



MRS PP MORAI - PRO

PORT SHEPSTONE HOSPITAL COMPLAINTS MECHANISM

we are here to satisfy your health needs. When you've lodged your complaint with us telephonically, in writing or in any other way, we try our level best to resolve the matter immediately. If the matter is of a complex nature, meaning some people involved are not in a position to respond immediately, we make a promise to respond to you within 7 working days after your complaint has been lodged. Sometimes the investigation process prolongs, however, we don't leave you in the darkness but we always keep in touch with you telephonically. We trust that as our patient, visitor and community member, you'll work with us as we strive to maintain good customer services.

In any institution, having an open communication system is the most effective way to maintain and improve service delivery. We pride ourselves in the open with the transparent system that we have formulated to hear your comments and suggestions because how else are we going to assist you without the knowledge of your problems. This mechanism is there to help us bridge the gap where one is dissatisfied and thereafter bettering your experience with us. The suggestion box is a confidential way to voice your dissatisfaction, and if at times you find we're doing great, it is also there for you to praise the hospital staff for doing good job because at the end of the day

We open suggestion boxes in all departments in the hospital and this usually takes a day or two. Keep in mind, there are other job demands. So, to keep up with this, we've introduced a slight change this year. We now open boxes, give the supervisor or delegated person a chance to view all responses and register their numbers while we're checking whether their complaints register is up to date. We then take the whole pack of responses to update our computer register and later return them to their respective departments via registry. In preparation for the monthly report, after 2 days, we call departments to get responses of their complaints. Till we meet again.

TAKE NOTE

AFFECTING OUR SERVICE DELIVERY IN 2009 IS...

The year 2009 is at its starting point and with every start something new comes with its ups and downs. Looking at the downs the provincial department of health is experiencing problems with their contracted pharmaceutical company who supplies medication and this is affective all government hospitals including our own, which means we have a shortage of medication

supply and this directly affects our service delivery. The hospital orders an amount of medication and the company supplies a fraction of the requested amount and when questioned about this they simply respond that they are trying to evenly distribute the available medication throughout the province. So if one day you visit our pharmacy and you are

given 20 pills instead of 40 its not that we are hogging the medication but we have limited supply. We plead with you to bear with us through this crisis and we hope to overcome this problem soon and things will get back to normal and we can continue providing excellent services.

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EASTER MESSAGE

On behalf of Port Shepstone Hospital management, we wish all staff and patients a safe and prosperous easter holiday



ANNUAL FINANCIAL REPORT

It is our privilege to present to you the annual financial report of our hospital for the cycle 2008—2009 . In presenting this budget, we wish to highlight that Port Shepstone Hospital is moving towards becoming a fully regional hospital. Meaning that, it now provides specialist services and will eventually do away with the provision of district services. So, when hiring specialists, they come with equipment requirements and in some cases they require additional staff. That uses most our budget, however we are deeply grateful for the dedication and support of our staff, who are truly the backbone of our service delivery. In recognition of their support we have made available a Scarce Skills and a Rural Allowance to retain their loyalty and to ensure that our hospital does not loose high volume of its employees.

DESCRIPTION	ANNUAL BUDGET	ACTUAL EXPENDITURE APRIL 09-MARCH 09	BALANCE ANN. BUDGET / VARIENCE
Goods and services	65.653.000	78.136.909	-12.483.909
Households	653.000	11.100.184	-10.447.184
Building & other Fix structures	0	0	0
Machinery & equipment	1.695.000	2.025.783	-330.783
Compensation of employees	122.069.000	163.173.768	-41.104.768
Revenue collection	Target— 3000.000.00	Actual generation—	959.744



Ms Nokukhanya Shange—Finance & Systems Manager

Our budget shows a small increase every year, this is far from adequate to cover the increasing demands being made on our hospital . We are pleased to note however, that the provincial government is aware of the state of affairs as they are looking on embarking on a process of reviewing the baseline funding of the hospitals.

The general understanding of this budget allocation therefore should be that we are making an effort to meet the needs for good health for the Ugu District, in a province mostly afflicted by epidemics, infectious diseases and rising

We are proud to announce an innovation developed to better our services. We're introducing the new boarder mother's home to give mothers a comfortable stay during the period that their child has been admitted.



Gone are those days when they had to sleep on the cold hard cemented floors now there are rooms provided for them.

The rooms are equipped with beds and bathrooms that have showers with hot and cold running water, there is also a kitchen to do their catering needs. We all know that with every right comes responsibility, to qualify to utilize the boarder mother's home you need to have met the following. Criteria.



- Be a breast feeding mother
- Mother with mal-nourished child
- Mother who attends module classes
- Mothers with babies up to 1 year of age
- Mothers who have their child on dual therapy

Mothers who fall under this criteria qualify to be admitted to the boarder mother's home. Port Shepstone hospital is trying its level best to bring about ways that could lessen the burden of mothers who have sick babies and they now need not worry about their accommodation in the event that they have a child that is admitted.

Please Note :
Mothers are always encouraged to voice out any concerns they might have with the Sister or Matron of C Ward .



Our Paediatric Ward has been receiving quite a number of children with burns and this has been our concern ever since this year started. It is so sad to see young children suffering sometimes because of things we could have avoided at home. We also understand that accidents do happen. However, we would like everybody to take practical steps towards minimizing the risk.

DO BURNS HEAL ?

Burn heals when a new layer of skin grows in from the edges of the burn. However, if the burn is very large or very deep, bacteria may invade and cause infection. Also due to evaporation of fluids from the open wound, the patients may get dehydrated. Hence the 2 major short term complications of burns are **infection and dehydration**. Long-term, during healing, the wound may start shrinking or becoming smaller leading to contractures. Contracted tissue may lead to loss of normal motion if present in the limbs and can also cause a distorted appearance due to pull on the surrounding healthy tissue. In a burn patient, sensations of hot, cold, wetness, dryness, touch and pain may change even permanently. A patient post-burn will not be able to sweat properly due to damaged sweat glands. Hence appropriate clothing as per the season is required (cotton in summer and warm clothing in winter)

PSH EMPLOYEES PREVENTING HEALTH PROBLEMS— USING SIMPLER WAY S

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iving a healthy lifestyle is everyone's dream, but making it a reality is easier said than done. However, a good sense of self, a loving support network and the potential for continued personal growth is also important to our overall being. Many of us are usually not in control of the factors that cause us to become ill, whether they be genetic, environmental or something else entirely. There are many avenues we can take to improving our health, which include some of the activities performed by PSH staff on the 21st February 2009 during their Wellness Day Event. Let us give you a helping hand :

What can I do to reduce my risk

- Quit smoking or don't start
- Eat fewer high-fat foods and more fruits and vegetables
- Be more physically active.



Employees the enjoying cool waters of the hospital pool



Hospital Taebo Team at St Martin Depores grounds



Hospital netball team in blue against GJ Crookes



Employees walking for fun and fitness

**If you choose
unhealthy behaviours,
you are at greater risk
of having serious
problems !**

MORE WELLNESS EVENT PICTURES



OPD staff next to their stall



Mr GBC Khawula supporting the event with Okuhle Nyembe (PR trainee)



Some of our soccer players



Management calling for winners



PSH soccer team—awarded with a trophy by Mr Mbili of Sanlam



Ladies posing with excitement



Ms H. Makhanya supervising H&Safety stall



Fun walk winners



Staff outlining ARV clinic programme



A swimming medal was awarded



After the competition, Phila was having fun at the pool.



PSH netball team showing off their medals.



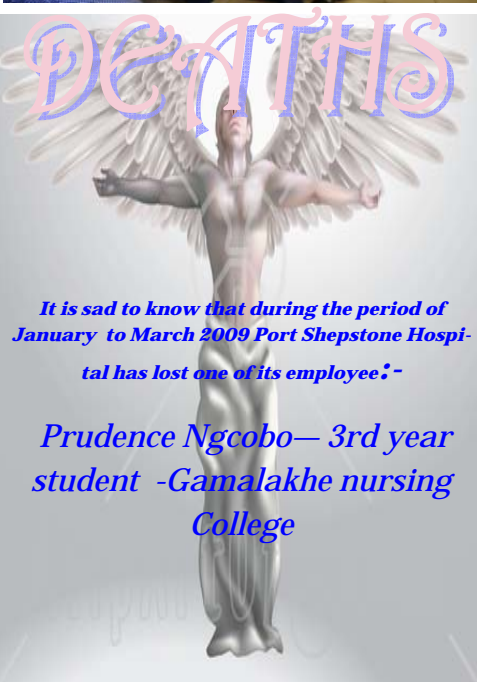
Above: Netball team from GJ Crookes received a floating trophy



Ladies doing a 1 Hour Taebo .

IS PSH DOING ENOUGH ?

Port Shepstone Hospital is the only regional hospital in the Ugu District with patient flow of +- 12000 patients per month. You can imagine, this is one of the busiest hospitals ever. In Ugu District, there are 4 district hospitals which refer patients to us. On top of that all emergency cases that take place in the jurisdiction of Port Shepstone are brought here. Our hospital is also looking after 18 clinics. This really makes our nurses, doctors and administration staff busy all the time. Management agrees that the core block is really needed to close the space gap that we are currently facing, however, we wonder whether this new facility wont strain the current workforce Basically, our hospital is short of all staff categories. It is not a matter of having too many beds. The challenge is to find quality personnel. So while the new core block creates high expectation to the community, **Quite honestly, We are doing more than enough for our community.**



It is sad to know that during the period of January to March 2009 Port Shepstone Hospital has lost one of its employee:-

Prudence Ngcobo— 3rd year student -Gamalakhe nursing College



WELCOME NEW EMPLOYEES

It is with great pleasure to welcome you as new employees in Port Shepstone Hospital.

1. H Moodliar → SMO
2. JM Moss → Com Serv. Physio-therapist
3. EV Siebert → CSO Occ. Therapist
4. TM Reddy → CSO Speech Therapist
5. N Hesketh → Occ. Therapist
6. CB Erasmus → Medical Intern
7. N B Lelala → SMO
8. SA Majola → Medical Intern
9. YM Desai → Medical Intern
10. LN Angus → Physiotherapist

11. RJ Bernhardt → SMO
12. ST Hlongwa → Com Ser. Radiographer
13. SR Boswarua → Speech Therapist
14. V Moodley → Lecture

We

are very pleased that you have chosen to accept our offer of employment.

Please know that this is the beginning of a mutual beneficial association!

SPORTS

Port Shepstone Hospital netball and soccer team have been very active since the beginning of this year. They have played 5 matches.

PSH VS	Margate net care team	EMRS	PS Correctional service	SAPS	GJ CROOKES HOSPITAL
January— March 2009	PSH 19 VS 7			PSH 16 VS 18	PSH 16 VS 18

Watch out !!!

Some matches and tournaments are underway and our guys and girls are ready for the move !

Enjoy the up-coming events and be safe. Until we meet again.

FAREWEL PARTIES



Mrs. Welch and Melinda saying their last goodbyes

Mrs Welch was one of Port Shepstone Hospital Switchboard operators that



Opening prayer for the farewell party



Switch board staff are a close knite family indeed

Mrs Nzama has provided tireless services to Casu-alty patients for years



Casualty staff cooking up a storm



Its not a party until there's food to eat



Nurse enjoys her meal

PLEASE FORWARD YOUR ARTICLES TO THE PUBLIC RELATIONS OFFICE DURING WORKING HOURS OR EMAIL
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OUR VISION

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o achieve an efficient and compassionate regional health service in the Ugu District

OUR MISSION

To provide a sustainable, co-ordinated and comprehensive high quality regional service through the District Health System, for the Ugu District, that meets national standards through a proud and dedicated workforce.

BATHO PELE PRINCIPLES

- **Consultation**
- **Service Standards**
- **Access**
- **Courtesy**
- **Information**
- **Openness and Transparency**
- **Redress**
- **Value for money**
- **Encouraging innovation and rewarding excellence**
- **Customer Impact**
- **Leadership & strategic direction**

