

# **COSH ACTION MAGAZINE**

TOGETHER EVERYONE ACHIEVES MORE

Official newsletter of Church of Scotland Hospital, P O Box 502, Tugela Ferry, 3010

OCTOBER 2007 ISSUE

**Richards Bay  
Sports Tournament**

***Batho Pele  
At A Glance  
(Customer Impact)***

**COSH visit to  
EKHOMBE Hospital**

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*Picture Credit: Lungile Landela -PR INTERN*

## EDITOR'S NOTE



Lungile Landela—Public Relations Intern

**W**e are into the festive season already and having fun is the order of the day. Well we can all have fun but with a measure of responsibility and accountability.

On this month's issue we have regular features where we continue with the Batho Pele Principles and this time we look at Customer Impact. It is imperative that we treat the customer with as much respect as possible, making sure that we give the customer with all relevant information redressing when we have done wrong.

The Richard's Bay Sport Tournament was a lot of fun for everyone, the day was spent with us moving around from the soccer ground to the netball ground. It was a spectacular occasion with the MEC bracing the occasion and other dignitaries.

We are unfortunate in that many people have left the institution for greener pastures but lucky that we had the time to work with them and we will have an opportunity to meet new people and make friends.

It's a joy to work in this friendly atmosphere, with people with such kind hearts and being in a rural environment gets hard for people like us who are from urban areas but being open to new opportunities to receive love and friendship makes a whole lot of difference in this environment.

On the sport's section the soccer team visited Ekhombe and they had a very interesting story to tell, so read all about it until the next issue Kumnandi eCosh!!!!

## Batho Pele at a Glance

### CUSTOMER IMPACT

**I**n our last issue we dealt with the fourth Batho Pele Principle which is Courtesy in this issue we'd prefer to jump the line and deal with the tenth principle which is Customer Impact. It is difficult to understand the explanation of this principle on the poster. It says "we must show how the various principles of Batho Pele link together. What does this mean?"

In my understanding it means that not a single principle exist in isolation they are interrelated to each other. Clients should be able to come to the hospital irrespective of their challenges either physically or socially challenged. When people don't have money we must be able to bring services closer to them for example mobile clinics. We then consult with them in a language they understand.

A consultant should have enough information to provide the clients with and for effective communication. All our service provisions should meet the required standards to avoid complaints. If we don't meet standard we should be able to explain why for instance when you are waiting for your relatives at the airport they should be able to tell you when the plane is late or delayed. When clients don't get what they need, they will complain. Even if our clients "over" complain we should always treat them with respect and dignity.

As government employees we should understand the concept of value for money in a sense that we should be able to come with efficient methods to reduce costs. We should now consider virtual offices and implement simplified methods and stop wasting government resources. I am sure we now understand the link amongst all principles ie CUSTOMER IMPACT.

Till next time,  
Sindy Shabalala

# Richard's Bay Sports Tournament

We had lots of fun at this year's Tournament in Richards Bay. Even the MEC and top officials in the Health Department graced this event. Umzinyathi showed the rest of the teams that it rules when it comes to netball. People were intent to enjoy themselves in this small but very lovely and sunny town of Richard's Bay.

There was so much enthusiasm and energy even among the spectators who were there to support and sing their hearts out for their teams.



The MEC with the 3 finalists in Netball at Richards Bay Sports Complex.



The MEC holding one of the trophies



Three members of the Umzinyathi team from COSH. From left Sbo, Mapho and Bongiwe.  
Pic credits: Lungile Landela

"Remember to learn and not to do is really not to learn. To know and not to do is really not to know."

Stephen R Covey

The Seven Habits of Highly Effective People

"Turn your thoughts and conversations around to be more positive and power packed with faith and hope. Love and action. Don't be afraid to believe that you can achieve what you want and deserve." - Author Unknown

"Its not what happens to us, but our response to what happens to us that hurts us."

Stephen R Covey

The Seven Habits of Highly Effective People

Kodwa kumnandi emhlabeni ngoba ngisho o Stargoat im-bala bayama baxoxe no MEC nangu nano Sbo eduzane asibabuze ukuthi bona kanti benza ngani?

Pic credits: Lungile Landela



Ukuvuka ekuseni ezintatha akukhathazanga muntu ngoba kwaze kwahlwa wonke umuntu enomdlandla woku-jayiva njengoba nesithombe sikucacisela konke okwak-wenzeka e—Richards Bay. "Awusisi ngihambe nawe!!!!"



Ufuna ama supporters? Ngizokutshela mina ukuthi uyowatholaphi uyazi nawe angithi? Awuvele phela KUPHI NGA-PHANDLE KWASE COSH!!!  
HHHHUUUUUUUUUU!!!



## SOCIAL NEWS

### MOEGOE OF THE MONTH



**B**uyisani ibhobwe lami bakwethu!!!! Yini nje le eningenza yona!!!! Dlanini okuphakathi nibuyise ibhodwe” Lawa ngamazwi kaSboniso Sibisi (osesithombeni) wase Male TB Ward. USibisi udukelwe ibhodwe linesishebo phakathi endlini. Ngokusho kwakhe usola amanesi esifazane ahlala nawo eNurses Home. Lelobhodwe lihleke mhlaka 14th October 2007 kade esaphumile ukuyoneka izingubo. “Kade ngiphekile futhi inyanga iphakathi nidlala kabi yazi”. Sizani bakwethu ekhaya ngeke basanginika elinye!!!! Sela akuyona indlu yakho lena eyami.....Uma lingaqhamuki kuze kuphele izinsuku ezintathu ngiya esangomeni eMzisho.

What a MOEGOE!!!!!!

### COSH visit to Ekhombe

We don't have photographs but I think I will be able to give you a clear picture about our trip to Ekhombe Hospital. We arrived at 13h00 and there was a heavy mist “*inkungu ekhasa phansi*”.

We then went to playgrounds. All games were very funny. One couldn't see other players in the field. There were only sounds like “*nango ke vimba usedlulile ecentre*”

The problem was the mist and players couldn't see each other. One player was only able to see the other when they were within reach and players couldn't even see the net. That was one hell of an interesting match.

### Quote of the Month

“ The secret of success is learning how to use pain and pleasure instead of having pain and pleasure use you. If you do that, you are in control of your life. If you don't life controls you. “

-Anthony Robbins

### EAP LAUNCH

COSH invites all staff to the EAP LAUNCH on Wednesday the 28th of November 2007.

All staff are welcome on this special day as there will be lots of fun events.

### Izimbodla vs Imbokodo

The above game will be between men and women of this institution.

AND THERE WILL BE LOTS MORE !!!