



KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

KING DINUZULU HOSPITAL COMPLEX

SERVICE COMMITMENT CHARTER

2025-2030



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WHO ARE WE

We are King Dinuzulu Hospital Complex, under the Department of health in the KwaZulu Natal Province.

OUR VISION

To be a center of excellence for the delivery of high quality and patient centred health care services.

OUR MISSION

To provide accessible, safe, equitable and integrated services within available resources through the Batho Pele Principles and Patients' Rights Charter.

OUR CORE VALUES

In carrying our mission, King Dinuzulu Hospital subscribes to the undermentioned core values:

- Integrity,
- Commitment to performance,
- Professionalism,
- Innovation,
- Respect,
- Compassion and Trust,
- Positive and caring staff attitude
- Continuous learning
- Accountability

WHERE TO FIND US:

King Dinuzulu Hospital Complex is located at 75 RD Naidu Road, Sydenham in Ward 25, 31 of the eThekweni south regional area. We are 35.5km from the King Shaka international airport, 9km from the Durban North/South beach.

Hours of Operation

Monday to Sundays and Public Holidays - 24 hour services

OUR LEVELS OF CARE ARE

1. District Level
2. Specialised MDRTB
3. Specialised Psychiatry
4. Tertiary Services- Thoracic and Spinal Surgery

PACKAGE OF SERVICES

SERVICES PROVIDED/ USIZO OLUTHOLAKALAYO	
Accident & Emergency (24 Hrs)	Izimo eziphuthumayo
Medical Outpatients Dept.	Abagulayo
Family Medicine	Amagumbi abagulayo
Paediatrics/ Neonatal Services	Abantwana
Obstetrics and Gynaecology	Abakhulelwe, nezifo zangasese
MDRTB Clinic/ Wards	Isifo Sofuba
Mental Health Care Services	Abagula Ngokwengqondo
Psychology Services	Ezokululekwa kwenqondo
Oral And Dental	Emazinyweni
Social Welfare Services	Osonhlalakahle
Physiotherapy	Siqeqesha umzimba namathambo
Operating Theatres	Igumbi lokuhlinza
Radiology	Ezithombeni
Pharmacy	Emithini
Occupational Therapy	Ukusebenzisa Izandla
Dietetics	Izinhlelo zokudla okunempilo
Audiology	Usizo lwabangezwa
Speech Therapy	Usizo lokukhuluma
NHLS Laboratory Services	Ucwaningo lwezifo
HCT and ARV Roll-Out	Ukuhiolwa nokulashelwa Isandulela Ngculazi
Spinal Orthopaedics	Izifo zomgogodla
Thoracic Surgery	Izifo zamaphaphu

WHO ARE OUR CUSTOMERS

The citizens of eThekweni and surrounding districts are our primary clients.

OUR SERVICE BENEFITS TO CLIENTS

- Acute and chronic services
- Highly specialized curative care
- Rehabilitation services
- Maternal and Child Services

OUR STAKEHOLDERS

CUSTOMER/ STAKEHOLDER	CONSULTATION MECHANISM
Patients Community	Suggestion Boxes Patient experience of care surveys Emails Telephone calls Open day/ Imbizo Brochures and leaflets
Staff members Organised labour	Meetings and committees Notices/Circulars/Directives/ Guidelines Newsletters Emails Whatsapp group
National Department of Health KZN DOH Head Office District Office Other health care facilities Non Governmental Organisations (NGOs) Religious/ Faith Based Organisations Academic Institutions Suppliers and service providers	Meetings Written communication Internet & Intranet Tele- and Video-conferencing Faxes Notice board Radio stations

MAKING BATHO PELE A REALITY

In all our dealings with clients/patients, we will uphold the Batho Pele principles, namely:

CONSULTATION

The hospital has a responsibility to engage with its customers/stakeholders in order to ensure a well-informed public; have participatory decision-making processes; share information which is of benefit to its customers/stakeholders. KDHC will consult its stakeholders using various forums and platforms.

- Complaints, complements and suggestion boxes.
- Customer satisfaction surveys will be carried out twice annually.
- Open days/ Imbizo will be conducted annually.
- Staff satisfaction survey

SERVICE STANDARDS

King Dinuzulu Hospital commits to the following service standards:

- Photos of the facility management and PRO shall be displayed at strategic points.
- Cleanliness of the environment throughout the health facility will be promoted.
- Every client entering the facility will be attended to within the same day (within a minimum waiting time of 2 hours from the first point of contact and a maximum of 5 hours).
- All health care workers shall introduce themselves to the client during all interventions and wear their name badges for easy identification.
- All health care providers shall address clients by their name/clan name in a culturally respectful manner.
- All clients shall be provided with the necessary care, treatment and support in line with their needs and be referred to the appropriate level of care according to their condition.
- All clients will be provided with all necessary information regarding their health condition, treatment or intervention that will be provided and the implications of such treatment, using language that is easily understood.
- All complaints received will be resolved within 25 days and the complainant will be informed of the progress.
- A complaints flow chart explaining on how to lodge a complaint will be displayed in all departments written in isiZulu & English.
- Safety and security of our staff, clients and buildings will be ensured.

ACCESS

- All citizens will have equal access to the services to which they are entitled.
- No patient will be turned away without being seen.
- External and internal signage which shows clients how to find their way within the facility, including appropriate signage for disabled persons will be displayed.
- 24-Hour emergency services will be provided.
- There will be appropriate referral to the Regional/Tertiary and Central hospitals in line with patient needs
- Patient transport will be arranged for inter-facility transfers between institutions in line with the referral system and level of care needed.

COURTESY

- Citizens will be treated with courtesy, respect and consideration.
- Patients will be treated in a clean environment and provided with clean linen.
- Complaints and correspondence will be acknowledged within three working days;
- Providing customer service training that includes the Batho Pele principles and associated action plans to all staff members within KDHC.

INFORMATION

- King Dinuzulu Hospital will ensure that citizens are given full and accurate information about the services they are entitled to receive.
- The PRO will serve as a contact person/ help desk with regard to access to information by patients and visitors.
- The facility will have appropriate information displayed at key points which stipulates the services rendered at the institution.
- Clients/ Users will be given information regarding treatment that they are taking.
- Clients may request their confidential information in writing, in terms of the Promotion of Access to Information Act, 2000.
- Health education programmes will be made available, through the distribution of IEC material.
- Information will from time to time also be disseminated through electronic and print media as well as radio campaigns.
- Display the Patients' Rights Charter and Responsibilities so that clients know their rights and what kind of treatment to expect.
- Information will also be accessible through the hospital website, the intranet, newsletters, circulars and brochures and other suitable publications.

OPENNESS AND TRANSPARENCY

- The quarterly and mid-term reports will be submitted to the relevant stakeholders.
- The hospital will strive to ensure that the legislative prescripts pertaining to openness and transparency are adhered to i.e promotion of Access to Information Act, 2000, Promotion of Administrative Justice Act- amongst others.

- The contact details of the institution and management will be availed to the public through the notice boards and the facility website;
- Service Delivery Improvement Plan progress reports will be made available to the relevant stakeholders on a quarterly basis/ when a need arises.

REDRESS

- If the promised standards of service are not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy.
- When complains are received, they will be acknowledged, investigated and the citizens will receive a sympathetic, positive response.

VALUE FOR MONEY

- KDHC commits to ensuring effective and efficient utilisation of its resources (financial, human, physical, material and time).
- Reports on expenditure against business plans/procurement plans will be presented to the relevant stakeholders on a quarterly basis.
- The awarding of tenders will be done with due consideration to value for money.
- Monitoring of performance against allocated budget.

ENCOURAGING INNOVATION AND REWARDING EXCELLENCE

- The hospital shall encourage innovation and creativity in all disciplines, clinical and non-clinical.
- Good/best practices will be shared within the institution.
- Promotion of quality improvement projects.
- Recognition and rewarding of good performance will be done through Annual Service Excellence Awards.

CUSTOMER IMPACT

- The patient experience of care surveys will be used as an indicator to measure customer satisfaction.
- Reduced waiting times and positive health outcomes.

LEADERSHIP AND STRATEGIC DIRECTION

- KDHC will set clear goals aligned to the Department strategic plan.
- Being effective, responsive, hands- on and visible (management by walkabouts) as a service delivery model of the institution.
- Empowering staff through training, motivation and collaborative teamwork.
- Making evidence based decisions to improve patient outcomes and operational efficiency.

Your comments on our services, your needs and your suggestions on how we can improve our services are welcome.

You may contact us, in writing or by phoning us.
Our contact details are as follows:

If you want to contact our PRO.


Please forward your enquires to our office/ thumela yonke imibuzo onayo ngesibhedlela kumxhumanisi

Mr. Thami Chizama
Public Relations Officer
Tel:031 242 6025/ 0733142810
Email:thami.chizama@kznhealth.gov.za


Dr Z.F Dlamini
Chief Executive Officer
0312426242/ 0665122905
Zanele.dlamini2@kznhealth.gov.za




Dr ZF. Dlamini
Acting CEO



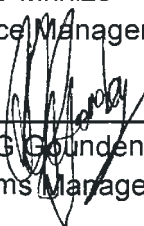
Dr T. Mabesa
Senior Medical Manager




Dr S.G Mkhize
Finance Manager




Mr F.G Cele
Human Resource Manager



Mr D.G Gounden
Systems Manager



Ms N.C. Maphumulo
Acting Nurse Manager



Ms T. W Kubeka
M&E Manager



Mr T.S. Chizama
Public Relations Officer



Ms N.D Zihle
Assistant Manager: Nursing