BACKGROUND

Nhlonjeni Hospital is situated at Mahlabathini in Zululand District. Nhlonjeni hospital was found by Norwegian Missionary, Sister Martha Palm as Nhlonjeni Native Mission Hospital in 1925 but the exact date for the foundation cannot be determined with certainty, but there are grounds for presuming that the hospital was founded in the very beginning of October 1925. Sister Martha was a visiting student at Mc Cords Hospital in Durban.

The first hospital building was quite small, containing no more than 3 rooms:
One room was the admission-room, dispensary and kitchen.

The next room was for in-patient.
The last small room was for herself.

THE HOSPITAL EXPAND

Very soon Sister Martha realized that the hospital she had build was too small! Every day she had to admit new patients who were in need of hospital treatment. At times she had placed up to 15 patient on straw-mat on the floor,- there were patient even in the dispensary-room. She was in urgent need for proper kitchen where food for all could be prepared. Until then, all the cooking was done outside.

All this changed one night when 2 big baboons were seen at the “Out-kitchen” eating all the porridge-remnants and ending the meal by throwing the pots in to the forest! They were likely to be back for more—and a kitchen had to be built very quickly....(to continue on the next issue)

To day we are proud to celebrate 84 years in service delivery within our catchment areas and pay a tribute to the Norwegian Missionary Services— our history as Nhlonjeni Hospital remain our spirit through God blessings. Hebrews 13 "I will never abandon you" Jesus Christ is the same yesterday, and for ever....
I wish to take this opportunity to thank the staff and the management for contributing to our final Publication for the year 2009. It’s been a great year for me and be part of this hospital, just like I said at the beginning of the year “2009 IS 2000 & MINE”. We look forward to the next year 2010 and hope that there will be a great improvement of Communication. I encourage all staff members and management to participate fully by writing, email, faxing to us in order to make this publication effective. PR OFFICE wish you all a Blessed Christmas and a Prosperous New Year filled with joy and happiness!!!!!!!!!!!!!!!!!!!!!!

The bulk of the challenges are linked to budgetary constrains. Management found itself torn between budget containment strategies and service delivery demands. Unsavory and unpopular decisions had to be taken especially minimizing overtime work which led to reducing access hours for clients. We have also had challenges with replacement of Capital machines but fortunately our new X-Ray machine arrived in June and is function well. We are looking forward to replacing Autoclave machines as well as Laundry machines, which are still outstanding.

I want to take this opportunity to commend all staff for bearing with us and understanding the “climate”. I can safely say we have grown and developed together (staff and customers) in these trying times. My plea is that we sustain the small cost containment strides we have committed to. They are the reason why our institution is always categorized by Head Office as at “PHC” in terms of financial management. In all this we have together managed to render safe Health Care to our customers.

Some structural changes have also taken place. Our new Mortuary container is now installed and this will ensure that no corpse spill over to private funeral parlors. It will save the hospital some money. There are still many more projects going on and others on the pipeline.

The highlight of the year was change of administration in the county and subsequently in the Province. This has seen the Department of Health getting a new MEC – Dr (BRI-GEN) S.M Dhlomo as well as the new Head of Department – Dr S.M Zungu. This in itself says to us all “the plainfield has changed” and we need to change with the tide.

We have already felt and seen that its “business unusual”. Our hospital has also, like many others, been visited by the MEC. He promised to come back and did not mince words on what his expectations are. For us all, its time to pull up our socks and engage in ways and means to improve quality of services to our communities. Where we are already doing good – like in Cervical cancer screening, lets sustain and improve and where we are not doing well , lets put more effort.

We also want to acknowledge support by Centre for Rural Health (CRH) as well as Elizabeth Glasier Paediatric AIDS Foundation (EGPAF). Although we are still a long way to perfection but there are visible positive returns in our information management.

We are approaching 2010 a year of great expectation with the FIFA world cup coming to the country. We can never say we are rural, remote and far from civilization. The vibes of this historic event are, even as we write, felt far and wide. We therefore have to put contingency plans in place and rather be ready than sorry!. We also want to pass our condolences to those who lost their loved ones and to the families and staff who lost a member and co-worker. MAY THEIR SOULS REST IN PEACE. As we come to the festive season, lets do not forget who we are; and lets carry that image all the time.

Management want take this opportunity to thank each and every one of the staff at Nkonjeni and its clinics for hard work and selfless dedication. We thank also the Advisory Board and clinic Committees for their unwavering support. We wish you all and your families God’s blessings and abundance of peace and joy during this season. For those who will be going for holidays Go with the Lord, may He keep you safe under His pavilion and enjoy your well deserved rest after a long challenging year. God bless you. Merry X-mass and a Blessed 2010.
Mrs G. H Nkambule
Cross transfer from
Ngwelezane hospital as
our New OPD Admin. Officer.

Standing from right: Mrs M.P Buthelezi, Mrs T.R Faku (Food Service Supervisor), D.R Makhoba, C.G Qwabe....Seating from right: E.M Ngwenya, N.P Phakathi and N. Zulu.

The same team with: N.M Xulu. The kitchen team provide service under private company called BONGILE Catering Services.

Arrival of new additional Mortuary Container with 24 shelves which was among our 2009/2010 priority projects. Was delivered on 05/11/2009.

I am Ms B.M Sibiya—Known as Molly. I started working as a Physiotherapy attendant since 1993 without a proper training.

I then did a 1 year course in Physiotherapy Assistant at the University of KwaZulu Natal (UKZN) last year.

I am now graduated in November 2008 and registered with the HPCSA as a qualified Physiotherapy Assistant.

Most of the time institutions make a huge mistakes to look for qualified staff outside institutions to be on certain positions. Here is our dedicated grounds man Mr C.M Duma who has been assigned as our HELP DESK INFORMATION OFFICER since 1 September 2009. I’ll tell you what? Once you enter our buildings, the smile of this gentlemen will heal you and take you on the right place. Customer care has been improved due to his liaison with external and internal public members.

Mrs L.Mlaba Cross transfer from Vryheid Hospital with our dedicated Supply Officer Mr Sandile Zungu
The Pharmacy department at Nkonjeni Hospital embodied the spirit of teamwork during Pharmacy week and the Theme was: KNOWLEDGE IS POWERFUL MEDICINE! Our main aim was to promote the role Pharmacist play in the healthcare system through provision of information and advise on medicines & how to use, store & dispose of it effectively.

The week started on high note as the pharmacy staff (pharmacist & pharmacist’s assistants) displayed Pharmacy week posters at the pharmacy dispensing area. Pharmacy staff also collected expired stock from the hospital wards. Patients were also encouraged to return expired medicines and excess medicine to the pharmacy to assist them with disposing of it.

Presentations at patient waiting areas were conducted to assist patients in knowing their medication and how to safely dispose them, demonstration charts were used to communicate the message to patients and information leaflets in Zulu were distributed to patients. The following areas were visited: Outpatient department, ARV Clinic and Gateway Clinic. Sandwiches prepared by the Pharmacy staff, fruits and juice were distributed to the patients after each presentations.

Management would like to thank our Sub-campus student who dedicated themselves through Client Satisfaction Survey. Their selfless effort on our campaign, will be always appreciated. The following staff also played a crucial role on organizing material, training of staff & capturing of statistics results: Help Desk Mr C.M Duma, Ms N.B Khumalo (Intern PRO) and our backup engine to most hospital programs Ms N.C Mbatha (Infection Control and Prevention manager) as well as Informatics Team (FIO & Capturers)
The IPC Unit would like to inform and educate Health Care Workers on what goes on in our Department. Since the last News Letter we have had some very interesting cases that we have seen such as the outbreak of Swine Flu also known as H1N1. There is also the outbreak of Measles. Please always remember “INFECTION CONTROL IS IN OUR HANDS” Here is a look of what has been going on in our Dept!!!

H1N1 CASES
We have had 12 Suspected Swine flu cases and 03 Confirmed Cases.

Meningococcal Meningitis
We have had one case thus far. The patient was admitted in one of our wards. All the appropriate precaution measures were observed.

Adverse Event Following Immunization
There have only been 2 cases reported in the last quarter.

Dog bite Cases
This is a very important issue as we are seeing a growing number of people coming to the Hospital with dog bite wounds. So far we have had 22 cases. This is a huge number so we need to inform the public on the importance of coming to the Hospital in case of being bitten by a dog no matter how small the wound is.

Hepatitis B Positive Cases
Thus far we have had 28 cases which have been confirmed by our Lab.

Acute Flaccid Paralysis
This is a very serious condition that is still not being detected early but our Hospital has been making some progress as we have had 06 suspected cases.

IPC AUDIT
As a Unit we are audited from time to time so as to see if we are still compliant or not. The audits serve as a tool to see if the Hospital as a whole complies to the required standard of Infection Prevention, so in the last Audit which was on the 12th. of September we obtained 84%. So lets continue with the spirit of working hand in hand so as to continue obtaining excellent results.

MEASLES OUTBREAK
There is an outbreak of Measles and as HCW we need to be on the “ALERT” and be able to detect the condition early, we need to know the S&S of the condition and the Management so as to also inform the general public.

QUALITY IMPROVEMENT AUDIT
The hospital obtained 80% in the last quarterly District assessments

THAT IS IT FROM THE IPC UNIT UNTIL NEXT TIME
SHUKUSHUKUSHUKU…. WASH YOUR HANDS…….

Our dedicated IPC Manager Miss N.C Mbatha with her team, on the Hepatitis week campaign, conducted in service education for staff at the hospital, clinics and CHW’s. “PREVENTION IS BETTER THAN CURE”

And childish. My father is dead long time ago and my mother mary in KWA-ZULU NATAL country there 10 years now, no see she so nobody know to help me.

My certificate is just sitting home for itself, by passes in Mathematics, Geography, Science and all subjects but fail in English because of MKHIZE teacher teaching me is jelas of myself. Me wear expenses cloth than MKHIZE teacher.

I here people you want security guards to your company an I tell you I am one of that Job experience for 2 years.

I shot thief dead. I want to Join the company of you and chase criminal out with me AK47.

Please consider my application careful and call me any time because me have cellphone. I am ready for interview with you. I am very honest and can speak English free of charge.

Please also greet your wife.

And rememba that English is not our mother land.

Sharp!!!!!!!!!........
1. Hospital management team: Standing: Nursing Manager, F&S Manager, Medical Manager and Mrs D.J Linda (Hospital CEO) 
2. Dr (Brig.Gen) S.M Dlomo with Zululand Health District Manager Mrs D.T Memela and Hospital Advisory Board Chairperson Ms S.G Magwaza meeting the MEC on arrival.

4. MEC meets hospital board members Left: Mr Xaba, Ms Magubane and Mr Ncala.

5. Maternity ward
6. Gynae ward
7. Female ward
8. Nursery
9. R.U
10. Male ward
11. Labour ward
12 & 13 Peads ward
14. Male ward

15. MEC with Hospital Management
T.O.P News Corner


Total Number Requested = 34
Total Number Performed = 30
Family Planning = 23
Advanced cases over 12 weeks = 4
Repeat cases = 1
Counseling = 34
Non Pregnant = Nil
Below 18 years = 11
18—30 years = 16
TOTAL = 34

IZWANGATHI—NGENKONJENI
I am Buthelezi Nondumiso, who was born on the 20th of May 1980 something……I was born from this hospital, attended junior primary at Vumabakushoyo Primary (1991 – 1994); Senior Primary at Mahlabathini Primary (1995 – 1997). I then went to Mahlabathini High School (1998 – 2002) where I completed my matric. After matric I went to UKZN former University of Durban Westville for a year. I then went to University of Limpopo (MEDUNSA) from 2004 where I did B. Speech-Language Pathology & Audiology. Ngenza i community service yami at Eshowe Hospital from 1st of July 2008 to the 30th of June 2009 then ngase ngiqala la eNkonjeni Hospital ngomhlaka 1st of July 2009. ANGIKOHLWA LA NGIPHUMA KHONA

What I like: A friendly environment, ngikukhonzile ukujabula.


QUOTE: “If money is your hope for independence, you will never have it. The only real security that a man will have in this world is a reserve of knowledge, experience and ability”, Henry Ford.

First of all I would like to thank God for the opportunities that He had granted me with. I also thank everyone who made me feel welcome here.
Speech-language therapist

Speech-language therapist is a trained professional who evaluate and treat children and adults who have difficulty communicating with others as well as those who have difficulty sucking, chewing or swallowing food or liquid.

We treat people who have the following conditions:

People who have difficulty with pronunciation of speech sounds

Speech language therapy and Audiology basically deal with communication and its disorder.

People who have difficulty developing the speech patterns we use to communicate.

People who have difficult planning and coordinating the movements needed to make speech sounds.

People who stutter.

People who have voice problems.

People who have difficulty understanding language

Audiologist

Audiologist is a trained professional who evaluates and treats hearing loss, auditory processing problems and balance disorders in children and adults. We treat people who have the following conditions:

Children with middle ear infection.

People who are suffering from balance problems.

People who are exposed to excessive noise.

People who experience tinnitus (ringing in the ear)

People who have listening skills. What does an Audiologist do?

- Provide diagnostic hearing testing in order to diagnose a hearing loss.
- Diagnose different types of hearing loss, namely: A conductive hearing loss results when something in the middle-ear interferes with the transmission of the sound to the inner ear (such as ear infections) A sensorineural hearing loss affects the inner ear and neural pathway.

Refer to an Ear, Nose and Throat specialist or a medical practitioner if the client requires medical attention.

Supply, fit and provide training in the use of hearing instruments such as conventional hearing aids, cochlear implants and bone-anchored hearing aids as well as assistive listening devices.

Provide audiological assessment and therapy for Central Auditory Processing Disorders.

NAMUKEKILE NONKE NGAZOZONKE IZIK-HATHI

IXOXWA NGEZITHOMBE INDABA YEBELE !!!!!!!!!!!!!

BREASTFEEDING AWARENESS

Kwakukuhle kudelile abasebenzi beqhakambisa ubuhle bokuncelisa ingane ibele. Bahambela izindawo ezahlukene esibhedlela nasemakliniki Umdumezulu no Lundi A. Abohlelo lo M2M babeyingxenye yalomkhankaso. Omama bezingane babhema bakholwa.
Bheka nje besivakashelwe izivakashi zase Sweden sibonga asiphezi kwi Advisory Board yala eNkonjeni especially Exco. & chairperson Umama u Ms S.G Magwaza othe uma ebona ithuba livuma wathi abathi hulukuqu esibhedlela sakhe. Phela sin-gakhohlwa umama wethu u Deputy Mayor Ulundi Municipality uMs N.J Manana obephelezele ithimba obehamba nalelithimba. Inhloso bekuzobonwa isibhedlela isisezindaweni ezisemakhaya ukuthi umsebenzi njengoba sike zibe nenselelo yokushoda koDoketela nezinsiza kusebenza (deep rural settlement hospital). Sibanike umlando onfushane wesibhedlela, bawuthokozela kakhulu, they promise to come back with something on their hands on the next visit, since they have seen the hospital and wishes to send voluntary doctors to assist. Our Advisory Board iyisibonedelo esihle nakwezinye izibhedlela.

Doctors and learners from Sweden on the 04 October 2009. They were accompanied by the Deputy Mayor (Ulundi Municipality) Mrs N.J Manana and Thandeka Ntombela; Co–ordinator in International Programmes at Zululand Municipality. On behalf of the hospital hospitality Mrs S.D Dladla (Nursing Manager), Matron Mgabhi (Assistant Nursing Manager), Chairperson Hospital Advisory Board:Ms S.G Magwaza and Mr J.R Gumede (CEO’s Secretary).

A. Two student who are serving at Thando Day Care centre for 3 weeks (Sanna and Rebecca) also from Sweden.
B. Deputy Mayor during hospital history and service delivery presentations.
C. Ms S.G Magwaza, Princess N.P.A Buthelezi, Mrs N.J Manana with Hospital adopted child Mayiwane at Peds Ward.
D. Thandeka Ntombela
E. Hospital rounds.
CATCH UP STATISTICS

KWA-MAME
OPV¹, DTP+ HIB¹, HEPB¹ = 04
OPV², DTP+HIB², HEPB² = 01
DT = 01

NHLUNGWANE
OPV¹, DTP-HIB¹, HEPB¹ = 04
OPV², DTP-HIB², HEPB² = 01
PCV 1st = 01
RV 1st = 01
Measles 1st = 02

MAKHOSINI
OPV4, Measles², DTP = 05

LOMO
OPV4, Measles² = 02
TD, 06yrs = 01
TD, 12yrs = 01

ULUNDI A
Measles¹ = 02
Measles², OPV4 = 01

MABEDLANE
Measles³ = 01

MOBILE
Vit A 100 000iu = 73
Vit A 200 000iu = 265
Abendazole 400mg = 200
200mg = 153

Mr ZB Khumalo who is senior technical advisor dietetics from district and Mrs TCR Hlophe PHC Manager, who left everything to come and train the teams.

Sr LR Skhakhane training the members on administration of albendazole according to age.

Mr FV Ntshangase, Drug co-ordinator gave a report on how to order vaccines, vitamin A and albendazole.

Campaign team members listening with great interest to the training by Mrs TCR Hlophe, Mr ZB Khumalo, Sr NW Fakazi, Sr LR Sikhakhane and Mr FV Ntshangase.
1. Deputy principal of Makhosini primary School with words of welcome to the team.
2. Team members: Ms K Mathebula, Sir H.P Biyela, Ms T. Khanye and Mrs D.N Shobede.
3. Leaners, teachers and community members of Makhosini Primary.
5. Ms N Buthelezi (Speech and audiology practitioner).
6. TEAM MEMBERS
 Sir SD Mathe, Miss Buthelezi, Miss Jiyane, Mr BR Shandu, Miss GZ Zulu, Miss Magwaza, Sr HP Biyela and Sr Skhakhane
7. Sir S. Mathe
 Mental Health Nurse.
8. 9 Sr TP Vilakazi (eye nurse) examining the learners eyes.
9. 10. Environment Health practitioners and Deputy Principal from Landulwazi Primary school.
CHILD HEALTH WEEK CAMPAIGN REPORT

DATES: 07 TO 18 SEPTEMBER 2009

1. Background
The child health campaign was planned by National Department of Health, targeting children between 12 – 59 months. The campaign included the following activities:
- Administration of Vitamin A
- Deworming
- Taking of mid upper arm circumference (MUAC)
- Catch up of all vaccines

2. Number of teams
There were five teams each consisting of five members including drivers.
Community health workers and volunteers were found at immunization points.
Eleven fixed clinics and two mobile teams also participated in the campaign.

3. Training of teams
Team members were trained on the following:
- Administration of vitamin A doses according to age
- Administration of albendazole according to age
- How to measure mid upper arm circumference of a child and referring abnormalities
- Pacing of a cool box to maintain cold chain
- Reading of the RTHC
- When to give catch up vaccine
- Professionalism and code of conduct
Training was supported by the district senior technical advisor dietetics and PHC Manager

4. Transport provision
Five official 4 X 4 double cab vehicles were used from the hospital vehicle pool.
It must be noted that three of them were not suitable for the campaign, as they were not fitted with canopies and yet the weather was very hot but we did improvise

5. Community mobilization
The following structures were used:
- CHW’S and volunteers
- Counsellors and izinduna
- Announcements at schools
- Posters at clinics and mobile points
- Loud hailing within the communities and at Ulundi plaza and taxi ranks

6. Attendance at stopping points
It was good in most of the points.
In some points attendance was not good and we had to go from house to house to get the children

7. Flow of data
All teams were using tally sheets at points.
On the following day the statistics was transferred to the summary and faxed to the districts senior technical advisor dietetics.
Each activity had its own tally sheet and summary sheet

8. Campaign evaluation
It was done by the district office representatives

9. Campaign resources and supplies
9.1 Promotional material
- 25 caps and aprons for the team members written “Child Health Week”

Supplies:
- Twelve pairs of scissors, two per team
- Loud hailing x 04, from district plus one from PHC office
- Batteries: 16R14pp batteries
- 10 markers, two per team
- Tape measures for measuring mid upper arm circumference (MUAC) two per team
- Stationary – Tally sheet, Summary sheet, Consent forms and Posters
- Vitamin A capsules
  200 000iu = 22 x 500 = 11 000
  100 000iu = 05 x 100 = 5000

SCHOOL HEALTH WEEK REPORT

12-16 OCTOBER 2009

1. Background
The week 12-16 October 2009 was declared as the school health week by the national department of health. Every year the school health week is celebrated and this year it coincide with nutrition week.

2. Schools identified
Makhosini Primary
Landulwazi Primary
Each school was visited for two days
Day one was health education day
Day two was screening and health assessment day

3. Composition of team
School nurses
Dietician
Social worker
Mental health nurse
Eye nurse
Speech and audiology practitioner
TB nurse
CHW’s CH Facilitators
Environmental health practitioner
We were joined by nutrition advisors from the department of health

4. Target group
Grade 1 – 7 learners
Educators
Parents

5. Referrals
All learners with health problems were referred to relevant health personnel

7. Challenges
7.1 Transport
Transport was not enough to accommodate all the team members.
We requested two double cab vehicles and one single cab vehicle. This was beyond the transport office as most vehicles were in use.
Attendance by parents was not so good as expected.
Most learners did not have road to health cards – more awareness’s!!
Some team members were not available e.g. Occupational therapist

8. Appreciation
We wish to thank the Nkonjeni hospital management for supporting us with transport and staff.
Environmental health practitioners and nutrition advisors from DOE for joining us and making the school health week a

As this is our last issue before X-MAS you are all wished a fabulous festive season and a prosperous 2010.
Please enjoy responsibly!!!

We are all looking eagerly forward to 2010 with all expectations and the hype for the FIFA world cup. Lets “close the gates” from international social ills. We have enough of our own.

Simple things that make the difference:
- Turn off the lights when not in use in the offices and at residences
- Use telephones for official issues only
- Close taps and report leaking ones
- Use all consumables scrupulously

You are a great team!! Continue doing what you do best. Its appreciated!!
NKONJENI DISTRICT HOSPITAL  
PHC SERVICES  
WOMENS YEAR MONTH. = AUGUST 2009  
CERVICAL CANCER SCREENING CAMPAIGN  
‘SIYAFUNDA SAKHE ISIZWE ESINEMPILO’

Mrs TCR Hlophe –PHC Manager  
Spearheaded the campaign

BACKGROUND

Following the MEC’s budget speech meeting which was attended by Mrs DJ Linda CEO, report was given on the ten point plan with the emphasis on women’s health. The slogan was adopted “Phila Ma”

TARGETED AREAS

Churches  
Markets  
Working places  
Pension points  
Wards and sections within the hospital  
Clinics

COMMUNITY MOBILIZATION

Loud hailing around Ulundi town and surroundings.  
Posters were placed at schools, market, shops and churches.  
Letters were written to churches.  
Health talk and screening was done to churches that responded.  
Fliers and contact cards were given to everyone during mobilization.
OUTCOME

This proved to be successful because August statistics was improved to 1029 including the clinics. 1st visit was dedicated to health education then the organization would call us for screening on a day suitable to both of us:

Churches Targeted = 13
Ondini Plaza = 03 visits
Magudwini Police station = 02 visits

IMPACT OF MARKETING THE SERVICE

The services were well marketed such that State departments, Parastatsals and Private business call us to render the service to their female employees

- On August 31st 2009 NGO (Siyanqoba) open day at Ulundi market place comprehensive screening was conducted
  - VCT = 45
  - Vital signs = 200
  - Cervical Cancer Screening = 35.
- On the 29th September 2009 we were called by Ulundi local municipality during their heritage day celebration as well as the department of education during their heritage celebration month.
  - Department of Education
    - VCT = 25
    - + ve = 07
    - - ve = 18
    - Cervical Screening = 35
    - Breast Cancer Screening = 35
  - Ulundi Municipality
    - VCT = 35
    - + ve = 02 females
    - - ve = 33
  - Magudwini Police station
    - Health education done on the 31st August 2009
      - ± 40 females employed addressed
    - Cervical Screening was done on the 11th September 2009 = 11 clients

- It must be noted that these services were done over week-ends by the dedicated staff who compromised their day offs.
CLIENT SATISFACTION SURVEY
WEEK …27-30 October 2009

Nkonjeni Hospital

On the 26-30th October 2009, a client satisfaction survey was conducted at Nkonjeni hospital 633 patients were interviewed and we had their co-operation. Some of their responses are included here.

COORDINATOR: N.C Mbatha

FACILITATORS:
PUBLIC RELATIONS: N.B Khumalo
:C.M Duma

ANALYSIS & REPORT BY
INFORMATION TECHNOLOGY: N. Nxumalo

CAPTURING BY: M. Masondo

ACKNOWLEDGEMENTS

We would like to express our appreciation to the management and staff members of Nkonjeni Hospital to permit us to undertake this survey, as well as to our students group 8/2009 who volunteered to help us through in conducting the survey. Our gratitude to the following:

SERVICE POINTS INTERVIEWERS

• H. Dlomo
• D.C Dlamini
• T.A Mbatha
• Q.N Buthelezi
• N.M Gumedze
• Z.O Bongwe
• S. D Msibi
• N. P Zulu
• A.Z Manqele
• B. Phakathi
• F.S Xulu
• J.K Jele
• A.B.B Ndlovu
• M.S Jiyane
• Z.F Mazibuko
• M.M Khumalo
• T.D Mbatha
• T.L Ntsangase
• S.M Maseko

‘COMMENTS BY PATIENTS’
SHORTAGE OF DRS

Shortage of Drs’ & staff “Silinda isikhathi eside simele udokotela sicela nisengezele odokotela “
They wait longer for the Dr’s service and staff.
We have received 70 comments on staff shortage.
Comments by patients’ TIME

- Time- “Izikhathi zokungena ziqhelelene kakhulu, okungenani kubekhona esingabo 13h00 – 14h00 kungabi u 15h00 ngoba sisuke sisazogibela sivela ezindaweni ezikude.
- We have received 59 complaints about visiting hours

CDC WAITING AREA

- Shelter for CDC waiting area- “sicela ukuba senzeliwe umphele ngoba sibaningi size sme phandle sishiswe ilanga uma kubanda sigodole” They are requesting a shelter at CDC waiting area since there are benches to sit and sheltered waiting area, they are sitting on the ground. EGPAF has promised to donate one. Management is busy with paperwork.

CONCLUSION

- Comments
- To monitor implementation of batho pele principles.
- Continuous visibility of the PRO is recommended
- Follow thru with complaints.
- Random client satisfaction survey for both out and in patients.

The hospital has been without the PRO since April 2008. Because of this our newsletter only comes out twice a year.
A special thanks is befitting for PRO-- intern, Help Desk Officer and the Hospital secretary for putting this issue together.
Thanks also goes to all those who made a contribution to make this edition a success.
To everyone of you go out there and make a difference and remember it doesn’t cost anything to be friendly!!!

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