



**MESSAGE FROM DR. S.B. KADER
HOSPITAL MANAGER**



Thank you all for welcoming me so warmly. Within days I came to realize what a wonderful place Wentworth Hospital is to work. Changing from being a tertiary to a district hospital, closing and transferring of services, opening new services to the community is like going through a mine field, people feeling demotivated, lost....

We are at various phases—physically and mentally! Physically we have opened the Outpatient / Chronic Service, as of the 1st April we should open the doors of the Accident and Emergency Services. Mentally people are also in different phases, of accepting the situation, and going out there and learning new skills. The human mind is amazing—it will never seize to absorb—so let us learn and put these new skills to work—you can do it!

You have shown the health sector that Wentworth Hospital can do it by achieving 100% Accreditation Award as a Tertiary Institution—so why can't we not do it as a District Hospital. All it needs is team spirit and hard work, which we have. Keep it up!!



CONGRATULATIONS

TO THE MAINTENANCE TEAM OF WENTWORTH HOSPITAL FOR GETTING THE RENOVATIONS COMPLETED. COMMENTS ON THE RENOVATIONS BY THE PUBLIC:-

C3 PATIENT : *I thank the Matron and staff and the Maintenance—everything is clean and cool. We appreciate that—thank you.*
 OPD PATIENT : *The renovations are excellent, well done to your Maintenance.*

HEALTH AWARENESS DAYS....

APRIL—HEALTH AWARENESS MONTH

NATIONAL BLOOD DONOR MONTH.

- 7TH APRIL : WORLD HEALTH DAY
- 4TH—11TH APRIL : POLIO ERADICATION AWARENESS WEEK
- 17TH APRIL : WORLD HAEMOPHILIA DAY.

MAY—INTERNATIONAL MULTIPLE SCLEROSIS MONTH.

ANTI TOBACCO CAMPAIGN MONTH—CANS.

- 5TH—11TH MAY : HOSPICE WEEK.
- 8TH MAY : WORLD RED CROSS DAY.
- 12TH MAY : CHRONIC FATIGUE & IMMUNE DYSFUNCTION SYNDROME.
- 16TH MAY : CANDLELIGHT MEMORIAL DAY.
- 25TH—31ST MAY : CHILD PROTECTION WEEK.
- 28TH MAY : INTERNATIONAL DAY OF ACTION FOR WOMEN'S HEALTH.
- 31ST MAY : WORLD NO TOBACCO DAY.

POINTS TO PONDER:-

Worry is like a rocking chair that gives you something to do... But never gets you anywhere.

By : J. Jelinek.

Never look down on anybody unless you are helping him up.

By: The Reverend Jesse Jackson.

DENTAL DEPARTMENT RETURN TO WENTWORTH.

As of the 1st May 2004, the Dental Department of Clairwood Hospital will relocate to Wentworth Hospital, with all their existing staff. On behalf of Wentworth Hospital, we welcome them back and look forward to working with you again.



INTRODUCING..... FAMILY MEDICINE

Wentworth Hospital in its new identity as a District Hospital, has taken on Family Medicine as its academic department. Family Medicine is the medical discipline, recently recognised by the Health Professions Council of South Africa as a speciality that is based in the district and district hospital. Its focus is on the person and family in the context of the community. Family medicine is a generalist discipline unlike other medical disciplines, which focus on:



- Integration of the services in the district, hospital & community.
- Capacity building, particularly to doctors, in partnership with the medical school. The focus will be on skills in the consultation, evidence based medicine, management of chronic and common illnesses, surgical & procedural skills, audit and research, human development and therapeutics, amongst others.
- Quality improvement & audit: setting standards and developing guidelines for the common and important illnesses in the community, implementing these and monitoring the effect this has on the quality of the service. Presently we have embarked on an audit of the medical records for in-patients and outpatients.
- Research into the important issues in district health care and family medicine. A research agenda has been drawn up and includes issues like patient-centred care, lifestyle & risk management, HIV, the development and improvement of the District Health System, the person of the doctor and its effect on the patient, clinical topics in family medicine, etc.
- Development of an integrated wellness clinic. The Family Medicine Department wants to run a "Wellness Clinic" at Wentworth Hospital. This will focus on wellness, lifestyle and health, and holistic and systems approaches. Most of our patients have illnesses that result from lifestyle choices and are chronic in nature. Chronic illness is becoming the major burden of illness worldwide and the WHO has recognized the need to have a fresh approach to chronic illness. A focus on wellness has been on way of looking at this, and has been adopted in several places as an approach.

Values:

- Those of the KZN Department of Health.
- McWhinney's Principles of Family Medicine, which include: commitment to the person, continuity of care, teamwork, management of resources, sharing the habitat of the patient, working in the district as a whole.
- The notion that the family physician is part of the PHC team, working towards optimal patient, family & community health care.

Area of Operation:

- Base hospital.
- Catchment area of hospital.
- Districts outside of Durban.

Districts:

- Support & provide clinical leadership to the network of PHC services.
- Support clinical service delivery in the district as a whole, to achieve continuity of care.
- Drive the departmental audit on medical records & its follow-on programmes.
- Assist in developing a wellness centre in districts, linked to the HIV programmes.

Activities:

- Champion patient-centredness & develop the consultation skills of doctors to promote Batho Pele.
- Initiate & supervise research, in line with Department of Health, hospital, district & Department of Family Medicine priorities & research agendas.
Focus particularly on community-based & participatory research methodology.
- Improve therapeutics through hospital, district & provincial pharmacy & therapeutics committees.
- Assist in planning & developing the HIV & TB care programmes.

Hospital:

- Support & facilitate the provision of the designated package of services & the referral pattern, to promote high quality care.
- Facilitate the provision of holistic, patient-centred care, within the catchment area.
- Establish a pioneer wellness clinic in district hospitals.
- Facilitate the development of EBM-based guidelines.
- Establish base hospitals as centres of excellence for training of family physicians & doctors for district-level services.
- Support & assist PHC-managers & hospital doctors in audit & quality improvement.
- Support of postgraduate & 6th-year students in the districts.
- Develop family medicine training sites in rural districts.

The hospital has several recently qualified family physicians as well as other experienced generalists on its staff. The Nelson R Mandela School of Medicine has taken them on as honorary lecturers. With the community service doctors and other colleagues, we have the unique opportunity of shaping the hospital and district health care in our catchment area, as well as a long-term and on-going effect on service provision through the training and mentoring of students, benchmarking for other district hospitals and involvement in the DHS.



Psychology Department

Wentworth Hospital has recently undertaken the process of establishing a psychology department. It began as one office located in Occupational Health Department and has now moved to new premises – formally the neuroscience laboratory. The department currently has two Psychologists – Alan Fourie (Clinical psychologist) and Cathy Giels (Community Service Psychologist). A third psychologist is expected to join in the next couple of months.

The Psychology department is slowly emerging. The old neuroscience laboratory has undergone significant changes thanks to the efforts of workshop. There are now 3 single offices in which the psychologists conduct assessments and individual therapy. There is also a large room which is intended for group work when we are more established. One corner of this room is currently occupied by the Play Therapy Room, which is not as yet fully established. In order to conduct effective play therapy, the room needs to provide containment. We hope this will be achieved by finding bookcases to delineate the boundaries of the playroom section. These will also be used to hold the toys and art materials that are used by the child to express and play out his or her emotional conflicts.

The functions of the psychology department are to conduct diagnostic assessment of a multitude of mental disorders and to provide treatment in the form of individual or group therapy, play psychotherapy for children and family or marital therapy when indicated. The types of cases we see range from behaviour problems in children, suicide attempts, bereavement and trauma, to name just a few.

PRIMARY HEALTH CARE ADVISORY DESK..

Does Wentworth Hospital proud.....

The Primary Health Care Advisory Desk was the first department to open in our new district service, and from the responses received from members of the public, after a survey done, Wentworth Hospital Congratulates them on a job well done!!

- *I am very happy with your service.*
- *I feel that the services rendered are excellent, and the clinic is very neat and tidy.*
- *Services—Excellent, Facilities—Excellent—The Hospital—Neat and Tidy.*
- **The sisters are wonderful in every way.*



FROM THE SUGGESTION BOXES.....

Have you ever wondered what the patients are saying when they put those little slips of paper into suggestion boxes that are all over the hospital.... Well here are a few!

- *I feel that the services are excellent. The service from the staff is excellent. I personally like these facilities which are extremely clean and hygienic.*
- *Being a government Hospital, I was very happy with the cleanliness of the Hospital.*
- *The nursing staff are very good.*
- *Clean, the Nurses and Doctors were very kind and helpful. Nurses have a cheerful and patient attitude. Everything was explained to me. I appreciated that.*
- *You certainly live up to the standards of the hospital and I must mention that you have the best, friendly and ever ready to help staff.*

NOW SOME OF THE NOT SO GLOWING REMARKS.....

- *Lack of signage—starting from the road—we would appreciate an arrow pointing to where reception is and a notice.*
- *When somebody comes in first, you are supposed to call them first, not last.*
- *The system of calling ticket numbers should be called "a pain in the neck".*

Actual writings on patients charts... NOT FROM WENTWORTH.....

- *The patient refused autopsy.*
- *The patient has no previous history of suicides.*
- *Patient has left his white blood cells at another hospital.*
- *She has no rigors or shaking chills, but her husband states she was very hot in bed last night.*
- *Discharge status : Alive, but without my permission.*
- *Patient has two teenage children, but no other abnormalities.*
- *Healthy appearing decrepit 69 year old male, mentally alert but forgetful.*
- *While in ER, she was examined, x-rated and sent home.*
- *Patient was alert and unresponsive.*
- *Rectal examination revealed a normal size thyroid.*



The **Human**

Resource Department at Wentworth Hospital would like to welcome **MR. M.N. MHLONGO** – Human Resource Manager who joined our hospital on 2003.11.01.

We would also like to welcome 2 new staff members who joined our staff on the 2004.03.01 – **MISS S.D.SITHOLE AND MISS N. KHWETSHUBE.**

MRS. C.J. CAIRNS who was a member of our staff for 28 years sadly was medically boarded on the 2003.12.31. We hope her health will improve and that she will enjoy her retirement.

MISS G.P. CELE was promoted to the post of Human Resource Manager at Northdale Hospital. We wish her well in this position.

Since October 2003 the following staff have left our Hospital.(Resigning): **Dr. J.A. Sherwood** (2003.12.31); **S.G. Sithole – Sen. S/N** (2003.11.30), **N.C. Faniso – Radiographer** (2003.12.01), **M.P. Mogane – Radiographer** (2004.02.29), **S.T. Mbatha – Radiographer** (2004.03.31), **S.C. Ndaba – Cleaner** (2003.12.31), **J.G. Mgaga – P/N** (2003.10.31), **C.S.V. Msali – P/N** (2003.10.31), **C.P. Mathuli – P/N** (2003.11.15). Retiring were: **A.T. Chili – Sen. S/N** (2004.04.30), **B.M. Gumede – P/N** (2003.11.30), **P. Langa – Porter** (2004.01.31), **R.P.Newell – Senior Food Serv. Supervisor** (2004.02.29). Enjoy your retirement folks!!

CONGRATULATIONS TO : **MR. T.N. MTHEMBU** promoted to Grey’s Hospital (2004.01.31); to **DR. B.H. JANOWSKI** who was promoted to Principal Specialist at PMMH.

WELCOME to **MRS. Z. EBRAHAIM** the new Pharmacy Manager.; and to **DR. G.P. MORRIS** who was promoted to Principal Specialist at Wentworth Hospital – Family Medicine and who is also presenting acting as the MEDICAL MANAGER, as well as **DR. S.B. KADER** – who was promoted to HOSPITAL MANAGER at Wentworth Hospital on the 2004.02.01.

The following staff members have joined Wentworth since 2003.09.01 – and we welcome them to our family!

DR. M.D. KADWA; DR. D. GOVENDER, DR. G. GOVENDER, DR. N.V. LUTCHMINARAIN, DR. R.N.ADAMS, DR. M.N. GOVENDER, DR. A.D. RAMNATH, DR. A.A. ATANASSOV.

C. GIELS (Community Psychologist); **Y. MOTALA** (Community Physiotherapist), **R. KADER** (Community Pharmacist), **C. Du Plessis** (Community Occupational Therapist).

DR. D.L. BRUWER (CSO), DR. R. OJAGEER (CSO), DR. T.S. MOTSOHI (CSO), DR. S. HARIPARSAD (CSO),

Transferring to Wentworth were: **DR. B. SONI, DR. T. KABONGO, K.S. BODHA (P/N), M. NAICKER (P/N) A.**

MASHOANE (P/N), P. CHETTY (Admin Clerk), D. NAIDOO (Admin clerk) & K.P. SOMERS (Principal Pharmacist).

The following staff have had or are expecting a visit from the “Stork” and we wish them well with their “Bundles of Joy” and hope they will visit us soon. **A.B. ALEXANDER, J.D. CELE, F. PETRUS, P.X. BUTHELEZI, N. SITHOLE, T. MALINGA, N. JILI.**

The following staff members have been translated from Staff Nurses to Professional Nurses after successfully completing their studies: **M.N.B. ZITHA, E.F. HLONGWA, D.N. MAKHATINI, G.K.MNGADI, N.V. MTHETHWA, N.D. NDLOVU, M. TONGO, N.P. VILIKAZI, K.G. MKHIZE.**

MR. S.K. MAHARAJ, MISS N. NGCOBO, MR. S.E. NDLELA, MR. R. SUBRAMONEY, MR. J.S. MUNIEN AND MISS C.L. SONI have been on very long sick leave and we hope they will enjoy a full recovery in the future. We also welcome Mr. T. NAIDOO (THEO) - SUPPLIES and MRS. C.S. MAQUBELA—SOCIAL WORKER back from their sick leave and wish you good health for the future!!

WEDDING BELLS RUNG FOR MISS R. NAIDOO (Pharmacy) & MISS M. CRONJE (Admin.) - CONGRATULATIONS!!

MISS Y. LENZ (Human Resources Department) will be getting married and leaving us later this year to join her partner in the U.K.

The Human Resource Department thanks MR. **M.I. SMITH** for his tenure as the **ACTING HOSPITAL MANAGER** and for keeping the ship afloat.

