



# ISIBANI NEWSLETTER

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### IMPORTANCE OF COMMUNICATION

Greetings to all readers of Isibani Newsletter. What a delight for us to come back on this exciting platform to share information with you. Part of my daily activities include interacting with hospital users and this is where I often realise that little is known about effective communication by some people. For most people, communication is merely about passing messages only and not checking if there is understanding through feedback from the recipient of the message/s. This is rather too technical and to improve patient experience, a two-way communication approach is always required. Indeed, time could be a limiting factor in this regard, however we can be sure that feedback can enable us to produce much more sincere and clear responses that meet the diverse needs of our clients. Implementing this golden rule also assists in preventing complaints and where complaints cannot be avoided, addressing them becomes much easier, leading to total healthcare user satisfaction.



**P. P. Morai - Public Relations Officer**

REMEMBER THAT: **SILENCE ALSO COMMUNICATES A MESSAGE, YOU JUST NEED TO ASK YOURSELF IF IT'S PERCEIVED AS POSITIVE OR NEGATIVE.**

I would like to extend a sincere warm welcome to the readers of our newsletter. It is with pleasure that share news on progress and strides made by Port Shepstone Regional Hospital management and staff on the implementation of its annual performance plan. We will continually attribute our performance to a dedicated and diligent workforce, supportive hospital board, enabling referral networks, engaging social partners and service providers.

Port Shepstone Regional Hospital is not exempted from challenges experienced by all South African citizens in micro- and macro-environmental spheres, such as staff/skills shortages; global warming effects including water & energy scarcity; acts of criminality, trauma and violence; societal moral degeneration, diminishing financial resources in the light of escalating health care demands, public health concerns, land & infrastructural constraints and increasing cost of living; etc. We continuously strive to align our strategies with available resources towards ensuring that we provide a sustainable, coordinated, integrated and comprehensive high quality in-patient and out-patient Regional Health Care Service that meets national norms & standards, in-line with applicable legislative and policy mandates.

We are pooling all resources available towards ensuring that the hospital meets the accreditation criteria for the implementation of the National Health Insurance. The activities taking place include the following, but not limited to:

• **Strengthening of stakeholder engagement, inter-sectoral collaboration and community involvement.**

o We were visited by the DPSA Deputy Minister, Ms Sindisiwe Chikunga and her Senior Management Team, including DG Prof Levine, DDG L Dludla, DDG Vukela, Directors and Chief Directors to commemorate Public Service Week in September 2019. They were joined by Ray Nkonyeni Municipality political leadership, Hon Mayor-Mrs Mqwebu and Speaker-Mrs Gumede. Senior management teams from vari-



ous government departments attended the function together with their staff.

- We had a few meetings with stakeholders participating in operations of Thuthuzela Care Centre to do pre-planning for 2020/21 and review protocol, ie. National Prosecuting Authority (NPA), South African Police Service (SAPS), Department of Social Development (DSD) and various NGOs (Lifeline, Child-line, Home-based Care Centres, Child Placement Centres, Shelters.)
- We participated in a few events hosted by Inspired Women Magazine and South Coast Business Chamber, such as National Health Insurance breakfast meeting, # Me too Campaign, Gala Dinner/Awards and had 2 articles published in the exclusive September 2019 magazine. There are more events in the pipeline that the hospital is partaking in on both platforms.
- We hosted a Mandela Day event in Sezela for the homeless people whereby words of encouragement and motivation were shared together with food parcels and clothes were donated.

# CONT. NEWS FROM THE CEO'S DESK

- We were visited by the Khaedu Project Team, consisting of representatives from the Department of Sports & Recreation, Department of Health and Office of the Premier to assess us on the extent to which Batho Pele Principles are implemented. They gave us a few areas to improve on, which we gracefully accepted and started tackling issues where deficiencies were noted.
- We had meetings with a private security company following the results of a Security Assessment, in which we scored 65%, to discuss safety and security issues of concern and improvement plans, of which, implementation of QIP is in progress.



## Strengthening clinical governance through:

- Monitoring of hospital performance indicators across all priority programs; clinical, general and administrative support services.
- Integration and ensuring functionality of clinical and corporate governance committees and reporting thereof
- Conducting integrated community awareness campaigns and wellness events.
- Monitoring of the progress on implementation of the quality improvement plan of the norms and standards following the NCS Peer Review conducted by RK Khan Hospital on the 11<sup>th</sup> June 2019.

Despite all challenges, we are committed to providing quality healthcare services and will continually strive to do so.

# NATIONAL HEALTH INSURANCE

**F**or a moment, just imagine yourself as an unemployed person and having to do a major operation or undergoing a complicated medical procedure without having to pay a cent! This is incredible! and that is what National Insurance will do for the millions of people of South Africa. National Health Insurance (NHI) is a health financing system that is designed to pool funds to provide access to quality, affordable personal health services for all South Africans based on their health needs, irrespective of their socio-economic status.

Since August 2019, Port Shepstone Hospital has been disseminating

information through noticeboards and pamphlets were distributed to hospital users in order to familiarise them about NHI and what it promises to do for them. The World Health Organisation (WHO) and the United Nations call it Universal Health Coverage because nobody will be left behind. It's processes will definitely affect everyone For now, our main focus is to inform, educate and sensitise people on different platforms including the mass media, that NHI is about to start. Recently, developments have been made to get public opinion, allowing people to raise their voice

es on how they think it will affect them but take it from me, it will definitely bring a number of changes in the healthcare system.

Healthcare employees are also invited to diligently participate in disseminating this important information about the up-coming and long anticipated NHI.



# PSH CELEBRATED MANDELA DAY ANGELS' CARE CENTRE



The late **Nelson Rolihlahla Mandela** was a former president of South Africa, the first to be democratically elected after the apartheid system was abolished. At his core, Nelson Mandela's mission goes back all the way to his days as a child in that small village at Qunu. Ubuntu is the Xhosa idea that there is oneness to all people. An impenetrable tie that binds

us all to one another. A principle stating that conflict amongst people is temporary, it is only a brief diversion from the natural order of our true nature as human beings: togetherness.

Mandela took this belief to heart, and with it shaped the world around him, believing that strength will overcome strife and refusing to be cynical.



**“There can be no greater gift than that of giving one's time and energy to help others without expecting anything in return.”**

*Nelson Rolihlabla Mandela*

In commemoration of the Mandela Day, Port Shepstone Regional hospital staff visited the Angels Care Centre in Sezela on 18 July 2019. The aim was to donate household goods and food donations sponsored by hospital staff and external stakeholders. The team comprised of Thuthuzela Care Centre nurses and doctors, Social Workers, National Prosecuting Authority staff (NPA), Port Shepstone - South African Police Service (SAPS) together with the hospital Public Relations Inservice Trainee.

The aim of the visit was to give love and hope to the Angels' Care Centre residents who transparently poured out their hearts to the team about their living conditions. After taking a tour of the Centre and handing over of the donated goods, it was hard for the team members to ignore the dire need for more help for the Centre.

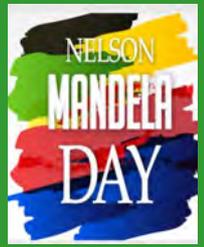
Doctor Gerald Baldrey – Port Shepstone Hospital Head of Forensic Unit gave words of support, inviting everybody to charity service by reminding all about the joy

that comes from giving to the needy.

After everybody enjoyed a delicious meal which was sponsored by Hibiscus Food For Life, the Centre Manager thanked

the team for their generosity, which helped their residents to feel cared for, “they felt appreciated and the visit gave them the much needed lift to their hearts - to see that they are not forgotten and thrown away by society just because they are in need” stated Mr Jandre-Carlin. This Mandela Day has indeed reminded us that gratitude requires awareness and effort, not only to feel it but to express it.

# TCC STAFF CELEBRATING MANDELA DAY AT ANGELS' CARE CENTRE

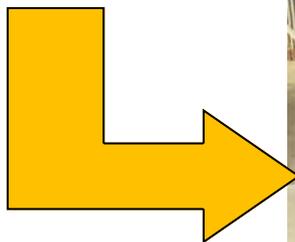


# PSH CELEBRATED MANDELA DAY AT ANGELS' CARE CENTRE



Mrs P.P. Morai expressing gratitude to Mr Mahabir for the food he donated for the Mandela Day project

Child Welfare Public Relations Officer - Mrs Carol Meth donated about 40 menstrual cups to assist all young girls that were identified to be needy by the Thuthuzela Care Centre staff on Mandela Day.



# DOCTOR NAIR TAKING US THROUGH THE TRIAGE AND TREATMENT PROCESS TO BE FOLLOWED IN TRAUMA & EMERGENCY DEPARTMENT



Dr Mark Nair, Head of Department : Trauma and Emergency explains who goes first in the Trauma and Emergency unit

## PATIENT REFERRAL PROCEDURE

This procedure is meant only for the local hospitals and clinics that are directly associated with Port Shepstone Hospital.

- Phone through Casualty and discuss the patient with a Casualty Medical Officer
- It is standard care sometimes for doctors to give advise telephonically if a patient requires a lower level of care.
- Telephonic consultations are not allowed as they may block critical emergency calls.

While all patients with acute conditions are important and will be seen in Casualty, however, it's important for them to be referred by our Primary Health Care clinics and District Hospitals because our services are rendered at a regional hospital level. At this level we attend to critically ill patients who need to be stabilised, needing further investigation and specialist Trauma services. We function 24 hours a day and we discourage direct walk-in patients who present with chronic conditions. Trauma and Emergency unit is meant for individuals that have just been involved in life threatening situation/s and suffered injuries as a result. Seeking immediate medical attention following trauma such as car accident is essential, as there are potential long-term effects of trauma should it not be attended to. However, if this unit gets flooded with patients that do not qualify to be seen in an Emergency unit i.e ( green codes - in terms of the triage colour codes), it can block space for the real emergency cases that qualify to be seen in a Casualty unit.

## CONSULTING PROCEDURE

- Ambulant patients have to wait to be assessed in the triage rooms, obtain a file and then proceed to be seen by a doctor, following the triage code sticker given.
- If its an emergency, the patient is wheeled through to the Trauma Bay and the accompanying relatives are expected to wait in the visitor's waiting area.

**In terms of capacity, we operate with up to four doctors in a day and there are two doctors after hours. During weekends and public holidays, there are two doctors on duty.**

# TRAUMA & EMERGENCY DEPARTMENT

## FROM THE NURSING PERSPECTIVE



L-R - Assistant Nursing Manager , Nomajoni Ngcobo and Operational Manager - Mr Khanyiso Mthulu explain how Trauma and Emergency Department works to make it easy for community members

Casualty unit, also known as an Accident & Emergency Unit (A&E) is a medical treatment facility, specializing in trauma care emergency medicine, which provides acute care to

patients who present without prior appointment; either by their own means or by an ambulance. Due to the unplanned nature of patient attendance, our department pro-

vides initial treatment for a broad spectrum of acute illnesses and injuries, some of which may be life-threatening and require immediate attention.



This is a very busy unit, hence we encourage all clients suffering from non-acute medical conditions to present to the Outpatient department (OPD). If there is no compliance with regards to this, the Casualty unit might not get adequate time to deal with acute patients.

# PSRH THUTHUZELA CARE CENTRE SHINES DURING VISIT BY DPSA DEPUTY MINISTER MRS BUSISIWE CHIKUNGA



The Deputy Minister for the Department of Public Service and Administration (DPSA) Ms Sindisiwe Chikunga, was very impressed during an unannounced visit to monitor the delivery of healthcare services as part of Public Service Month at Port Shepstone Regional Hospital Thuthuzela Care Centre on Friday, 06 September 2019. Before she was given a tour of the Thuthuzela Care Centre (TCC), the hospital Chief Executive Officer, Ms Bawinile Ndlovu gave an insightful report to the Deputy Minister, highlighting the hospital performance indicators including achievements and challenges. During the tour at the Thuthuzela Care Centre, Sister Duduzile Ndlovu, Operational Manager for the hospital

Forensic unit gave a detailed explanation to the Deputy Minister and the entourage about the functions of the Thuthuzela Care Centre and the processes that clients have to follow.

The Thuthuzela Care Centre is a one-stop facility that was introduced as a critical part of South Africa's anti-rape strategy, aiming to reduce secondary trauma for the victims, to improve conviction rates and reduce the cycle time for finalising court cases. It plays a vital role in giving hope and comfort to the victims of rape and domestic violence. When the Deputy Minister gave her keynote address at San Lameer Resort Conference hall on the same day, Ms Chikunga declared that Port Shepstone Regional Hospital Thu-

thuzela Care Centre is one of the best well managed units in the country, attributing its successes to the remarkable performance and sound management by the facility management. "I met committed people at Port Shepstone Hospital, particularly, Sister Duduzile Ndlovu and the Thuthuzela Care Centre Team and I must say, this is one of the best properly managed Thuthuzela Care centres I have come across in the country."

I'm very happy that the victims of sexual abuse coming from Ugu District are attended to by people with such a high level of professionalism," stated Ms Chikunga.

# DEPUTY MINISTER IMPRESSED ABOUT PSH TCC



KZN Health acting HOD, Dr Musa Gumede and Ugu Health District Director Mrs Ntokozo Mkhize gave warm support



Deputy Minister, Ray Nkonyeni Mayor Cllr N.C. Mqwebu listening attentively while Sr Ndlovu explained the TCC Procedures



Sister Dududzile Ndlovu enjoying herself while taking the Deputy Minister through the Thuthuzela Care Centre



There was much excitement in the hospital corridors as the delegation were taken on a tour to the Thuthuzela Care Centre (TCC) with patients and members of staff jostling to get a glimpse of Deputy Minister. It was indeed a remarkable day for the hospital staff to remember.

TCC CONTACT DETAILS

0396886021

24 HOUR SERVICE



Mr Dinesh Pillay - Hospital Board Chairperson chatting with Port Shepstone SAPS Member after touring the Thuthuzela Care Centre



The Deputy Minister did not leave empty handed, Sister Ndlovu gave her a copy of a book that she wrote titled : Why Hope Matters. Behind them is Matron in Charge of the Thuthuzela Care Centre, Mrs Linda Manipersad



Port Shepstone Hospital employees comprised of (L-R) Dr Dlamini-Kunene, Sister Pienaar, Sister Sooklal and Sister Khuzwayo



(L-R) Mr D Gounden, Hospital Systems Manager, Mr L. Ngcobo from EMS and Shelly Beach Nursing College Principal, Mrs N. Cele



Thuthuzela Care Centre staff comprising of Nurses and Social Workers - escorting the entourage during the TCC tour by the deputy Minister

(L-R) senior Member of Port Shepstone SAPS, going along with Mr Mkhungo from Government Communication and Information Systems during the TCC tour





HUMAN RESOURCE MANAGER, MR MXOLISI ZULU, MR D.GOUNDEN DEENADAYALAN, CHIEF EXECUTIVE OFFICER, MS BAWINILE NDLOVU JOINED BY THE ACTING DEPARTMENT OF HEALTH HOD, MR MUSA GUMEDE AND MR TUSANI MKWENA - MONITORING AND EVALUATION MANAGER

**Gender-based violence command centre**

A 24-hour call centre dedicated to provide support and counselling to victims of Gender-Based Violence - 0800 428 428 (0800 GBV GBV) / \*120\*7867# (free)

**Government Employees Pension Fund**

For pension and benefits queries - 0800 117 669

Anti-corruption hotline - 0800 43 43 73



The staff and all distinguished guests from other departments were invited to a second session which was held at San Lameer Resort Hotel which is situated on the iconic San Lameer Estate near Southbroom on the KwaZulu-Natal South Coast

# WOMEN'S DAY CELEBRATION @ PSRH

## 28 August 2019

**C**losing off the Women's Month on a high note, Port Shepstone Hospital celebrated this day by inviting all women employees from within the hospital, Primary Health Care clinics and female staff from the Nursing Campus to a spectacular event that was held at the hospital's Indaba Room in August 2019.

**T**he purpose of the event was to inspire and remind women about their importance amid the challenges they still face in

the workplace and in their communities. The speakers of the day sought to stimulate female employees and got them to reflect on the progress and positive changes they have made so far. The ladies were reminded about the extraordinary role they continue to play in the workplace and the positive changes they make in their communities. Mrs Beverley Hooper, our hospital Pharmacist, is a cancer survivor in remission for four years. She is still feeling and going strong. She has undergone Chemotherapy and radiation and her day-to-day job includes replenishing medication in the wards, outpatient departments and visiting rural clinics.

{ On this day, women like these were acknowledged } Ms Thobeka Dlamini, Nhlakanipho Dladla and Sister Ayanda Shange rendered great entertainment. This was indeed a reviving, jolly and educational day enjoyed by our female employees. The Hospital

management conveyed gratitude to Nedbank management present for a financial lesson given to the staff and for sponsoring the event.

**The following women were acknowledged for their ability to inspire others for the different roles they play in society:**

- Sister Duduzile Ndlovu, Operational Manager for Thuthuzela Care Centre – for being recognised as runner-up at the Marilyn Lehana Awards in recognition of her willingness to go an extra mile in caring for rape survivors.
- Ms Zoleka Dzelwa, for completing the Comrades Marathon for the third time since 2017.
- Beverley Hooper, a 57-year-old Pharmacist, for being a cancer survivor.

CEO : Ms Bawinile Ndlovu gave words of encouragement and a beautiful song item



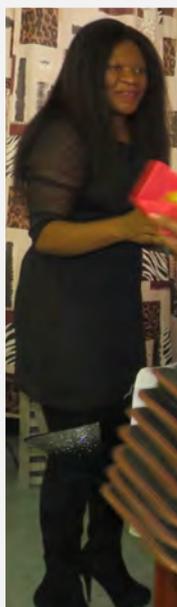
Zoleka Dzelwa



Sr Duduzile Ndlovu



*A woman, she is born with the power to save and love, her existence is based on the truthfulness in her eyes....! Happy Women's Day!*



# HAVE YOU BEEN CIRCUMCISED YET?

PORT SHEPSTONE REGIONAL HOSPITAL

## INVITATION TO MMC CAMP

**MAKE THE RIGHT CHOICE  
GET CIRCUMCISED**

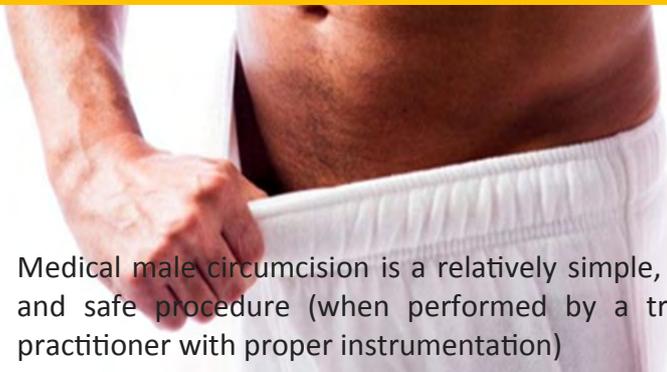
On the 11 October 2019, we will be hosting a Male Medical Circumcision (MMC) camp aimed at promoting healthy lifestyle for all males from 10 years old and above.

**Venue : Clinical Teaching Hall at PSH**

**Time: 08H00 am**

**NB: Males from 10 up to 17 years are requested to get consent from parents or guardians for the procedure to be done.**

**For more information, please contact MMC Co-ordinator Mr N. Sithole on : 0784450967**



Medical male circumcision is a relatively simple, quick and safe procedure (when performed by a trained practitioner with proper instrumentation)

Port Shepstone Hospital offers it for free to all male from 10 years and above. Professional Nurse and Co-ordinator for MMC advises that June is usually a good time to create awareness on men's health – not least because it's Men's Health Month but because it's a

good time for learners as they are on school holiday. Medical male circumcision can cost anywhere between R1000 and R4000 in the private sector but the KZN Department of Health ensures that MMC is offered by fully trained and experienced circumcision personnel free of charge. Take it as a key HIV prevention strategy as men have 60% chance of not contacting HIV if they are circumcised.

# HOSPITAL MEN'S FORUM

## GIVES INSIGHTFUL INFORMATION

ON HOW REAL MAN SHOULD TAKE CARE OF THEIR FAMILIES



In celebrating the Men's month, on 30 July 2019, Port Shepstone Regional Hospital held a successful Men's conference, which was tailored to develop and inspire men in creating a meaningful change in the society and in the workplace. On this day, the hospital Men's Forum gathered a group of young and old men under one roof to debate and pinpoint the problems and find solutions that would take them forward in fighting gender-based violence in society. The session was proudly organised by the hospital Chairperson of the Men's Forum, Mr Brian Cebekhulu in collaboration with Mr Mxolisi Zulu, Human Resource Manager and Mr

Vernon Govender, Human Resource Officer. It was a marvellous day with a huge turnout of men coming from various departments in the hospital.

Carefully selected and highly experienced facilitators opened robust interactive sessions on top quality information about various social issues which include domestic violence, victimization, gender-based violence, alcohol, drug abuse and financial management. Men were also provided with free health screening services for high blood pressure, cholesterol, sugar diabetes and were encouraged to participate in various physical exercises. It is highly believed that positive activ-

ities like these can change men's mindset and their behaviour, thus making them accountable, responsible and supportive in their families and communities. Looking at the phenomenal speakers of the day and listening to the life experiences shared by men on this day, I can safely say it was a perfect platform for men to enrich their minds. The hospital expressed its gratitude to the facilitators and sponsors of the Men's conference for creating an environment for men to open up and deal with their fears, uncertainty and emotional feelings that move some of them to abnormal actions, thoughts and behaviour towards women and children .

# CONT. HOSPITAL MEN'S FORUM GIVES INSIGHTFUL INFORMATION

## FAMSA

Advice on family relationships - 011 975 7107

## LifeLine

Provides lay counselling, life skills training, lay counsellor development and facilitating related capacity building- 0861 322 322

## People Opposing Women Abuse (POWA)

Tel: 011 642 4345

After hours cellphone: 083 765 1235

## Stop Gender Violence

Anonymous, confidential and accessible telephonic information, counselling and referrals, in all 11 official languages - 0800 150 150

## Human trafficking

Report cases of human trafficking - hotline operated by the Salvation Army and Be Heard - 08007 37283 (0 8000-rescue)



# MANAGEMENT BIDS FAREWELL TO HOSPITAL CHIEF ARTISAN SUPERINTENDANT MR PETER SCHOLTZ



(L-R) Dr Miljenko Panajatovic, Dr Babusisiwe Dlamini, Mrs Pieter Scholtz, Ms Bawinile Ndlovu, Mr Mxolisi Zulu and Mr

The above photo, shows our hospital senior managers proudly showing off photos which will serve as a reminder to Mr scholtz of the excellent maintenance work that he has been part of at Port Shepstone Hospital, a big thanks to Ms Jenny Smith for putting it all up together.

Port Shepstone Hospital Management paid tribute to Pieter Scholtz, Chief Artisan Superintendent during a staff meeting held on 30 July 2019, the last day before he went on retirement. He was acknowledged for the tremendous support he has given to the hospital and the periphery clinics in his years of ser-

vice. "He has made remarkable contribution in the hospital infrastructure development over the last 21 years, for which we owe him a great debt of gratitude", said Ms Bawinile Ndlovu, hospital Chief Executive Officer as she gave him a token of appreciation.

In response, Pieter said it had been a privilege for him to work with the

hospital staff and management over the last two decades and he wished that the remaining staff continue maintaining the quality standards.

"He will be missed for all his hard work and we wish him happiness in this new phase of his life," the CEO added.

# OUR COMPLIMENTS PAGE

Government has a number of help lines and call centres through which you can:

- **get information** about services and programmes
- **report problems or make complaints**
- **provide tip-offs** to authorities about fraudulent or criminal activities.



The **Presidential Hotline 17737** should be used when all your attempts to get assistance from a government department, province, municipality or state agency have failed. It is not only a complaints line. You can call to share your views or provide solutions to the challenges in your community.

## KwaZulu-Natal

### Department of Health: Service delivery complaints, information about health services, and an-

#### Department : C ward and Nursery

Ngifike ngihamba nge ambulance ngiqhamuka e Borough Clinic, ingane inenkinga yokuphefumula, so emtholampilo base bayangidlulisa . Ngiphatheke kahle kakhulu ngoba ngithe ngifika ngamukeleka ngaphuthunyiswa, kwaba ukuthi ingane iyalaliswa. I will say I had the best treatment—doctors are good and the nurses are kind. They make sure ukuthi they follow all the procedures abawani kwe malunga nengane. On the second day I was taken to Nursery and its where I felt warmly welcomed ngoba ingane inakekelwa kahle kakhulu. Nesikhathi sokudla bebesazi. So, all in all, bekumnandi. Ongithokozise kakhulu u Sister Xoli no Mrs Sosibo. They were too kind.

Ivela ku : Bongive Ngubane wase Bhubhoyi



#### Department : Thuthuzela Care Centre

Mhla ziwu 25/09/2019, sivakashela e Thuthuzela Care Centre yase Port Shepstone, siding usizo ngomntwana obehluke-mezekile saphatheka kahle ngoba bonke esibaficile bakwazile uku dealer nenkinga ebesize ngayo. Basibonisa nokuthi singaphuma kanjani kule pain yokuhlukumezeka komntwana. Siyabonga kakhulu kulabo esibaficile ngalolusuku.

Ivela ku : Lethokuhle Khwela wase Mthwalume

#### Department : Post Natal Ward

Kuhle konke.

From Nurse Cele from Nkotheneni



#### Department : Occupational Therapy Physiotherapy and Casualty

I had a stroke and was brought into Casualty. Doctor E. Campbell treated and admitted me into the hospital. Whilst in the ward, J Pretorius and K. Watson from Occupational Therapy came to see me and started therapy. They also included L. Hornby from Physiotherapy. They organised a Speech Therapist as well. After a long journey and hard work by all your staff and myself, I made a really good recovery. They have supported and encouraged me every step of the way. Thank you to all of you. You made a huge difference in my life. Ms K. Watson is awesome as what she does.

From: Maria Charmaine Dacey from Sea Park

#### Department : Hospital Gateway Clinic

I just want to thank and express my utmost gratitude to Sister Mpungase who inserted an implant to me. She was so patient, understanding and happy to assist. She understands and follows the pledge she took. Hospitals should get more nurses like her.

From : Nandile Gumede from Betania Location - Port Shepstone

# OUR COMPLIMENTS PAGE

Department : G ward



I love Shepstone Hospital. They have godly hands that keeps our people alive. They talk to you patiently and have that loving heart. You leave the hospital with hope that your patient will come back to life again. Thank you and God bless you!

From: Sange Nombembe from Eastern Cape

Department : O Ward

Ngithanda ukuncoma, ngiphatheke kahle kakhulu. Akukho engikhononda ngako. Ngi right kukho konke. Ngicela niqhubeke ngendlela enenza ngayo

Ivela ku: Ntombiyoxolo Julia wakwa-Nzimakwe

## HERE IS A BREAKDOWN ON THE FEEDBACK RECEIVED FROM OUR CLIENTS IN QUARTER TWO

NATURE OF COMMENTS RECEIVES	JULY	AUGUST	SEPTEMBER	TOTAL
COMPLIMENTS RECEIVED    	109	97	86	292
COMPLAINTS RECEIVED	22	22	22	66
COMPLAINTS WITHOUT CONTACT DETAILS	2	2	1	5



Department : Ward 5

Ngomhla 29/08/2019 ndafika esibhedlela ndaphatheka kakuhle kakhulu ndade ndayohamba. Oh nakweainye iziguli ziphathwe kakhuhle ngohlobo okanye ngaphezulu kwaloku mna ndaphathwa ngalo.

Kuhle kakhulu, bayakwazi bonke ukuphatha iziguli. Khange mna ndihlukumezeke, nakwabanye kubenjalo. Andizubiza zibongo kodwa bonke bayafana, Oh! Kwande please!  
Ivela ku: Simphiwe Dlamini from Mfundweni locaton.





**health**

Department  
Health  
PROVINCE OF KWAZULU-NATAL

## PORT SHEPSTONE REGIONAL HOSPITAL MANAGEMENT

*Cordially Invites*

*Members of the Public to an*

**Open Day** to be held on

**Date** : 20 November 2019

**Venue** : Transport Department

**Time** : 10H00 am

### EVENT HIGHLIGHTS

- Display of specialist services available in the hospital
- Free eye testing
- Free Dental care and back problem screening
- Information on careers available in the Department of Health – KZN
- Open platform for stakeholders to engage with hospital management

#### RSVP:

**Mrs Phumza Morai (PRO)**

**Tel: 0396886276**

**E-mail: [Morai.Phumza@kznhealth.gov.za](mailto:Morai.Phumza@kznhealth.gov.za)**

*"Together we move South Africa forward"*

ERADICATING DISEASE, FIGHTING POVERTY, SAVING LIVES

# NEW EMPLOYEE WELCOME

**T**he management of Port Shepstone hospital extends a warm welcome and best wishes to all new employees who have joined the hospital from July to September this year.

July

1. Samuel D - Professional Nurse
2. Hhlongwa N - Professional Nurse
3. Batchual S. - Professional Nurse
4. Mthethwa N. - Professional Nurse
5. Mdlazi N - Clinical Nurse Practitioner
6. Gumede S.E. - Community Health Worker
7. Thele L.T - Sessional Medical Specialist
8. Bulu SA - Professional Nurse

September

1. Gcaba N. - Medical Officer
2. Shazi S.W. - Community Health Worker

August

1. Dlamini N.S - Community Care Giver
2. Lerotholi B - Medical Officer
3. Majola B.F. - Professional Nurse
4. Mthuli T.R. - Professional Nurse
5. Nzimande N. - Professional Nurse
6. Madlala S. - Community Care Giver
7. Madlala C.N. - Community Care Giver

WELCOME



**health**

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# ACKNOWLEDGEMENTS



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