



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

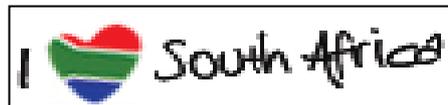
SIYENZA

PHOLELA CHC NEWSLETTER

JULY 2015
SPECIAL EDITION



PREMIER SERVICE EXCELLENCE AWARDS



FIGHTING DISEASES, FIGHTING POVERTY, GIVING HOPE

Pholela CHC Wins Silver at The Premiers Service Excellence Awards

On the 16th of July 2015, the **Office of the Premier** hosted an award ceremony and a gala dinner at the ICC Durban on Thursday night. This proved to be a very memorable day for Pholela CHC as they won a silver award in the category of **Best Batho Pele Team of the year**. The award was received with much jubilation by staff who had attended the gala dinner at the ICC Durban.

Pholela CHC strives for service excellence in promoting service delivery to the community of Bulwer. Therefore Batho Pele is one of the important fundamentals strategy used to reach our clients and ensure that the people are happy when they visit our institution.

The journey of the *Premiers Service Excellence Awards* started when Pholela CHC was shortlisted for auditing in the category of Best Batho Pele Practice. This came as a surprise that we were shortlisted and therefore, we were expecting the panel of judges to visit us to review and inspect all the content regarding Batho Pele Practice. So when the judges came it was evident that Batho Pele is known and practiced at Pholela CHC. Evidence was provided to them in forms of minutes of meetings, Imbizo pictures, posters, brochures and much more.

Walkabouts were done and clients were interviewed on service delivery and Batho Pele Principles. When the judges left, they seemed very much impressed, but we were also skeptical if maybe they were just being friendly and showing courtesy.

It wasn't too long, that we got the news that Pholela CHC was nominated to be part of the finalist to attend the gala dinner at ICC Durban, for the awards ceremony. This was a great privilege to be attending the *Premiers Service Excellence Awards*, and furthermore with an opportunity of winning an award. The night of the awards was upon us at ICC Durban, staff went in attendance to represent Pholela CHC. They left Bulwer in good spirits and well dressed for the event looking like winners. And winners they were, as they received a Silver Award and Certificate in the category of Batho Pele Principles.

It was an amazing feeling to be called up on stage to receive the award, the staff jumped and ran on stage with pleasure and delight to get the award. This was a memorable night for everyone who was at the ICC Durban

When the award got back at Bulwer, it was joyfully paraded in all the sections as staff and clients went along singing and dancing.



The Celebration Parade at Pholela CHC

PICTURES OF THE DAY



Arrival at the ICC Durban



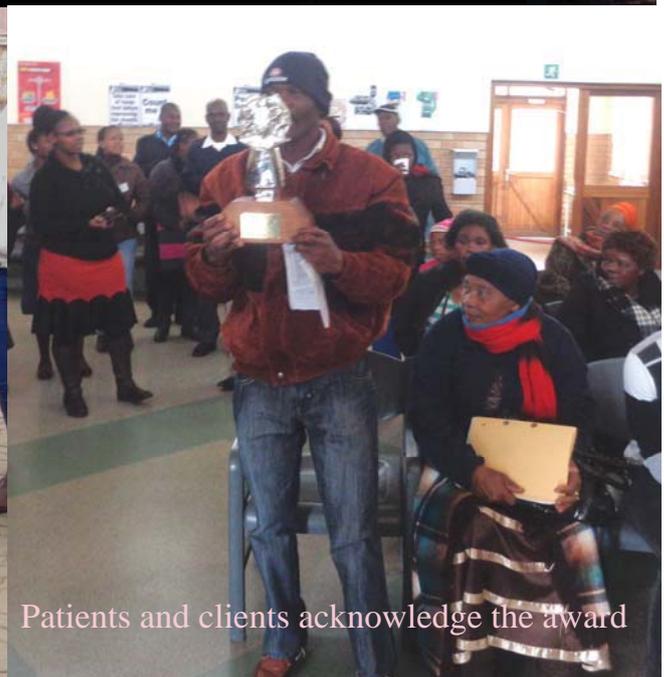
On stage with the Honorable Premier



Team Photo with the Award



Staff taking pictures with the Award



Patients and clients acknowledge the award



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