

BRIEF HISTORY ABOUT NEWCASTLE REGIONAL HOSPITAL

The earlier years of Newcastle's history reflects a town, which started from rather humble beginnings. Initially, it was a forming town and passed unnoticed by both the traveler, and would-be investors. The mining town mushroomed at the outskirts of the town, thus bringing an influx of people with it, and the start of major upswing for the economy of the town. The original hospital, known as "The Cottage Hospital", was completed in 1902. Dr. Nolan and Miss Brookshaw, were the first Medical Superintendent and Matron. Amcor was erected in 1926, expanding the town, and so other small industries followed, and thus Newcastle's population grew further. In 1956, a new hospital block consisting of four floors with five wards and three theatres was opened. During the early seventies, Iscor erected a massive steel works in town. Larger industries followed, and so business and housing mushroomed in areas throughout Newcastle. With the expansion of the town, Hospital Services decided in 1979/1980 on a R25 Million re-development of Newcastle Hospital. There are a number of general practitioners and specialists using the new facility available, thus the demands placed on all the categories of personnel are ever increasing.

PROCEDURE ON LODGING A COMPLAINT

If you not happy with any service or anything in a specific unit/section in this hospital, you need to do the following:

- Ask for the Unit Manager / Supervisor of the section, and explain the matter.
- Ensure that you take the correct names and surnames of the personnel / person you interact with in the section.
- Explain or hand your complaint in writing, adding details to be contacted at, as per document supplied.
- If you are not satisfied with the response from the Unit Manager / Supervisor, ask to complete a written complaint. If you feel that a response is needed urgently, then ask to be referred to the hospital's Public Relations Officer **Mr. Sabelo Buthelezi**
- The Public Relations Office is situated in the Admin Block, next to the main entrance.
- Report any complaint arising over the weekends, public holidays and after hours that are not managed according to your satisfaction in the department to the CEO of the Hospital **Mrs. Sakyi**.
- Acknowledgment letter will be sent to you within five working days
- The matter will be investigated and you will receive a full response/report and steps taken concerning your issue to improve our service. The hospital may offer you a meeting to discuss your complaint. If not satisfied you have a right to take your matter to the next level which is the District Office.



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Private Bag X6653, Newcastle, 2940

4 Hospital Street, Newcastle, 2940

Tel: 034 328 0000, Fax: 034 328 0022

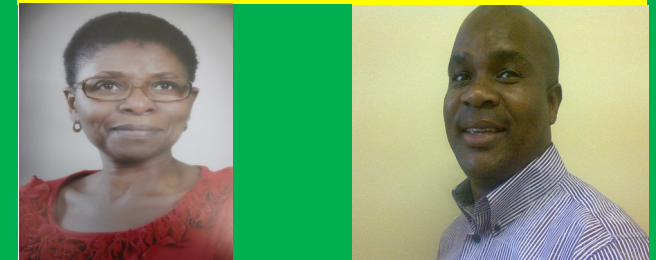
Website: www.kznhealth.gov.za

KZN HEALTH TOLL FREE: 0800 005 133

NEWCASTLE REGIONAL HOSPITAL



PATIENT INFORMATION BROCHURE



*Your complaints / dissatisfaction can be reported to the above officials by dialing the hospital number
034 32 80000*



Newcastle Hospital is a Regional Hospital, that provides Mother and Child Services. It is situated at 4 Hospital Street, under the Amajuba Health District (DC 25), a walking distance from the CBD. The hospital has 245 beds.

OUR OBJECTIVES

- To provide quality health care for all women, mothers, newborns and children, according to the guidelines and protocols of the Department of Health.
- To monitor adherence to National Core Standards.
- To ensure adherence to Batho Pele Principles, and to the rights of women, mothers, newborns and children.
- To utilize a multidisciplinary approach towards health care to promote health, and improve the lives of women, mothers, newborns and children.
- To promote transparency by effective communication amongst staff, clients, relatives and community.
- To ensure implementation of all preventative, promotive, curative, and rehabilitative health programs, thereby increasing life expectancy for all women, mothers, newborns and children.
- To promote the hospital as a caring facility of choice for women, mothers, newborns and children.

OUR VISION

We are committed to quality health care for all women, mothers, newborns and children of the Amajuba, and surrounding districts.

OUR MISSION

To reduce morbidity and mortality, by providing quality, accessible, equitable and sustainable health care, through primary health care services, for all women, mothers, newborns and children of the Amajuba and surrounding districts, by a caring and dedicated team.

CORE VALUES

- **Legacy** :Provision of high quality health care
- **Foundation** :Compassion, Sensitivity, Honesty, Trust, Commitment, Transparency, Respect and Innovation
- **Service Values** :Effectiveness, Efficiency, Economical, Courage to Learn, Change and Innovation, Communication, Promotive and Preventative, Participative
- **Benefit Values** :Empowerment, Skills Development, Capacity Building, Role Model, Equal Distribution of Resources, Partnership

OUR MOTTO

“PROTECT WOMEN AND CHILDREN, PROTECT THE NATION.”

SERVICES OFFERED

Obstetric Services

- Antenatal Care - High Risk (in-patient and out-patient)
- Prevention of Mother To Child Transmission (PMTCT)
- Specialist Clinic
- Labour
- Post-Natal Services
- Waiting Mother Lodges
- Reproductive Health Care (RHC)
- Termination of Pregnancies (TOP)
- ICU - Obstetric and Gynae
- High Care Services - Obstetric and Gynae

Gynaecology Services

- Gynaecology (in-patient and out-patient)
- Specialist Clinic (Gynae)
- Fertility Clinic

Child Health

- Paediatric in-patient and out-patient services
- Specialist Paediatric out-patient services
- Paediatric Dental Services
- Neonatal Care Services
- Kangaroo Mother Care (KMC)
- Paediatric ART's and TB

Emergency and Resuscitation Services

Crisis Centre

Support Services

- Physiotherapy and Occupational Therapy Services
- Psychology
- Radiology and Ultra-Sound Services
- Pharmacy Services
- Speech and Audiology Services, Social Science and Dietetics Services

THINGS TO REMEMBER WHEN YOU COME TO THE HOSPITAL

- ID Book
- Medical Aid Card (if any)
- Residential Address/Utility Bill/Current Water and Lights Account
- Proof of Employment (Salary Slip)
- Proof of Unemployment from the Department of Labour
- Pension Card, if you're a pensioner
- Face Cloth, Toothpaste, Toothbrush
- Money for transport and clothes for going home
- Contact details of next of kin
- Present Medication



VISITING HOURS

11H00 : 12H00
15H00 : 16H00
19H00 : 20H00