

**THE ADDINGTONIC** Volume 1, Issue 1  
**April 2004**

**"Pride of Addington's staff"**  
**The only Hospital's newsletter**

**ADDINGTON  
HOSPITAL**

Addingtonic

April 2004

## FACE TO FACE WITH THE HOSPITAL'S NEW PRO



The hospital's Public Relations Unit received a boost last month as a result of the appointment of Mr Wesley Canham to a position of a Public Relations Officer (PRO). The hospital's manager Dr J Hurst regards this appointment as one of the strategic moves carried out by the hospital.

Armed with a UED, an Honours degree in Communication Science with focus

on Public Relations, Development, Corporate Social Investment (CSI) and Computer-Mediated Communications, Mr Canham has gained extensive experience in both corporate and NGO sectors. "Those years were never wasted, instead- they've given me an added advantage in the work I do and the life I live today." said Mr Canham.

He has worked for various companies occupying different positions, namely, PR, Community Development (CSI), Business Facilitator, a Journalist, a Tutor at a university and an Outreach Officer, a job which he describes as having enabled him to use the combination of both public relations strategies and development communication as effective tools in dealing with matters of development. "Success in an information driven position lies entirely on the contribution of everyone in the organisation. That's my appeal to all employees and clients".

## BATHO PELE EXECUTIVES, THE "MOVERS" AND "SHAKERS" RIGHT IN THE HOSPITAL

A dedicated team of individuals from various departments of the Addington hospital are taking lead in implementing the culture of putting, "People first " as initiated by both provincial and national departments in the public sector. It is a team of people who believe that the concept of customer service should not only be confined to commercial businesses. Asked if the implementation will

bear desired results, team leader Sr Moodley says, ".. yes we have a clear purpose, with a well defined vision." The level of participation and commitment displayed by these executives, makes one expect high levels of customer service in the entire hospital. However, all staff still play a major role in ensuring that our clients continue to receive quality service, the team unanimously-

### Inside this issue:

---

*FACE TO FACE WITH  
THE HOSPITAL'S PRO*

*THE "MOVERS &  
"SHAKERS"*

*THE "STAR OF THE  
WEEK" AWARD*

*PAHRMACY –  
SHAKING UP*

*A PASTOR, DJ BEHIND  
THE MICRO -AFM*

*ARV-ROLLOUT AT OUR  
OWN SINOTHANDO*

*STAFF ON THE MOVE*

---

"...public servants see themselves first and foremost as servants of the citizens of South Africa, and where the Public Service is managed with service to the public as its primary goal. Improving service delivery also calls for a shift away from inward looking bureaucratic systems, processes, and attitudes and a search for new ways of working which puts the needs of the public first", Vol. 388 Gov Gazette No. 18340.

## Batho Pele Exec (from page 1)

**“What you do and how you do it will shape your future. When you work, you extend yourself. We interact with our environment through our work. Even when we have passed on, history will remember us by our work”.** Dr JM Tibane.

agree. The executive team members comprised of individual staff members from various sections of the hospital. Each member is tasked to influence staff within his / her department to ensure that all 11 principles of “Batho Pele” are not only put in place, but that all our service go beyond clients’ (patients) expectations. In addition, each member is expected to attend briefing meetings which provide platform for feedback, sharing of experiences and best practices. Their message is, “If a man does only what is required of him, he is a slave, the moment he does more he is a

free man”. In order to implement Batho Pele Principles, it requires one to go an extra mile. This is the principle that underlies the work of the executives.

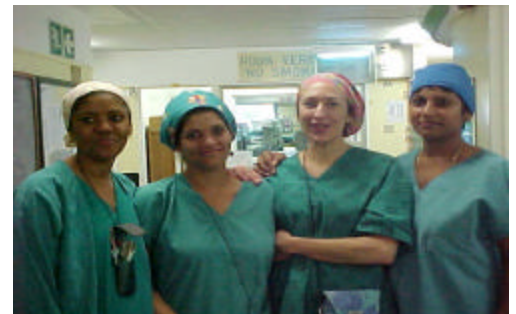
Every member of staff in every department is a leader. Thus, we all need to relate what we do, to patients’ or customers’ needs and expectations, thereby creating a winning team for the hospital. The executives believe in the integration of all principles in everyday work.

A winning team

## Public Relation’s “Star of the Week Award”

*“...to show that people are appreciated in the work they do, for the benefit not of themselves, but that of the client.”.*

The Public Relations’ contribution to high performance and excellent service resulted to the famous “Star of the Week Award”. The award aims to “show that people are appreciated for the work they do, for the benefit not of themselves, but that of the client”, Sr Daghish of the PR Unit said. The competition helps us identify departments commitment to high performance and excellent customer care. Nominate



Theatre staff have made it last Friday and thus go on record as the high performing team. Congratulations!

Attraction and retention of talented staff by providing an exceptional work environment conducive to staff well being, participation, development...remains the hospital’s priority.

## NEW APPOINTMENT TO SHAPE UP THE PHARMACY-OUTPATIENT

**Nisha, a bright, open minded, task driven and dedicated lady** was appointed to a position of a Senior Pharmacist for the Out-patient section. Having worked in Central London as Consultant in the retail pharmacy chain of 1500 stores for three years, Nisha brings in efficiency, people first attitude in the department. “..we hold patients interest at hearts, we are doing our

best to ensure medication is received timeously”. Referring to her own team at pharmacy Ms Parbhoo feels that “team spirit is essential if we are to overcome challenges we face every day in the workplace.” Nisha also believes in decentralisation of pharmacy which she describes as a “mechanism to decongest the pharmacy’s long waiting queues”.

## THERE SHE GOES.....

**The Addington hospital's management and staff, particularly Occupational Therapy, felt a big blow as a result of the transfer of Thev Garayah to King George V hospital, with effect from 1st April 2004.**

"Thank you for the excellent service and the contribution you made to the hospital and best wishes at King George V", said the Human Resources Manager, Mr Dan Govender. Mrs Gurayah has mixture of good and bad feelings. Good because her new job brings her closer to her family, bad because "Addington has been my home for 13 years, I'll miss

my staff." Safira Shaik (a colleague) Amid describes Thev as "cool".

## OTHER STAFF ON THE MOVE

Performance appraisal is the common word today in large corporations, but the Addington hospital also recognises and acknowledges contributions made by staff and this is through staff promotion. Congratulations to! Tanish Sivery promoted to Senior Pharmacist, Brownyn Bernon to Principal Pharmacist, Dr Cecil Hammond to Senior Specialist and Head of AEU, Poppy Mfeka to Ass Manager Radiography.

**"People who take pains not to do any more than they are paid for, never get paid for any more than they do! No one can do his work well if he does not think of it as being important. Did you know it is not the hours that you put in that count? It is what you put into the hours that really matters. If you keep shop, your shop will keep you". Dr Tibane.**

## A PASTOR, A DJ AND A HUSBAND BEHIND THE MICRO

**"..one of the most passionate DJ I have ever seen," the stations Manager, Peter said.**

The Addington's AFM went as far as Zimbabwe in search of world class DJ Harry Kubie (31), to continue his work as both a sound engineer and DJ here at home. Harry, an Assistant pastor at Simunye Gospel Assembly, a husband to Shenal Kubie, a guitarist, a vocalist and a drum player dedicated his entire life to gospel music, yet has undying love for Rock 'N Roll. The new DJ who started on the 1st March 2004, holds a Di-

ploma in Sound Engineer from the Zimbabwe College of Music. He is currently working on radio talk shows with health related themes which he describes as his "line of work." Harry's shows start from 13h00 to 15h00 pm. Undoubtedly, Harry's work as a DJ, and a sound engineer will help nurture talent of young musicians as he plans to promote them.



## ANTI-RETROVIRAL ROLL-OUT -SINOTHANDO TAKING LEAD

**"A R700 disability grant offered to those who are sick and unable to work"**

The Addington hospital's only Sinothando is proud to be one of the sites to roll-out Aids drugs as from the 1st April 2004." We have infrastructure, well trained staff, transportation and facility to keep drugs", says Sr Enoch in charge of Sinothando. The sister was however, quick to point out challenges that go with this responsibility. Patients' compliance, will

patients afford transport to fetch drugs, do patients have enough food to supplement these drugs, lack of community support groups to provide emotional support to the sick. Patients will be required to undergo a four week educational session, and CD4 count will be done in the process. Should the CD4 count be less than 200, the patient "may receive drugs". Those who are still able to work will not receive the grant", Enoch con-



**Staff pose with Sr Enoch**



## ADDINGTON HOSPITAL

Public Relations Department  
1st Floor  
Addington Hospital

Phone: (031) 327 2967  
Fax: (031) 327 2805  
Email: [addpro@dohho.kzntl.gov.za](mailto:addpro@dohho.kzntl.gov.za)



We're on the Web!  
[example.microsoft.com](http://example.microsoft.com)



Caption describing picture or graphic.