



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

**MSELENI HOSPITAL**

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## Mseleni Hospital excelled on Batho Pele Principles. MEC for Health, Dr. Sibongiseni Dhlomo crowns Mseleni.



From left: Acting CEO, Dr. Victor Fredlund, HOD for KZN Department of Health, Dr. Sibongile Zungu, Chief Artisan Mr Mahlobo, Umkhanyakude Health District Manager, Ms. M.P. Themba, Mr Thabani Ntuli (Public Relations Officer), Mr E.S. Buthlezi (Human Resource Manager), Dr. J.A. Viljoen (Acting Medical Manager, Honorable MEC for KwaZulu Natal Health Department, Dr. Sibongiseni Dhlomo and Mrs. T.M. Ngqabayi (Monitoring and Evaluation)

**K**waZulu Natal MEC for Health Dr. Sibongiseni Dhlomo crowned the Mseleni District Hospital for outstanding achievement on the Batho Pele Principles. The occurrence took place in Durban's International Convention Centre (ICC) on Friday 21st February 2014 during MEC for Health's Annual Service Excellence Awards Ceremony (MASEA).

Batho Pele (abantu phambili/people first) Principles enforces quality in the service delivery of the public service institutions across South Africa.

*Fighting diseases, Fighting poverty, Giving hope*

These principles ensure that: citizens are consulted about the service provided to them; they are aware of the standards of those services; they are able to easily access the services; public servants treat them with dignity and respect; information on new government developments is shared with communities; complaints are resolved speedily and used to improve service delivery; taxpayers' money is used sparingly; departmental managers head the institutions properly and the holistic service delivery impact to the citizens is achieved; hence Mseleni Hospital was found to have gone an extra mile to achieve all the principles.

The hospital is expected to represent the entire KwaZulu Natal Department of Health in Premier' Service Excellence Awards when the competition will be against all government departments in the province.

“It was not for the first time that the hospital from Umkhanyakude Health District excelled on this category. In 2013, Mosvold Hospital represented Department of Health, and in 2012 Manguzi Hospital achieved Gold Award in Premier 'Service Excellence Awards. Moreover, Hlabisa Hospital was crowned an award for excellent waste management innovative ideas; and Dr Kelly Gates for Bethesda Hospital also received an award for outstanding performance on the Batho Pele Principles!” said Umkhanyakude Health District Manager, Ms. M.P. Themba expressing excitement on the achievement!

The Umkhanyakude Health District is also expected to have its first community healthcare center which is expected to start working in 2015!



**Main:** Mseleni Hospital and Umkhanyakude Health District Team celebrating the victory together!  
**Top right:** Dr. V.G. Fredlund (Mseleni Hospital Acting)

**Article: Thabani Ntuli (Public Relations Officer)**

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