



H Ward staff members with the trophy

Our functional infection control committee, headed by the hospital manager, identifies the common challenges being experienced from the weekly Quality Assurance, Infection Control and Health & Safety audits carried out in each ward and department.

For example, in the fourth quarter, it was decided by the committee that waste management was the most common challenge, hence a special tool was devised by the Infection Control Practitioner, which was given to two infection control committee members to use to float the trophy, in clinical areas.

Amazingly for the first time since 2004, the same ward, had won the floating trophy for the third and fourth quarter. Each quarter the floating trophy is awarded by the Hospital Manager, Medical manager and sometimes the Nursing and Finance & Systems manager at the Extended Management Meeting.

HIV/AIDS AWARENESS CAMPAIGNS

OUR COMMUNITY HEALTH WORKERS ARE VERY ACTIVE



Some of the guests at the Imfume event

Since December is commemorated as HIV/AIDS awareness month, a lot of HIV/AIDS awareness events were organized by different individuals which G.J Crookes Hospital was part of .

There was an HIV/AIDS awareness event that was held at Imfume Community Hall on the 18th of November 2008. This event was organized by the Community Health Workers

from a group called Nakekela by working in partnership with different stakeholders and government institutions. The group was formed in December 2004.



The organizers at Thenjane

On the 27th of November 2008 at Thenjane Community Hall, an awareness campaign regarding TB & HIV/AIDS awareness was also organized.

These were all about providing and sharing information on HIV/AIDS hence to create and increase awareness of the pandemic, which continues to be a problem. The community health workers also mentioned that some of their challenges are that the community is not allowing them in their houses when they come to give help to the ill. Sometimes family members just shut their doors when they see them approaching their houses. They made it clear that they are there to help the community with their problems and consequently refer them to the appropriate departments. Confidentiality is guaranteed and cooperation would be appreciated as it would eventually assist the person in need of help.

GJ CROOKES HOSPITAL PROMOTING AN HIV FREE COMMUNITY

On the 5th of December we also had an awareness about HIV/AIDS at our Out Patient Department and observed a moment of silence, where we remembered

all the victims of the disease , those affected and infected by the pandemic. (Right Picture)



Moment of silence

As a result of good collaboration and working partnership with other organizations, an HIV/AIDS Imbizo was organized by the Ugu Health District Office on



The Nursing Managers lighting the candle in OPD

the 19th of February 2009. Umdoni/Vulamehlo HIV/AIDS Association (UVHAA) and Broadreach was amongst the partners who made this event held at Amahlongwa Community Hall under uMdoni Local Municipality a success. During the event a staggering 205 citizens tested for HIV/AIDS. (Left Picture)

LIONS CLUB IS A FAITHFUL FRIEND

“ The future depends on the present not the past.” Unknown



Mrs. S.P Nyawo, Jackie Donaldson and Sister Shirley Joubert who is going to be operating the machine

Patients with eye sight problems at G.J. Crookes Hospital will no longer be referred to Prince Mshiyeni Memorial Hospital since the Scottburgh Lions Club donated an Automatic Sterilizer and Split Lamp for Cataract Surgery worth R36.000, on Friday, 23 January 2009.

Their generous donation was accomplished by a lot of fund raising projects since they are a Non-Profit Organization. President of Scottburgh Lions Club Jackie Donaldson said her club felt that the project had to be initiated so that it would benefit

the community of Scottburgh and surrounding areas. “We are very delighted that we managed to secure some funds and that today we are handing over this equipment” said Ms Donaldson.

We usually refer about 10 patients per week to PMMH which is so inconvenient for patients, especially senior citizens. District Health Manager Mr. Veeran Chetty also thanked Lions Club for wonderful donation and said the demand for this equipment is quite high as the department is facing budget constrains and it hard to purchase these utensils.

Lions Club has recently donated shower Curtains in all the wards and put wall pictures in the children’s wards.



Lions club members

The community will be notified when the services will be initiated. But it will be sooner than later.

TELEPHONE ANSWERING MANNERS- Make a perfect first impression



When answering a telephone call, especially work telephone, you should be as professional as possible. You should learn to be "professional, friendly, and ready to help." Our institution's telephone answering should be one of first-grade, otherwise if you fail people will be likely to judge you as rude, uncaring, unprofessional, and uninterested in your work. Learn to listen well, understand what makes the person on the other end of the telephone happy, be brief polite and to the point. Avoid words like darling, sweetheart, baby etc.

Here are some guidelines to be followed when answering your departmental telephones.

- Greet the caller politely (Good day, Good Morning etc)
- Identify your department, your designation and yourself by your full name
- Ask the caller how you can help them

Most importantly you should always be audible to the caller & put a smile on your face which will have an impact on your voice and make you sound friendly to the caller. Practice anger management; if the caller is being rude or irritable, remain polite and professional and never offend them back.

IFafa PRIMARY IS NOW A HEALTH PROMOTING SCHOOL



Mrs. Z Ngcobo, Social Worker

Ifafa Junior primary school from Emalangen area was launched on the 13th of November 2008 as a Health Promoting School. An event was organised by the Department of Education in partnership with Department of Health. The Ugu North Sub District School Health Team assessed the school looking at different aspects and activities of health promotion. The Team is

headed by Mrs. T.C Khwela, they visit and educate scholars and teachers on issues related to health like, pregnancy, HIV/AIDS, Dental and Oral health, hygiene, healthy diets etc.

There are guidelines that must be followed by the teachers in order for their school to be accredited with the Health Promoting Status. Firstly they were trained and educated on health promotion and health related issues; secondly they developed policies and procedures on health to be used by everyone within the school premises; then the environment was assessed to be clean and hazard free; fourthly they developed and maintained gardens for the school and finally developed good relationships with other supporting services and departments like the department of Social Welfare, Agriculture etc.

Miss K.V Kheswa, the School's principal explained how the projects started and thanked everyone for their support, including the local Government Departments who have been with them from the start, School Governing Board, the students, the teachers, the parents and the general community.

Mrs. Mthuli from the Department of education promoted working in partnership with other departments and encouraged all the other neighbouring schools that were present to benchmark the Health Promoting Status from Ifafa Junior Primary and implement it in their schools.

Mrs. Z Ngcobo the Social Worker from G.J Crookes Hospital was the guest speaker of the day who emphasized that the public must refrain from physical and emotional abuse as we are about to start the 16 Days of Activism against Women and Child Abuse campaign. She also stressed that teachers and parents must notice changes in their children and follow up on them; this must not only be practiced during the days of the campaign but should continue throughout the whole year.



Unveiling of the plaque

The day ended with opening of a plaque which will always commemorate this special day and its key role players.

WHAT DO THESE SIGNS MEAN? - Health & Safety signs to observe and know when you are in the hospital

Safety signs are a means of communicating a wide range of health & safety information to people who are in the institution. They should be displayed in a visible place



1. Reserved area: for disabled people

2. Fire Extinguisher: To be used in fire emergencies



3. Smoke free area: No smoking is allowed



6. In case of emergency everyone is required to assembly here Instructions will be given on what to do and when to do it.

4. Warning sign: Electrical Danger



5. Emergency Exit

OTHER
EVENTS
HELD

“The best
thing
about life
is that it
comes one
day at a
time” -
Unkown



Rev. Vusi Dube and Sbu Ndebele lighting the candles

Provincial launch for 16 Days of Activism

The launched was hosted in Umdoni Local Municipality under Ugu District at KwaCele Area, on the 25th of November 2008 at 10:00 am. The theme was “Don’t Look Away- Act Against Abuse” Pictured is Pastor Vusi Dube from ECC and Mr. Sbusiso Ndebele, KZN Premier during candle lighting, commemorating victims of abuse

Ugu Health District Launch for Khanya Africa Campaign

On the 10th of February 2009, there was a launch for the Khanya Africa campaign in Harding, under Ugu District. This is a voluntary organization which promotes that every citizen has access to their constitutional right to quality health care. This outreach programme seeks to redress the imbalance through the spirit of Ubuntu. The primary focus is to promote a conducive environment promoting voluntarism and a team approach to health care provision. Health Care professionals were gathered at this event where they were encouraged to give back to the less privileged communities by doing volunteer work.



Some of the Dignitaries



RTI's Danny the Cat entertaining the crowd

School Health Team's Open Day

Different government departments gathered on Tuesday the 4th of November 2008 at a place called KwaLembe. This was an initiative by the School Health Team under the Ugu North Sub District which is headed by Mrs. T.C Khwela. They had organised an open day for Mandlakay'pheli Primary School in the area, where different information that is related to scholars and the general community was provided. Departments like the Road Traffic Inspectorate, Social Development, South African Police Services and of course the Department of Health were part of this event. The community was given an opportunity to ask questions and answers were given by the different departments.

Community Service Officers' Welcome Party

A tea party was organized for the Community Service Officers team on the 22nd of January 2009. They were all welcomed by the management team, led by Mrs. S.P Nyawo the Hospital Manager. They are joining the G.J Crookes hospital to gain more practical knowledge that is related to their field of study which will eventually help them when they get permanent jobs. They will be with us for a period of one year. (See page 8 for their names)



The comm. serves enjoying tea

Quality Day 2008



Sr Dhaja from B2 Ward, receiving a certificate for Quality Assurance

The Wellness Committee, headed by Mr. P.S Iyer, acting Human Resource Manager organized a Quality Day event on 19th of December 2008, which was a gathering to thank and recognise all the G.J Crookes staff members who have worked well in their work and acknowledge the good that the staff have done.

G.J Crookes Hospital has enjoyed another hugely successful year. The ups & downs, which affected us positively and negatively were discussed and shared with everyone. The day was about to celebrate and acknowledge what we have done and are still to do as a hospital.

The staff was thanked for their sincere efforts this year. It was mentioned that they have achieved a great deal, particularly in the field of monitoring and lifting standards, sometimes in the face of some very challenging circumstances. They were also encouraged to never loose hope and put the public first whenever they are delivering service.

Mrs. S.P Nyawo, The hospital manager shared the top five benefits of team work which are Creativity, Satisfaction, Skills, Speed and Support and everyone was encouraged to apply these techniques in all their everyday work. "If we do, we will be able to make our hospital a great one, the top hospital in Ugu, Kwazulu Natal or even South Africa. Let us not criticize one another but help each other to be the best they can be." added Mrs. Nyawo

Mr. V Chetty, the Ugu District manager was one of the special guests of the day, he was honoured to be amongst the hospital staff who have worked in difficult circumstances and remained optimistic about work even when budget constraints were putting more pressure on their work. He also mentioned that managing to host a Quality Day is a great achievement which proved that the staff have a good team work spirit.



Staff members playing drama

Public servants were reminded that it is an hornour to be employed in the public service and it is a crime to forfeit your duties as you have promised to serve the public.



The talented Dr R Gounder with his guitar

Rev C.M.K Dlamini, the chairperson of the hospital board expressed his gratitude for the services available at the hospital. He also stressed that the customer/client is always right but public servants are humans too who should be treated with courtesy and dignity.

Employees who have excelled in their field of work and those who have worked for the hospital for more than 20 years were rewarded with certificates. The employee of the year 2008 was announced and the winner was Mr. P.R Van Niekerk from the Maintenance Department. ABET learners, Quality Assurance; Medical division also had their own certificates to give out, retirees were also acknowledged. Great performers were also present to keep the audience entertained during the whole event.

SPORTS & RECREATION

FIRST PLACE FOR OUR NETBALL TEAM



Our Netball team with their trophy

engage in Sports activities so to be active and healthy, hence they will do their jobs in a stress free manner and keep the customers happy. Different stalls concerning health were organized for display. Siyalidlala ibhola bo!!

A healthy lifestyle event was organized at Port Shepstone Hospital on the 19th of February 2009, other hospitals around Ugu, including G.J Crookes were also invited. Activities involved were the Fun Walk, Fun run, Taebo, Swimming, Volleyball, Netball and Soccer.

G.J Crookes Hospital was proud to get the first place in Netball against Port Shepstone Hospital. The department encourages workers to



Staff members from different hospitals enjoying Taebo



PUBLIC RELATIONS

This Newsletter was compiled and designed by the Public Relations Officer Miss Thobile Hadebe for G.J Crookes Hospital's internal and external stakeholders. Contact her on ext. 7004.



Do you have any suggestions, complaints, compliments? You are always welcome!



WELCOME TO ALL OUR COMMUNITY SERVICE

PRACTITIONERS

- Radiographer PADAYACHEE D
- Physiotherapist. CELE KR
- Audiologist NAIDOO AR
- Occupat. therapist SMYTH JA
- Speech therapist BAGWANDEEN N
- Radiographer BUDDAN Y
- Med officer MAHARAJ Y
- Med officer HLATSWAYO MD
- Med Officer REDDY P
- Med officer WALDHAUSEN J
- Med Officer MKHASIBE PZ
- Clinic. Psyc KHESWA TL
- Prof nurse HLONGWANA
- Prof nurse MZOBE HT
- Prof nurse MAZEKA PZ

DECEASED

NL Khomo	Nursing Ass.	23/08/2008
B Mlitwa	Supply Officer	30/11/2008
S.F Nzama	Clinical Nurse Prac.	19/01/2009
T.W Mthethwa	Lay Counsellor	27/01/2009
S.B Yeni	Staff Nurse	21/03/2009

Sinani nemindeni yenu ngomkhuleko

May their souls rest in peace