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Singabenu—for the  
People



Singabenu — for  
the People

06 January 2005

## St. Apollinaris scoops Bronze Award

### KwaZulu Natal Premier's Excellence Awards – best Practice Report 2004

MEC Dr. Zweli Mkhize (the outgoing Minister of Health KZN), and MEC Peggy Nkonyeni (the incoming Minister of Health KZN), Professor Green Thompson (Head of Department), Mr. Khoza ( Sisonke District Mayor) and Mr. Bhekiswayo (Hospital Manager of King Edward Hospital) joined St. Apollinaris Hospital team in celebration of the achievement.

Premier's Service excellence Awards 2004 proved to be a success to St Apollinaris Hospital on the 5<sup>th</sup> November



Celebration joined by MEC'S

2004 at ICC in Durban; this event encourages excellent service in the working institutions. St. Apollinaris Hospital by entering this competition wanted to show of their hard and good work that is being done

by staff members. This institution was motivated by customers' impact measured by conducting surveys i.e. customer satisfaction, and waiting times surveys. Mrs. N.C. Thekiso, reported that it is through the hard

work and commitment from our staff members who tirelessly strived to achieve excellent results at all times. The bronze award is a reward of their hard work.

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## Celebration for virtue at St. Apollinaris Hospital

Hospital staff members celebrated their virtue through hard work and commitment, who tirelessly strived to achieved excellent results.

Through hard work and commitment St. Apollinaris was rewarded with bronze award , won on the 5th November 2004 for Premier's excellence Service .An award was taken to all the department of the hospital



CELEBRATION TIME

Injabulo ibiphuphuma kubasebenzi basesibhela sase St.Apollinaris Hospital emva kokuwina Indodo ye Bronze eThekwini,lapho bekukade kuncithisana khona izinqunqulu ku Premier's Service Excellence.

Lendebe ebekade isetshenzelwa kanzima ilethe ithemba elikhulu esibhedle lokuthi ngonyaka ozayo indodo yegolide bazoyiwina, bekuculwa amaculo enjabulo kuhanjwa kuboniswa wonke umuntu, bekucacela noma ubani ukuthi bayayithokozela, nanxa bekuyigalelo lokuqala nqa ukuba bangenele lomcintiswano kukhombise kakhulu ukuzimisela kubasebenzi. Siyanibongela Halala.

## Disability day at St Apollinaris Hospital

### Disability Day at St.Apollinaris Hospital

On the 3<sup>rd</sup> December 2004 St. Apollinaris Hospital and Sisonke Therapist commemorate disability day by launching a video which is aimed at educating client in rural areas about services they offer to people with disability. The video educates disabled clients with different disabilities and what therapist can do in order to help them and how they can access this service.

This documentary brought a light to clients, they must bring forward their family members to get help Mrs.Khumbu Sigwebela and Mr.Thami Chizama conducted questioners at the end of the show in order to see that clients did understand what therapists do and types of therapists. St. Apollinaris Choir treated guest with music.



Mr. Zulu



Screening the documentary compiled by Sisonke therapist



Ms.Sgwebelaa education Client



St. Apollinaris Hospital Choir entertaining Guest

## Service excellent award's 22 December 2004.

On the 22<sup>nd</sup> December 2004 St. Apollinaris hospital rewarded employees who excelled in service delivery & go beyond the call of duty also employees who worked more than 20 years. This competition was based on Batho Pele principles; we were looking at those employees who excel in providing service. Each department had to vote and come out with one candidate who excel and Supervisor's had to compile written report based on 11 Batho Pele Principles and incidence report.



Friends of St. Apollinaris (FOSA) donated trophies and gift for this ceremony, during this ceremony Year-end report were presented by Human Resource Dept, Medical Dept, Nursing Dept, Finance and System and Hospital Manager.

Hospital Manager Mrs. N.C. Thekiso said in here speech " Today the management of St. Apollinaris Hospital wishes to acknowledge the dedication, loyalty and commitment of all our employees, who even in the most adverse situation have ensured that the health delivery is in accordance with the vision, mission and core values of the institution and also that of the department. At same time have adhered

to the principles of Batho Pele, Patient Right Charter and observance of human rights. Together we have faced our challenges and together we will go forward to do the best we can to realize our vision, which is to unani-mously strive for excellence in the provision of

health care".

### **Read The Letter from District Manager about the day**

Letter from Sisonke District Manager Mrs.G.Radebe say, as follows I hereby wish to express and reiterate my sincere gratitude and appreciation to the whole institution. It is really a great pleasure for me to work with people and teams like the ones that are at your institution.

You are such a small institution but you do extra ordinary things, your community is blessed.

You are such a remote and hidden institution but your warmth, liveliness, joy and gratefulness make one forget all that. How do you afford this?

You are such a small team but dare ask for any report, work or input you are the first to respond. Thanks for such talented and multi skilled individual and teams. Your staff in any department is never busy, short staffed or tired; you're always prepared to go an extra mile or even two. I really want to ask the manager how to keep faces full of smile and hearts full of love and minds full of commitment. I think you have one great secret recipe for all this. and that are do not praise each other and pet each at the back at the end of each day.

As for yesterdays event it was just awesome. I felt so refreshed that it felt like January and I was ready to make a new start and do things differently. We were all beaming with joy and fulfillment. I really can not ask for more.

Your kitchen staff excelled again. Its so true, great bombs come in small sizes. Your cooks look like you and me but their work is extraordinary, just out of this world. Thank you ever so much. Finally may I be the first one who learns from you in order to improve the district offices performance.

I am so proud of you and proud to be your district manager, you deserve the gold award and we will support all the way. Once more, I wish you all a merry

# EXCELLENT SERVICE AWARD 2004 St. Apollinaris Hospital



Encouraging innovation and rewarding excellence



## It has rain at St. Apollinaris Hospital

On the 11 February 2005 Hospital Manager Mrs. N.C. Thekiso and Management welcome new staff members who have joined St. Apollinaris in January 2005. New members were thanked for choosing to come to St. Apollinaris and were encouraged to stay, learned, and develop. There were reminded about the Batho Pele Principles,

which they need to uphold all the time when dealing with patients so that care rendered is of high quality. St. Apollinaris is committed to serve the people of Ingwe Municipality and its boarders.

- ❖ 9 Professional Nurses
- ❖ 2 Chief Professional Nurses
- ❖ Three community 1 Occupational Thera-

- pists, 1 Physiotherapist and 1 Radiographer
- ❖ 5 Community Service Doctors
- ❖ 1 Data Capture
- ❖ 5 Enrolled Nursing Assistants
- ❖ 2 Nursing Assistants.



New Staff Members Who have Joint St. Apollinaris



Hospital Manager Mrs. N.C. Thekiso welcoming new staff members

## Message From Hospital Manager

**THE Management take this opportunity of welcoming all our staff members old and new to the new year. The management wish you an exciting and prosperous new year . Again may it mark the beginning and the continuity of our committeemen t to service**

**delivery . Upholding the interest of our customers at heart. Dedicate our selves to improving quality, this will be achieved through ensuring that the Batho Pele Principles are adhered to and Patient Rights are respected. We are going to achieve if we in-**

**volved all our customers both internal and external , the decision making ensuring participation and also encouraging transparency through all the affairs of service delivery. May we all again join our hands together to achieve even better .**

## Life in the forest

### Life is sooo good in the forest

By S&T

#### Hayi –ke as you all

**know** Ukuhamba kuzala induna. Listen to this there is a fancy, elegant, big house in the forest where I, Mr S and Mr T live, really it is home away from home. People have been wanting to pay us a visit, to be honest with you I'm not sure if we like to invite them over. Mr T tells me he used to work for the famous Nkobi Holdings so he knows how to handle finances, as you guests cost money. I think I should make him my financial adviser. Well let me fill you in about this place, we live in the suburban environment yet the surroundings are rural, if you opt to stay with me in that environment you must forget about of ever qualifying for rural allowance because that place is not rural. Some of the things which are a priority for a forest resident

- you must be mobile i.e. you must own a car (hatch back) and you must have a nice cell

#### Ethembeni Clinic

Ethembeni was named by hospital staff members. it is A.R.V. clinic

phone with polyphonic ring tones.

- you must be able to cook



and wash the kitchen utensils

- you must be prepared to talk everyday share stories, no one will question the truthfulness of those stories.

Hhayi-ke bafowethu I can tell you today that accommodation in the forest is the best you can ever have if you work at St Apollinaris Hospital. You find yourself surrounded by all kinds of fruit trees, ngiyakutshela its like the garden of Eden before the God removed Adams rib.

was official opened on the 4 October 2004. It consist of 3 Professional Nurses 3 Counselors and one Doctor. It operate within the

Oh Shame... poor Adam!!!! Mandoza, the Nkobi Holdings guy, is a good company but I tell you the guy just goes to bed at 7:30. I think he likes his dreams very much. I can see though he is now trying to stay awake a little longer but one has to understand, the guy has such a tough job of ensuring that the Systems at the Hospital are all in

order.

Lastly Folks, Is it really true that There are 3 types of lies and they are Lies, Damn Lies and Statistics?

It makes you wonder, doesn't it.

On a more serious note I hope that we all remember, in our daily prayers, the people hit by the Tsunami and also all other people who didn't make it to 2005.

Until Next time Phashasha!!!!

premises of the hospital. Ethembeni clinic has 65 enrolled Clients. Working hour Monday to Friday 07H00 to 16H00