

ADDINGTON NEWSLETTER

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PATIENT VISITING TIME

* 12H00-14H00

* 19H00-20H00

VISION AND MISSION

VISION

* To achieve an optimal health status for all patients, families and communities through innovative and dynamic health care leadership

MISSION

* Addington Hospital is committed to providing a safe, legal, ethical quality patient focused district and regional health service through the integration of the Batho Pele, Good Governance and Accreditation programmes, supported by information technology

THE HANDING OVER OF THE ULTRASOUND MACHINE



FROM LEFT: HOSPITAL MANAGER, DR J. E. HURST, DR MOVSON & BRIAN MOSHAL



JUBILATION TO THE HOSPITAL MANAGER & ADDINGTON RADIOGRAPHY STAFF

The handing over of the Ultrasound Machine was a joyous moment that Addington Hospital won't forget in the near future.

Joy was written in the face of the Addington CEO, Dr J. E. Hurst as she was officially handed over the Ultrasound Machine by The Victor Daitz Foundation.

This occasion was graced by the guests from the Victor Daitz Foundation Trustee, Mr. Brian Moshal accompanied by his Secretary, Megan Chaminsky.

The Manager of the Radiography Department Mrs. Poppy Mfeka and her Staff worked tirelessly for this

occasion to be a success.

The donated Ultrasound machine will make the life easier for the mammography staff and more importantly for the patients who in the past had to walk a distance to the main Ultrasound department to access this service.

The donated Ultrasound machine has made life easier to all relevant parties as all services will now be performed under one roof. This donation is not for the first time from the Victor Daitz Foundation. There were other previous donations made to Addington Hospital including dialysis machines etc.

Apart from the donations made to Addington Hospital The Victor Daitz Foundation has made a tremendous contribution in South African community particularly to the KwaZulu/Natal needy community. Tremendous donations have been made to the historically deprived disadvantaged group of our society and towards the Aids pandemic.

This was indeed an occasion one would always remember.

This occasion ended up in a high key note by sharing ideas while enjoying refreshments.

THE FIRST ADDINGTON NURSE TO ATTEND TO SUSPECTS OF H1N1

Hulley Amanda is the first Nurse to have attended to and identified the first six (6) suspects of the Swine Flu Influenza at Addington Hospital.

Hulley Amanda is placed at the Accident and Emergency Unit at Addington Hospital.

Her swift observation and quick witted skills make her unique in every way. She has a special way of dealing with patients. She is always



HULLEY AMANDA APPROACHING HER WORK UNIT

there to assist patients. She does her work without complaining or showing any regrets. This is even more important when you take into

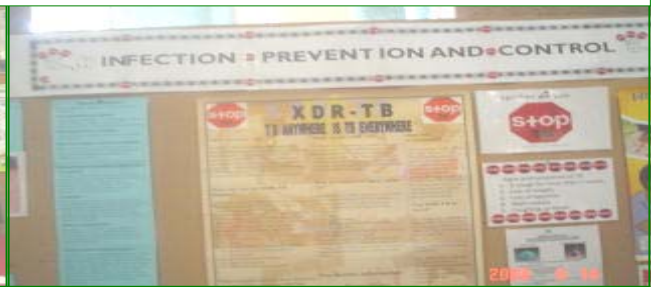
consideration that the Accident and Emergency Unit is one of the busiest department in the hospital. The nurses allocated there work under stressful conditions. There are critically ill patients that need special attention.

The Unit is always full. Sometimes they have to attend to patients with severe injuries. All these patients need to be treated with courtesy, respect and dignity.

INFECTION PREVENTION AND CONTROL WEEK



LEFT: SR M. B. SIMONSEN AND ST R. L. LANSDELL GIVING INFECTION PREVENTION AND CONTROL LESSONS



PATIENTS AND STAFF ATTENDING THE INFECTION PREVENTION AND CONTROL EVENT

The Infection Prevention and Control Week was held in the main foyer of Addington Hospital on September 14-18, 2009.

This awareness and informative event was organized by Infection Prevention and Control team. Sr. M. B. Simonsen and Sr. R. L. Lansdell explained and provided

information to both the internal and external community.

The main objective of this event was to sensitize the staff and patient community of the ways of staying hygienically clean.

The event commenced on the 14 and ended on the 18 September 2009. There was useful informational material that was available

for the staff and the patient community. Flyers were also handed to the community for information purposes.

The Infection Prevention and Control Event continue in page seven (7).

NURSES' GRADUATION CEREMONY



THE HEALTH MEC, DR S. DHLOMO & THE HEAD OF DEPT. DR S. M. ZUNGU/ DIGNITARIES PRESENT



GRADUATES ATTENDING THE NURSES GRADUATION CEREMONY

The Nurses Graduation Ceremony was held at the Durban City Hall on the 23 September 2009.

This exceptional occasion was graced by the KZN MEC for Health Dr Sibongiseni Dhlomo accompanied by the KZN Head of Department Dr S. M. Zungu.

Other dignitaries present and attending the event were the Chairperson of the KZN College of Nursing Council, Professor N. S. Gwele, KZN College of Nursing Principal, Dr L. L. Nkonzo-Mtembu, Pastor T. Mufamadi, The Media, The Photographers and the relevant external publics.

The KwaZulu Natal College of Nursing Graduation Ceremony commenced with a prayer by Pastor T. Mufamadi. The welcoming address was given by Dr L. L.

Nkonzo-Mtembu.

St Aidans Hospital Choir entertained the audience with music as they sang and danced. The occasion was enjoyable.

The Guest Speaker Dr S. Dhlomo left the audience speechless when he thanked the nurses for their caring attitude to patients even though sometimes they work under stressful conditions.

The moment everyone was waiting for was the presentation of Academic Awards to students. The graduates were delighted and filled with glee as they ascended to the podium to receive their hard earned certificates and diplomas.

The KZN MEC Dr S. Dhlomo and the KZN Head of Department were in a joyous mood as they shook hands with the deserving

graduates that were receiving their academic awards.

The R. Khan Hospital Nurse Manager, Mrs. F. J. Ngidi gave the full meaning of Lamp. The Principal of the KZN College of Nurses, Dr L. L. Nkonzo-Mtembu coordinated the lighting of the Lamp and the Nurses Pledge.

Miss T. Yeni from Edendale Nursing Campus set the stage alive as she gave the response on behalf of the learners. She thanked the KZN College of Nursing for organizing the whole event. Pastor T. Mufamadi gave the benediction while the dissolution of congregation was given by the Chairperson of KZN College of Nursing Council, Professor N. S. Gwele

FROM THE EDITOR DESK: ADDINGTON PRO MR. FRANCIS NKOSINOMUSA ZUMA

Met the intern in the Public Relations Department, Mazzy, Mbali Phungula.

Mazzy Mbali Phungula commenced the Internship at Addington Hospital in 1 April 2009. She is keen in learning the various roles of a PRO in the Public Environment.

Mazzy is a disciplined, dedicated, quick witted female who performs her duties in a calm manner.

Mazzy completed her National Diploma in Public Relations Management in



INTERN: MAZZY MBALI PHUNGULA

the Durban University of Technology in 2007. She also completed her Bachelor's Degree of Technology in Public Relations Management in 2008 at the Durban University of Technology.

She is now embarking in building her career as a Public Relations Practitioner in the Public Sect

or. Mazzy is married and have a beautiful daughter. Mazzy is a woman of many skills and talents. She has communication, negotiating and writing skills. Her writing skills are depicted in the following 6 articles that she has written.

The Public Relations Department is appealing to all staff to send their news worthy stories so that they could be published in the newsletter. They are also reminded that this is their newsletter. Email: PRO; francis.zuma@kznhealth.gov.za

STAFF COMMENDED FOR 100% ATTENDANCE



STAFF MEMBERS WHO WERE AWARDED A CERTIFICATE OF COMMENDATION

Professional Nurses, Staff Nurses, Nursing Assistants and General Orderly's were awarded certificates of commendation in recognition of their 100% attendance at work for the whole year in 2007.

The function was organized by the Department of Human Resources Management on July 28, 2009.

They were all very delighted and

honoured to receive their certificate of which they never knew that they were going to receive if they do not take their sick leave. One of the staff member was quoted "I never took sick leave because I love my Job, I used to ignore flu and report to duty" It is so encouraging when you get

recognized for the good work that you provide. Mrs. G B Kunene on the left has been working for thirty two (32) years as a General Orderly in the Nurse's Home and she still enjoys coming to work.

Being acknowledged at your work place also helps the staff to be motivated and improve on service delivery as well.

ABET LITERACY CELEBRATION EVENT



ADDINGTON ABET STUDENTS CELEBRATING THE ABET LITERACY DAY IN PIETERMARTZBURG



ABET PUPILS DANCING IN THE BUS/ ARRIVING AT WOODBURN STADIUM/FROM LEFT: C. MTHETHWA, K. NAIDOO, M. : GOVENDER, S.B. NYONGO & N. MSIILO

The ABET Literacy Day was Celebrated in Pietermaritzburg at Woodburn stadium on Wednesday 23 September 2009. ABET pupils from different Government Departments attended the function of celebrating Abet literacy day. Mr. F. M. A. Safla General Manager in KZN Provincial Public Training Academy mentioned that there are about 3 299

Abet Learners in Kwazulu Natal. He said this shows that Abet is progressing and Pupils are living to learn and Learning to Live. The ABET Programme at Addington Hospital commenced in 1999 with 9 learners on pre level 1 and now has flourished. There are 65 learners registered for the programme of which 14 learners are already in ABET level 4. Learners are keen on achieving the general education-

and training certificate. The function was supported by the Honorable Premier; Dr Z. L. Mkhize who gave a speech and encouraged ABET learners to complete the Programme. The learners were glad to hear the words of wisdom. The learners were also entertained by music. For more information on ABET contact Human Resources Development. Don't miss out. Phambili nge ABET Phambili !!!

NATIONAL NURSES DAY CELEBRATION EVENT



FROM LEFT: MATRON MNGUNI, MATRON VASAGIE, NURSING MANAGER, MRS. A CHINNIAH, DEPUTY MANAGER NURSING, MR. B. KHOZA, MATRON DOBIE, SR KHATHI & SR HAWKINS

Addington Hospital celebrated the National Nurses Day Event.

The Nursing Manager, Mrs. A. Chinniah and the Deputy Manager Nursing, Mr. B. Khoza were at the forefront in making this day a success.

The Nurses Day Event is celebrated by Nurses world wide and Addington Hospital is no exception in celebrating this day.

The Nurses Day is also known as the National RN Recognition Day. On this day the Nurses are recognized for the good work they do to the sick people. On this day the nurses who have gone beyond the call of duty in caring for the patients are commended for their good work.

The Pick n' Pay Superstore is commended for always sponsoring this event with cakes and

soft drinks. The cakes is then distributed to all nurses in all various Addington Hospital Wards.

One could read between the lines that the nurses are indeed special on this day. This is depicted by the facial expression of the nurses. The jubilation of the nurses was noticed by all internal stakeholders especially the inpatients.

The Nurses Day Celebration play a crucial role in boosting the self esteem of the nurses. On this day the nurses feel that their contribution in serving patients lives is recognized and rewarded. All nurses are gathered together to celebrate this day

This day plays a pivotal role for nurses because health professionals are dealing with saving lives every day. It is important that nurses are always in a good mood

so that patients' wellbeing is not compromised. The Addington Management is highly commended for allowing the nurses to host this exceptional event.

The Addington Hospital is blessed to have Mrs. A. Chinniah as the Nursing Manager. Mrs. A Chinniah is understanding and quick witted and has broad management skills.

She is always customer focused, she always ensure that patients lives are not compromised. She has a special love for the sick. She always encouraged her staff to care for the patients.

This positive attitude of nurses makes Addington Nurses to be unique. At Addington Hospital patients always comes first. Addington Hospital practise the vision and mission statement. Addington Hospital always attempts to improve patient care.

CHILDREN PROTECTION WEEK EVENT



FROM THE ABOVE: SOCIAL WORKER, BABIES AND THEIR MOTHERS IN THE CHILDREN'S PROTECTION CAMPAIGN

The children protection week was hosted by the Children Outpatient Department.

The Sister in Charge Mrs. Betty Mchunu was in the fore front in organizing this event. The guests invited were the South African Police Services, Social Worker, Primary Health Care Nurse, Dietician.

All the above mentioned guests were given slots to present what their roles are in the up bringing of children. These guests were invited to sensitize the mothers to make better the bringing up of children.

The Primary Health care Nurses when presenting

spoke about the role that they play towards helping children, they also discussed the dangers of leaving the medication in the reach of children and the importance of taking medication as directed by the Doctor.

The Dietician talked about the need to feed nutritious meals. She also spoke about the importance of breast feeding. The Social Workers emphasized understanding the needs of the children.

The Mothers were so mesmerized when the Social Worker explained to them that when a child is nag-

ging sometimes you must just give love and try to understand what is she/he is trying to convey especially infants and toddlers that can not say what exactly they need.

SAPS were informing mothers about the steps they should take however if it happens that the child is abused or raped. One of the imperative things to do when the child has been allegedly been raped is that they must not change their clothes before opening a case and visit a Doctor. This campaign has been very fruitful to Mothers and children.

THE INFECTION PREVENTION AND CONTROL WEEK EVENT CONTINUE !!!

The Infection Control and Prevention Week was organized by the Infection Prevention and Control Team.

This occasion was well attended by staff and patient. Information on the following topics was available that is, Hand washing, TB, Swine flu, Cholera, Rabies, Typhoid fever, Malaria, Scabies, Hepatitis B, Viral hemorrhagic fevers and Anthrax.

Several competitions and lucky draws were held during the week.

Prizes were donated from Infection Prevention and Control Dept, BD Medical, Dismed and Compass Waste. The lucky winners were as follows:

- K. Deonarain A&B
- S. V. Naidoo 4B
- V. Marais 13 B
- G. E. Zwane 12 A

- M. Munian CSSD
- R. L. Ngcobo 2A
- B. Ndlovu Transport
- Z. Shandu Paramedics
- T. B. Mtshali 2A

This event was indeed a great success.

The lucky winners were very pleased with their prizes. The staff and patients learned a lot from this event.

THE SERVICE EXCELLENCE AWARDS CEREREMONY EVENT



HOSPITAL MANAGER DR J. E. HURST HANDING MATRON VISAGIE THE SERVICE EXCELLENCE AWARD



SISTER N.C. ZAMA RECEIVING THE SERVICE EXCELLENCE AWARD FROM THE HOSPITAL MANAGER DR HURST



MORTUARY DEPARTMENT MANAGER MR. BHENGU AWARDED THE SERVICE EXCELLENCE AWARD BY HOSPITAL MANAGER DR J. E. HURST



INVITED GUESTS ATTENDING THE SERVICE EXCELLENCE AWARDS

The Service Excellence Awards Event was organized by the Public Relations Department

This event was held at the Hospital Manager's Main Boardroom. The awards presented were based on the compliment audit review.

A Clinical Award was won by Ward 14 B for their courtesy and service standards.

An Ethical Award was won by Med-Reg for their dedication and compassion.

The Mortuary Department won the non-clinical award for promoting the Batho Pele Principle of service standards, access, information and courtesy.

The Ethical Award was presented to Theatre Staff and the Batho Principles that were promoted were

Courtesy, Service Standard and Consultation.

Clinical Ward award was won by Ward 12 A for their unending dedication and responsibility.

Happiness was written in the eyes of the winners. One could realize that it is a good feeling to be rewarded for the hard work and commitment that one provide.

This exercise is aimed at boosting the self esteem of the employees. It is aimed at encouraging the employees to always practise their good values when rendering services to patients and to the community.

Those who goes an extra mile in rendering their services are greatly commended and rewarded.

The Public Relations Department play a crucial role in selecting the nominees for this event. In undertaking this exercise the Public Relations work in collaboration with Head of Sections.

The Public Relations Department would like to extend their sincere word of thank to the Addington Hospital Manager, Dr J. E. Hurst for allowing and approving this exceptional exercise. It is important to deliver good services at all times because you will never know some one out there is watching you and you might get recognition and be rewarded for your good work and dedication. By the way , you too out there can be our next nominee and get an award. Remember you have to go an extra mile if needs be.

ADDINGTON CELEBRATE THE SECRETARY WEEK



SITTING IS THE DEPUTY MANAGER NURSING, MR. B. KHOZA AND THE ADDINGTON SECRETARIES

Addington Hospital celebrated the Secretary Week Event.

This wonderful occasion was held at the Matrons Complex. It was precisely organized for the Secretaries that work in the Matrons Complex.

This occasion was organized by the Nursing Manager Mrs. A.

Chinniah. All the secretaries present were offered flowers as an indication of acknowledgement of the excellent work done by the secretaries.

The Deputy Manager Nursing, Mr. B. B. Khoza (sitting) also attended the event.

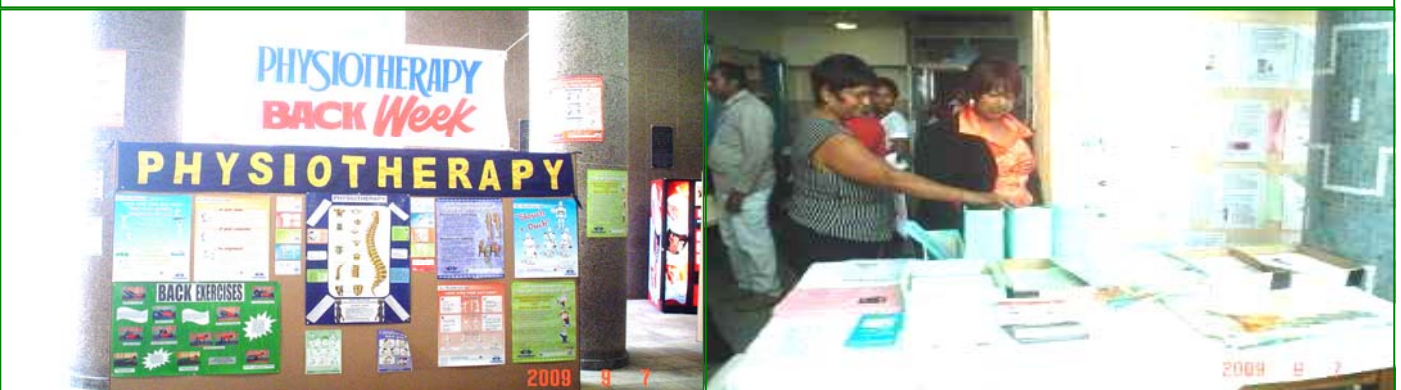
Standing from left is: Karen Hanton, Patty Chelin, Loshini Chetty,

Lydia Moore, Debbie Meyer and Devona Govindsamy.

This joyous occasion ended in a high note where the Deputy Manager Nursing, Mr. B. B. Khoza commended and thanked the secretaries for their job well done.

One noted that the secretaries will not forget this occasion in the near future.

ADDINGTON PHYSIOTHERAPY WEEK EVENT



PATIENTS AND STAFF GETTING MORE INFORMATION ABOUT THE SERVICES OFFERED AT PHYSIOTHERAPY DEPARTMENT

The Physiotherapy week was held at the Addington Main Foyer. The main objective of this event was to inform and give information to the staff and the community of the services that are offered at the physiotherapy department.

The attendance was indeed very good as many staff members participated in this event. Pamphlets were readily available for the staff and community.

The community had a chance of asking physiotherapy related questions.

This information sharing was greatly commended by the staff and community. They feel that events like this make them understand more about services that are offered by departments.

The Physiotherapy Department was commended for hosting this event.

PHARMACY WEEK EVENT



ADDINGTON MAIN PHARMACY



COMMUNITY ATTENDING THE EVENT

The pharmacy week event was held at the waiting area of the Addington Main Pharmacy. The main intention of the event was to sensitize the internal and external stakeholders of how the Pharmacy operates and what services the community should expect at the pharmacy.

This event was highly attended by both the staff and the hospital community.

Events like this are profoundly vital because they capacitate not only the staff but also the community. They make the community understand how the department functions. Pamphlets were also

available for the community to read. The community were very appreciative of this informative event. One of the community who requested to remain anonymous even suggested that such events should be held often because they help them understand better the running of the department.

THE VICTIMS RIGHT EVENT



The Victims Rights Event was held at Beatrice Street Clinic. This event was organized by the Beatrice Street Clinic in collaboration with the Durban Central SAPS.

The invited guests were the Media i. e. Isolezwe, Daily News, Daily Sun, the Patient Community etc. Superintendent Mvuyana was accompanied by Captain Ndlovu,

Inspector Magwaza and Constable Ngcongo. The guests from the Isolezwe were Bongani Mbatha and Celani Sikhakhane. The Guest from the Daily News was Sphamandla Mbewa and Mxolisi Mngadi was from the Daily Sun.

The Guest Speaker Superintendent Mvuyana left the attendance speechless as she

informed and warned the community of their rights. She also informed the community that even the SAPS is not above the law.

The Guest Speaker went on and warn the community about 2010. She said she has received information that there are thugs out there looking for young girls for prostitution.

CHANGING ATTITUTES –BPP

- Nothing changes until attitude changes
- Batho Pele Principles are:
 - aimed changing the attitudes of the publics service
 - aimed at creating a new service delivery culture for the public service
 - not an end themselves but a means to an end
- Behavior does not just happen it is taught and modeled
- Managers have an upper hand in crafting a new culture

MEASURING BP PRINCIPLES

- **Complaints Desk**
- **Surveys - Questionnaires**
- **Focus Groups**
- **One-on-ones**
- **Walk-abouts**
- **PSW - Coalface**
- **Izimbizo**

Quote by the President

"... The dreams and hopes of all the people of our country must be fulfilled. There is no place for complacency, no place for cynicism, no place for excuses. Everything we do must contribute in a direct and meaningful way to the improvement of the lives of our people,"

President Jacob Zuma

WHAT IS BATHO PELE

- An initiative to get public servants to be service orientated;
- Strive for excellence in service delivery;
- Commit to continuous service delivery improvement;
- Allow customers to hold public servants accountable for the type of service they deliver; and
- Citizens orientated approach to service delivery informed by the eight (8) principles

STAFF TERMINATIONS FROM JUNE - SEPTEMBER

Termination of employment as from June to September, 2009. Various reasons have resulted on employees to terminate their employment contract.

Some have gone for green pastures, some relocating, some retiring, some dismissed and some deceased.

There are a total of 24 employees who have left from June to September for Green Pastures. There are about 8 employees who have left Addington Hospital as a result of relocating. There are about 7 employees who retired from June to September. There are 3 employees that have been dismissed at Addington. There are 8 employees that have died in the period from June to September. There are 7 employees that have taken transfer.

The following are the employees that have left Addington Hospital from June 2009 – September 2009.

Siwisa	B.E.
Gove	J.C.
Brahim	J.

Govind	P.V.	Lester	I.Y.
Gumede	N.T.	Shangase	S.F.
Daniel	M.	Bhagwan	Y.B.N.
Ayekun	E.O.	Carroll	B.N.
Narainswami	N.	Naidu	M.
Fritz	P.A.L.	Ramson	V.
Nduli	Z.M.	Veeran	S.
Naby	F.	Maharaj	A.P.
Naidoo	D.A.	Bernhardt	Y.
Khambule	B.G.	Mhlanga	X.K.
Hepplewhite	M.S.	Mnisi	T.L.
Msimanga	M.I.	Xulu	B.S.
Naidoo	L.J.	Todd F.H.	
Dlomo	B.P.	Naidoo P.	
Ndlovu	M.E.	Mbambo K.	
Moonsamy	P.	Mabaso N.P.	
Govender	K.	Pillay A.S.	
Boland	J.	Kala N.E.	
Silveria	B.	Dladla H.N.	
Berger	H.	<h3>Addington Hospital Appointments as of June 2009</h3> <p>There are a number of employees that have been appointed since June 2009.</p> <p>However it is not easy to determine how many employees that have been appointed since other employees are joining Addington Hospital through transfers.</p>	
Khawula	E.P.		
Shezi	T.C.		
Radebe	M.T.		
Jasmin	D.M.		
Khambule	B.G.		
Gafoor	Z.		
Adonis	M.V.		
Hebbron	W.A.		
Mahomed	F.		
Mayekiso	N.		
Nonyongo	N.F.		
Sarmah	N.		



HEALTH
KwaZulu-Natal



ADDINGTON HOSPITAL

PUBLIC RELATIONS DEPARTMENT

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Www.kznhealth.gov.za

BATHO PELE

BELIEF

SET

We

BELONG

We

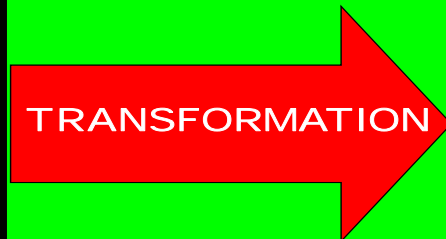
CARE

We

SERVE

"...I however want to stress to our public servants that the era of hard work has begun. Public servants who do their work diligently and efficiently have nothing to worry about..... because laziness and incompetence will not be tolerated".

Message to Public Servants from the **President Jacob Zuma.**



Service Delivery