



**health**

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# BENEDICTINE HOSPITAL

# INSENGWAKAZI

# NEWS

## STAY INFORMED

01 OCTOBER 2018

### MENTAL HEALTH AWARENESS DAY



On the main table we have District Office—Mental Health Co-ordinator Mrs M.B Buthelezi, Operational manager at psych clinic Sr Zwane, clients from psych clinic to share their testimonies

The World Health Organization describes mental health as a state of well being in which people realize their own abilities , can cope with the normal stresses of life , can work productively and fruitful and are able to make a contribution to their community.



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## MENTAL AWARENESS DAY PICTURES CONTINUE



Occupational Health Nurse, EAP, addressing staff on mental health issues



Mrs Buthelezi from District office addressing staff



Staff members on a stretch break



Senior Finance Manager, B.C Mabaso with her prize after answering questions

On the 17/10/2018 EAP, Occupational Nurse organized and planned a mental health awareness for the staff. The purpose of the event was to ensure that employees are well informed about the signs and symptoms of mental health illness. Amongst the speakers we had Dr Dlodla who is allocated at psychiatry ward who spoke about anger management.

### **Signs of mental illness include**

- Emotional symptoms such as feeling anxious, sad or scared
- Cognitive symptoms such as difficulty in thinking clearly and memory disturbance
- Behavioral problems such as aggression, inability to perform daily routine functions
- Excessive use of substances such as pills, alcohol and other

## **NUTRITION and OBESITY WEEK (9—19 October)**



On the table we have provincial nutrition assistant director, guest speaker , N Reddy. Nutrition coordinator P Mseleku, Mrs Sibiya former PHC Supervisor, Mr S Khumalo –PHC Supervisor.



Sne Cele - dietician educating clients on importance of eating healthy, eating breakfast



Falaza High students listening attentively to the speeches delivered to them on importance of eating healthy



School children from Thanduxolo Primary were given lessons on importance of eating fruits, and eating balanced meals



Mthashana Student asking questions on the importance of eating breakfast



Students from Mthashane FET College were also visited by the dieticians and Physiotherapist to be educated on healthy lifestyle and eating healthy

**NUTRITION and OBESITY WEEK Event at Usuthu Clinic**  
**in Pictures**



## **Breast feeding Week 1-7 AUGUST 2018**



PHC Manager, Mrs R.Z Dube giving word of thanks to everyone who attended the event



Mrs Pride Mseleku and Esau-Nutritionist during question and answer time



Guest speaker for the day was Nutrition Assistant Director Mrs R. Sorgentfrei



Mothers with their babies listening to our guest speakers talking about the importance of breastfeeding and breast milk

On the 8<sup>th</sup> August 2018 Benedictine Hospital and Sovane Clinic hosted a breastfeeding function at Sovane clinic. The aim of the event was to promote awareness to mothers, pregnant women and those that are planning to have children on the importance of breast milk and breast feeding. Breastfeeding is the foundation of life. Breastfeeding is the most natural way to feed babies. It provides all the nutrition baby needs during the first six months of life, satisfies their hunger and thirst at the same time. It also helps to create a loving bond between mother and baby. The breast milk has got nutritional value to babies and it is affordable. Breast milk Is the best!

## Sovane Clinic Breastfeeding event in pictures



**Breastfeeding is the way to save lives**

## **PATIENT EXPERIENCE OF CARE SURVEY RESULTS**

PEC Surveys at hospital and clinics were conducted on 07/08/2018 to 14/08/2018 to get views from clients on expectations, suggestions, compliments and complaints about service delivery at Benedictine Hospital. The patient satisfaction survey was conducted by CCGs not employed by the institution, they were taken from various clinics.

### **The following elements are highlighted from the Survey:**

- Positive and caring attitudes of staff
- Waiting times
- Availability of water and cups for patients
- Cleanliness
- Availability of basic medicines and supplies

### **Hospital Results**

- Positive and caring attitude-82.4%
- Waiting time-82.7%
- Cleanliness-90.2%
- Availability of water and cups for patients– 87.6%
- Availability of medicine and medical suppliers –77.6%
- Overall hospital patient experience of care satisfaction rate– 83.3%

### **BEST PERFORMING AREAS OF SERVICE DELIVERY**

- Availability of water
- Cleanliness
- Waiting times

The management team would like to extend their gratitude towards the quality team CCGs PRO office , FIO, and clinic Operation Managers for the success of the PEC survey in achieving 83% . The hospital performance has improved although we need to work harder on the other areas that we did not do well or achieve.

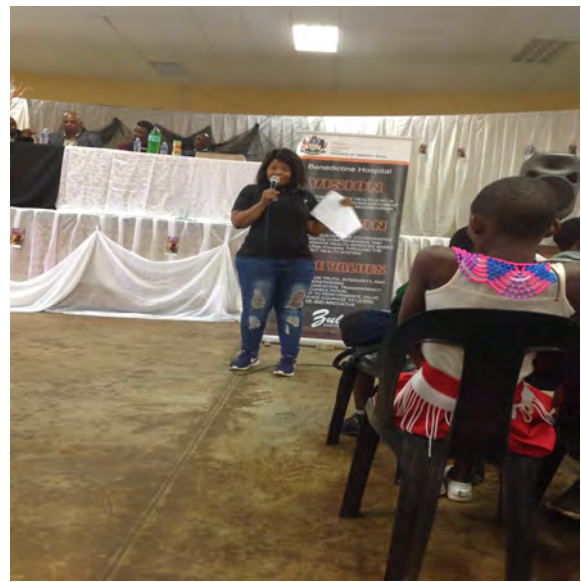
## **QUEEN NOLO-NOLO LAUNCHES YOUTH FRIENDLY SERVICES**



Queen Nolonolo clinic is one of the clinics under Benedictine Hospital, which is located in town. According to the numbers of clients seen per day it is considered as the most busiest clinic in Nongoma . On the 18<sup>th</sup> of September 2018, the clinic launched Youth Friendly Services (YFS) which was held at Multipurpose hall. The aim of the youth services is to prioritize young people when visiting health facilities. The young people are educated on healthy lifestyle, importance of education and future goals and counselling . There are health professionals that are trained to provide effective adolescent –friendly health services at the clinic. The clinic also introduced “HAPPY HOUR” where the young people can come at that hour and it is solely for their attention. During this time they are able to interact with nurses on issues pertaining to health, social issues, future goals The event was supported by the presence of SANCA, LoveLife. MIT, Mthashane FET College. Schools surrounding Nongoma Town supported the launch, teachers and Principals , and school children. The guest speaker was D.V Novela from the Department of Education .



# QUEEN NOLONOLO AIYFS LAUNCH IN PICTURES



## **FAREWELL GXABHASHE—YOU MAY BE GONE, BUT YOU WILL NEVER BE FORGOTTEN**



**MR E.P XULU- LAUNDRY MANAGER**

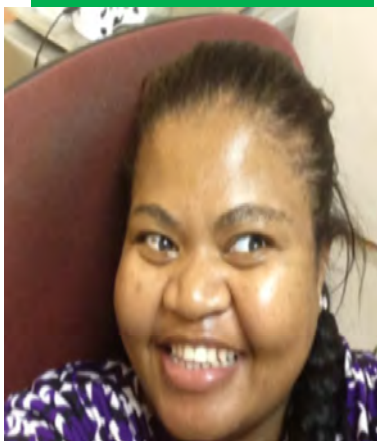


On the 19/09/2018 Benedictine Hospital lost Mr E.P Xulu , who was employed as a Laundry Manager. He loved his work and was a dedicated, hard working man of God. He was serving also in the Health Christian Fellowship Area Action Team. Outside of work he was a pastor and his love of God was shown even when he performed his duties , as he wished all people could come to know God and live in peace and love. Hospital Management extend their condolences to the Xulu family , hospital staff and Nongoma community. We will surely miss you Gxabhashe , MAY YOUR SOUL REST IN PEACE.

### **PR DESK**

For complaints and compliments kindly use the suggestion boxes allocated in the wards, and if you are not satisfied with our services please do not hesitate to contact PRO Office , we will gladly assist you .

# ACKNOWLEDGEMENTS



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