



**health**

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

## ZIYASHA NEWS

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### Special Points of interest:

- ◆ Clairwood Hospital
- ◆ Tel: 031 451 5000
- ◆ [www.kznhealth.gov.za/ClairwoodHospital](http://www.kznhealth.gov.za/ClairwoodHospital)
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### Clairwood Hospital contributes in the fight against HIV and AIDS



Prof. Nurse P Ngcongco

**F**ighting the scourge of HIV and AIDS cannot be left to be a problem of the few, but every citizens should work hard towards preventing new infections and increasing life expectancy of those who are already infected.

Clairwood Hospital ARV clinic (Thusong) is now a benchmarking site for the country and even for other African countries, thanks to an effective roll out of ARVs and a consistent monitoring of viral load. In the beginning of 2017 the Annual Workshop on Advance Clinical Care (AWAC) chose the clinic as a pilot site to embark on a stringent project of viral load monitoring, suppression and completion. The aim of this project was to effectively manage clients who are on ARVs. Clinical Nurse Practitioner Ms. Phumzile Ngcongco volunteered to be the Viral Load Champion (VL) who took up a huge task of ensuring that viral load of about 6000 clients were done and monitored. Through the dedication of the entire staff and support from the district and Hospital management, the clinic achieved 96% of viral load

suppression and 86% of viral load completion and was number one among all three pilot sites.

The KZN Department of Health together with CAPRISA and UKZN gave Ms. Phumzile Ngcongco (CNP) an award for her contribution to this pilot project as VL champion. The Medical Manager Dr Mabaso was also acknowledged for her supporting role to the project.

When Ms. Ngcongco was asked what made her to take up this project, she responded by saying "it is every nurses responsibility to improve the lives of those who visit health facilities, I felt that by leading this project it would put me at the centre of a system which was going to be a perfect yardstick to measure whether the work that Doctors, Nurses and support staff do yield any positive results.

When the clinic started the project, it embarked on effective health education for patients about the importance of their viral load monitoring and suppression. The concept called Viral Load Anniversary month was born and it became a term that all staff in the clinic adopted and communicated constantly to all clients. Before the clinic embarked on this pilot study, there was low output on viral load. At the end of the project it was discovered that the viral load monitoring was managed well and clients knew when their viral load check up was due.



## PHYSIOTHERAPY BACK WEEK



Physiotherapy back week takes place each year in September. This year the physiotherapists ran 2 yoga classes for neck and back stretching and strengthening. These classes were held on the 17<sup>th</sup> & 19<sup>th</sup> September 2019 and were well supported by PPSD & Clairwood staff. The class started with a relaxing neck program that lasted 15 minutes and ended with a lower back program that lasted 20 minutes. Everyone really enjoyed the neck program and felt that it really relieved the tension in their neck, shoulders and upper back. The lower back program was a bit more strenuous and there was quite a lot of groaning heard during the session. Everyone who attended agreed that they felt extremely good after the session and were motivated to keep it up at home. All who participated received a skipping rope or a pen after the session.



Staff taking part in various techniques of back and neck exercises

## Clairwood Hospital visits Madressa Primary school for HPV vaccination



CNP Ndlela ( team leader) addresses learners during preparation for vaccination

Improving health care for all South Africans is very important, especially those who are at risk of developing serious diseases like cancer which can be fatal and is expensive to treat.

In this issue, the focus is on Human Papillomavirus (HPV), a type of virus that causes genital warts and in most cases certain types of cause cervical cancer. HPV is a viral infection of the reproductive tract. Vaccination can prevent most cases of cervical cancer in females, if given before a person is exposed to the virus. Kwa Zulu-Natal Dept. of health felt a need to take the vaccination to schools in order to vaccinate young girls who are not yet sexually active.

Clairwood Hospital school health team have been criss crossing the Durban south district giving health education and vaccinating girls between the ages of 12-14 years old. This programme which was launched by department of health is proving to be a success as in two seasons a year more than 200 girls are vaccinated. Clairwood hospital media team joined the School health team and visited Madressa Primary school in the Clairwood area. The team was warmly welcomed by the principal Mr. A. Hussein who commended the department of health for this programme.

235 school girls have been vaccinated by Clairwood Hospital school health team in the year 2019. staff members are encouraged to disseminate information to all social and formal community gatherings about HPV vaccination. Parents are also urged to take their young eligible girls to the nearest health facilities to get the vaccine if they are not yet vaccinated. Vaccination is free of charge.

*Source of some of the info. is from KZN department of health website*

## CLAIRWOOD HOSPITAL HOSTS LONG SERVICE AWARD FOR EMPLOYEES



Award recipients enjoying speeches on their special day



CEO Mr. Gwala handing over the 30th year of service certificate to PN Rajad

Admiration was written in the faces of all those who are still new in the public service when Clairwood hospital recognised employees for their dedication to the public service.

74 employees received long service awards, they had reached 20, 30 and 40 years of service respectively.

When opening the event with prayer the hospital Chaplain Rev. Hadebe quoted Mathew 19 V 26 which says “nothing is impossible with God”. He further commended the award recipients and brought them to the verse by saying some of them may have thought it would be impossible to reach such a milestone but through God they did it.

The CEO Mr. NBL Gwala, on behalf of the department of health, thanked the employees for the service they have given over the years, he told them that the experience and their skills have over the years helped the department to achieve quality services. He further asked them to pass the message to their families that Clairwood hospital appreciates the support that these employees have been and still continuously receive from their families as they spend most of their time in the work place.

Asked about the excitement of receiving a 30year service, Professional Nurse Rajad had this to say ***“this means a lot for me personally as you all know that it has not been easy, but caring for the sick has always been my main motivation. I'm also sad that very soon ill be leaving my second family which I have been with for so many years”*** .

The event was completed by a sterling performance by a hospital gospel group called Bees of Heaven who made sure that the recipients of the awards never forget their special day.



Employees with 20 years service



40 years service



30 years service

## Notice on Human Resources

The CEO Mr. NBL Gwala and the management wish to past condolences to the family of Prof Nurse MH Sokhela who tragically who passed on during the year 2019. She will always be remembered by her colleagues at Clairwood hospital.

### NEW APPOINTMENTS AND PROMOTIONS

Congratulations to the FF: employees who were promoted and some have joined Clairwood Hospital. NZ Kubheka CNP, NP Mgolombane CNP, SC Mhlongo CNP, NF Madlala, OM, and BP Nxumalo OM

### EXITS

Farewell messages goes to the FF employees who have resigned or retired from the dept. of health.

N. Mbandlwa , XP Mncenjana, LM Quvana, SB Maxegwana, NH Dlamini, PB Mdabe and NP Jadu.

## PICTURES FROM VARIOUS EVENTS



Seated from left is Dr B Mabaso and far right is Mrs P Ngcongco receiving awards at the AWAC



Bees of heaven performing at the Long Service award ceremony



Ms. P. Vilakazi and Mrs. Z. Zulu at the GBV march



HR Staff waiting to serve employees at the long service award ceremony

## ANNUAL HAND HAYGIENE DAY EVENT



Thusong clinic receiving the award for position one



Pharmacy dept. performing their hand washing activity



Ward O2 and KMC preparing to showcase their item



Displayed posters



Physiotherapy department performing an

The global hand washing day is dedicated to increasing the awareness and understanding about the importance of hand washing.

The Acting Infection Prevention Co-ordinator has made a point of hand washing day becoming an annual event in the hospital. From the Infection Prevention and Control (IPC) point of view, hand hygiene is one of the primary principles of IPC when it is practiced correctly in the hospital setting and at home.

Wards and departments showed their creativity by displaying and showing some incredible activities during Hand washing day which was organised by Acting IPC Co-ordinator Ms NG Jama under the theme ***“All is in your hands”***.

All the activities for the day and which included displaying of posters, music, stage play and slogans (were centred around theme).

All performances were under the capable judging skills of Mrs. G Ngcobo( Social Work) Mrs. T. Robson ( HR) and Mrs. N. Mthembu( Quality Assurance. The winners were: Thusong clinic which took position 01, KMC/O2 were runners up, Pharmacy took the 3rd position.

When Ms. Jama was asked why there should be such activities on annual basis, and whether employees were not supposed to know the importance of hand washing and why they should be reminded? She had this to say, ***“due to the importance of hand washing by health care workers it is imperative that the hand washing technique is mastered and there is a continuous awareness. Over and above that there has to be a synergy amongst new and experienced staff in as far as best practice is concerned”***.

## PICK N' PAY WOMEN'S DAY CELEBRATION



From left Mrs CW Ncobeni and fourth from left is E Nxumalo who attended Pick n Pay Women's day

The unity amongst women in South Africa and the world at large is very important in the fight against patriarchy systems which affect women.

Patriarchy is a historic systems which has always depicted women in lesser humans than man. Man are assumed to have more rights than women in almost every aspect of life. Man generally enjoy more rights than woman. Therefore there is a need to rise up against some of the socio cultural factors that are still oppressing women.

The Women breakfast organized by Pick n Pay supermarket in Montclair in celebration of women's day proved to be what women needed to create synergy and stand in solidarity as women against any form of prejudice.

This event highlighted the roles that women play in different sectors in the society and it made sense that it was organised in August during women month.

EN E. Nxumalo and ANM CW. Ncobeni attended this event as representatives from Clairwood Hospital, there were also representatives from Department of Education and SAPS. On their arrival they were treated with high tea and a variety of delicious cakes which kick started a long and interesting conversation about the role of women in society and their contribution in the work place. They also highlighted the good work that is being done by other women in different organizations.

Media team from Clairwood were impressed with how this event was organised and the unity which was displayed by women from different organisations. There is no doubt that when people are united for the same course, anything is possible.

## CUSTOMER REVIEWS

studies have revealed that employees who receive positive reviews or compliments are likely to be more productive.

One always believe that a quality of service should be the primary goal of any organisation. This can be paired with a general understanding that positive reviews should be sincere reflections of the service provided and should not be coerced.

Positive reviews come easy if healthcare workers are dedicated to their work, willing to go the extra mile to achieve the organisation's goals.

The reviews attached represent many of the positive reviews that Clairwood hospital receives from clients.

Clairwood hospital has a mechanism where clients can communicate their reviews be they positive or negative. All reviews are important and cannot be selectively noted.

Appreciation goes out to all the employees who provide service with courtesy even if no one is watching.

FM2 21-05-2018  
To Clairwood Hospital Staff

I Jabulile G Memela like to pass my greatest gratitude to all doctors Nurses every body that participated in Ward FM2. You guys really saved my daughter Sphe's life Memela's life I really appreciate your dedication helping my daughter for the past 3 months God Bless you and give you strength on your work

I dont have Gold and silver but in Jesus Christ name I thank you

Regards  
Jabulile Memela  
Sphe's Mother



**WARD FM2**

### COMPLAINTS FORM/ IFOMU LEZIKHALAZO

FOR ANY COMPLAINTS PLEASE VISIT THE PUBLIC RELATIONS OFFICE FROM 07h30-16h00.

UMA UNESIKHALAZO VAKASHELA IHHOVISI LOMXHUMANISI WESIBHEDELELA NOMPHEKATHI (P.R.O)  
KUSUKELA LIGAMENXE IHORA LESIKHOMBISA KUYA KWELESINE.

Igamalakho : [REDACTED]	Your name : File NO [REDACTED]
Idilesi yakho : SITHALA ROAD [REDACTED]	Your address :
Inombolo yocingo : [REDACTED]	Tel number:
Usuku lwesikhalazo: 26/7 /2019	Date of complaint : / /20
Senzeke kuphi isikhalazo : THUSONG CLINIC	Where the dissatisfaction happened :

Bhala konke okungakwenelisi /Summary of complaint

Ngubhala nokubonga amaKhansele angiphethe kahle uSis SMah no ISiS. Zintle bang'isize kakhulu bongin'kinga ye VL ubo ibiphezulu kakhulu kodwa nwanje iphelele ngibonga kakhulu kubona

**THUSONG CLINIC**