



# **GJ CROOKES HOSPITAL SERVICE COMMITMENT CHARTER**

## **WHERE TO FIND US**

The G.J Crookes hospital is situated at 1 Hospital Road in Scottburgh, 45 Kilometers South of Durban

- Our telephone number is: 039 978 7000
- Our fax number is: 039 978 1295
- Our Postal address is: Private Bag X 5501, Scottburgh, 4180

## **VISION**

G.J Crookes Hospital will strive to provide high quality and cost efficient health care services to residents of Ugu-North service areas (Umdoni, Vulamehlo and Umzombe North)

## **MISSION**

To provide a coordinated, sustainable, comprehensive and intergrated health care service, based on primary health care approach, health promotion, Batho Pele principles and in partnership with all stakeholders through the district health system.

## **ESPOUSED VALUES**

- ✚ **Strive:** Striving to ensure adequate & effective communication that is transparent at all times
- ✚ **Ensure:** Ensuring dignity and recognizing diversity among individuals
- ✚ **Render:** Rendering of accessible, cost effective and professional service to citizens
- ✚ **Value:** Valuing of workforce and enabling resources
- ✚ **Involve:** Involvement of our stakeholders in planning and execution
- ✚ **Commit:** Commitment to quality through skills development and innovation
- ✚ **Evaluate:** Evaluation of all our practices and performances in order to progress

## **SERVICES PROVIDED are at a generalist level to patients and outpatients**

- **Trauma and emergency** – 24 hour services
- **Medicine** – 24 hour services
- **Surgery & Orthopaedics** - 24 hour services
- **Obstetrics & Gynae** -24 hour services
- **Paediatrics** - 24 hour services
- **Dental/Oral Health services** - 07:00 – 16:00, Weekdays
- **Mental Health** - 24 hour services
- **Medical Social Work** - 07:00 – 16:00, Weekdays
- **Eye Care & Cataract case finding**
- **Rehabilitation Services** - 07:00 – 16:00, Weekdays
- **Dietetic Services** - 07:00 – 16:00, Weekdays
- **Psychiatric Clinic** - 07:00 – 16:00, Tuesday, Wednesday and Thursday
- **Clinical Support Services**
  - Laboratory Services
  - X-ray services & ultrasound
- **Primary Health Care Services 13**
  - Gateway Clinic, fixed clinics & four mobile teams
  - Home based care
  - Community and outreach programmes
  - HIV & AIDS (VCT & PMCT sites & ARV programmes)
  - TB & STI Management programmes
  - Nutrition programmes
  - Baby friendly Hospital Initiative
  - School Health Services
  - Poverty Alleviation projects
- **EAP (Staff wellness programmes)** - 07:00 – 16:00, Weekdays
- **Collaboration**
  - District EMRS (Ambulance Services)
  - District Medical Officers
  - Regional and Tertiary Hospitals
  - Social Welfare
  - Community Support Groups
  - Agriculture
  - NGO's & CBD's
  - SAPS
  - Fire Department
  - District Municipality, Umdoni, Vulamehlo and umzumbe

## **PATIENT FEES STRUCTURES**

### **CASH PAYMENTS as from 1 November 2008**

<b>HO</b>	<b>Free</b> <ul style="list-style-type: none"><li>- Social Pensioners</li><li>- Formally unemployed (UIF or letter issued by Department of Labour)</li></ul>
<b>H1</b>	<b>Single Income R1 – R3600 per annum</b>

- Family Unit R1 – R50 000 per annum**
- OPD (R 20.00 per consultation)
  - Ward Charge (R 30.00 per consultation)
- H2**
- Single Income R36 001 – R70 000 per annum**
- Family Unit R50 000 – R 100 000 per annum**
- OPD (R65.00 per consultation)
  - Casualty (R120.00 per consultation)
  - Ward Charge (R30.00 per day)
  - X Ray (R40.00 per consultation)
  - Oral Health (R45.00 per consultation)
  - Supplementary Health Treatment (R55.00 per session)
  - Supplementary Health Group Treatment (R45.00 per person)

### **MEDICAL AID SCHEME PAYMENTS**

Patients who are members of a Medical Aid Scheme are to produce their Medical Aid Card and Positive I.D Document of the member and the patient and will be charged according to services received.

## **OUR SERVICE STANDARDS**

In all our performances and service provision we will always adhere with all the 11 Batho Pele principles and ensure that the rights of patients are met.

### **THE 11 BATHO PELE PRINCIPLES OF SERVICE DELIVERY**

We will:

- Use optimal **CONSULTATION** with our internal and external stakeholders
- Make our stakeholders aware of the **SERVICE STANDARDS** at which our services are offered
- Ensure that all our stakeholders have equal **ACCESS** to our services
- Treat our customers with **COURTESY** and responsibility
- Provide accurate and full **INFORMATION** about the services that we are providing
- Apply **OPENNESS AND TRANSPARENCY** in everything we do
- Ensure that we **REDRESS** any areas where we experience shortcomings in a rapid and meaningful approach
- Provide efficient and cost-effect service delivery to offer the most excellent **VALUE FOR MONEY**
- Reward the employees that go an extra mile to provide services for this reason we will be **ENCOURAGING INNOVATION AND REWARDING EXCELLENCE**
- Guarantee that all the Batho Pele principles have **CUSTOMER IMPACT**
- Provide effective **LEADERSHIP** style in order to set an example and take an active role in the organisation's success

## **HOW TO USE OUR SERVICES**

- It is not necessary to go to the hospital if you or a member of your family is sick. It is ideal to go to the nearest clinic, if serious; you will be referred to us.
- Should you need a more specified service (at a regional/tertiary institution); we will in turn refer you to the appropriate hospital.

## **WHEN WILL PERFORMANCE RESULTS BE AVAILABLE**

- Performance results will be available through the Hospital Advisory Board at the beginning of each year (1<sup>ST</sup> of April)
- Annual Performance Plan results will be displayed on the Notice Boards throughout the institution. Results will be distributed to Municipalities in the Ugu District (uMdoni, Vulamehlo and Umzumbi North) in order to be circulated to the community.

## **SERVICE STANDARDS: The services you can expect from us**

### **When you contact us by telephone or write to us we shall:**

- Ensure the telephone is answered within five rings and referred to the right place by a named professional.
- Acknowledge your letter within seven days of receiving it
- Advise you when you can expect feedback from us
- Provide you with contact details of the person to whom your letter has been referred to
- Also follow-up on the issue raised by you until it is finally resolved

### **When you visit our facilities you will:**

- Be greeted by a named professional in a professional manner
- Be requested to leave all weapons, including traditional/cultural at the security gate.
- Be searched by the securities to ensure optimal safety of others (when arriving and leaving the institution)
- Be provided with all the necessary health care assistance that you require
- Will be treated by a named professional because all employees will be wearing their name badges at all the times
- Be treated with courtesy and respect irrespective of race, religion or cultural background
- Be provided with the necessary information that you require
- Be assisted with a secured seating area whilst you are waiting for assistance
- Be assisted with directions to the department that you are looking for with the means of proper signage
- Be assisted in a language that you will understand
- Be made aware of the management team by photographs and organograms displayed on notice boards
- Be referred to the suitable level of care according to your condition.

Any contributions from the public are welcome in order to improve our services. For any suggestions, complaints or admirations, you can contact the Public Relations Officer, Ms T Hadebe on the above mentioned contact details.

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**Mrs. S.P Nyawo**  
**Hospital Manager**

**DATE:** ----- **REVIEW DATE:** -----