

RESOURCES...

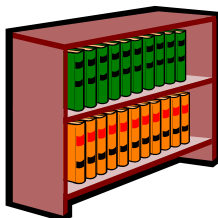
The Hospital Information Pack

(HOSPAK) includes

- Service Commitment Charter and Annual Batho Pele Report.
- Who do we serve? All about the referral pattern system and how to access our services.
- Addington Hospital Clinic and Services Timetable.
- Patients rights and responsibilities.

These documents are available at all service points and upon request

from the Public Relations



YOUR VOICE

Feel free to contact us with your suggestions on how to improve our services. Likewise, if you are happy with the service provided we would like to hear about it.

ADDINGTON HOSPITAL PUBLIC RELATIONS UNIT

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DURBAN
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HEALTH
KwaZulu-Natal

ADDINGTON HOSPITAL

Public
Relations
Unit

About ourselves...

MISSION STATEMENT:

The Public Relations Unit is committed to:

Promoting the ideals and values which allows us to treat patients and staff alike with fairness, honesty, dignity and kindness.

Being flexible and creative, effectively dealing with problems not experienced before.

Communicating with confidence the goals of the Hospital in pursuit of service excellence.

Having initiative, recognising what needs to be done and acting promptly with self discipline, thereby motivating others in order to promote efficient service to patients

Working in harmony with others, establishing good relationships with staff and media.

WHO WE ARE & WHAT WE DO:

Mr Sthabiso, Sr Teresia Daghish, Promise Cebekhulu and Mandisa Shelembe are the people to contact in the Public Relations Unit.

We will deal with your request for information within ONE working day. More complex information will be dealt with within SEVEN working days.

Telephonic messages will be dealt with the same day.

If you have a complaint we will APOLOGISE and attempt to resolve the problem immediately.

Complaints will be acknowledged immediately, but where a full investigation requiring the input of a number of caregivers is necessary, then our aim is to resolve and respond within SIX weeks.

We will keep you updated on the progress of the investigation.

DEPARTMENTAL ACTIVITIES:

AFM HOSPITAL RADIO

Addington Hospital Radio is the first of its kind in the public sector in South Africa. One of our long-term goals is the expansion of the radio station throughout the entire hospital.

Manned by volunteers: Denver and Sunil

ADDINGTON ON THE INTERNET

You can go to our website and view the hospital, we have pictures of the hospital building, clinics, management, and staff members.

HOSPITAL NEWSLETTER

Public Relations team compiles a newsletter with feature articles on events taking place in the hospital. We inform the staff as well as patients about issues pertaining the hospital.

HOSPITAL MUSEUM

The Addington Hospital Museum is open to visitors every Thursday, except month-end. Tours can also be arranged. The museum can be contacted on 031-327-2702, alternatively contact Public Relations.

SERVICE EXCELLENCE AWARDS

We invite any of our clients (including members of staff) to write to us and tell us about the good service they have received at our institution. If any member of staff has gone beyond the call of duty, please feel free to nominate that member of staff for a service excellence award (your letter is appreciated or service excellence forms are available from Public Relations).