



HEALTH
KwaZulu-Natal

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ITSHELEJUBA HOSPITAL WITNESS

APRIL - JULY 2010

Pongola Flagship Programme

Flagship program was initiated as a strategy to alleviate poverty amongst the unemployed women and poor with the involvement of different Stakeholders from the Government Departments. Mr. S.R. Mhlongo, who is the chairperson for Pongola area and other ward Conveners ensures the smooth running of the program within the area and that visitation to targeted areas are successfully done. They also facilitate immediate interventions to those families or individuals that needs special attention.

Amongst the challenges that the team has to intervene includes unemployment, lack of documentation from Home Affairs, child headed families, refuse removal, sanitation, water supply, roads, access to electricity, children immunization, home deliveries etc.

Operation Mbo have been conducted in different wards which is where all the essential services from involved departments are rendered and problems identified. Where follow ups are required, a plan is made for such cases and provision of support system where possible is arranged.



VISIT BY OFFICE OF THE MEC

ITSHELEJUBA hospital had the privilege of being visited by the team from the MEC's Office who wanted to check out Itshelejuba hospital.

The visit was initiated by the honourable Dr. S. Dhlomo who unfortunately couldn't be part of this expedition. The whole purpose of the visit was to do the MCWH campaign in keeping with the MCWH programme which is one of the Priority Programme within the Department of Health. The team made sure that the PMTCT registers were up to date and looked at the arrangement of the Unit as a whole, how everything is run within it. The objective of this programme is to reduce mortality rate of infants, children and mothers. So saying the target areas for this programme are of course mothers, pregnant women, women of child bearing age, infants, children and youth.

Dr. SSS Buthelezi (General Manager for Strategic Health Programmes), Mrs. P. Phungula (Senior Technical Adviser for MCWH), Dr. Kambaran (Chief Specialist for O&G) and Zululand Health District Management were part of this expedition. After the rounds the team convened at the Boardroom whereby Mrs. T.G. Mashewula (Assistant Nursing Manager gave a presentation on maternal, paternal and mortality review, statistics and figures on births, deaths.



The CEO of Itshelejuba hospital, Mrs. M.O. Simelane with HR Manager, Ms T.L. Buthelezi and Dr. S.S. Buthelezi



The team checking out the maternity ward and PMTCT registers



Dr. Kambaran working with Dr. P.K. Kanana, Acting Medical Manager and Dr. K. Kasongo currently allocated in Maternity ward.



MCWH

MCWH is one of the Priority programme with the Department of Health with an objective to reduce morbidity and mortality of neonates, infants, children and women. There are many services provided by MCWH like maternal and neonatal health, sexual and reproductive health, school and youth health and prevention of mother to child transmission.

COMMUNITY EMPOWEREMENT



Officials from Department of Health and Agriculture during inspection.



Members of the co-operative having talks with the Department of Agriculture officials.

Itshelejuba hospital prides itself on working jointly with the community. This is especially seen with the co-ops gardens that have become a source of giving health food to the hospital and community. Co-operatives are an entrepreneurship idea that is initiated by government that seeks to help out the unemployed. With this initiative government is empowering youth and the underprivileged, he meets them halfway in order to make their venture a success. On this day the department of health was on site visiting these gardens just to ensure that everything was on track and was going according to plan. These routine checks are very needed to ensure that these gardens are well tendered as they supply the hospital with vegetables. Also is the need to ensure that these gardens are always visible and therefore clearly playing the role that is given to them. This drive clearly portrays that now is the time to stand and work in order to bring along a better life for all.. This would be especially so with the youth taking part with this programme and maintaining it with the diligence that is needed to turn unemployment around.



HEALTHCARE CHRISTIAN FELLOWSHIP

Hospital CEO, Mrs. M.O. Sime-lane opening a sermon with a word of welcome.



Bagida egameni lika Jehova!!!



Church members quietly listening to the sermon.



Pastor Z.P. Nkosi sharing the word of God



Members of the RAMIAH which means 'God is Exalted' gloriously sending up praises with their sweet voices



Nakanjani uma ubuka i OPD entsha sekucacela noma ubani ukuthi konke sekuyela emaphethelweni futhi lesakhiwo sesizophela. Lapha kuthathwe amalungu esibhedlela eyobona futhi eyohlola ukuthi kulesakhiwo kuhamba kanjani. Bafike babuka ukuthi lesakhiwo sakhiwa ngendlela yini nanokuthi amagumbi ngaphakathi abukeka kanjani.

Ngezansi kukhona izindlu zabahlengikazi nazo esezihlukaniswe kahle kwazise phela bebehla ngababili endlini yinye lokho obekwenza kungabibikho ukukhululeka kahle.

Abahlali esingasho ukuthi abahlengikazi bayincomile futhi bayithokozela lendlela okwenzeka ngayo kwazise nabo bese kubakhathaza lokhu kuhlala kwabo ngalendlela.

Ebuzwa omunye umhlengikazi uncome kakhulu abaphathi besibhedlela wase ehalalisela nabanye ozakwaba ngokuthi sekune privacy manje yize noma kusasele indawo yokhuphekela kodwa akusafani ngoba umuntu usenegumbi lakhe ngayedwa.



Before renovations

03/



After renovations

SOCCER WORLD CUP 2010



COMPLAINTS PROCEDURE FOR ITSHELEJUBA HOSPITAL

The National Patients' Right Charter stipulates that everyone in South Africa has the right to complain about the Health care they receive, to have such complaint investigated and to receive a full response on such investigation.

If you are not satisfied with the Health services you have received, you are Cordially informed to report your complain to Unit manager who is in charge of that section.

If you are still not satisfied about your complaint, you can forward your complaint to the hospital Public Relations Officer who will investigate your complain.

Your complaint will be acknowledged within **5 working days** after received by the hospital Public Relations Officer

The complaint will be investigated and the final outcome of the investigation will be conveyed to the complainant within **25 working days**. However, should the complexity of the investigation require an extension of this **25 days**, then the complainant will be provided with a progress report within the said **25 working days**. Any extension period required to resolved a complaint should ultimately not lead to the whole investigation period to exceed **60 days**.

All your contact details must be included on the complaints forms (e.g. Name and Surname , address ,Telephone numbers)

All complaints/compliments received, resolve and pending will be reported to Head Office.

For more information please contact Ms Fikile P. Simelane on:

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