



**HEALTH**  
KwaZulu-Natal

**Addington  
Hospital**

**BATHO PELE  
PRINCIPLES**

**PUTTING YOU  
FIRST**

**PUBLIC RELATIONS OFFICE**

2008 UPDATE

Help us to further improve by letting us know how we are doing and how you think we can *put you first!*

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Compiled: Theresia Daghish*



**Addington Hospital**

**PUBLISHED BY: ADDINGTON  
HOSPITAL PR UNIT  
P O BOX 977  
DURBAN  
4000**

**Tel: 031 3272967/8/9  
Fax: 031 368 3300  
E-mail:  
addington.pro@kznhealth.gov.za**

# THE PRINCIPLES

**CONSULTATION**— WE WILL CONSULT YOU ABOUT THE LEVEL AND QUALITY OF SERVICES OFFERED, AND YOU CAN TELL US IF YOU THINK SOMETHING SHOULD BE DIFFERENT. HOW WILL WE DO THIS? THROUGH FACE TO FACE INTERVIEWS, QUESTIONNAIRES AND SUGGESTION BOXES. MAKE USE OF THESE.!



**SERVICE STANDARDS**—JUST SO THAT YOU KNOW WHAT TO EXPECT, YOU WILL BE TOLD ABOUT THE LEVEL AND QUALITY OF OUR SERVICES. YOU CAN READ OUR SERVICE COMMITMENT CHARTER AND OUR CLINIC AND SERVICE TIMETABLE WHICH WILL KEEP YOU INFORMED.

**ACCESS**— YOU ARE ENTITLED TO EQUAL ACCESS IF YOU LIVE IN OUR CATCHMENT AREA—READ OUR BROCHURE ENTITLED “WHO DO WE SERVE?”. WE PROVIDE RAMPS AND TOILETS AS WELL AS PARKING FOR OUR PHYSICALLY CHALLENGED CLIENTS. WE WILL ENDEAVOUR TO **BE ACCESSIBLE IN EVERY AREA, FROM UNDERSTANDING YOUR NEEDS TO OUR POSITIVE ATTITUDE!** EACH AREA HAS A CHART OF SIMPLE HAND SIGNALS WHICH ALLOWS US TO BETTER COMMUNICATE WITH OUR HEARING IMPAIRED CLIENTS.

**COURTESY**—WE WILL TREAT YOU WITH COURTESY AND CONSIDERATION AT ALL TIMES!

**INFORMATION**— YOU WILL BE GIVEN FULL, ACCURATE INFORMATION ABOUT OUR SERVICES. YOU WILL BE TOLD ABOUT ANY CHANGES THAT WILL TAKE PLACE. OUR HOSPAK WHICH INCLUDES OUR SERVICE COMMITMENT CHARTER, YOUR RIGHTS AND RESPONSIBILITIES, CLINIC AND SERVICE TIMETABLE, RESEARCH AND OTHER PROGRAMMES AND A BROCHURE WHICH EXPLAINS WHO MAY USE OUR SERVICES, IS AVAILABLE AT EACH SERVICE DELIVERY POINT. TELL US IF YOU ARE HAPPY WITH THE INFORMATION WE PROVIDE!



**OPENNESS AND TRANSPARENCY**— OUR SERVICE COMMITMENT CHARTER TELLS YOU HOW THE HOSPITAL IS RUN AND WHO IS IN CHARGE.. EVERY UNIT IN THE HOSPITAL HAS A NOTICE BOARD WITH PHOTOGRAPHS OF THOSE IN CHARGE AND THEIR NAMES. FEE STRUCTURES ARE DISPLAYED THROUGHOUT THE HOSPITAL.

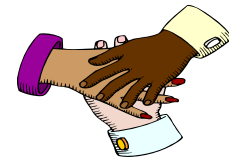
**REDRESS**— SIMPLE! IF YOU HAVE A COMPLAINT, SUGGESTION OR CONCERN, TELL US AND WE WILL DO ALL WE CAN TO PUT IT RIGHT!

SERVICES WILL BE PROVIDED AS ECONOMICALLY AND EFFICIENTLY AS POSSIBLE, ENSURING THE **BEST VALUE** FOR YOURMONEY!

**ENCOURAGING INNOVATION**— ADDINGTON HOSPITAL WILL ENSURE AN ENVIRONMENT CONDUCIVE TO THE DELIVERY OF SERVICES IS CREATED TO ENHANCE STAFF CAPACITY TO DELIVER GOOD SERVICES.

**CUSTOMER IMPACT**— WE WILL STRIVE TO INVOLVE OUR COMMUNITIES IN OUR BUSINESS THROUGH PARTNERSHIPS AND CONTRIBUTE TO COMMUNITY DEVELOPMENT, ALWAYS PUTTING YOU FIRST.

**LEADERSHIP AND STRATEGIC DIRECTION** - WE WILL CONTINUE TO STRIVE TO ASSESS AND MEET THE EXPECTATIONS AND NEEDS OF ALL STAKEHOLDERS THROUGH THE DEPLOYMENT OF STRATEGIC SESSIONS, TO COMMUNICATE OUR VALUES, VISION, ETHICS AND GOALS THROUGH CONTINUED GOOD GOVERNANCE. TO DEVELOP AND SUPPORT, ENCOURAGE AND MOTIVATE PEOPLE, CELEBRATING THEIR ACHIEVEMENTS.



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