



# ASIKHULUME-LET'S TALK

## Greetings to all readers

We are starting a new year in a new gear. The last time you checked out our newsletter you probably noticed that this column was used by Mrs T.G. Mkhize. Well, things have slightly changed this year as you can see. Mrs Mkhize has now moved up the ladder to team up with the decision makers of the institution, and from now it looks like you and I will have to share the space in all up and coming publications of our newsletter.

I guess you might be wondering who on earth this person is. Well, in summary, I am Siyabonga Cele, your new Public Relations Officer (PRO). I assumed my duties

for this institution on the 5<sup>th</sup> of January 2004. Ever since then I have been dying in anticipation to formally share the forum with every one of you. I can't bear to think of this newsletter as an opportunity for you and I to engage in constructive discussions and debates that will bear fruitful outcomes for our institution, G.J. Crookes Hospital!

If this newsletter is not for you and I to share our experiences and opinions, learn from one another and inform one another, then nothing else will ever be! So I urge you to voice your opinion by submitting written articles to your Public Relations Office (Tuck shop

building, Room 1) anytime from 7: 30 am to 16h00, Monday to Friday; alternatively you can contact your Public Relations Officer on extension 7004.

PS: Thank you so much to all G. J. Crookes staff members for your warm and pleasant welcome! I feel like am finally at home!

Until next time, enjoy reading!



### Sizzling content

Bottom gate access restricted.	2
Setting Seven service standards	3
Maternity: turning hectic again	2
Christmas luncheon, what a day?	2
Riding with Mr. fun filled	4
Breastfeeding and HIV	5
Bidding farewell to Mrs. Whitfield	3 & 4

### Take note of this !

- ♦ *Have your say, submit your voice to your PRO*
- ♦ *Open day preparations underway.*
- ♦ *From the desk of the hospital Manager .*
- ♦ *New Community Service Employees at G.J.C*
- ♦ *Cheer up! laugh a little! send us your jokes, we will include them in our next issue!*

## Reviving and declaring basics

Year 2004 is a year of emancipation, collaboration and progress at G.J. Crookes. During the last few years our hospital has been 'running' and this year we are 'flying', as our hospital Manager has clearly stated.

Our efforts to consolidate quality service delivery have been prolonged by the appointment of at least 11 new employees to enhance our community service avenue.

In 2004 alone, we intend to stimulate communication between ourselves and our clients, through designing and promoting reciprocal two-way communication strategies. Furthermore, we aim to adopt a culture of "Khuluma" (communicate) in order to ensure that transparency, openness and clarity remain the three predominant outcomes of our communication

This year, we are enthusiastically determined to embrace our Batho Pele principles, with an intention to promote and sustain excellence in our service delivery process. May we all declare 2004 a year of progress and achievement in everything we do for our clients. We hope the grace of God and the mercy of Jesus our saviour will guide us through the year as we endeavour to please our clients

written By: PRO

## A festive season of 'fun' but 'hectic' for our 'Nightingales'

**A**bsenteeism rate was extremely high during the festive season.

Nursing management would like to thank the nightingales of the hospital who showed tremendous dedication and commitment, especially G2 ward when the sister in charge was the only member who reported on duty.

We would also like to thank all ward staff for their hard work and dedication. Despite of their bed occupancy rate being extremely high, they still received many letters of praise and compliments from their patients and relatives.

Congratulations go to all the staff who passed their examinations at the end of



2003. All staff who are studying this year, good luck and hopefully you will set a good example to those wishing to develop themselves in the future.

From: Nursing management



### C ward- Our team of the Month!

Congratulations to C ward for setting a record with five unprecedented compliments from patients and visitors during the last two weeks of the month of January. You absolutely stand out on your good performance.

We take pride in good display of character, human values and moral sophistication. Hence we place our emphasis on promoting good service delivery to all our clients.

We encourage and support all endeavors geared towards promoting service delivery, which is why we therefore declare C ward as our team of the month of January. *PRO*

## Safety reasons prohibit access to bottom gate of G.J.C

Endless complaints have transpired about the functionality of the bottom gate of the institution.

With all intents and purposes, the bottom gate may only be used by patients or staff members who are frail, disabled, using crutches and seriously ill.

The bottom line is that the institution intends to eliminate various access entries and departure facilities in the hospital in order to maintain a sole entry and

exit point in the institution.

A variety of reasons have been propagated to the hospital community, most of which resemble precautionary measures as well security and safety for both staff members and patients.

It is clearly understandable that the bottom gate is closer to the drop off point for taxis and buses, however, be that as it may, we still need to put safety first before anything else.

With one gate being the main entry and exit point, we are able to consolidate our security services to the point whereby those allowed to access hospital premises are in no position to jeopardize the safety of our patients and our staff members.

However, it must be clearly emphasized that anyone falling within the category of people mentioned herein should, without any doubts be given access to enter and exit through the bottom gate.

## FOND FAREWELL TO DEAR COLLEAGUES

**Saloshnie Pillay** writes on behalf of the HR staff ,

**W**e are extremely proud to announce the promotions/ appointment of three members of the HR family .

Our heartiest congratulations to:

- Mr. SGG Khawula on his promotion to Human Resource Manager at Ladysmith Hospital on 01 December 2003. It is hoped that you have taken with you fond memories despite your brief association with us.

- Mr. T.Z. Khumalo on his promotion to Human Resource Manager at Benedictine Hospital with effect from 1 February 2004. Wishing you everything of the best in your new work sphere.

- Mrs. MA Camp on her appointment as Personal Assistant to the community Services Manager at Umdoni Municipality with effect from 1 February 2004. Angela, the admin Block will never be the same again. We will certainly miss all the terrific times

that we have had and boy have we had many. At the very least we won't be getting complaints from the management about noise from HR, just kidding, Angie, Ah, Ah !

May you all continue to put G.J.Crookes on the map and shine in your new work environment. The team spirit and 'camaraderie' that prevailed in human resources contributed to the success of our department. It is hoped that this would continue with the appointment of your successors. Adieu and god bless you all. with kind regards !

# Christmas Luncheon and Awards Ceremony– what a day!

The 18<sup>th</sup> of December marked an extraordinary unfolding of an event that was long awaited by the staff at G.J.C. This unblemished festivity, formally articulated as a Christmas Luncheon and Awards Ceremony, clearly perceived months of careful planning and preparation by the institution's event task team.

Moments of glory, exuberance and appreciation enshrined on the glittering faces of those who availed themselves on the day as they dazzled in reminiscence of compassionate but intensively work entailed year vanishing in style.

The setting of the entire ceremony was breathtakingly serene with soft music echoing in the background, colliding with the sounds of breakers on the shoreline a mere 200 meters away.

A series of motivational and gracious speeches were delivered by dignitaries. Each speaker articulated a message of hope and renewed commitment in the fight against HIV Aids.

The moment arrived to announce the names of those who had to proudly walk away with well-deserved awards for their incredible input towards service delivery. Included in the awards were categories such as full attendance and exceptional achievement.

Under full the attendance category, 105 awards were presented with 65 going to



Mrs. Sishi and Mr. V. Chetty (District Manager)

the nursing division, 32 awards to administrative and ancillary and 3 awards to medical/ professional and paramedical.

Under the category for exceptional achievement there were a total of 11 awards presented. Nursing was on top with 7 awards followed by administrative and ancillary with 2 and paramedics with another 2.

Management wishes to express its gratitude and appreciation to the members of the Events committee, viz, Mr. P. S. Iyer, Mrs. B.A. McDonald, Ms S. Pillay, Mrs. A.W. Wood, all of whom were led by Mrs. T.G. Mkhize – for their organizational skills, commitment and dedication.

## Preparations for Open day underway

The 9th of June 2004 was announced as a final day for an open day at G.J. Crookes hospital.

Announcing the day at an EMC meeting held at staff Development Center, both Sr V Webb and Mrs. T.G. Mkhize emphasized the significance of displaying quality improvement projects on the day (QIP).

This is mainly to inform community and staff about developments and achievements in service delivery processes and initiatives.

All intentions are based on stimulating information dissemination processes to maintain 'transparency and openness' and information principles of the Batho Pele white paper.

All departments are invited to prepare quality improvement projects that will be displayed for community and guests on the open day.

In addition entertainment items will be included in the programme to cheer up guests and dignitaries. Staff members are invited to participate in preparations. Staff are also urged to initiate entertainment projects to showcase their talent on the open day.

The open day will truly be a day to remember by the staff and the community. This day will give the staff an opportunity to build lasting relationships.

# End of an era with a departure of an icon

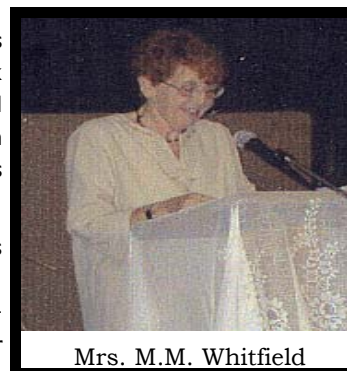
MAUREEN MARY Whitfield ended her outstanding career after 24 years of dedicated service on the 31 January 2004.

At a glittering function held in mid February at the Scottburgh Town hall, she was praised by the many dignitaries in attendance for her outstanding leadership in the nursing field as well as her all round managerial abilities and for many accomplishments in an illustrious career.

The fact that the hall was filled to capacity would attest to her popularity with all staff across all ranks.

Mrs. Whitfield was well renowned at work for her persistence and courage to stand firm on what she believed was right for the community.

Adding on Maureen's book collection, G.J. Crookes hospital offered her a gift voucher to spend on buying books of her choice. She was indeed ecstatic to receive such a gift from the peo-



Mrs. M.M. Whitfield

ple she had worked with for 24 years, which to her proved they all knew her very well.

Apart from a gift voucher, she was also surrounded by beautiful flowers and gifts from the community and local clinics.

G.J.Crookes is proud to have had a person of Maureen's caliber on the team.

## From the desk of the Manager: Bidding farewell to a Heroine Mrs. Whitfield



Mrs. S.P. Nyawo (Hospital Manager)

Following is an extract of a speech that was delivered by the Hospital Manager Mrs. S.P.Nyawo bidding farewell to Mrs.M.M.Whitfield on her Retirement at a glittering ceremony in Scottburgh Town hall on the 20 February 2004.

"Today is a day that should be marked on the calendar and etched in our collective day with a special event, simply because we are paying tribute and homage to a very special person.

As a matter of fact, for those of you that know us and our customary traditions, it has almost become commonplace for us GJ Crookes Hospital to find any excuse to honour and cherish colleagues within our ranks all in the name of service delivery. The staff at GJ Crookes Hospital is a close-knit family that has over time-fostered bonds of brotherhood, sprinkled with trust and friendship. It is essential that such a spirit is allowed to blossom and mature when viewed against the backdrop of a continuously transforming public service

and ever demanding public who insists upon the highest standard of service at their public institutions, and rightly so.

One of the few pivots that caused the cultivation of such a nurturing environment is none other than our guest of honour, who has taken a place of pride in all of our hearts, the one and only Maureen Mary Whitfield. She is most certainly a stalwart of the genre that is fast becoming extinct within the Public Ser-

"The staff at GJ Crookes Hospital is a close-knit family that has over time-fostered bonds of brotherhood, sprinkled with trust and friendship."

vice.

Maureen by her very nature shuns the spotlight. Notwithstanding this, she naturally accepted the mantle of leadership on many fronts during her career in the Public Service.

Words in general and especially under these circumstances, dismally fail to aptly convey a simple yet poignant and meaningful message. All in unison, who had occasion to work with or know her would overwhelmingly agree that her philanthropic predisposition coupled with altruistic tendencies that permeates and radiates naturally from within her due to her abiding love for the career she had chosen and the communities that she served, that such a description is consistent with her profile.

Maureen's history, achievements and experience would be expounded on in greater detail by her successor, Nomsa Nkabinde. My responsibility is to give you some sort of perspective on how she has in a quiet and unassuming way intricately woven her way into the web of our hearts, which would be almost impossible to disentangle. Mrs Whitfield should have retired a couple of years ago in accordance with the Public Service Act but lo and behold, she certainly possesses a fathomless reservoir of stamina, endurance and an appetite that never diminishes when it concerns serving the community that she loves so much. Rarely have we seen such display of unsolicited commitment and dedication from a Public Servant. She obviously was impervious to many obstacles that littered her path, which is typical in a bureaucracy, but in true characteristic fashion she remained undaunted because she stoically on until her goal was achieved. She almost certainly epitomises what an original Public Servant should be.

There are no words to express our dept of gratitude we owe you, Maureen, but just remember that we all love and cherish you very much. Your legacy will endure.

Long live Maureen and may God bless and keep you and your loved ones. You thoroughly deserve this retirement and we entreat you to sit back and take a nostalgic trip once in a while on a lifetime of Public Service

## News Briefings, News briefings, News briefings, News briefings.....

### What's up at G.J.C ! Visit Our Web site

G.J. Crookes Hospital is not just a locally renowned hospital. We have a web site that is accessible to everyone around the world.

This website entails a variety of useful information about the institution's policies and procedures, the location and a lot more.

To visit this website you must go to: [www.kznhealth.gov.za/gjcrookeshospital.htm](http://www.kznhealth.gov.za/gjcrookeshospital.htm).

### Employee of the month for the first quarter

Nominations have been conducted for the employee of the month. All employees were given an opportunity to nominate their own employee of the month

Results will only be revealed in our next issue of Asikhulume. We wish all the nominees the best of luck.

Don't forget to get yourself a copy of our next issue!! It's gonna be hot!!

### A 'Big' thank you to Mr Appadu

May we convey a mouthful thank you to our Finance and Systems Manager, Mr Nelson Appadu for taking his time to give us information about the Christmas luncheon and the farewell function for Mrs Whitfield.

Your contribution is indeed a valuable one for this newsletter.

We hope to work with you again in our next issue of Asikhulume -Let's talk.

# Setting seven service standards– A true commitment

G.J.C. Growing from strength to strength—**Pro writes**

**A**rmed with a spear of courage, our 'Batho Pele' task team has revived to refurbish compliance of employees with standardized service delivery principles. Bearing witness was a concourse held by the committee members on the 21<sup>st</sup> of January to formulate seven service standards as commitment to serving high quality service inclined to customer needs.

These service standards will ensure efficiency and consistency in the process of

service delivery, commensurate to prioritization of customer satisfaction.

The primary intention of formulating such standards emanates from a moralistic endeavor to optimize available resources in producing excellent and pure high quality service to the community requiring hospital assistance.

The Batho Pele task team, inter alia, remains intimately obliged to ensuring practicality of actions and visibility of outcomes based on these formulated service standards.

An official presentation of these service standards is said to take place on a

date yet to be announced by the task team.

All seven standards may, therefore, not be haphazardly divulged until such time a formal presentation is undertaken to alert the community about the availability of these service standards.

Meanwhile, staff members are encouraged to enquire about these service standards prior to the official date of release, so as to start familiarizing themselves with what they ought to do to fulfill this commitment.

We commit ourselves to serving our customers in the best way possible!

## New Community service employees at G.J.C

**A**t least 11 new employees have been appointed to consolidate community service division at G.J.Crookes Hospital in 2004. This number includes 4 new doctors, a new PRO, a dietician, a radiographer, a speech therapist, an occupational therapist as well as two physiotherapists.

The new appointees commenced work in January 2004, with the exception of doctors who assumed their duties in December 2003.

An official welcome of all new employees by management was arranged and confirmed after a few days of the arrival of all new appointees. The intention was to welcome and introduce all employees to the management of G.J. Crookes Hospital.

Amongst those who availed themselves on the day from the management, Mrs. Nyawo, the Hospital manager honored everyone with her presence. In addition, Mr. Appadu, Finance and Systems Manager and Mr. Iyer (acting) Human resource Manager were also present.

The underlying motive behind the employment of more people for community service was mainly to address the shortfalls that have prevailed for the last couple of years within this divi-



**From left to right (behind):** Dr Singh, Dr Moodley, Dr Hordinski, (front) Mrs. Cele, Mrs Mkhize, Mr. Appadu, Mrs Nyawo, Mrs MacDonald, Dr Calitz, Ms Evans, Mr. Iyer, Ms Erasmus, Ms Reid, Ms Oxford, Ms Gill, Mr. Cele, Ms Harrison

With the arrival of a new PRO, Mr. Cele we hope to strengthen our relationship with the outside community that we serve on daily basis. We also anticipate to stabilize our internal communication through enhancing participation of internal employees in all initiatives geared towards service improvement.

Our four new doctors, Dr Singh, Dr Moodley, Dr Hordinski and Dr Calitz will play a pivotal role in providing high quality service to our community.

The new physiotherapist, Ms Harrison and our new dietician Ms Reid will be joining our well renowned speech therapist to intensify service delivery at the physiotherapy department.

### **Promotions**

Meanwhile, Mrs. T.G Mkhize has been promoted to an assistant director position with effect from December 2003. Her role will mainly encompass direct monitoring and assurance of policy implementation processes within the nursing division. She will be partnered by Mrs Cele, who has also assumed her duties for G.J.C in December 2003.

We wish all our new employees a wonderful stay at G.J.C and hope to have wonderful times with all of them.

G.J.C is always aiming to provide high quality service to customers.

### **Thank you, from the editor !**

Our special thank you goes to Mrs M. Pienaar and Mrs R Gounder . Thank you so much ladies for making it easy for us to get this copy of a newsletter printed out.

We also wish to convey a mouthful Thank you to those people who spent their time writing articles for this newsletter. You deserve a special hug from the editor!

We would also like to extend our gratitude to the hospital manager for awarding us a chance to make our voices heard.

The next issue will definitely be packed with all sorts of enthusiastic reports and stories. Lastly, we wish you all the best in everything you do for our clients, Keep up the spirit of "Batho Pele". Editor- S.J. Cele!  
*Batho Pele ! Abantu Phambili ! People first !*

### **Dear editor**

On the morning of 10 December 2003 my car was badly damaged in an unfortunate accident opposite the entrance of the outpatient section of Crookes Hospital. Some of the personnel, from the nearby workshop gathered at the scene.

One young man, Kevin, rallied around and got some of the workshop staff to release the right rear mudguard which was resting against the wheel. This took quite some time. When it was free I thanked Kevin and said that I would not go into the building for my medication as I was too shaken but would rather go straight home.

However, Kevin insisted that I should go and collect my medication. He walked with me, and when we were inside, he took my card and made me sit down while he went to fetch my file. He then walked with me to the pharmacy.



" A big thank you to Kevin from the Management"

*(shortened extract from Community News dated: February 2004).*

### **Too good to be true but also too funny to be serious!**

#### **THIS IS YOUR PILOT...**

"Thanks for flying with us. We hope you enjoyed giving us the business as much as we enjoyed taking you for a ride".

#### **DOGGONE...**

Have you ever noticed when you blow in a dog's face it gets angry with you but when you take it in a car it sticks its head out the window.

#### **THE SAD THING ABOUT GREED..**

A lady not feeling too good is rushed to the hospital. She is then informed that she does not have long to live. She then calls her husband at work and tells him her situation. The lady soon asks for forgiveness for the money she had stolen from him. Just when she had completed he replied "that is why I poisoned you my love." (Ms. P Singh).

**Please send us your jokes !**

## **Can HIV Mothers still Breastfeed their Children?**

**I**f you thought HIV positive mothers are not supposed to breastfeed their children, think again!

Being HIV Positive does not prevent mothers from breastfeeding their children, as long as they follow the required procedures.

Sr Boikanyo, CPN at Labour ward states that mothers need to maintain a strong bond with their children despite their HIV status. One way of achieving this is for mothers to breastfeed their children as soon as they are delivered.

HIV Positive Mothers are only allowed to breastfeed their children for a period of four months, according to Sr Boikanyo.

Breastfeeding is also vital because it strengthens the immune system of the child, helping the child to fight off any illnesses.

'We encourage all mothers to breastfeed their children because breastfeeding creates a bond between a mother and her new born and it also gives



**BREASTFEEDING IS BEST**

warmth to a child", she says.

The safest way to breastfeed is to do so exclusively without adding any other foods or fluids to the infant's diet. Such additions are not needed and may cause gut infections that could increase the risk of HIV transmission.

According to research information, 20 out of 100 mothers in South Africa today are HIV Positive. This is a clear indication that there is a huge necessity to educate mothers about proper ways of breastfeeding their infants to avoid

mother to child Transmission (MTCT) of HIV.

According to an information booklet, if an infant has oral lesions or if the mother has mastitis, cracked or bleeding nipples the risk of HIV transmission is greater. These conditions must be prevented by teaching mothers how to properly place the baby on the breast and promptly seek treatment if problems arise.

It is also strictly advisable that HIV Positive mothers should breastfeed only for a specified period of time, and they should not feel sorry for the baby and attempt to breastfeed beyond the required duration, as this may increase chances of MTCT.

All HIV positive mothers who abide by the normal breastfeeding procedures stand a good chance of having healthy growing babies. PRO

## CHRISTMAS LUNCHEON AND AWARDS CEREMONY –WHAT A DAY–TALKING PICS

It should be highlighted that days of this nature are indeed a motivational factor for staff members.

As we know that 'Putting people first', as Batho Pele principles states is not an act of mercy for patients but rather a requirement from the workers, however this cannot be achieved if workers are not given a platform to appreciate the outcome of their hard work. When workers are motivated productivity escalates.



Ms. Saloshnie Pillay and Mrs Ansie Wood are setting a scene and arranging all awards in an orderly manner.

The excitement can be clearly drawn from their faces as they do it under the watchful eyes of our dignitaries.

## ENCOURAGING INNOVATION AND REWARDING EXCELLENCE

There will always be a good relationship between a manager that acknowledges hard work and an employee that goes an extra mile to help clients.

Hence, workers should treat the service as their own company where they will try by all means to make improvements. This creates a mutual relationship between a staff member and an employer because they are able to share ideas. So, keep those ideas coming!!



When people have worked really hard they deserve a smile from the Hospital Manager, just to say "Thank you"

As you can see our Hospital Manager is giving out her best smile to Mr. Mthethwa and Ms. Shange When they collected their awards

## CONSULTATION, COURTESY AND VALUE FOR MONEY

Doctors should, by all means play a vital role in promoting the Batho Pele principles. The nature of doctors work involves close contact with patients, which is why they need to give courtesy and allow patients to express themselves about their illnesses. In this way patients will be happy with the service they would have received from the doctors.



Our Hospital Manager continues with her smile as she gives Dr Andreone a well deserved trophy for his exceptional achievement.

Wow, what a smile from a gentleman who keeps our patients happy with his services. Keep it up Dr Andreone !

The friendly faces that are depicted in the pictures above are exactly the same faces that should be worn for our clients. This is why we always strive to encourage and motivate our staff so that they will maintain these lovely faces every time they serve our clients. This is the least we can give to our clients and visitors, so as to stand firm on our standards of serving our clients with pride. The pride that we take in helping our community should always shine in our faces, also under pressure, what an achievement that would be. Let's all have a smile for our clients, they will enjoy the service. Shine on with quality service!

**'FOR EVERY YEAR THAT PASSES, WE TEND TO GROW STRONGER'**