

# ***ADDINGTON HOSPITAL***



**HEALTH**  
KwaZulu-Natal

## SERVICE COMMITMENT CHARTER 2006/2007 AND ANNUAL BATHO PELE REPORT 2005/2006



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## **1. WHO WE ARE**

*We are Addington Hospital, a 525 bed KwaZulu Natal Department of Health Public Sector hospital. We are one of a number of public sector hospitals in the eThekweni District Health System.*

## **2. WHERE TO FIND US**

*We are situated on Durban's "golden mile", facing South Beach, bounded by Erskine Terrace in the front, Prince Street behind, stretching from Rutherford Street to South Beach Avenue.*

## **3. OUR SERVICES AND BENEFITS FOR YOU**

*Addington has been designated as a District and Regional Hospital in line with the National and Provincial Planning Framework for hospital service delivery.*

### **3.1 Hospital Services provided at a Regional/Secondary Level of Care**

*Care at this level uses the expertise of specialists – for managing inpatients and outpatients referred from district hospitals. This includes the services of General Medicine; General Surgery; Ophthalmology; Ear, Nose and Throat; Urology (out patients only); Orthopaedics and Radiotherapy and Oncology.*

### **3.2 Hospital Services provided at a District Level**

*We also provide non-specialist services at a district level for patients referred from surrounding clinics (including Beatrice Street Clinic, our onsite Primary Health care clinics, and Newlands East Clinic and a number of local authority clinics) for inpatient and outpatient generalist care.*

*It is important to note that the Paediatric and Obstetric/Maternity and Gynaecology services are provided at a district level only at Addington Hospital.*

### **3.3 Primary Health Care Services**

*Addington manages four Primary Health Care Clinics*

- i. Adult Primary Health Care Clinic (Gateway clinic) –Rutherford Rd..*

- ii. *Childrens' Primary Health Care Clinic – on site at Children's Outpatient Department.*
- iii. *Newlands East Clinic*
- iv. *Beatrice Street Clinic*

### **3.4 Ikusasa Clinic – Anti retroviral (ARV) Rollout Clinic**

*Access to this clinic is by referral according to certain criteria. To enquire about this service please phone: 031- 327-2659.*

### **3.5 Sinothando Centre – HIV & AIDS Resource Centre**

*Services offered by this centre include voluntary counselling and testing (VCT); support services; and referral to appropriate clinics for access to the ARV rollout programme.*

*To enquire about the services please phone: 031- 327-2257.*

### **3.6 Crisis Centre**

*There is a 24 hour crisis centre for abused patients including rape survivors. Post exposure prophylaxis (PEP) is also offered.*

### **3.7 24 hour Emergency Unit**

### **3.8 Training and Teaching Services**

- \* *Nursing Training-we have our own Nursing College Campus*
- \* *Radiography students from the Durban Institute of Technology are accommodated for practical training.*
- \* *Medical Training-we are an accredited site for Interns and Registrars in a number of specialties.*
- \* *Pharmacy-we are an accredited site for training Pharmacy Interns.*
- \* *Practical training for Ambulance Assistants students.*
- \* *Practical training for Dietitians students.*

## **4. HOW TO ACCESS OUR SERVICES**

### **4.1 Access to our Services**

*Access to our services is in keeping with the National Department of Health's policy on the District Health System with health services being provided at different levels of care according to the seriousness of the health problem.*

*It is not necessary to go to a hospital immediately if you or a member of your family is sick. The idea is first to go to your nearest clinic or Community Health Centre.*

*In essence, access to our hospital services will be as a result of you having been referred with a referral letter from a clinic or district level hospital in our catchment / drainage area (including our own Primary Health Care Clinics). The referral letter will have all the information explaining what is wrong with you or your family member so that our hospital staff can help you.*

#### ***Our catchment areas / clinics are:***

- *Addington's Adult Primary Health care Clinic (Gateway clinic)*
- *Asherville Local Authority Clinic*
- *Barracuda Local Authority Clinic*
- *Beatrice Street Provincial Clinic*
- *Claire Estate Local Authority Clinic*
- *Glen Earle Local Authority Clinic*
- *Lancers Road Local Authority Clinic*
- *Newlands East Provincial Clinic*
- *Newlands West Local Authority Clinic*
- *Overport Local Authority Clinic*
- *Reservoir Hills Hall Local Authority Clinic*
- *Rydalvale Provincial Clinic*
- *Sea Cow Lake Local Authority Clinic*
- *Sydenham Heights Local Authority Clinic*
- *Redhill Clinic*
- *Durban North Local Authority Clinic*

*Should you need a more specialised service, that is care at a higher level of service we will in turn refer you to the appropriate hospital. Complicated Maternity, Gynaecology and Paediatric cases will be referred to King Edward VIII Hospital.*

*For the other services which operate at a regional/secondary level of care, but where the condition is more serious, patients will be referred to the tertiary level hospital viz. Inkosi Albert Luthuli Central Hospital.*

*Should you need a service at a lower level of care we will refer you to your nearest appropriate facility after assessing your condition and ensuring that your problem is not an emergency.*

*Please contact our Public Relations Team, 1st Floor Main Block, between 07h30 and 16h00 (extension: 327-2967) for further information on the levels of service and our catchment clinics.*

#### **4.2 Documents you need to bring on your first visit to make best use of our services, please bring the following:**

- \* *Identity Document*
- \* *Proof of income or unemployment*
- \* *Medical insurance details*

#### **4.3 Fees for our services**

*Fees are raised according to the fees laid down in the Government Gazette, based on a number of criteria, such as your income and Medical Aid.*

#### **Certain services are provided free of charge including:**

- \* *Treatment by Primary Health Care Nurses*
- \* *Treatment of pregnant women (provided there is no Medical Aid cover)*
- \* *Children under 6 years of age (provided there is no Medical Aid cover)*
- \* *Certain Communicable diseases e.g. TB.*
- \* *Treatment for government grantees and pensioners.*
- \* *Certain genetic illnesses*

*For further details on fees and free services please contact our Public Relations team.*

### **5. OUR SERVICE DELIVERY PRINCIPLES**

*We strive to provide our services in accordance with:*

- \* *Good Governance (accountability and transparency).*
- \* *The Principles of Batho Pele (Umphakathi Phambili), namely “People First”.*

- \* *The standards of the Council for Health Services Accreditation of Southern Africa (COHSASA). Accreditation is a formal process by which a recognized body assesses that a health care organization meets applicable, pre-determined and published standards.*

## **Our Vision, Mission, Core Values**

### **VISION:**

*To achieve an optimal health care status for all patients, families, and communities through innovative and dynamic health care leadership.*

### **MISSION:**

*“Addington Hospital is committed to providing a safe, legal, ethical, quality patient focused district and regional Health service through the integration of the Batho Pele, Good Governance and Accreditation Programmes, supported by information technology to achieve:*

- \* *optimal, cost effective clinical outcomes for patients within the available resources and current provincial health policy;*
- \* *attraction and retention of talented staff by providing an exceptional work environment conducive to staff well being, participation, development, learning and research;*
- \* *enhanced customer satisfaction ensuring the dignity and rights of patients, staff and other customers;*
- \* *sound financial management;*
- \* *effective co-ordination and communication with stakeholders including the promotion of partnerships with the Community and the eThekweni District Health Office”.*

### **CORE VALUES:**

*Integrity, Self Awareness, Accountability, Approachability, Trustworthy, Team Work, Dedication, Co-operative Governance, Compassionate Caring, Enthusiasm.*

### **The Principles of Batho Pele (Umphakathi Phambili)**

1. *Consulting our customers*
2. *Service Standards*

3. *Increasing access to our services*
4. *Being courteous and compassionate*
5. *Providing more and better information*
6. *Increasing openness and transparency*
7. *Putting things right when they go wrong (Redress)*
8. *Giving best value*
9. *Encouraging Innovation and rewarding excellence*
10. *Customer Impact*
11. *Leadership and Strategic direction*

## **6. PATIENTS AND FAMILY RIGHTS AND RESPONSIBILITIES**

*Out Patient and Family Rights and Responsibilities (including Children's Rights) available in English, Zulu and Afrikaans, is obtainable as a handout in all departments, in the Public Relations Unit, and is part of the package of information (HOSPAK) which is given to all new patients.*

## **7. HOW YOU CAN HELP US**

*You can help us by using our services responsibly; letting us know about your experiences and being prepared to help others  
So please remember to:*

- \* *Use your local clinic; bypassing the clinic and coming straight to the hospital means creating longer queues and increasing the waiting time for yourself and other patients.*
- \* *Let us know as soon as possible if you cannot keep an appointment.*
- \* *Tell the admitting clerk if you change your name, address or telephone number.*
- \* *Return equipment such as wheelchairs, crutches, walking sticks or frames when you no longer need them so they can be used by other patients.*
- \* *Give us your comments and suggestions, so that we can improve services wherever possible.*
- \* *If you think staff or a ward or department is doing a really good job and delivering an excellent service, you may wish to nominate them for a quarterly Service Excellence Award. Please write to the Public Relations Unit or fill in a nomination form in the Public Relations Unit.*
- \* *Attend your clinic shortly before clinic time Do not come too early e.g. 4am.*
- \* *Use your Accident and Emergency Unit responsibly; consider whether your treatment is urgent or you could be more appropriately cared for at your nearest clinic.*

## **8. ADDINGTON HOSPITAL'S SIGNIFICANT ACHIEVEMENTS**

### *1. Awarding of Accreditation Status in COHSASA*

\* *Addington was the first public sector hospital in the country to be awarded accreditation status in 1997.*

\* *Accredited again in March 2005 after re-entry into the accreditation programme.*

*The awarding of Accreditation status confirms that Addington provides a safe, legal, ethical, quality patient focused service, optimizing the use of limited resources.*

*2. Silver Award 1999 Premiers' Good Governance Award*

*3. Silver Award 2000 Premiers' Good Governance Award*

*4. Gold (top) Award 2001 Premiers' Good Governance Award*

*5. Best Practice Award 2000: Preventative Programme for Occupational Exposure to HIV/AIDS*

*6. Re-Accreditation by COHSASA in 2005*

## **9. ORGANISATION AND STAFFING**

*Dr J. Hurst is the Hospital Manager. She is responsible for directing the hospital's activities in line with National and Provincial government policies.*

*Dr. Hurst is assisted by:*

\* *Dr D.K. Naidoo-Medical Manager*

\* *Mr A.A. Pretorius-Manager Finance and Systems (manages administration and finance)*

\* *Mrs A. Chinniah-Nursing Service Manager*

\* *Mr S. Govender-Human Resource Manager*

*We employ 2 238 staff members.*

*The Medical component comprises of 177 staff full time, 59 part time, Nursing staff 810, and the Administrative staff number is 207.*



## **PERFORMANCE AGAINST TARGETS FOR 2005/2006**

- 1) *Integration of mother and children into the Anti-retroviral Programme*
- 2) *Two Satellite pharmacies were successfully commissioned, one next to Poly clinic and one at the Children's outpatient department. This has reduced the waiting time for children and the elderly.*
- 3) *Prioritised skills development*
- (4) *Additional wheelchair ramps*
- (5) *Health awareness days held, Pharmacy week held-*
- (6) *Access optimised for schoolchildren identified by teachers*
- (7) *Adult Based Education*
- (8) *Main Pharmacy Help desk established.*
- (9) *Wheelchair Pool established for frontline service.*
- (10) *10 Day Advanced HIV and Aids counseling course=28 trained counselors.*  
*2 Day basic HIV and Aids for staff to promote awareness and certificates of attendance issued to 100.*

## **OUR PLANS AND TARGETS FOR 2006 / 2007**

- (1) *Down referral / decanting of ARV Programme to clinics.*
- (2) *Remodelling of the Accident and Emergency Unit to improve patient flow and management.*
- (3) *Improve signage for Polyclinic and Adult Primary Health care clinic.*
- (4) *Remodelling of Poly clinic including the creation of Information desk.*
- (5) *Phased expansion of Primary Healthcare packages at Beatrice Street and Adult Primary Healthcare clinics, including DOTS Programme (Directly observed treatment for TB)*
- (6) *Reduce waiting times for theatre procedures.*
- (7) *Relocation of Children's outpatient department and Dental clinic to be adjacent to the Adult Primary Healthcare clinic.*

- (8) *Training for use of deaf signage*
- (9) *Upgrading of main block patient lift, including voice over.*
- (10) *Continued patient and community participation and consultation.*
- (11) *To continue to monitor waiting times for improvement*
- (12) *To continue with prioritized skills development*
- (13) *To continue with Customer Service Training*
- (14) *To continue with patient complaints and compliments.*

**\* OUR FINANCES**

*Our total expenditure for 2005/2006 was R317 677 919*

*This is how we spent it:*

*-Staff salaries : R181 571,257*

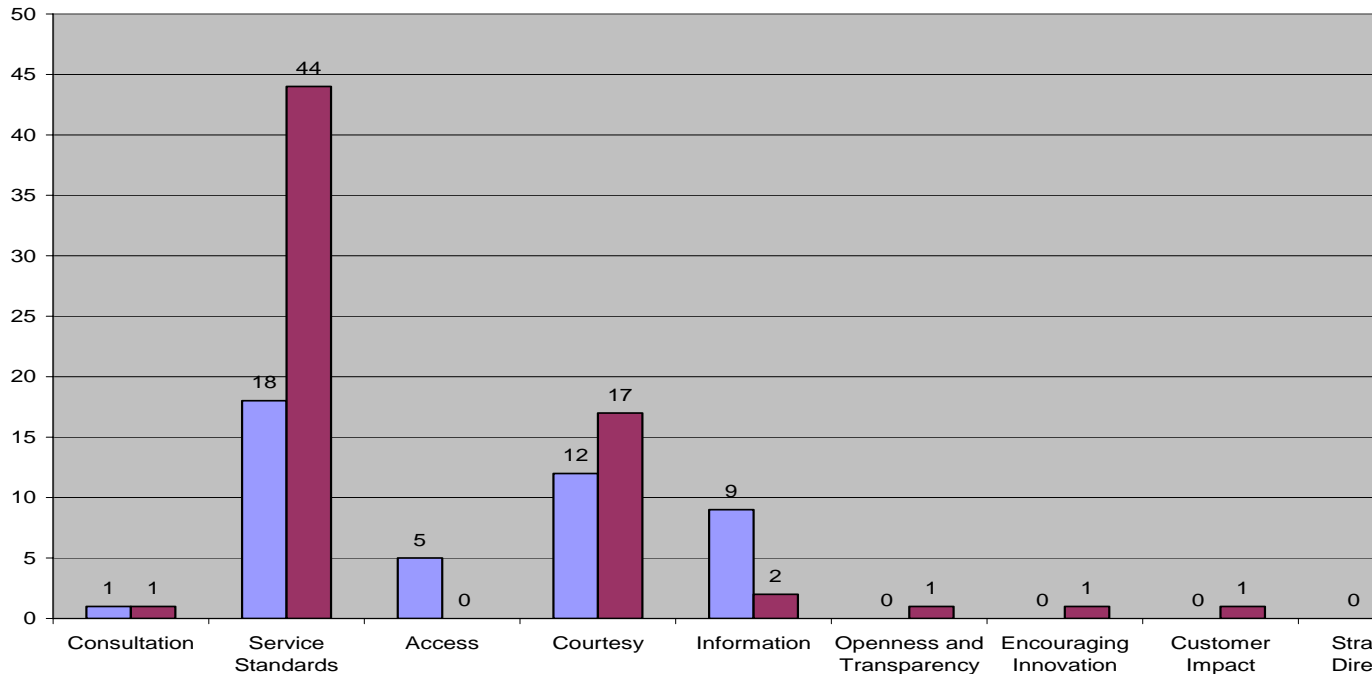
*-Other running costs: R 136 106 62,00  
(goods and services)*

**\* OUR INCOME FOR FEES FOR SERVICES**

*Our income was : R 10206 984,00*

## COMPLAINTS AND COMPLIMENTS AUDIT

### ADDINGTON HOSPITAL COMPLAINTS AND COMPLIMENTS AUDIT JULY - DECEMBER 2017



*We endeavour to put things right when they go wrong. Wherever possible, complaints are dealt with on the spot. But if this does not work out to your satisfaction, there are procedures for making formal complaints.*

***In accordance with our Public Relations Unit Service Commitment Charter:***

*We will deal with your request for information within 1 working day, more complex information will be dealt with within 7 working days.*

- \* *Telephonic messages will be dealt with on the same day.*
- \* *If you have a complaint we will apologise and attempt to resolve immediately; written complaints will be acknowledged within 7 days of receipt, and where a full investigation is required we will advise you and respond within 6 weeks, endeavouring to keep you updated on the progress of investigation.*

*We will ensure that details of how to complain or compliment is available in your hospital package of information (HOSPAK) and at your bedside.*

*Please direct all your queries, problems or requests for more detailed services to the Public Relations Unit, 1st Floor, Main Hospital Block.*

*You may contact Wesley Canham (031-3272967/8) between 07h30 – 16h00 Monday to Friday. Fax no.: 031-3272805.*

*We would like to hear from you. Please tell us what you think of this charter and our services. We would like to solve problems together with you.*

*We, the Addington Management, hereby commit ourselves to meeting the standards reflected in this Charter.*

*Dr J.E. Hurst            HOSPITAL MANAGER*

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*Dr D.K. Naidoo        MEDICAL MANAGER*

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*Mrs A. Chinniah      NURSING SERVICE MANAGER*

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*Mr A.A. Pretorius    FINANCE & SYSTEMS MANAGER*

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*Mr S. Govender       HUMAN RESOURCE MANAGER*

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