



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# Umthombo

NDWEDWE CHC NEWSLETTER

## Ndwedwe CHC Adopts Healthy Lifestyle

On Friday the 17th February 2012 the staff of Ndwedwe CHC held a Healthy Life Style event, this event was held at the rehabilitation centre at the institutions physiotherapy consulting rooms.

The staff were delighted to be joined by the Escape Gym who are from Umhlanga Rocks, they were our guests for the day at this special event. The team was later given talks by our physiotherapist Mrs Zuzi Cele on how to stay fit and healthy by maintaining a healthy lifestyle through exercise and going to the gym.

The team later participated in a variety of exercises conducted by physiotherapy and were later conducted by Priscilla from Escape who gave intensive fitness activities. The team were highly energetic thanks to the workplace healthy lifestyle pro-



Staff members getting down to business

gram that is in place which sees that staff are fit and healthy, this workplace program is headed by Mrs Zuzi Cele who meets with the staff members at least twice a week and exercise for about an hour.

The MEC for Health, KwaZulu-Natal advocates that a

“Healthy Mind in a Healthy Body” is a sure guarantee to a productive and healthy nation. We at Ndwedwe CHC pledge ourselves to living a healthy lifestyle!!!!

## MMC at Molokohlo Clinic

Molokohlo a satellite clinic under Ndwedwe CHC recently held three MMC camps which saw some eighty (80) young men being circumcised. These camps took place at Mwo-  
kohlo Clinic on the 28th February, 12th and the 26th March.

The boys were later treated to delicious launch-packs after the preceding's for the day. According to Dr Tshabalala who heads the MMC program at Head Office the KwaZulu-Natal Province was the first Province to initiate such a pro-

gram in large scale in an effort to reducing the HIV/Aids prevalence in the Province. Tshabalala also states that The Medical Male Circumcision Campaign was launched in April 2010 following a shared commitment from traditional leaders and government of KwaZulu-Natal.

Volume 1, Issue 1

30 March 2012

### Special points of interest:

- New Vision and Mission for the CHC
- Healthy ever active
- Healthy lifestyles
- MMC at Mwo-  
kohlo
- Health Education

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## MMC at Ndwedwe Clinic

Ndwedwe CHC recently had its MMC camp which saw 50 boys being circumcised at the launch of this campaign at Ndwedwe CHC infection control nurse Mkhabela worked very hard with Doctor Khuzwayo in ensuring that the boys received optimal health care in their procedure they were undergoing. The boys were later treated to launch packs. Men around Ndwedwe and other surrounding areas are urged to circumcise as this not only is a good hygiene practice but reduces your chances of contracting sexually transmitted infections.



**Mkhabela explaining the procedure to the boys.**



**The boys asking questions before the procedure.**

## Happily ever active

Many of us know that a healthy lifestyle can make a significant difference in preventing disease, reducing stress and improving general wellbeing. But it is not always so easy to maintain a healthy lifestyle in today's high-pressured world. Most people are familiar with the problem of finding time to look after themselves yet they do not know how to overcome it. The good news is that there is a way to find a healthy



*"The good news is that*

*there is a way to find a healthy balance in life-all it takes is planning."*

balance in life - all it takes is a little planning.

As part of the MECs on-going effort to encourage staff members, community's at large and other organizations on living healthy lifestyles to curb the Bearden of non-communicable diseases and promoting staff wellness in the work place- Staff members are urged to take part in the workplace fitness program conducted by our Physiotherapist, Mrs Zuzi Cele.

## Ndwedwe CHC teams out at



## Nhlangakazi



**Teams were hard at work during the Nazareth pilgrimage walk to the Mountain.**

## MMC at Ndwedwe Clinic



Izinsizwa zichazelwa mayelana nokusokwa

## iNHI

Lo nyaka ka 2012 wunyaka ongasoze wakhohlakala uyohlezi uyisikhumbuzo nasesizukulwaneni , njengoba umyango wezempilo wethula uMshwalense Wezempilo Kazwe lonke, phecelezi i(NHI) umyango wezempilo ufisa uku-kuqinisekisa ukuthi bonke abantu base Ningizimu Africa bathola ukunakekelwa kwezempilo okulinganayo, isigaba sokuvininywa kwalo Mshwalense sesiqalile ezifundazweni zonke zase Ningizimu

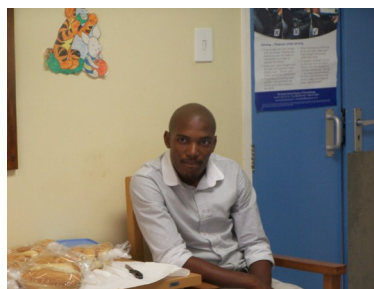
Africa. Thina njengesifundazwe saKwaZulu Natal uMshwalense uzovivinywa eMzinyathi nase Mgungundlovu.

*“Thina njengesifundazwe saKwaZulu-Natal uMshwalense uzovivinywa eMzinyathi nase Mgungundlovu.”*

## Farewell of Nkosie

Nkosie an employee from stores at Ndwedwe CHC had a farewell recently. “Nkosie is a very humble and dedicated worker and will be greatly missed by the stores team” these were the words from supervisor Mrs. Thabsile Ndlovu.

Nkosi recently got a promotion and he will be heading to GJ Crooks where he will be employed as Finance Management Officer: Revenue as from the 2nd of April 2012.



Mr. Khumalo giving words of inspiration.

# NDWEDWE CHC NEWSLETTER

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## OFFICE OF THE PUBLIC RELATIONS OFFICER



### NHI is here

NHI is here guys, the National Health Insurance is to be rolled out in two districts in the Province of Kwa-Zulu Natal namely Umzinyathi and Umgungundlovu District. The NHI pilot phase will focus on the revalidation of hospitals and the strengthening of the health care system thus making way for the next pilot phase.

This is a very exciting and ambitious program from government and by working together we as Public servants in the health care fraternity, can realize this dream of NHI and say I was there!!!!

## Our Vision, Mission and Core Values

### Vision

THE VISION OF NDWEDWE CHC IS TO ACHIEVE OPTIMAL COMPREHENSIVE HEALTH CARE STATUS FOR ALL CITIZENS WITHIN THE NDWEDWE SUB- DISTRICT.

### Mission

TO DELIVER COMPREHENSIVE, INTEGRATED, CO ORDINATED, SUSTAINABLE AND RESPONSIVE QUALITY HEALTH CARE, AND TO ENSURE THAT THE COMMUNITY IS ENABLED AND INVOLVED IN ALL ACTIVITIES IN PREVENTING ALL DISEASES AND ARE ENGAGED IN THE SUKUMA SAKHA PROJECT BASED ON THE PRIMARY HEATH CARE APPROACH THROUGH THE DISTRICT HEALTH SYSTEM



Ndwedwe CHC

COMMITMENT TO  
PERFORMANCE  
COURAGE TO CHANGE/  
TRANSFORM  
HONESTY  
TRUST  
INTEGRITY AND MUTUAL RE-  
SPECT  
OPENNESS AND  
TRANSPARENCY

On the 16th March 2012 a Client Satisfaction Survey was done and the report is available at the Public Relations Office for comment.

## **BACKGROUND**

On the 16 March 2012 a sample of 25 patients were conducted research by the PRO of the institution, the sample was mainly situated at the last point of service-which is the Pharmacy section. No prior notice was given to staff members about the survey it was randomly carried out and the findings were later examined by the PRO who also has attached a graph and a report for your consideration. Further-more the participants were very eager to voice out there concerns and were mainly appraisals and all suggestions were noted.

No spoilt copies were found in the sample of twenty-five (25) that was given out. A formal report and action plan will be drawn after a sitting with the management team and other stakeholders.

### **Report: Client Satisfaction Survey**

#### **Section A: Staff Attitude: Question one (1) - six (6)**

In terms of staff attitudes the survey findings point out that we are doing well on this part. Findings clearly point out that there is constant communication and engagement with patient and clinical staff. The survey also revealed that there is a relationship between the patient and the doctor/ nurse and patients are given information on their illnesses and management there-off. Findings of the survey also reveal that the clerks are also friendly.

#### **Section B: Waiting Times: Question seven (7) – nine (9)**

On the patient waiting times we could do with some improvements as graph spells out that patients are spending most of their time here. Systems should be put in place with respective department's i.e. Pharmacy, GOPD and Admitting on how we can render a more efficient service.

#### **Section C: Patient Safety and Security: Question ten (10) - thirteen (13)**

Findings from the survey report that we are doing well on this category as there is signage across the clinic clearly marking respective departments and facilities like the toilet but proper signage needs to be procured which is in line with departmental policy on signage. Findings also reveal that security personnel are visible in the clinic and all passages are well lit.

#### **Section D: Cleanliness: Question fourteen (14) - twenty (20)**

The survey findings reveal that the administration area at the clerks was tidy and clean as well as the Pharmacy area. Our toilets were also tidy and clean (88) eighty eight per cent of our patrons revealed this on our survey. It is a big worry that toilet paper is not readily available in our toilets, this could mean two things its either patrons or staff are helping themselves with it or we don't have enough supply of it in our toilets. Survey findings also reveal that patients don't have enough soap to wash hands in the toilets as much as 64% of our sample did not see sanitizer or soap in the toilets. Not much paper for wiping hands was also present as a large number of about 64% of patrons did not find it available. We are doing well on infection control as survey reveals that clinical staff spray /wash their hands before examining them.

#### **Section E: Availability of medicines: Question twenty one (21) - twenty three (23)**

Findings of the survey reveal that all patients (100%) who were prescribed for medication got it on the day of their respective visit to the clinic and were given instructions on how to take does drugs. This clearly shows that all medicines are readily available at Pharmacy.

### **Improvement/ action plans**

Based on the outcomes of the survey, patient waiting times is to be improved by monitoring the systems or schedule in place at the pharmacy and admitting area, by observation the section runs fairly well but at times you find gaps. Public Relations Officer will be more visible at service delivery coal face to assist were necessary at times. And in the cleanliness section the PRO is to intervene and make random rounds and walk about with Health and safety officer.

Ends.