Message from the CEO’s office

It is the close of the financial year and I would like to thank one and all for the hard work that you have put in during the past financial year. The 2010/11 financial year has been a success. We have been on track with cost containment. The next financial year is looking up and I am hopeful that we will be able to provide the services needed by our patients. Fortunately this year we have been given a budget early and hence we will be able to better plan and execute our operational needs. All suggestions to improve service delivery to our patients are welcome.

I am sure you have being seeing construction going on throughout the hospital. This is part of the revitalisation programme. We are currently building a new adult ward, a psychiatric OPD and a Rehabilitation OPD. Also in the pipe line is the Haemodialysis unit. We will also be upgrading the electricity grid and electronic access control, and hopefully by 2012 we will be totally electronic with regards to patient admin.

Once again, keep up the good work, and remember—we can achieve better results if we work together. Every little deed does make a difference to the people we serve.
NEW BOARD FOR THE HOSPITAL

The Hospital has appointed new board members and it was approved by the honorable MEC for Health in KZN Dr. S. Dhlomo.

The management of the institution met with the board for the first time to give a brief overview on service delivery issues at the hospital.

After the initial meeting board members took a walk together with Ngwelezane management where they visited various wards and sections to assess the situation and to give messages of support to both patients and staff.

“We welcome new members on board”

YEAR OPENING PRAYER A SUCCESS AT THE HOSPITAL : 24.02 2011

Ngwelezane hospital staff and Management gathered together with the Health Care Fellowship (HCF) at the staff residence recently to pray for God’s protection and blessings on the hospital staff and patient.

From left: Dr. S. Tshabalala (former CEO), Mrs. Nomalungelo Gina, Mr. Nhlanhla Nompumza, Mr. Madlinyoka Ntanzu, Mrs. Lindiwe Shangase and Dr. Nhlanhla Sibeko. Absent with apology– Miss Linda Hlongwa.
Ngwelezane Hospital & Lower Umfolozi War Memorial Hospital hosted orientation and Induction programme for Medical Interns and Nurses.

Dr Thandrayen welcomed the management team from both institutions and all participants present.

Highlights of the workshop as presented:

- Opening and welcome
- Organogram
- Mission & Vision
- Background of Ngwelezane Hospital
- Referral system
- Medical services
- Paramedical services etc.

Dr I. Popa was the programme director for the day.

Mr. C. Myeza CEO for Lower Umfolozi War Memorial Hospital during his presentation.

Orientation and Induction conducted to newly appointed nurses. Issues around nursing care, Batho-pele principles, Patients rights, and infection control were covered.

KZN Health Department Conducted a workshop on HR connect at Ngwelezane Hospital. The purpose of the workshop was to provide HR Practitioners and Supervisors/Managers with the knowledge and tools to complete the HR connect survey forms, assist staff in completing theirs and train other supervisors if necessary. This was to ensure that HR connect is effectively implemented and that good quality, accurate data is collected with the maximum number of survey forms completed and returned. The target audience was HR practitioners, trainers, managers and supervisors.
Senior management team & Junior staff of Ngwelezane Hospital attended a five day workshop at Protea Hotel-Empangeni on “Introduction to human resource management”. The main objective for this course was to create understanding of the human resource management functions and to assist line managers in managing their human resources.

A variety of action learning methods, including classroom work, syndicates discussion, case studies, simulations exercises, group and individual projects, preparation and presentations were utilized. Participants excelled during presentations and good planning and organizing skills were utilized successfully. In closure, this workshop equipped the team with the skills to face human resource issues. Thank you very much to Revite team for funding this informative workshop and we also salute Mr. A. Moshikaro, our facilitator, for doing a wonderful job.

Towards ensuring respect and dignity for patients and the Nursing Profession.

Nursing management at Ngwelezane Hospital got a chance early this year to discuss strategic issues relating to patient care. The highlight of the event was acknowledgement by the nursing department of the following items as core to patient:

- Enhancement of accountability
- Strengthening adherence to infection control principles
- Advocate for upholding the principle of privacy and respect for patients.
- Strengthening Primary Health Care

Deputy Nursing Manager Mrs. L.P. Ngcobo acknowledged the hard work by each and every nurse and motivated them to record all interventions through a pen token given to each nurse. She also thanked the sponsors who made this day a success.
This story can fit 75-125 words.

Selecting pictures or graphics is an important part of adding content to your newsletter. Think about your article and ask yourself if the picture supports or enhances the message you're trying to convey. Avoid selecting images that appear to be out of context.

Microsoft Publisher includes thousands of clip art images from which you can choose.

Caption describing picture or graphic.

Ms. N. Memela has been appointed as the Food Service Manager. Her role is to ensure that the Catering Company (Sodexo) renders efficient and effective food services by providing high quality food, and friendly and caring service. Her main focus will be on the three batho pele principles, which are:

- **Service standards**: “I would like to set high standards of ensuring that patients are served food in a dignified manner, recognizing their cultural preferences.”
- **Value for money**: The service which the institution gets should be equal to the amount the Company charges monthly.
- **Redress**: Ensure that all patient and other client complaints are attended to promptly.

Dr. O. Harbor has been appointed as Acting Medical Manager. Ngwelezana Hospital Medical component comprises doctors, dentists and a host of paramedical staff. This is a group of highly qualified, skilled and dedicated health care workers always striving for excellence and the best outcomes for their patients. It ranges from interns and Community Service to professionals that have been in service for twenty years and more. To all of them, we as management have to say THANK YOU for all the wonderful services you render day and night. Please keep up the good work and the God who sees in secret will reward you openly.

Mr. T. Ntshangase, has been appointed as Assistant Manager– Staff Relations. Mr. Ntshangase is responsible for maintenance of fair labour practice within the institution, handling of grievances, dispute and misconduct cases by staff, Inservice training on different issues, for example: code of conduct, disciplinary procedure, sexual harassment, conflict management etc.

Ms. N. Memela has been appointed as Occupational Health & Safety Manager. One of the main aims of this department is to help minimize health and social problems of staff so that they can render high quality services to clients. The Wellness Centre has 3 main programs, namely Occupational Health (staff clinic), Health and Safety, and Employee Assistance Program. I urge employees to utilize this department optimally, and I welcome all suggestions from staff members that will assist this department in offering the required services. I hope I will have a fruitful stay in Ngwelezane Hospital.

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The Male medical circumcision was launched by His Majesty, the King of Amazulu, on the 10th of April 2010. The launch indicated the beginning of many camps and hospital based circumcision operations. The project was piloted around KZN and uThungulu was one of the targeted areas. The Private and public health professionals had organised themselves for the event which was scheduled for the 4th of March 2010. Youth and adults were screened at Ngwelezana Hospital before and on the day of the event for the session of circumcision. About 35 men from different areas around uThungulu District were circumcised.

The event was graced by the presence of the honourable MEC Dr. S. Dhlomo and the Provincial Management team, Dr. SSS. Buthelezi, Area 3 General Manager Dr. Simelane, Inkosi Zungu from Madlebe Tribal Authority, Dr. Nxiweni and Dr. Sin’s team. Ngwelezana hospital was privileged to have the opportunity to use the new method designed by Dr. Sin. Clients were provided with information pre- & post-operation. The excellent part of it is that clients were able to walk after the operation and went home successfully.

Below: The MEC for health in KZN, Dr. S. Dhlomo, giving messages of support to a group of young men

The Male medical circumcision was launched by His Majesty, the King of Amazulu, on the 10th of April 2010. The launch indicated the beginning of many camps and hospital based circumcision operations.

Dr. Orisakwe demonstrating the cleaning of the Tara Clamp

Dr. B. Mhlongo and Dr. S. Dhlomo with one of the patients inside the procedure room

“Get circumcised in a clean medical facility”

“Remember that even if you have undergone the circumcision procedure, the golden rule is ‘condom’!!”

“Remember you must not have sex until the wound has fully healed”

“Get circumcised in a clean medical facility”

“Remember that even if you have undergone the circumcision procedure, the golden rule is ‘condom’!!”

“Remember you must not have sex until the wound has fully healed”
“Awusik’ umshini wami mshini wami” This was one of the songs sang by the men before they were circumcised.

The Ngwelezana hospital male medical circumcision team has been operational since the launching of the MMC programme by His Majesty the King in KwaZulu -Natal in 2010. More than 1500 patients have been circumcised since then, and during the 16 days of activism in the same year, the team had a campaign at which 97 patients were circumcised to highlight and support the fight against abuse of women and children.

The methods used currently include:
1. Surgical forceps guided method
2. Tara clamp.

Currently we have requested any GP or Medical doctors both in the Private and Public sectors who wish to learn how to use the TARA CLAMP appropriately, to avail themselves at our unit for training and or further training as the case may be.

The MMC team wishes to thank all the Nurses and the Medical team who were part of the MMC team in 2010. We are grateful to you all and may God continue to strengthen you as we strive to serve our people and support the department of Health in this laudable project. Many thanks also go to our Honourable MEC for Health- Dr. S. Dhlomo, Head of Department- Dr Zungu, General manager MMC and Traditional Medicine KZN- Dr. Tshabalala, Uthungulu Health District Manager - Mr .M. Zungu and his team ,Acting CEO- Dr. Thandrayen, and Ngwelezane Hospital Management team, for their support during the past 12 months of our existence in service.

Compliments of the new year to all our clients and may you remember that the golden rule is “CONDOM CONDOM”!!!!

Inkosi Zungu sitting on the left hand side, as highlighted before, was part of this exciting event.
HOW TO BECOME A BLOOD DONOR

YOU MUST :

• Lead a sexually safe lifestyle.
• Be in good health
• Be between the ages 16 and 65 (for first time donors)
• Weigh over 50 kg
• Have a meal prior to donating

IMPORTANT: PLEASE ………IF YOU HAVE PUT YOURSELF AT RISK FOR HIV AND AIDS ………..DO NOT DONATE BLOOD.

OKUDINGEKAYO UMA UFISA UKUNIKELA NGEGAZI KUFANELE UBE NALOKHU OKULANDELAYO:

• Uphile impilo ekuphephisayo ezifweni zocansi.
• Ube sesimeni esihle sempilo.
• Ube neminyaka ephakathi kuka-16 no 65 (kulabo abaqalayo)
• Isisindo somzimba sibe ngaphezu kuka 50kg.
• Udle ngaphambi kokunikela.

OKUBALULEKILE: UYACELWA….UKUTHI UMA WENZA IZINTO EZIZOKUBEKA ENGCUPHENI YOKUTHOLA INGCUHLAZI UNGAZELELE….UYACELWA UKUTHI UNGANIKELI.
HCT

HCT implementation at Ngwelezane Hospital started immediately after the national govt. declared a war against HIV & AIDS, TB and STI’S in all provinces, putting programmes in place in all health institutions.

Ngwelezane Hospital has got nerve centers in the following areas: Out Patient Department (OPD), Family Medicine Department (FMD) & Staff Wellness. This programme has been extended to schools, Churches & local communities.

Municipalities were also targeted for this programme and it is running smoothly.

Condom distribution:
We are issuing 100 condoms per patient.
We are also responsible for ensuring that Local Ga-rages, Schools and Churches are getting enough condoms.

Services currently available:
- Vital signs
- Group counseling
- HIV Counseling and Testing.
- TB Screening
- Male Medical Circumcision (MMC)

Since we started in April 2010 more than 10 000 people have been counseled & tested.

“HCT IS AVAILABLE IN ALL HEALTHCARE FACILITIES & SERVICES ARE PROVIDED FOR FREE”

Down syndrome awareness day 29 MARCH 2011

On 29 March 2011, the Speech- and Occupational Therapy departments hosted a *Down Syndrome Awareness Day*. The event took place in OPD, and was well attended by over 60 student nurses, as well as 12 mothers with their Down Syndrome children. These mothers attend a monthly Down Syndrome support group at Ngwelezane Hospital. The aim of the event was to raise awareness about Down Syndrome; its causes and characteristics, as well as to raise awareness about the support group running at the hospital. Information on Down Syndrome was presented, and more referrals to the group were encouraged, both from within the hospital and from the greater community.

Face-painting and coloring-in books were at hand to keep the children entertained. The mothers were given an opportunity to share their personal experiences of having children with Down Syndrome. Attired in orange and black to show solidarity, the mothers spoke about the joys and heartaches of raising their children. Handouts were given to the student nurses, and the event was closed with prayer and song. The mothers, children and therapists then all returned to the occupational therapy department for some well-deserved refreshments. We thank everyone who helped to make this event possible.
The people of oBuka Tribal Authority celebrated a victory when the local clinic under Ngwelezana Hospital rated at 6-million was officially opened by the Honourable MEC for Health in KZN, Dr. S. Dhlomo, in collaboration with uThungulu Health District office, under the leadership of Mr. M. Zungu –District Manager.

The facility is situated about 30km from Melmoth and +/-78 km from Empangeni. It is located in Ntambanana Municipality, Ward 4, at Nomponjwana Reserve - which is in Obuka area. This is a deep rural area under Inkosi P.C. Biyela and the Councillor Z.J Biyela. The area was named Nomponjwana since it is located between two mountains resembling little horns.

### 3. SERVICES CURRENTLY RENDERED BY NOMPONJWANA CLINIC

The facility is currently rendering the following services:

- Treatment of minor ailments
- Children’s health
- Immunisation
- Integrated Management of Childhood Illnesses (IMCI)
- Vitamin A
- Growth monitoring
- (Malnutrition intervention)
- Women’s reproductive health
- Family planning
- Cervical cancer screening
- Antenatal care services
- Post natal care
- Community Mental health care services
- Private Eye care services
- Oral health care services
- Health, Counselling and Testing (HCT)
- Prevention of Mother To Child Transmission (PMTCT)
- TB treatment and management
- Environmental Health
- Community Based Services including Flagship Programme
Before the official opening, Ngwelezane Hospital made health services available in the community to promote the clinic’s opening. These included 268 health counseling and testing sessions, 37 male circumcisions and 64 pap smears, 98 eye screenings, and assistance of people who required wheelchairs, walking sticks, spectacles. Assistance with garden implements for the implementation of one clinic one garden projects was also provided.

One of the obstacles faced by the clinic is a staff shortage. As mentioned earlier on, the clinic is situated in a deep rural area of Nomponjwana in the Obuka area of Ntambanana. The clinic is struggling to attract skilled personnel and as a result it can only operate from Monday to Fridays for eight hours a day. The MEC for Health in KZN has promised that it was a priority to have the clinic operating seven days a week and further to look at staffing issues. More than 5000 people from Nomponjwana and surrounding areas celebrated the official opening.

FAREWELLS 2011

HR Staff led by Mr. B. Mtshali the HR Manager, hosted a farewell function after a group of interns had finished their Internship programme.

Mr. Mtshali thanked these young fellows for their commitment & professionalism displayed during their stay.

“Dreams say what they mean, but they don’t say it in daytime language”

By Gail Godwin
One of the busiest clinics at Ngwelezane Hospital, Thembalethu clinic, celebrated a farewell function for one of the nurses who served the clinic for more than 5 years.

Mrs. Ngema had worked for the Department of Health for more than 30 years. Mrs. Ngema retired early in February & she received a bulk of gifts from her colleagues.

Mrs. Simelane congratulated Mrs. S.N. Ngema on her retirement.

HR Office at the hospital also hosted a farewell function for one of the in-service trainees, Ms. C. Ndaba, during her departure in March 2011. Dr Z. Magwaza handed over a gift and the HR manager extended words of appreciation and advise pertaining to career pathing.

Zabe Ndlovu who worked as a Principal HR Officer left the institution early this year. Next to her is Mr. B.J. Mtshali and Siphiwe Msane.

Zama Shezi handed over a gift to Zama Nkuna who left the institution early this year to work for Hlengisizwe CHC.
COMPLAINTS PROCEDURE
Report or write down all the details of the incident. Contact the person in charge immediately. If you are not satisfied with the response, continue with the following:

- Visit Public Relations Office immediately or write to us and tell us what happened. Include:
  - Date and time
  - Where did it happen?
  - Names and details of people (name tags can be used)
  - Be specific and give as much information as possible. Please supply us with your name and address so that we can call you.

You can send your complaint or compliment using the following details:
Mr. TB. Gumede, Acting Public Relations Officer: Ngwelezane Hospital P/Bag X 20021 Empangeni 3880
Tel: 035 901 7122
Fax 035 794 1684

COMPLIMENTS RECEIVED FROM PATIENTS

Customer Details/Iminingwane yabo
Name/Igama: T. C. Gumede
Address/kuhene: 42 GORDON RD EMBANGENI
Date/Ukuku: 10 03 2013

Very Good Brother.

Tel: Medigo Thebe
C/ C: Gumede Tobias
Subject: RE: Medication

Good Morning

I cannot express how much I appreciate the speedy response from you and the professionalism that has been opted in this matter and also a very big thank you for your assistance it goes a long way.

May you and your department have a prosperous and successful New Year in 2011.

My Cell Phone Number is 071 163 5705.

Thanking you again.

Patrick D'Abbadie

Thanks for support

THE young girl who was violated and murdered in last week's edition of the DONALD SIBEKU BANKING on 12th July at the age of 13.

THERE are many ways to keep it up, but the way I keep it up is to be kind.

FINANCIAL LADIES. I wish you success.

SISTER NAMUKONGA AND SISTER T-C NGWELI.

Let's put patients' rights first!
I would like to extend my sincere gratitude to the Acting CEO - Dr. Thandrayen, the entire management team of Ngwelezane Hospital, & staff from various sections, as well as the editing team, for the support shown in the previous years during my term in office. The spirit of working together towards one goal has changed the lives of many of our patients.

In 2011 we will be focusing on strengthening the implementation of national and provincial programs, for example, HCT, “Make me look like a hospital” project, and Male Medical Circumcision, based on the targets given to us.

Lastly, I would to take this opportunity to extend best wishes to the management of the institution, staff, and patients admitted at Ngwelezane hospital - I wish them a speedy recovery. God bless you all.

Please send your story or comments to: tobias.gumede@kznhealth.gov.za