
E.G & USHER MEMORIAL SERVICE COMMITMENT CHARTER

LOCATION

East Griqualand and Usher Memorial is a 205-bed **District** hospital situated on the outskirts of the Kokstad, alongside the main road to Matatiele. This Map shows the location of the hospital. The hospital is located in the Sisonke Health District.
The hospital serves patients from Kokstad, Swartberg, Franklin and Mzimkulu with cross borders from Mt Ayliff, Ntabankulu, Mt Frere, Lesotho and Bizana. The hospital was the first to be awarded Baby Friendly Status in the Sisonke district.

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*CNR Elliot and Avenue
Kokstad
4700*

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*Private Bag x506
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4700*

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THE HOSPITAL TOP MANAGEMENT



Acting Hospital Manager: Mrs NC Thekiso



**Dr Onanuga
Medical Manager**



Mrs T. Miya (Nursing)



Mrs N.A. Siqwayi (Finance & Systems)



Mrs T. Madlala(Human Resources)

OUR VISION

We strive to deliver Accessible, Optimal and Holistic Health Care To all who Access our Services.

OUR MISSION

To work together as an integrated health service to provide comprehensive care to all by adhering to Batho Pele Principles.

OUR CORE VALUES

Our core values are base on respect, healthy, safety, duty conscience, positive attitude, quality and ongoing training.

WE ARE COMMITTING OUR SELVES TO THE FOLLOWING SERVICES TO YOU

- Aged and Chronic Sick
- Aids support group
- Antenatal Clinic
- ARV Clinic
- Dental Therapy (Sessional)
- Ear, Nose and Throat clinic
- Eye clinic
- Gateway Clinic
- General Medical
- General Surgical
- Infectious Cases
- Maternity
- Mental Health Clinic
- Pharmacy
- Physiotherapy
- PMTCT
- TB Clinic
- Theatre
- Trauma and Crisis Center
- Ultrasound

- VCT Screening
- X-ray
- Psychologist
- Internal Home Affairs Facilities
- Social work services)

SERVICE STANDARDS

The hospital is a **24 hrs** service and have an internal Gateway clinic that is operating from **7 am to 7pm**. Its also have Greater Kokstad Clinic that also runs from **7am to 7pm**.

The Community Visiting Hours for admitted patients are as follows:-

11h00 to 12h00
15h00 to 16h00
19h00 to 20h00

We are also adhering to Batho Pele Principles and Patients Rights that are displayed all over the hospital.

TO IMPROVE QUALITY OF CARE WE STRIVE TO:

- An ongoing staff Batho Pele Training.
- Redress when we didn't meet a required and a promised standard.
- Have a 24hrs uninterrupted Casualty.
- Clear signage for easy accessibility.
- High Quality of Care.
- Clear operational plan that is responsive to your needs
- Healthy, Safety clean environment.
- Effective complaint and complement system sticking to departmental complaints Policy(within 5 days reply from a complaint)
- Weekly check of suggestions Boxes(**Found in any service point within the hospital**)
- Have a permanent person to attend your complaints.
- To fully adhere to the District hospital package as mandated by National Department of Health as well as WHO.

OUR COMMUNICATION CHANNELS

The hospital have fully functional Hospital Board Members namely :-

- **Cllr J Mhlongo (Chairperson)**
- **GKM Mayor Sithole**
- **Cllr F Rodgers**
- **Mrs Mramba**
- **Mr Gogela**
- **Miss Mtsi**
- **Mr M. Maqhashalala**
- **Mr Londwa**
- **Rev Tambo.**

These are trusted members who are always willing to listen and bring your issues to the Hospital.

The hospital is also looking at establishing the Clinic committees that will assist in taking your concerns to us.

Despite the pressing financial constraints the hospital is promising to hold an annual IMBIZOS to listen and respond to your concerns.

We have internal communications channel structured as follows:-

- Operational/Wards/Clinic Managers
- Zonal Matrons
- Senior Managers

OR

Mrs N.C. Thekiso
Acting Hospital Manager.
Right Wing Admin Block
Tel: 039 797 8103.

OR

Mr Sabelo Ncwane
Public Relations Officer
Left Wing Admin Block
Tel: 039 797 8116.

Signed

Mrs N.C. Thekiso
Acting Hospital Manager

Date _____

NEXT REVIEW DATE: 26 OCTOBER 2010