

Quarterly published  
Newsletter for G.J  
Crookes Hospital

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## G.J CROOKES HOSPITAL WINS THE KZN HEALTH 2010 SPECTATOR COMMITTEE COMPETITION

The KZN department of Health recognized a need to encourage institutions to support the 2010 FIFA Soccer World Cup in every way possible. It was perceived that the employee absenteeism rate will escalate into high numbers during this historic soccer tournament because people will want to watch matches at the comfort of their own homes or even go to Fan Parks & Stadiums—consider that this might be the only time SA gets to host the tournament in our lifetime

The Spectator committee from the KZN department of health was looking for Pictures and Video Clips of the institution's viewing areas, decorations, creativity and most of all display of Teamwork.

87 Health Institutions around the KZN Province entered the competition and only two received a tie for the first place (G.J Crookes Hospital and Prince Mshiyeni Memorial Hospital), with Uthungulu district following closely.

The first two got unannounced visits from the Spectator Committee; the committee was looking for evidence of the initial reports that the institutions had sent for assessments. The team went around the hospital, interviewed staff members and wanted to see the viewing area.

The day of the 8th of July 2010 was a day to separate the adults from the minors, KZN Health had invited all participating teams/ institutions to join them for an awarding ceremony. As you would have thought G.J Crookes Hospital won the overall competition taking back with them a home theatre system that was sponsored by the ABSA Bank.

G.J Crookes Hospital stood out by being creative with its viewing area; the hospital didn't even purchase a T.V Card, as most institutions had done. From a 54 cm T.V, a

big screen was projected onto a plain white sheet so the institution's soccer fans would watch the games freely. The images were big and clear enough to be watched by people who were hundreds of metres away.



Present to receive the prize from Mr G.E Mkhize & Mr Mahibir was the Wellness Committee members (Ms H Ntshangase, Ms T Hadebe, Mr. P.S Iyer and Mr. K Reddy) and Mrs. S.P Nyawo, the hospital manager.

Four of the wellness committee members accompanied by Mrs S.P Nyawo, Hospital Manager arrived at the venue and were the only team in the entire room who wore the South African

Soccer attires; All the other hospitals were wearing normal clothing; proving why the G.J Crookes hospital won in the first place.

Mr Mahibir, ABSA Manager was impressed with the initiative taken by the hospitals and encouraged institutions to promote Employee Assistance Programmes and sports as ABSA is willing to assist and offer sponsorships. "We already have a programme set up for the next two years which focuses on economic development, savings etc and would like to visit various institutions promoting the spirit of savings amongst employees" said Mr Mahibir. Most of the staff members who watched the games are saying the 2010 FIFA Soccer World Cup might be over but its spirit and memories will be forever in their hearts and minds. Go G.J..., Go G.J..., Go G.J ...



Mrs. S.P Nyawo receiving a certificate from Mr G.E Mkhize



The Home Theatre system that was won by the hospital

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## “PROTECT YOURSELF FROM STIs, GET CIRCUMCISED.” SAYS KZN MEC OF HEALTH

In the month of July 2010, the KZN Minister of health Dr Sibongiseni Dlomo called upon every male around the province to receive Male Medical

The HIV Counseling and Testing (HCT) campaign that was launched by President Jacob Zuma in his presidential speech last year also prioritizes Male Circumcision as a way of fighting the HIV/AIDS Pandemic.



A group of males queuing for their turn to be circumcised

During health education, all males were informed of the caution signs to be aware of and on what to do in order to keep healthy and safe from STIs & HIV. It was also emphasized that they should not

engage in sexual activities until the wound has fully healed, which takes approximately 6 weeks.

Below is information that all males must be aware of:

### WHAT MALE CIRCUMCISION DOES NOT DO

Male circumcision :

- Does not prevent pregnancy.
- Confers only partial protection against HIV infection .
- Does not benefit the partner of an HIV positive man
- Does not reduce the risk of HIV infection during anal sex.

### WHAT ARE THE FULL HEALTH BENEFITS AFTER CIRCUMCISION

- The foreskin has been completely removed, under medical conditions from the head of penis.
- It is easy to keep it clean.
- Eliminates bruising and tearing during sex

- Cells that attract HIV have been removed .
- Reduces the risk of HIV infection by eliminating tearing and bruising .
- Lower risk of STI's and diseases.
- Reduces your partner's risk of cervical cancer.



Before the procedure all the participants received a T-Shirt and a pack of condoms

### Circumcision.

This was the first project of its kind where all the Districts around the province had to organize Venues, Staff Members, Volunteers, Equipment and Males who were going to be medically circumcised on specific dates.

Ugu District chose the 2nd of July 2010 at Gamalakhe Clinic near Portshepstone as their date and venue. Different hospitals in the district; G.J Crookes included; sent hundreds of males who were pre-booked for the procedure.

Hundreds of males under the age of 49 received safe Medical Circumcision procedures and there were special precautions taken by the department to ensure the area was hygienic and clean.

Research shows that Male Circumcision reduces a person's risk of STIs, HIV infection, penile cancer and improves hygiene as it is easier to keep the head of penis clean.

The campaign was planned with the above in mind as KZN is one of the leading provinces in SA when it

**Medical Male Circumcision is conducted in G.J Crookes Hospital for booked clients only.**

### KNOW THE DIFFER-



uncircumcised



fully circumcised - where the entire foreskin has been removed

**GET CIRCUMCISED ,USE CONDOMS ,BE SAFE**

# Asikhulume—Let's Talk

## G.J CROOKES IS ON A WINNING STREAK

The day everyone in the KwaZulu Natal department of health had been waiting for finally came. Not only was the day anticipated by the department of health but other Public Service Institutions were also waiting anxiously for it, especially those who had participated.

The 6<sup>th</sup> Annual KZN Premier's Service Excellence Awards (PSEA) were held at the beautifully decorated and well-lit Durban ICC in the evening of 14 July 2010. 11 KZN Public Service Institutions/ Government departments had entered for the awards. All the departments had one goal, to win gold and take home the first position for their institutions but unfortunately this goal could only be accomplished by one department.



The MEC of KZN Health Dr Spongiseni Dlomo proudly holding the certificate and Mrs. S.P Nyawo holding the trophy, they were accompanied by members and representatives from G.J Crookes and the department of health

G. J Crookes Hospital was a representative of the department of Health during the awards, a title they received on the 22<sup>nd</sup> of January 2010 where they won a golden award for Service Excellence at the KZN Health Service Excellence Awarding Ceremony that was held at the KZN Health Provincial Head Office.

Another set of judges who were sent by the Premier's Office visited the hospital for assessments towards the PSEA on the 14<sup>th</sup> of April 2010. The team of judges who were led by Pastor Nompumelelo Florence Rathebe made sure that they received the information and evidence they were looking for. The hospital staff thought they knew what the judges would look for but they were wrong.

Together with other five departments, G.J Crookes Hospital received a Bronze Trophy, three departments got silver, two were rewarded with certificates of commendation and there was one gold winner from the department of education.

"Hard work doesn't end here, everyone employed in the hospital must ensure that they prioritise good service and continuously identify areas of improvements so the hospital will have satisfied customers." these were the words of Mrs S.P Nyawo, Hospital Manager who was proud to be handed over the trophy at the ICC.

Every attendant of this well organized awarding ceremony was amazed at how smart and beautiful the event was. Mr Xolani Gwala from the popular SABC1 Talk Show "Asikhulume Let's Talk" which is broadcasted on Sundays at 18:30 was the programme director. Entertainment included Ms Andile Mseleku who kept everyone entertained with her live Afro-Jazz music. Refreshments and dinner were up to standard and very delicious.

Mr T.W Mchunu, who was acting as the KZN Premier on the day said "The KZN Government is committed to good governance, amongst others, I would like to acknowledge the nurses who didn't watch the much expected 2010 FIFA Soccer World Cup because they were dedicated to saving lives."

High profiled KZN Leaders and business representatives were also present. Well done to the organizers, the day was a success!



The trophy and words of acknowledgement were circulated by Hospital Management to each and every department the following day. Pictured are a few departments during the walkabout.



During the photo shoot and interview that was done by the PSEA Team on 31 May 2010

While we are still on the subject of G.J Crookes being a vicious winner and grabbing all the trophies that comes their way, the word "congratulations" should be directed to the Occupational Health Clinic for winning a floating trophy of the April – June 2010 Ugu Health District Occupational Health & Safety Surveys.

The surveys which are conducted quarterly are done utilizing a standardized monitoring tool according to compliance with the Health & Safety Act.



At the handing over of the trophy was Sr J Moodley, Occ. Health Nurse (holding the trophy); Dr M.A Raganandan, Medical Manager; Mrs N.A Sishi, Nursing Manager and Ms Z Ndwandwe, Occ. Health Coordina-

This survey is conducted by the District team which is led by Ms Zanele Ndwandwe, Occupational Health Coordinator on a quarterly basis. They visit 4 different hospitals around Ugu District; departments and the clinic itself are monitored.

The objectives of this survey is to check if the clinic, amongst other things, is able to identify potential hazards in the workplace; provide a safe environment for staff, patients and visitors; raise Occupational Health and Safety awareness; introduce newly appointed members to the health and safety programme; keep staff informed by updating them with current information through in service training; do statistics and research based on find-

ings; record staff attendance and immunizations by the OHN and to confirm whether occupational audits are conducted.

The Occupational Health clinic also provides services for minor ailments to staff members. If they cannot be treated at the clinic, staffs are referred to the doctor. Staff members who need to consult with the doctor must firstly consult the Occupational Health Nurse where they will be referred with a referral note.

Arv treatment and Family planning services is also issued at the clinic for staff. With a visibly happy face Sr J Moodley, The Occ. Health Nurse said "Winning this award has been a pleasure to me and has motivated me to do more considering the fact that the department has its own challenges and I work alone with no assistance but I will work harder."

"Don't waste a minute being unhappy. If one window closes—run to the next window—or break down a door." - Unkown

## NEW HUMAN RESOURCES MANAGER PROMISES TEAMWORK

On the 1st of July 2010, The G.J Crookes Hospital Team welcomed Ms Nobuhle Madonsela as the New Human Resources Manager, after a long wait for the position to be filled. The beautiful, smartly dressed and outgoing lady from Greytown has worked in the Human Resources profession for almost 7 years and was welcomed with a small party.

The Public Relations Officer, Ms Thobile Hadebe conducted an interview with Ms Madonsela. Here is her biography, an opportunity for the readers to get to know her.

**Since we now know a bit about you, I'm curious to know your age; you get along easily with everyone in every age category?**

A lady never reveals her age my years are too many to count (she says laughing)

**So are you taken (Single/Married)?**

I'm single but unavailable, sorry guys!

**Tell us a bit about your family?**

My father passed away in 1993 and I was official adopted by his brother. My mother is still alive and is staying in Greytown.

**Do you have kids of your own?**

Yes, Two handsome but naughty boys; I love them very much.

**Where and when did you matriculate?**

Hermannsburg School, year 2000

**Where did you do your further studies?**

After Matric I studied at the Durban Institute of Technology – PMB Campus (now know as the Durban University of Technology)

**What qualifications did you acquire?**

A National Diploma in Public Management

**Take us through your career path?**

I was firstly appointed by the Greytown Hospital in 2004 as a Human Resources Officer then an HRD Practitioner at Manguzi Hospital early in 2006; in May 2006 I received a Chief HRO position at Umkhanyakude Health District Office and transferred to Rietvlei Hospital in 2007. In November 2009 I was promoted to Assistant Director HRM at Madzikane KaZulu Memorial Hospital in Eastern Cape and G.J Crookes Hospital, here I am.

**You seem to be a person who doesn't settle in one position, why?**

I am person who loves going places, it can either be leisure or work related , I also enjoy exploring new opportunities and challenges.

**In other words you like traveling, have you ever traveled outside the KZN Province or SA. for leisure?**

Yes, I've gone to Western Cape (Cape Town & George), Gauteng, Eastern Cape (Port Elizabeth, East London, KWT, Grahamstown, PSJ) and Mozambique—what a beautiful country!

**Why did you leave you last employment? Not that I'm complaining...**

It's a long story (she sighs) but to cut it short; Eastern Cape was very far from home, they operate differently from KZN, delegations are centralized which causes a delay in processing benefits for staff. I was travelling approx. 100 kilometers almost daily to Head Office (Bisho), Cooperate Service Centre and District Office in Kokstad I hardly stayed in the office. I also wanted to be in KZN and nearer to home.

**How long do you plan on working for G.J Crookes Hospital?**

I am very impressed with GJC's HR team and everyone has welcomed me



Ms Madonsela receiving a welcoming cake and card from Mrs S.P Nyawo and other management members

with open arms, including other categories of staff. I trust God will lead my way and hopefully I will stay longer here.

**Thank you for your time Ms Madonsela and I hope you will enjoy the company of G.J Crookes staff members; the opportunities and challenges the hospital will bring your way.**

Thanks, I hope so too. I would like to thank everyone who organized the welcoming party for me, especially the hospital management team. It was my first welcoming party since I started employment, I was surprised and I really enjoyed it. I can tell that we are going to make a good team for the HR Department and my special thanks goes to Mr P.S Iyer who was acting as HR Manager. His guidance is assisting me to familiarise myself with the hospital.

## YOUR PHARMACIST HOLDS THE KEY TO GOOD HEALTH

**"Your pharmacist is qualified & trained to provide information & advice on your medicine & health"**

GJ Crookes Pharmacy commemorated Pharmacy week (6-12 September 2010). During this week different messages are shared with the public regarding issues related to the pharmacy department. Our message to our valued patients is to take responsibility for their health.



- Take your chronic medicines **regularly**

- **Know** your medicines - know what you are using your medicines for
- Know exactly **when & how** to take medicines
- **Do not** share medicines
- Always **check** your blood pressure, sugar levels, cholesterol etc regularly
- Monitor your **re-sponse** to your medication
- **Report** any changes in your health, or side effects to medication to your pharmacist
- Your pharmacist cares about your health-free advice is available
- Adopting a healthy lifestyle will allow you to remain **healthy & well**
- A healthy immune system means prevention of disease
- Take **charge** of your own health!

The community is also encouraged to become involved in the profession of Pharmacy. For all Grade 11/ Matric school pupils who are interested in studying pharmacy, please feel free to contact GJ Crookes Hospital Pharmacy on 039 978 7059 for further information.

*Brought to you by:*

*GJ Crookes Pharmacy Team*

## ISEXWAYISO NGAMARABI

Umyango wezempilo nomphakathi wonke bakhathazekele ngokwanda kwesifo sama Rabi, abantu abaningi sebedlulile emhlabeni ngenxa yalesisifo esitholakala ezilwaneni. Amarabi ayisiko esithathelanayo esibangwa yigciwane elisezilwaneni. Yisifo esisuka esilwaneni esinomgogodla negazi elifudumele siye kwesinye.

Qaphela izinja ezintazayo nezisoliso, uma ikuluma kumele ulashwe ngokushesha ukuze ungaguli futhi ungagcini ngokufa.

### YENZA LOKHU OKULANDELAYO UMA ULUNYIWE:

- Geza inxeba ngamanzi nesibulala-magciwane imizuzu emihlanu ungakayi emtholampilo
- Iya emtholampilo oseduzane
- Umhlengikazi noma udokotela uyokuqalisa ohlelweni

lokuvikela amarabi, ukuze kufe amarabi emzimbeni

- Kubalulekile ukuthi ilandele yonke imijovo nezondlela zokwelashwa uze uqede
- Uqala umujovo ngosuku lokwelunywa (0), kulandele olwesithathu (3), lwesikhombisa (7), 14 kugcine elwama 28.

Ukuze impi yamarabi inqotshwe, kumele zonke izikhungo zezempilo nezemiphakathi zibambisane; kubalwa abahloli bezempilo, abezempilo yomphakathi, ochwepheshe bezezilwane, njalo njalo.



## UNGQONGQOSHE WEZEMPILO EKZNUGCULISEKILE YIG.J CROOKES

Isibhedlela I G.J Crookes sasivakashelwe uNgqongqoshe wezempilo kwaZulu Natal uDkt. Sibongiseni Dlomo ngolwesihlanu womhlaka 3 September 2010.

Ungqongqoshe nethimba lakhe bafika kungazelele muntu esibhedlela bacela ukuphelezelwa bebheka amagumbi okusebenza, ilapho kukhona iziguli nalapho iziguli zilindela khona usizo. Ngesikhathi behamba babekhuluma nabasebenzi kanye neziguli ngempatho yase G.J Crookes,

nokho abaphathi sibhedlela abaphoxekanga ukuzwa ukuthi abantu abasebenzisana nabo basajabule ngempatho yabo.

UDkt Sibongiseni Dlomo wagcizelela ukuthi ubonga abasebenzi bonke ngokusebenza ngokuzikhandla, wathi mabaqhubeka babeke umphakathi phambili. Wathembisa ukuthi uzobuya esikhathini esizayo ezoba kanye nabasebenzi isikhathi esithe ukuthi xaxa.



uDkt Sibongiseni Dlomo wachazeka ebona lombhalo osedongeni legumbi labazobeletha ochaza ngokuvuleka kwesibeletso.

## HERITAGE DAY BROUGHT BACK CULTURAL VALUES

A number of staff members from G.J Crookes hospital gathered to celebrate the Heritage Day on the 22nd of September 2010 at the Hospital's hall.

The staff members were asked to wear traditional attires representing their different cultures.

A variety of music was played, different poems were recited and stage plays performed by different cultures.

Staff members from different



A group of workers doing a Zulu dance, representing the Zulu culture.

cultures were asked to parade around the stage showcasing their beautiful traditional attires and the top three winners took home great prizes. The judges were left with a lot of difficult decisions to make as to who were the winners because everyone was colourful and looked amazingly beautiful.

G.J Crookes hospital's staff members were so excited to participate in this competition because this function made them remember their roots and the values of their cultures. Food was also as

mixed as the cultures that were present, some opted for a braai while others brought food that is associated with their traditions and culture.



A group from the Indian Culture was led by Ms R Gounda during a stage play about their background and origins

G.J Crookes Hospital is a multi-cultural institution, its staff members

has people from all around the world which helps others to learn what other cultures do. The community is also varied and the hospital management makes certain that no one is discriminated against based on their beliefs, cultures and traditions as there is no culture that is better than the other.

## WHEELCHAIR DONATION WILL MAKE HIM MOBILE AGAIN

Being able to do everyday chores and movements is something that most people take for granted but is envied by others. This is something that Mr Njabulo Nzimande has learnt the hard way since he was paralysed from the waist down a few years ago.

The 23 year old from Amanzimtoti received a donation of a wheelchair from the generous Scottburgh Lions Club.

At the handover on Thursday, 20 Septem-



Njabulo Nzimande being assisted into the wheelchair by Sizwe Ntshangase & Nonsikelelo Bele from the Physiotherapy department.

ber 2010, Mr Eddie Donaldson from the organization was present to witness the smile and excitement of the young man as he received his wheelchair.

When discharged from the hospital's Male Surgical Ward, Njabulo will be able to move from one place to another.

"I am happy with the Lion's donation. It will make a huge difference in my life." said Njabulo.

## MR XABA'S LAST DAY AT G.J CROOKES HOSPITAL



The guests shared jokes and reminisced about Mr Xaba's presence at G.J Crookes Hospital

Whilst the Human Resources department was happy with a new addition to its team (the employment of the new HR Manager- see page 4); they were also sad with the departure of Mr. F.K Xaba. Mr. Xaba was employed at G.J Crookes as a Principal HR Officer and has served the hospital for more than three years.

On the 15th of Septem-

ber 2010, a Farewell Party was organized by the HR Team, led by Ms B Madonsela, HR Manager.

Staff members from management and his department gathered to bid him farewell as it was his last day at the hospital. On the 20th of September, Mr Xaba will be joining Umgungundlovu Health District as a Chief HR Officer.



Mr F.K Xaba receiving a bag full with presents from all who were at his party. Handing over was Ms B Madonsela, HR Manager

# THE MISCELLANEOUS

said Ms N Xaba who was one of the attendants at the training that took place on the 14th of July 2010.

## DONATE BLOOD AND SAVE A LIFE

A number of staff members gathered around the hospital's Staff Development Centre on the 14th of July 2010 to give the most precious gift to a person they don't even know; a gift of blood.

A team from the South African National Blood Services (SANBS) visited the hospital to encourage staff members to donate blood.



Security Officer Mr Perumal Pillay enjoying snacks during blood donation, assisted by Sr Nhle Zulu from SANBS

Millions of patients in the country require blood for one reason or the other, this includes the local population. SANBS were happy with the attendance and confirmed that they added new members onto their database; which was their main aim.

**Some members wanted to know what makes their blood unsafe for transfusion?**  
Here are some answers from the SANBS :

1. Having Sex with:
  - Someone that you do not know very well
  - A number of different people (casual sex) or with someone who sleeps around
  - A prostitute/escort, (male or females) or exchanging money, drugs, goods or favours in return for sex and
  - If a male has sex with another male
2. Drugs
  - You can also be infected by injecting yourself with drugs, or being injected by someone other than your doctor or a health care worker
3. You must not donate blood if:
  - You have been treated for a Sexually Transmitted Disease (STD), for

## CUSTOMER CARE THE BATHO PELE WAY TRAINING

Surely, everyone in South Africa is familiar with the term Batho Pele Principles or should be. These principles were introduced in the year 1997, where the then



Some of the attendants playing the Batho Pele Game designed by the PRO which ensures that the training session is fun, interactive and at the same time informative

government realized a need to put strategies to assist with improvement of service delivery in Public or Government institutions.

The 11 principles (only the Kwazulu Natal Province has 11, other provinces have 8) must be preached in each and every institution and are a way of ensuring that the Public Servants treat customers with respect & dignity and that customers can hold them liable for their unfavourable actions.

The G.J Crookes Hospital has committed itself to inhouse training of staff members which is led by the Public Relations and Quality Assurance Department.

This training is done at least twice in 3 months where staff members are made aware that the community are customers and must be treated like Kings and queens. They are taught the basics of customer care hence the name of the training is "Customer Care the Batho Pele Way".

All staff members must receive some sort of training on Batho Pele principles, as per instructions from the national Department of Public Service and Administration .

This type of training is planned in such a way that will ensure full participation from every attendant, there are Question and Answer Sessions, Game-playing sessions, competitions and the like.

"The training enlightened me with enough information on Batho Pele principles and how to apply them in my everyday duties."

example, "the drop", syphilis, gonorrhoea and "VD".

- You want to have an HIV/AIDS test

## CLOTHING DONATED FOR NEWBORNS

A youth group called Siqalo Community Project visited G.J Crookes Hospital on the 10th of September 2010 to donate clothing items for Newborn babies and volunteer their time for patient service.

This is an NPO whose main objectives are to strive to rally the youth to uplift the society and value & appreciate everything they have been blessed with.

"Our main aim is to involve the local youth in different activities which cover Skills Development, Education, Social and community development , and Health Matters; are glad to have chosen G.J Crookes for the visit and have learnt a lot, we will definitely be coming back for another visit." said Mr. Senzo Shezi, Chairperson of Siqalo Community Project

All the mothers of newborns at the Maternity Ward were given clothing items as



gifts before they were discharged and

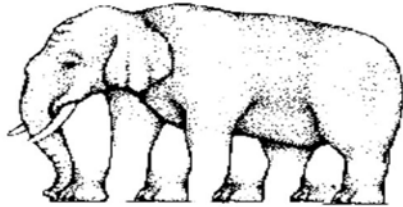
members of the Siqalo Community Project accompanied by Rev C.M.K Dlamini, Hospital Board Chairperson and Mrs S.P Nyawo, hospital manager outside the Maternity Ward with their gifts

some were kept for the infants in the Nursery department; the children in the Paediatric Ward were also not left out of the list. After they had finished distributing the clothes, the members divided themselves to different departments in the hospital, especially the ones that deals directly with patients.

Mrs Sindi Phewa, a mother of a newborn baby boy named Anele said she was

## LET'S HAVE FUN EYE TEASER TONGUE TWISTER

We're on the Web  
[www.kznhealth.gov.za/gjcrookeshospital.htm](http://www.kznhealth.gov.za/gjcrookeshospital.htm)



How many legs does this elephant have?

She sells seashells by the seashore.  
The shells she sells are surely seashells.  
So if she sells shells on the seashore,  
I'm sure she sells seashore shells.

From: [http://www.fun-with-words.com/tong\\_example.html](http://www.fun-with-words.com/tong_example.html)

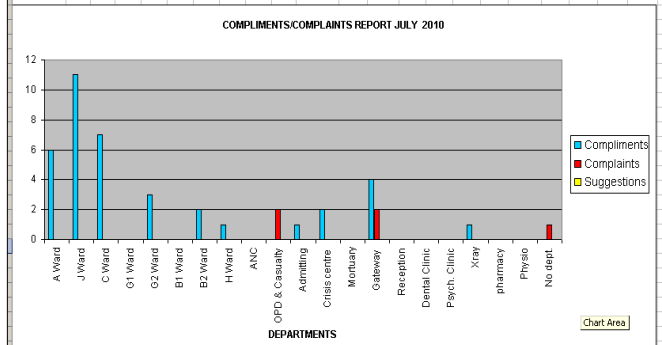
## KEEP THOSE COMPLIMENTS COMING...

The complaints & compliments system is available and fully operational in G.J Crookes Hospital. Complaints and Compliments received are recorded and complaints are followed upon ensuring that they are resolved in a minimum of 3 days, as per the Hospital's Complaints & Compliments Policy.

The number of Public Compliments is higher than the number of complaints received according to the monthly statistics that are compiled by the Public Relations Department. It is encouraging to know that there are people out there who notices when a staff member, department or the whole hospital is trying their best to satisfy them.

Some people do not have it in their hearts to thank or appreciate but when something negative happens, the news will be all over the media spreading like wild fire. The community is encouraged to compliment the good and complain when they realize that something is not going according to promised standards.

	A Ward	J Ward	C Ward	G1 Ward	G2 Ward	B1 Ward	B2 Ward	H Ward	ANC	OPD & Casualty	Admittg	Crisis centre	Mortuary	Gate way	Reception	Dental Clinic	Psych. Clinic	pharmacy	No dept.	
Compliments	6	11	7	0	3	0	2	1	0	0	0	1	2	0	4	0	0	1	0	0
Complaints	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	0	0	1
Suggestions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



**LEFT & BELOW:** Examples of compliments that were written by the public

Analysis of Complaints, Suggestions and compliments received during the month of August 2010. This graph helps in identifying which department is doing well and which one is not; monthly action plans are compiled. During August the hospital received 5 complaints compared to 38 compliments, what an amazing and inspirational difference!

MID SOUTH COAST MAIL, JULY 2, 2010

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### Perfect hospital experience

EDITOR: I am one of those people who have a complete phobia about hospitals.

I got nauseous even visiting people in them. So when I had to visit GJ Crookes I was very dependent, but it had to be done.

When my friend Terry and I got to the hospital, we were told we had to queue in a first-time to get a file. A bit of a tedious wait, but this is understandable as it is a huge government hospital.

We then went to casualty ward, and I thought, Oh my God, here we go. But I was wrong, I was treated with utmost perfection from the moment I walked in, from all the staff including the x-ray department. I was put at total ease.

So I would like to thank Dr M Babi and the casualty staff for their professional help.

As humans we always tend to pick out the negative things in life and find it hard to praise the positive.

Thanks to all those involved at GJ Crookes.

DICKEN CHILD

### SUGGESTION/COMPLAINTS/COMPLIMENT FORM



GJ CROOKES HOSPITAL  
 o Telephone number: 039 978 7000  
 o Fax number: 039 978 1295  
 o Postal address: Private Bag X5501, Scottburgh, 4180

Dear Sir/Madam  
 By filling in this suggestion form, your views or suggestions will assist us in ensuring that we deliver a high standard health service that will satisfy you.

How did you fill about the care you received in the hospital?  
 Best  Good  Bad

Please write a summary of your suggestions...  
 sympathy for the situation we being courteous in and a kind sister with a smile that made everything about this procedure a lot better than it was.

Ward/Department: G2

I WOULD JUST LIKE TO THANK THE PERSONNEL OF WARD G2 FOR THEIR CARE. ALL OF THEM WAS VERY FRIENDLY TOWARDS ME AND I REALLY HAVE NO COMPLAINTS ESPECIALLY SISTER NADINE PILAY FOR SOME JUST THAT GOOD NIKI FOR ME

THEY ARE DOING A GREAT JOB AND MAY GOD BLESS THEM ALL

1  
 Thank you  
 16 July 2010