



TOWNHILL TALKS

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The Hospital CEO Ms ZG Mfeka

Year 2011 has come to an end so soon. A lot happened during the year

We had more of the good things happening in our institution. A lot of commitment, team work, innovation, caring was noticed during the year.

Service delivery was also achieved. I will mention a few achievements. HCT programme was a success under stressful conditions— many thanks go to the committed HIV counsellors, PRO and QA Manager (who were not discouraged by negative comments)

The clinical team was able to introduce new services e.g. neuropsychiatry, psychogeriatric clinic, HIV clinic. The outreach programme to the District Hospitals

was intensified. CAU outreach programme was a great success. The Telemedicine equipment was upgraded, it can now project out for teaching purposes to District hospitals. Observation Therapy equipment was upgraded. Support groups for families of patients with severe mental illnesses meet on Saturdays. The complaints from patients and communities decreased and compliments increased.

The institution recruited 63 employees from January to December 2011 of which 17 were general orderlies. The 17 new general orderlies have already added value to the cleanliness of the hospital which previously was a challenge. The institution obtained an A score

for the cleanliness. KEEP UP THE GOOD WORK GUYS!

The institution lost 21 of its

members of which passed on. Our sincere condolences go to the families of the deceased.

There has been a great improvement in the Maintenance section and DTI projects. O ward is being renovated and that will increase the number of Acute Male beds, thus will be able to take care of patients from referring hospitals. The institution is in the process of renovating the Occupational therapy department of which part of the ward will accommodate patients with mental disorders and substance abuse problems. A sensory garden which is part of psycho rehabilitation programme was started in Peacehaven

I would like to thank the staff for the hard work during the year.

HAVE A BLESSED AND PEACEFUL FESTIVE SEASON.

WORLD AIDS DAY COMMEMORATION



Speaker for KZN Provincial Legislature Mrs NP Nkonyeni delivering the speech during the World AIDS Day

On the World AIDS Day commemoration that was held on the 1st of December 2011 at Mooi River, the speaker of KZN Legislature Mrs Nkonyeni thanked King Zwelithini for reinstating the culture of circumcision on men of the province. But she emphasized that this does not mean that people cannot be infected. She encouraged all men to be circumcised in order to reduce the chances of being infected by sexual related diseases. The

MEC for Finance in KZN Mrs Cronje told thousands of people that there should be zero discrimination against people with HIV/AIDS, zero to HIV infection and zero to deaths related to HIV and AIDS. She also warned those men who sleep with younger girls to stop this behavior as it contributes a lot to the spread of this pandemic. She said that the Kwazulu Government spends a lot of money trying to fight this disease but all those attempts will

not succeed if people continue to be reckless. Mrs Cronje said that each and every person should be responsible for his/her life as there is no spare life. "There is only one life, once you have lost it, it is lost" says the MEC

The MEC emphasized that the government cannot fight the disease alone but it needs cooperation from the people of this country.

TOWN HILL HOSPITAL BATHO PELE AND PATIENTS RIGHTS WORKSHOP

Town Hill Hospital held Batho Pele workshop on the 21 and 28 September 2011. The main objective of the workshop was to empower the staff with all BATHO PELE principles and patients Rights. The workshop was conducted by the PRO's and QAM's office

The BP workshop is conducted on a yearly basis in order to ensure that all Town Hill Hospital staff are aware of their constitutional obligation to treat patients with care and courtesy.

The presentation on BP was made and the participants were requested to demonstrate BP and Patients Rights.

The staff was reminded that the infringement of patients rights is the violation of the constitution of SA as the constitution states clearly that all people should be treated with dignity and respect irrespective of their race, colour or gender. It is now up to the individual to implement what he/she has gained from the workshop. In fact, one thing that we



The staff demonstrating the Belief Set: We Belong, We Care, We Serve

all should remember is that without these patients we do not have a job. Basically our employer is not the government as some of us think, but our employer are the patients. Without them we do not have jobs, without jobs we do not have a future.

Maybe it is about time that all health workers change their attitude, otherwise this NHI the government is talking about will not be implementable. We hope that this workshop will go a long way to improve service delivery to the public and our patients.

THE FOLLOWING DEMONSTRATIONS ILLUSTRATES THE IMPLEMENTATION



Staff members putting BP into practice showing how to treat patient with courtesy



This is a pregnant women accompanied by her husband asking for help from the staff

TOWN HILL HOSPITAL QUALITY DAY CELEBRATION



Hospital CEO Ms ZG Mfeka officially opening the event

According to the Health Awareness Calendar, November is the quality month whereby all health workers should celebrate by acknowledging quality achievements within the health departments. Town Hill Hospital also celebrated this month by acknowledging those men and women who went the extra miles in improving service delivery in their respective units as stipulated by one of the BATHO PELE principles “ENCOURAGING INNOVATION & REWARDING EXCELLENCE”. Departments which also initiated some improvements were also rewarded for their innovations. The hospital CEO Ms ZG Mfeka emphasized the importance of working together as a team if we want to improve service delivery and urged all staff

members to be team members and avoid working in isolation. She also commended the recipients of the awards and pleaded with them to sustain the standard and urged those who did not get the rewards to put in extra effort.



Ms Mfeka handing over the trophy to Sr Barichievy for the best department



Mrs V. Durjan receiving the long service certificate from PHRO Mr Khwela



Some of the Hospital Choir members officially receiving the trophy they have won during music competition



Sr Mhlongo handing over the certificate to Sr For attending BP workshop

TOWN HILL HOSPITAL WORLD AIDS DAY



Sr Mhlongo Delivering the Speech after lighting the Candle lighting moment

“ The campaign of educating the public about HIV/AIDS is an ongoing campaign till we reach zero HIV infection ” says Sr Mhlongo. Sr Mhlongo lighted the candle in memory of those brothers and sisters who have passed away due to the virus.

This candle lighting ceremony was organized by Infection Prevention and Control Nurse Sr Carol Barichievy. Our Guest Speaker for the day emphasized the importance of reporting the gender based violence. She also stressed out the importance of knowing your

status. She urged those who are living with HIV/AIDS to come out openly so that they can form support groups. She also said that it is very Important for those who are living with this virus to tell their families so that they can get the family support.

UMGUNGUNDLOVU HEALTH DISTRICT CHORAL MUSIC COMPETITION



Town Hill Hospital Choristers in Action

On the 15th of October 2011 Umgungundlovu Health District held the music competition which was held at Edendale hospital. Most of the health facilities under Umgungundlovu District were part and parcel of the event.

The competition was divided into three categories, i.e. Choral, Gospel and Isitibili

music. Town Hill Hospital was the overall winner of choral music. Town Hill Hospital management would like to express its gratitude towards hospital choir members for their commitment and dedication during rehearsal as well as during the competition itself.

To all Town Hill Hospital choir members, indeed, you have shown love and patriotism for your institution . Keep on lifting up the name of Town Hill Hospital.



The Choristers showing off their trophy that they have won.

NELSON MANDELA DAY CELEBRATION

On the 18th of July 2011 Town Hill Hospital Management and the staff joined the world in commemorating the Nelson Mandela International Day by doing various activities within the hospital. Each component had its own project that would be undertaken. Clinical staff opted to do the gardening and brought some dessert for the Mental Health Care Users. The staff also picked up litter and cleared the drainage around the wards. Nurse Reddy read the brief history of how Dr Nelson Mandela and his crew were arrested whilst Dr Ellis donated some cakes to various wards for the MHCUs. The hospital management would also like to commend the staff at large for their valuable contribution on the day. This is the man that was prepared to die for the people of this country irrespective of race, skin colour etc. We

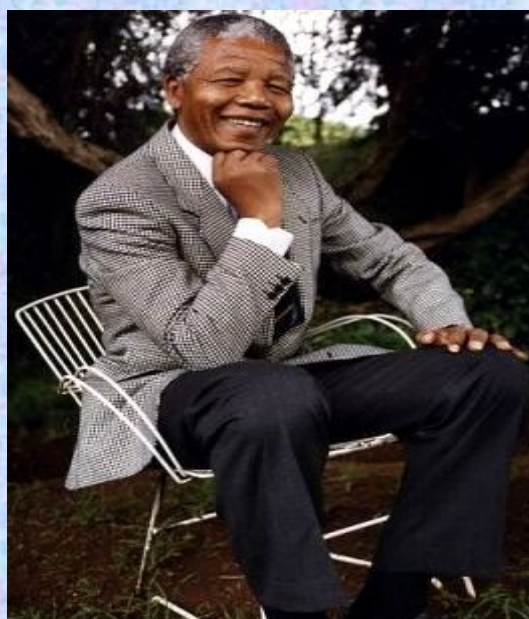


Dr Nelson Mandela, the living legend, the international icon, the freedom fighter and the peace loving person before being arrested for struggle

enjoy the benefit of this freedom today because of Mandelas, Sisulus, Mbekis, Slovos etc. it is now left with the people of this country to safeguard our gains of democracy which Mandela fought for. This is the man that almost spent his entire life struggling for you and me to be where we are today. It is for this reason that the SA government honoured this icon by declaring 18 July of every year as the day where people are requested to spend at least 67 minutes of their time doing community services. Our young democracy can only flourish if all citizens of this country play a meaningful role in advancing the



Dr Mandela in Robben Island



Dr Mandela after being released from prison

aspirations of Nelson Mandela and all those who fought and died for this liberation. "Working together we can achieve more"

NELSON MANDLA DAY CONTINUES BY PICTURES



Some of Peacehaven ward staff cleaning the ward premises



Dr Ellis and Social Worker Wiseman Ndlovu together with the Peacehaven ward staff after cleaning the ward premises



The Medical Manager Dr Maharaj doing gardening



Operational Manager Mr M. Titi with his staff during the Mandela Day.



Social Workers Zanele Mthembu and lovey Mnisi preparing the cake for the MHCUS

The hospital management is once again so proud of those men and women who devoted their precious time in honour of this international icon Dr Nelson Mandela. This is the only way of thanking this icon for

what he did for our beloved country as we are currently enjoying the fruits of democracy because of his dedication to emancipate the people of SA. By so doing we are also realising his dreams of wanting to see all people of this country live a better life .

During the extended management meeting, the hospital CEO thanked all those who took part on this day and encouraged the rest of the staff to take part on this day.

What is more fascinating about such days is that it puts all people on the same footing irrespective of academic status or position.

MBALI MKHIZE'S FAIR WELL PARTY

On the 28 August 2011 it was a farewell day for our Labour Relations Officer Ms Mbali Mkhize. Yes, there was a mixed feeling about her departure as some wished her the best and whilst there was also a feeling that her expertise was still needed at Town Hill Hospital.

Whether you agree or not, the truth is Town Hill Hospital will miss her as she was doing a fantastic job. Since her arrival we have seen a lot of improvement in terms of dealing with the internal cases. When we are talking about a person who has a strong passion for her job, that is Ms Mkhize.



Ms Mkhize together with HR Department colleagues during her farewell party. On the far Left is the HR Manager Mr SW Zulu who also gave blessing to the outgoing Ms Mkhize



Some of HR staff during a farewell party: (From L to R. Mr K Khwela, Mr D. Dlodla, Ms Mkhize (U sngaye) and Mr M Mkhize having some good time

We are quit aware that when Ms Mkhize arrived at Town Hill Hospital there were a number of challenges as we had not had

the Labour Relations for a very long time due to some circumstances. But when she arrived she made her presence felt. To be honest she was an asset to the institution and the management. We wish you all the best in your new work place as we strongly believe that you will continue to do a fantastic work that you have been doing at Town Hill Hospital. We also hope that you enjoyed your stay at Town Hill Hospital as we enjoyed to be with you. Let us also hope that who ever will take over from you will continue from where you left off.

TOWN HILL HOSPITAL FIRE DRILL

“ Some people might not take it seriously the importance of fire drill up until one learns in a very hard way ” That was the message from Health and Safety Mr Mkhize. Mr Mkhize stressed out the importance of following the instruction accordingly when there is a fire crisis within the institution. “ Firstly, people should know where the assembly points are ” says Mr Mkhize.

He also warned that when people hear the siren they should not panic but instead take their most importance belongings like car and house keys and vacate the building. But these items can only be taken if there is time to do so. But before the staff take their personal belongings, they should vacate the patients from the building and make sure that no one is left inside.



Health and Safety Officer Mr S Mkhize demonstrating during the fire drill



Health and Safety Officer (on the left) Mr Mkhize together with the Health and Safety Reps reading instructions of fire evacuation

TOWN HILL HOSPITAL WOMEN'S DAY



Mrs Z Hlatshwayo delivering the speech during the Women's Day at Town Hill Hospital

Town Hill Hospital celebrated National Women's Day on the 17th of August 2011 in order to acknowledge the valuable contribution made by Women of 1956 of this country towards emancipation of our country. About twenty thousands of women marched to Union building in Pretoria to protest against pass and other apartheid laws. Amongst women who were leading the march, were Lilian Ngoyi, Helen Joseph, Albertina Sisulu, Sophia Williams-De Bruyn. These women were prepared to sacrifice their lives for liberation of this country. This tell us one thing that women of this country played a major role in emancipation of this country. It is for this reason that 9 August of every year was declared as annual holiday in SA. Town Hill Hospital also took part in this remarkable day by inviting Mrs Z Hlatshwayo, the Youth, Gender and Transformation Manager in the department of health . Mrs

Hlatshwayo encouraged women to stand up for their rights like the women of 1956. She also made an appeal to women to start their own businesses and be independent instead of always relying on the other people to salvage them.

MENTAL ILLNESS AND AWARENESS CAMPAIGN



Sobantu High School learners with Principal Psychologist Ms s Mngoma (at the back)

According to the health calendar, July is the mental illness and awareness month. During this month Town Hill hospital embarked on a campaign to empower our community about mental illness.

Our principal psychologist Ms Mngoma and psychologist Mr Colvelle spearheaded the campaign. The target group was the matriculants who were being prepared for the tertiary level and outside world after finishing matric.

Amongst schools that were visited are Sobantu, Georgetown and Nyonithwele High schools. Ms Mngoma told the learners that no one is immune to mental illness. "High level of stress might lead to mental illness if it is not managed appropriately at the right time, says Ms Mngoma. She also told them that they must ensure that they refrain from

using drugs as they might also lead to mental illness. The learners were also advised to be mentally prepared as they will be living an independent life at tertiary level without the supervision of their parents. "Make sure that you avoid the peer pressure " emphasizes Ms Mngoma. Learners were also urged not to commit suicide if they fail their matric as this is not the end of the world. She told them that failing is part and parcel of learning, The learners were then given an opportunity to ask questions and they promised to utilize the knowledge they have gained.

TOWN HILL HOSPITAL MHCUS CHRISTMAS PARTY

Mental Health Care Users at Town Hill hospital enjoyed the Christmas parties organized by the staff. The staff went all the way out to fundraise in order to make sure that these parties become a success.

The wards were selling variety of foods and the staff was so supportive.

If we are talking about passion for your job

and patients this is what we are talking about. Honestly the staff is not obliged to organise such things for the patients but they did it out of love in order to keep our clients happy

Patients ate a variety of foods including the braai and some were even taken for an outing. Even though such things cannot substitute the outside environment but it will make that huge impact



From L to Right: Operational Manager (OM) F Shaik, Assistant Manager Nursing (AMN) Ms T Mkize, (OM) H Roth, (OM) V Govender and (OM) P Naidoo

on the minds of our MHCUS. Just for a few days or hours our MHCUS forgot about their problems and illnesses and enjoyed themselves.

TOWN HILL HOSPITAL SOCIAL RESPONSIBILITY PROGRAMME

On the 23rd of December 2011 Town Hill Hospital donated some food parcels to the poorest of the poor.

This is another mechanism of strengthen the relationship between the hospital and the public it serves. The food parcels were donated by the staff in order to put the smile on those brothers and sisters who had nothing to enjoy this festive season due to financial implications and other relevant factors. The overwhelming support from the staff was amazing as one of

the staff member donated a R1000.00 from her own pocket. Some of the staff members got the message at the eleventh hour but they tried their best to ensure that they contribute something. It is pleasing to know that Town Hill hospital has got such generous people who do not only think for themselves but who go beyond their employment agreement and try to improve the lives of our society. The Hospital CEO thanked all those who contributed



The Hospital CEO Ms ZG Mfeka flanked by Mr J Bruwer on the Right and Ms T Nzama on the left with some food parcels

something towards this food donation and urged that such an innovative ideas should continue as it started in 2008. The ward committee member Ms Nompumelelo Dlamini who was acting on behalf of the councillor thanked the hospital staff for such generosity “ We were not expecting such amount of food” says Ms Dlamini. Nokuthula Khumalo literally cried when she saw the food parcels. “ I do not know what to say, I am running out of words” she says. Ms Nobantu Funeka said that at least her children will enjoy Christmas like any other children. In fact



From Left to Right: Hospital QAM Ms T Nzama, Nokuthula Khumalo, Nobantu Funeka and ward committee member Ms Nompumelelo Dlamini

we were targeting at least two families but we increased the number of recipients due to the unexpected amount of food we got from the staff. At least these three families will have something to eat for the next two months to come. We hope that this spirit of giving will prevail even during this 2012 year to show that Town Hill hospital staff do care for the poor and disadvantaged people. We pray that Almighty God bless those who contributed and give them more as they had the conscious of remembering those who were facing the bleak Christmas. One day you will be rewarded for your giving, it might not be today or tomorrow but eventually you will reap the rewards of your generosity

MEET OUR NEW EMPLOYEES



Mr X Sithole



Mr MV Zuma



Ms H Mohammed



Ms N Buthelezi



Ms N Sokhela



Ms NP Phungula



Ms Y Makhathini



Ms NR Dlamini



Ms PC Bhengu



Ms Hadebe



Ms NB Buthelezi



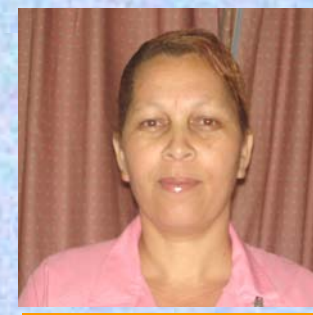
Ms OS Madlala



Ms PT Zakwe



Ms ZI Mncwabe



Ms SB Mbambo



Ms P Maduna



Mr N Mncwabe



Ms SS Khumalo



Mr M Dlamini



Mr L Bordington

MEET OUR NEW EMPLOYEES



Ms P Mkhathini



Mr N.F Mkhize



Mr J.B Maphumulo



Ms P.V Ngomane



Ms S Khumalo



Ms JH Taylor



Ms L Mkhize



Mr MJ. Mdakane

EDITORIAL COMMENT

Firstly, let me take this opportunity to wish all Town Hospital staff all the best during this festive season.

Let me also acknowledge the dedication and commitment shown by THH staff to improve service delivery and other health related activities that were taking place. The truth of the matter is that the hospital could not achieve anything without your support. Together we can do more. Let me

also thank the organising committee members who have been so helpful during events organisation. Any contribution you have made guys is highly appreciated.

But most importantly, the care that we give to our patients is of paramount importance. Without these patients, we do not have a job. It is for this reason that our government emphasizes the importance of treating our patients with care, dignity and respect. Let us treat our patients the way we would like us or our beloved ones to

be treated. To be honest I am very pleased with the feedback we get from the patients/members of the public about the quality of service we render. The results of the surveys indicates that we are on the right track. This is due to those men and women who do not only perform their duties according to their job description, but who also go extra mile to improve service delivery
Keep up that good work.

Mr T Hlongwane (PRO)