

## WHAT HAVE WE DONE TO IMPROVE SERVICE DELIVERY?

The demand to meet obligations in the health department is increasing. There are a number of factors which affect service delivery which include lack of sufficient funds, the growing population and rising costs. The finance and systems department has played a major role in the improvement of service delivery. In this section we take a look at what has been done to improve service delivery and what is being planned for the future.

**1. The Admitting Department.** This department is the face of the hospital. In light of the long waiting times being experienced, casuals were appointed so as alleviate the problem of staff shortages. They (Casuals) have been tasked with the filing and the

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The Working Team: The Admitting Department staff, have put some measures to improve service delivery.

reduced the waiting time by placing two members to handle large volume patients.

drawing out of patients cards. Stoma patients are also given priority by this department as of their uncomfortable position to follow the queue.

The appointment section has

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Appointment dates are now also pre-printed on labels to avoid unnecessary time being wasted writing dates on cards. The department has also introduced the bed state list which has helped security control access into the hospital thus ensuring safety for the staff, patients and visitors.

### Upcoming Developments ?

The admitting department will soon be introducing a suggestion and a complaints box specifically for their department. This they hope will encourage the patients to be involved in the decision making process.

**2. The Out Patient Department (OPD).** This department sees a large volume of patients everyday. Due to the complaints that were being received on the obtaining of the doctors numbers, they decided to change the system for the benefit of the



patients. Patients now receive their numbers for seeing the doctor right at the door. Before, patients would come inside OPD, and wait for their files and then proceed to the sorting station for the numbers. The problem was, patients were complaining about the numbering system, that it is not a true reflection of their arrival time in the hospital.

**3. The Security Department.** This department has played a major role in ensuring that security is kept at an optimal level. For security reasons of the patients and visitors cars, this department has improved their security measures by ensuring that all cars are parked inside the institution,

The new and improved system: Sr. Roskruge, from the Out Patient Department issuing a number to the patient a number to the patient.

than before where patient vehicles were parked in the outside parking bays. This initiative is facilitated and monitored by the issuing of a disc to the driver of that particular car. The institution has also installed a CCTV cameras in the Accident and Emergency Department, Psychiatry ward as well as a 24 hour security guard at the entrance of both department. Additional security officers have been employed in high risk areas e.g. the maternity department.

PS: It has been noted that different departments have done improvements in their service delivery. This is just an overview.

# A&E STAFF CELEBRATES MOTHERS DAY

**G**entlemen working at the A&E department decided to honor all the female staff working in the accident and emergency unit with a mothers day lunch. The ladies were all surprised as they were treated to such a celebration. A moving poem dedicated to all women was read by Sister Magwaza and it re-enforced the power and intelligence that women possess if they think beyond their capabilities. The guys from A&E pulled all the stops for this occasion and managed to throw in some wonderful presents for the ladies. This occasion was rounded off with a delicious lunch and some harmonious singing from the guests.



All smiles as they received their mothers day presents: 1.T.D. Cele while Sr. Magwaza looks on .2. Ma Princess .3. Sr. Magwaza and Matron Mbonambi.

## HIV/AIDS AWARENESS

**I**n an aid to educate the staff on HIV / AIDS an internal workshop was held. The presentation began with a discussion of the origins of HIV/AIDS and the different ways it is transmitted. Information on the process of infection was also dealt with and ways in which people can control the wide spread of this epidemic disease.

There was education about opportunistic diseases like TB, rights of HIV/AIDS positive individuals and government initiatives to combat the disease. Many thanks to Sr. Magwaza for a rewarding and informative day.

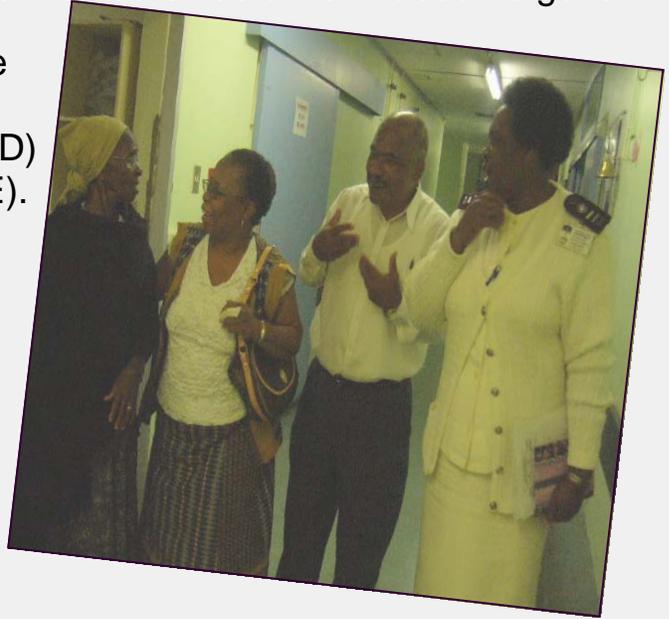


Sr. Magwaza (In maroon skirt) with some of the student nurses during the HIV/AIDS awareness presentation.

# HOSPITAL BOARD MEMBERS VISIT

**O**n 23rd of April Wentworth hospital board members had a walk -about to get a genuine feel of the environment and culture practiced at the institution. Their focus was mainly at the Out Patients Department (OPD) and the Accident and Emergency unit (A&E). They were educated on the different procedures in (OPD) and A&E and the services that are available for the community.

From Left to Right , Mrs. Stewart, Mrs. Nelly Gumede, Mr. Snyman and Mrs. Khanyezi, Nursing Manager exchanging views after they had visited the A&E department



# PROMOTING A HEALTHY LIVING LIFESTYLE

**I**n an effort to promote a healthy living lifestyle the Physiotherapy department has opened its doors to both patients and staff for exercises classes. These classes are held every Monday from 10H30 to 11H30 and on Fridays from 14H00 to 15H00. These classes aim in promoting proper exercise without one hurting him or herself. The Physiotherapy department has seen a number of patients who have been coming to the classes without fail.



Total concentration as Tasneem Kajee instructs one of the trainees on the right way to do it for maximum results.

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This department has also held a workshop for the staff as they were educated on proper handling techniques so as to not cause damage to their backs.

# VITAMIN A CAMPAIGN

The health promotion department conducted a vitamin A campaign for children from the age of 12 months to five years. Vitamin A helps your eyes to adjust to light changes when you come in from outside. Vitamin A comes mostly from animal foods, but some are plant based. A number of places were visited by the health promotion team like the crèches. A road to health card was needed before any child could be given the vitamin A.



1. Sr. Bodha, Health Promotional Co-ordinator and Musa preparing for a job ahead. 2. Noddys pre school infants patiently waiting for their vitamin drops.

## A WORD OF ENCOURAGEMENT

There will always be a day called Today. Treat this day



differently and specially from any other day. There is a purpose for today and it should be utilized profitably. Yesterday may not have been kind to you, but rest assured that today has only the best in store for you.

If there was no history the present as we know would not exist. It is pointless crying over spilt milk just ensure that you use today to your level best.

God created today especially for you as he knows your past and gives you the opportunity to excel today. Today you are a winner.

*By: Zweli Sithole from the A&E Department*

# CHILD PROTECTION WEEK

The social work department commemorated child protection week in an aim to educate and further sensitize the plight that children are faced with. Many symptoms of abuse were discussed which included physical abuse, sexual abuse and emotional abuse and children's rights were also talked about.



Some of the patients helping themselves to literature.

## **KUYINI UKUHLUKUNYEZWA:**

Ukuhlukumeza umntwana ukumephuca ilungelo lakhe. Ukuhlukunyezwa kwabantwana kuhlukene ngezigaba eziningi. Ukuhlukubeza ngokomoya, ngokoncasi nangokomzimba. Ukuhlukunyezwa kuhambelana nomuntu osebenzisa amandla akhe akwenzeni izinto ongazithandi.

**IF YOU SUSPECT ABUSE, REPORT IT**

## **AMALUNGELO EZINGANE:**

Amalungelo abantwana aqondene nezidingo zabo ukuze babe nokujabula ebuntwaneni, khona bezokwazi ukukhula ngendlela eyiyona. Nanka amalungelo ezingane: Bazizwe bephephile, bafunde ukuze bakhule bezimele, bangazwiswa ubuhlungu.

Abantwana bangabantu nabo futhi kubalulekile ukuthi bahlonishwe.

If you suspect abuse one should report it to save a life so that the cycle of abuse can be stopped.



Picture Perfect:: Social workers from left, Zakiya Harron, Nondumiso Vilakazi and Serena Frank during the child protection week.

# BUDDY BEAR VISITS THE HOSPITAL

The visit by Buddy Bear to Wentworth hospital made all the recipients happy. They came on the 16th of May to the Masibambisane clinic and the pediatric ward (C4). The young ones were taught how to make their own teddy bears by following four easy steps, which were:

1. Choosing the skin for the teddy bear, 2. Stuffing the teddy, 3. Adding a heart to the teddy and 4. Dressing the teddy up. The kids had a lot of fun while bringing their teddy bears to life and indeed they will have a buddy for life. The hospital would like to send its gratitude to Mr. Richard Baker, the sponsor and the Buddy Bear team for putting a smile and a glimmer of hope to the little ones.

## OUR BUDDY BEAR IN PICTURES:



1. Patrick Baker from Rheem giving teddy Bears to the kids.
2. Matron Mbonambi and Sr. Damane from Masibambisane clinic.
3. Yvonne Mbanjwa from the social work department with a representative from Buddy Bear.
4. Sister Damane (middle) with some of her staff .
5. Mindy Watson from Buddy Bear helping the kids with stuffing of the teddy bear.
6. Buddy Bear people putting ill together for the children.

# T. B. AWARENESS CAMPAIGN

In an aim to educate, engage and mobilize the fight against



TB, the TB clinic had a TB Awareness day. It was held in the Out Patients Department because of the large number of people which are seen in the OPD. The slogan was **TB ANYWHERE, IS TB EVERYWHERE**. Our clients were informed about the dangers of TB, the symptoms, how it is spread from one person to the other and where and how to get help. Patients were also encouraged to do their testing.



Sr. Mbatha, TB co-ordinator, Sr. Maroney (OPD sister in-charge) Anele Nkontwana and F.F. Hlongwa from the TB Clinic.

## **WHAT IS TB:**

TB is a common and deadly infectious disease caused by mycobacteria. It most commonly affects the lungs but can also affect the central nervous system, circulatory system, bones, joints and even the skin.

## **RISK FACTORS:**

Anyone of any age, race or nationality can contract TB. It is air-borne and not transmitted through the exchange of bodily fluids.

It is advisable that you should visit your nearest clinic for a free TB test. You simply cough into a jar, the sputum will be taken for tests and if found to have TB you will receive treatment which takes at least 6 months.

You have to take your treatment religiously to be cured and failure to do so may lead to a more serious MDR/XDR TB.



Getting the information about TB. Patients during the TB awareness day, had the chance to get the right information from the pamphlets displayed.

# WENTWORTH BLOWS OPPONENTS AWAY

In preparation for the annual district competition, Wentworth hospital was honored with a visit by the netball and football teams from McCord, Hillcrest and Ekombe hospitals. This was a visit that had been long overdue and fireworks were anticipated. The weather was excellent and the atmosphere between the relevant teams was very tense.

The football team had a flying start as they did away with Hillcrest Hospital (1-0). They then moved onto the second game of the competition where they continued with their excellent form and out classed Ekombe Hospital (2-0) in a very fast-paced match.



Ready for any action: Wentworth hospital soccer team with their coach, Mr. Khwetshube.



Wentworth Hospital netball team

The netball team was not to be outdone and defeated McCord (7-5) before taking the scalps of Ekombe (8-6) in the final game. These results ensured that Wentworth continues it's dominance in the friendly competition and emphasizes it's philosophy of not only working hard but also playing hard.

"DO WHAT YOU HAVE TO DO NOW, AND WHAT YOU WANT TO DO LATER" ANON

## SOME HANDY INFORMATION

**W**entworth Hospital is a District hospital in the eThekweni health district.

**Vision:** To achieve a holistic district health service in partnership with the community through a compassionate, caring environment and service excellence

**Mission:** We are committed to providing high quality care based on the primary health care approach, within the district health system by empowering our communities and staff, through implementation of the Batho Pele Principles with creative and efficient utilization of all available resources.

successes of various departments should serve as an inspiration to the rest of the institution. Many thanks to our colleagues who have provided quality service to our clients very often in difficult circumstances and we can all only improve from here.

## Editorial Comment

**I**n our endeavors to improve service delivery we are bound to meet countless obstacles and challenges. It is by only setting ourselves long-term goals that are attainable can we achieve against impossible odds. We are usually fighting against the tide but take on the war one battle at a time. We have to understand that there are some matters that cannot be left to the department heads alone.

The onus is on every employee to understand where and how they fit into the vision and mission of the institution. For a Hospital to be viewed as a successful and well-performing institution by its counterparts and the public everyone needs to put in a hand.

More emphasis should be put in ensuring that individuals and departments understand the value of their inputs to the institution. It is time that we lifted the bar higher and the recent

**W**entworth Fountain is the official publication for Wentworth Hospital. This publication has been produced by Carol L. Dlamini, the Public Relations Officer and Rodney Moore, the Public Relations Intern. Suggestions to improve this publication are welcomed. They can be sent via this email address: carol.dlamini@kznhealth.gov.za or hand delivered to the PRO 's office.

*“ When you get a chance, go for it. You can't accomplish anything if you inhibit yourself ”*