



SERVICE COMMITMENT CHARTER FOR WENTWORTH HOSPITAL

WHO ARE WE:

We are a District Hospital,
level 1 under the
Department of Health in
Kwazulu Natal

WHERE CAN WE BE FOUND:

We are situated at Sidmouth,
No 1 Boston Road off Quality
Street

THE SERVICES WE PROVIDE ARE AS FOLLOWS:

Accident and Emergency services
(24 Hours)

Out Patients Department

ARV (Masibambisane) clinic

TB Clinic

Dental Department

Mental Health Clinic

Mental Health Clinic

In Patients Department

Mother and Child Services

Pharmacy Department

X-Ray Department

Physiotherapy

Occupational Therapy

Choice of Termination of

Pregnancy (CTOP)

Psychology

Social Work

Medical Library

Dietetics Department

CORE VALUES

Respect

Transparency

Loyalty

Teamwork

Commitment

Work Ethics

OBJECTIVES

To achieve optimal a health
care status for all persons
within our catchment area and
our immediate neighborhood.
To render a high convalescent
and rehabilitative service based
on the primary healthcare
approach within the District
health system.

HOW WE DEAL WITH YOUR QUERIES/COMPLAINTS:

Walk in and telephonic complaints
receive immediate response.
Complaints needing
investigations will take up to
25 working days.

If we cannot deal with your query immediately you will be kept informed of the ongoing investigation. You can phone us between 7:30 am and 16:00 pm Monday to Friday.

IF YOU HAVE A COMPLAINT:

Tell us and we will investigate and respond to you.

The Complaints Committee of Wentworth Hospital is a non-partisan structure, which deals with complaints of all nature, from all the stakeholders of the hospital. hospital.

This is done to ensure effective service delivery, quality healthcare, for all patients attending Wentworth Hospital, and to all who visit the hospital

HOW TO LODGE A COMPLAINT

Clients are asked to put their complaints in writing. These complaints can be addressed for the attention of the public relations officer (PRO) . An internal investigation will be conducted and the complainant will be informed of the outcome.

You are welcomed, as a receiver of our services to tell us what you think about our standards and whether we are meeting them. We also welcome any other comments that you may have about our services and how we can improve them.

Comments can be directed to the Public Relations Officer Miss Carol Dlamini at:
Tel - (031)460 5000
Fax - (031)468 9654

Or this address may be used:
Wentworth Hospital
Private Bag
Jacobs
4026

Signature:

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Signed document available on request.

uMnyango Wezempilo. Department van Gesondheid

Fighting Disease, Fighting Poverty, Giving Hope