MEET THE MANAGERS BEHIND NORTHDALE HOSPITAL.

1. Our Management
2. T.B Awareness
3. Our Nursing manager
4. Siyaphambili HIV/AIDS centre
5. Construction at Northdale Hospital
6. Statistics
7. Nursery celebrates 14 days before the World cup
8. Say cheese!!!!
9. The public speaks
10. Entertainment
11. MANAGERS BEHIND NORTHDALE HOSPITAL
12. MEET THE EDITORS

ABOVE: MISS N.P NHLEKO
PHARMACY MANAGER

ABOVE: MISS G.P CELE
HUMAN RESOURCES MANAGER

ABOVE: MR E.M NTOMBELA
CHIEF EXECUTIVE OFFICER

ABOVE: MRS J. WEBSTER
NURSING MANAGER

ABOVE: MISS N.P NJOKWE
FINANCE AND SYSTEMS MANAGER
Dr Sirkar is a Clinical Head in Family Medicine headed by Professor Cassimjee. Dr S. Sirkar has been the acting CEO as from 1 January 2010 until May 2010. Dr. Sirkar pointed out that management is not instructing but rather facilitating a process with a clear goal in mind.

“I believe that every employee must uphold the Batho Pele principles and treat every client in the same way that you would like to be treated”.

We asked Dr Sirkar about his personal background, this is what he said:

‘I was born and grew up in Pietermaritzburg.
I graduated from the University of KwaZulu-Natal now known as the Nelson R Mandela School of Medicine.
This is my 18th year in the service of the KwaZulu-Natal Department of Health.
I am married with 2 children.’

Dr Sirkar has been a great achiever. He has served as the President of the KwaZulu Natal Midlands branch of the South African Medical Association in 2006 and is currently the Treasurer. He functioned as a technical advisor to the WHO in the field of performance assessment in Hospitals, served on the Kwazulu-Natal Department of Health’s (HPH) Health Promoting Hospitals steering Committee, He is currently an Internship Facility Accreditor /Inspector for the HPCSA, an honorary Lecturer at the Nelson R Mandela School of Medicine.
Northdale Hospital normally hosts a T.B awareness day on the 24th of May yearly. This year the event took place on the 16th of April 2010. On this day the members of the public and all the Hospital staff are invited to attend this event organized by the T.B unit. The day is spent educating people about TB and how it is spread. People are advised to know their TB status.

**WHAT IS T.B??**

Tuberculosis (TB) is a deadly disease that commonly affects the lungs. TB is curable.

**WHAT ARE THE SYMPTOMS OF T.B??????**

- Coughing for more than two weeks
- Coughing blood
- Sweat a lot when sleeping
- Chest pains
- Losing appetite
- Losing weight
- Feeling tired and weak

**PREVENTING THE SPREAD OF T.B**

- Always cover your mouth when coughing or sneezing
- Open windows or doors, allow fresh air to accumulate
- Follow a healthy and hygienic routine

- If you suspect you have TB, be sure to get tested

**SOUTH AFRICA LET STAND UP $ FIGHT AGAINST TB**
What type of a job are you doing?
I am the Nursing Manager, in charge of the nursing component as a whole.

How long have you been here?
I started at the King Edward Hospital, and then I came to Northdale Hospital where I did Midwifery. After that I went to Fort Napier for one year.
By December 1987, I was taken to UMgeni Hospital until 2003 December.
I was promoted as a Quality Assurance Manager at Natalia, in charge of two districts, UGU and Sisonke. 1st of July 2006 I got a position here at Northdale hospital.

What drives you to come to work every day?
The most things that drive me is that I love my job and I try by all means to do my best. I think nursing is a calling to me because even my mother used to say ‘I want someone to become a nurse amongst my children’

What sort of challenges your section is facing.
The challenges are the shortage of staff, equipment and to deal with ungrateful public.

What do you like most about your job?
“Challenge” I do not back down and I like it when we excel.

If some one can ask you to make some changes in the hospital, what is the first thing you can change?
The first thing I can change and always wanted, is to upgrade the hospital like putting air cons to the wards. So that it will be cold when it is hot, warm when it is cold.

In January the hospital won a silver award, can you tell us how did you fell when you hear these news?
It was a real honour to win because we worked very hard and it was all the commitment and dedication from the team.

Do you think that our hospital stand a chance to get the gold one next year?
DEFINITELY, because we have very dedicated staff here at Northdale hospital and most of all we are determined to get it.
The crisis centre team went to Siyaphambili HIV and AIDS centre to educate children of Siyaphambili HIV and AIDS centre about sexual abuse.

They involved the kids in different activities such as showing video (kuyozekubenini) of sexual abuse and did presentations on reporting about sexual abuse, Post exposure prophylaxis, nutrition in HIV/AIDS, Questions and answers in video shown about sexual abuse.

The aims of these presentation is to create awareness about issues of public interest. These are issues that affect our nation. Controversial issues are normally avoided by families. Our team was eager to break the
### Hospital Indicators

<table>
<thead>
<tr>
<th>Month</th>
<th>April</th>
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<th>TOTAL / AVE.</th>
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### Maternity Indicators

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### Hospital Raw Data

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The construction of Psychiatric ward, phase one has been finished and it is ready to be used. This means the Hospital will be able to accommodate patients according to their special needs and care they deserved.

Northdale Hospital used to have cubicles in every Ward to accommodate mentally ill patients temporarily. That was causing inconvenience to other general patients and many complaints were received. The new ward is the best solution.

The new has a play ground. This keeps patients active and less distractive. This is where patients get involved in extra-mural activities while awaiting recovery.

The new wards are safe for patients. The security system used eradicates chances of patients finding their way in the streets. Patients are under strict supervision.

**ABOVE:**
Entrance at the new Psychiatric ward.
TOP LEFT: Northdale management From left : sister Zondi, Dr Sirkar, Dr Makinga, sister Gounder, Matron Webster, Ms Njokwe and Ms Cele.

ABOVE : Nursery decoration.

Nursery staff—K Deolah, C Gounder, D Padaychee, P Smith, R Rubichand, M Miya, L Polugadu, N Khanyile, B. N Dladla and I. Chanterpersad

Soccer world cup has brought all countries together, every one has maintained good team spirit"

“WE ARE VERY EXCITED”

Says the nursery unit manager.

ABOVE : At Nursery, Clients –from left Zama Mbambo, Thula Magosa and their little baby Lethokuhle Magosa

VOLUME 1, ISSUE 1
Northdale hospital staff gathered to have their photo taken for the support of Bafana Bafana. The celebration took place on June 11, 2010.
TO NORTHDALE HOSPITAL 08-04-10
S. O. P. D.
TO THE DOCTORS AND SISTER ESP. DOCTOR DEVEEDO, SISTER R. BULLY, A. MOOLEY
R.T. MUIZE SISTER MUIZE
I REALLY THANK GOD FOR YOU SPECIAL DOCTORS AND NURSES YOU PERFORMED EXTREMELY WELL IN YOUR DUTIES, IT AMAZED ME HOW EFFICIENT YOU ALL ARE. YOU ALL SMILES AND ATTITUDE TOPPED IT ALL FROM DAY ONE, AND UP TO HOW YOU ALL HAVE TAKEN SUCH GOOD CARE I HAVE NOT NO WORDS TO SAY OR DESCRIBE HOW GREATFUL AND THANKFUL I AM. IN EVERYDAY YOU ALL GAVE YOUR BEST, BECAUSE YOU ALL ARE THE BEST. MAY GOD BLESS AND KEEP YOU ALL FOR MANY MORE YEARS.
FROM YOUR PATIENT

TO MAUREEN WEBSTER
I WRITE THIS LETTER TELL YOU CONCERNING CERTAIN COLOURED GENTLEMAN WHO WORK WITH US ONE TIME ONE YEAR BACK I THINK THERE ARE ALWAYS BAD THINGS SAID ABOUT THE HOSPITAL IN IT, A PEOPLE PERSON CAN TELL YOU THIS MUCH THERE ARE GOOD, HARD WORKING STAFF AT THE HOSPITAL AS I SAID EARLIER ABOUT THIS GENTLEMAN JUST EVERYTHING ABOUT HIM BRING JOY BUT THE SICK SUFFER AT CURING BUT LAST YEAR HE FALL TWO TIMES TO SEEN TWO TIMES MY GRANDMOTHER AND I ASKED Y DO WE HAVE TWO TIMES FALLING AND I ASKED MY GRANDDAUGHTER THE GENTLEMAN EXPLAINED ABOUT A YELLOW AND GREY CODE WHICH MANY OF US DIDN'T KNOW BUT HE THE EXPLAINED WE HAVE SEEN HIM SO LONG DEAD, SICK SPEAKS WITH KINDNESS AND ONE CAN SEE HE HAS THE LOOK FOR PEOPLE HE TAKES HIS JOB VERY SERIOUSLY HE IS A REAL GIFT FROM GOD, SAVING AND WORSHIPPING WORSHIPPING THIS ONE TOOK FROM ME AND MY EYESを使った reserve people are people who will and not very sick people, people who were old but this gentleman will make with them. This gentleman makes sure patients are entertained. Please don't make him away from actually people need him. I PRAY GOD AS YOU SEE TWO TIMES FALLING FROM IS A REAL PEOPLE LIKE HIM THAT SHOULD BE IN THE HOSPITAL BECAUSE GOOD DOING RARELY BAD. WE AS PATIENTS DO APPRECIATE HIS GREAT WORK AND WE ALSO PRAY HE CAN REACH SOME OF THE STAFF HOW TO WORK WITH PEOPLE. IF PEOPLE LIKE HIM THAT CAN CHANGE HOSPITAL.
FROM GOD RICHLY BLESS
MRS. WEBER
A lady walks into a bank in New York City and asks for the Loan officer.

She says she's going to Europe on business for two weeks and needs to borrow $5,000.

The bank officer says the bank will need some kind of security for the loan, so the lady hands over the keys to a new Mercedes Benz SL 500.

The car is parked on the street in front of the bank, she has the title and everything checks out. The bank agrees to accept the car collateral for the loan.

The bank's president and its officers all enjoy a good laugh at the lady for using a $110,000 Benz as collateral against a $5,000 loan.

An employee of the bank then proceeds to drive the Benz into the bank's underground garage and parks it there. Two weeks later, the lady returns, repays the $5,000 and the interest, which comes to $15.41.

The loan officer says, "Miss, we are very happy to have had your business, and this transaction has worked out very nicely, but we are a little puzzled. While you were away, we checked you out and found that you are a multimillionaire.

What puzzles us is, why would you bother to borrow $5,000?"
Public relation’s office main objective:
To create a favourable reputation for the hospital and favourable climate for exchange of opinion towards the organization as a whole.
To achieve that
We provide a platform of awareness through open days, client satisfaction surveys, suggestion boxes and face to face interaction.

Working as a Public Relations Officer is a challenging job. Our job entails handling clients complaints and compliments. Sometimes it is difficult to handle them because our clients want to communicate directly with the CEO. They believe that whatever is not going right, He must know and attend to it there and then now. Others believe that it is better to report the negative incidents to the media (newspapers). It is a choice one cannot dictate how it should be done, however, that can not solve the problem. Hospital board is the available structure and we appeal to our clients to engage them also.

We appeal to our clients that the institution has mechanisms in place to handle complaints in a professional manner. What is important about our engagement with them, is that we are able to identify shortfalls within the systems and it really helps to improve service delivery.