



# GJ CROOKES HOSPITAL

# NEWS

July—September 2020



Latest  
NEWS

**Work Experience in the seat of the DNM –Matron Sisoka**  
*READ MORE ON PAGE 04*



**Appreciation to Staff by Senior Management**  
*READ MORE ON PAGE 03*



**Oral Hygiene Awareness Month**  
*READ MORE ON PAGE 07*



**Pink Drive with Deputy Minister for DSD**  
*READ MORE ON PAGE 09*



Greetings to all GJ Crookes Staff.

The first and second quarters of 2020 have been very trying periods for all healthcare personnel in South Africa.

Covid-19 Pandemic that is still ravaging our country is leaving its footprints in terms of morbidity and mortality rates. The Covid-19 virus is not only devastating to those who are infected, it does pose challenges to the families of the infected as well.

During this period GJ Crookes has experienced huge staff shortages due to staff infections that threatens service delivery

Throughout the trials of the last four months I have observed an amazing resilience commitment and hard work in GJ Crookes Staff across the continuum. This is noticed and it is with gratitude and appreciation of all who made the patient care in our facility, the first priority.

Our facility is the designated Ugu District Isolation for Covid-19. This has led in to so many structural changes in the premises. Services have been displaced, some closed and our workplace is no longer conducive. I thank everyone for understanding throughout the noise, dust and irritation of construction work.

May you all continue to be the light that shines brighter in the healthcare industry.

Regards

Ms. TE Wanda  
Chief Executive Officer  
GJ Crookes Hospital



## Senior Management Team



Dr. T Mncwango (OPD)

Screening Desk Nurses. Nurse B Ngcobo and Nurse M. Duma

Occupational Health Clinic Team Sr. Moodley and Sr Ndlovu

GJ Crookes Hospital Senior Management Team wishes to acknowledge the hard work and dedication that has been shown by different disciplines in our facility especially from the start of Covid-19 until now. The disciplines are as follows:

OPD Screening Team (Dr. Mncwango, Nurse Duma and Nurse Ngcobo) and Occupational Health Team (Sr. Ndlovu and Sr. J Moodley) for their early arrivals and ensuring all staff and patients are screened before entry to receive services.

PHC Screening and Testing Team (Mrs. Tibe PHC Manager and her Teams) for the screening and testing done at Um-doni Sub-District. Supply Chain Management for ensuring continuous and uninterrupted processing of orders and provision of PPE to all staff that needs it.

Bottom Gate Security: This has become a new entrance to the hospital as a result of the current construction going on and Muji security has ensured proper screening is done for each individual that comes into the facility. Thanks also goes to maintenance team for keeping our lights and generators working.

The EPWP Grounds men especially Mr Mshabala for ensuring cleanliness of the grounds and sorting of gardens, Ongoti Cleaners for ensuring cleanliness of the facility, and Linen Services for always ensuring enough supply of clean linen to all the wards and departments. Appreciation also goes to Mr. K Reddy Health and Safety and Mr. Tom Cedric Senior Security Officer for their efforts in these times of covid-19 for ensuring safety and security in a number of areas within the facility



Supply Chain Management Staff

Nurse Mkhanyawo A&E Screening

Mr. K Reddy and Mr. Tom Cedric



Mr. Mshabala EPWP

Muji Security Bottom Gate

Linen Services Staff



## Work Experience in the Seat of the Deputy Manager Nursing



ANM NL Sisoka (Acting Deputy Manager Nursing)

GJ Crookes Hospital Senior Management Team acknowledges the efforts by Mrs. NL Sisoka Assistant Nursing Manager for OPD, Casualty, Theatre and CSSD. Matron Sisoka is currently the Acting Deputy Manager Nursing for the past four months in the absence of Deputy Nursing Manager.

Upon interviewing Mrs. Sisoka on her experience she said “ I wish to appreciate and nurture the experience received during the period of acting as Deputy Manager Nursing. This came by default and I found my self having to act a few days to few weeks on a delegation letter received in retrospect.”

Mrs. Sisoka had a number of facts to present around her acting in the DMN Post.

### Challenges:

- Covid-19 Pandemic affection and infection: National lockdown was implemented on the 26th of March 2020 but for our facility, the course of concern started around Mid– June when we had the first positive staff member.
- Staff started being anxious and some requesting to be tested. Departments closed down one after the other.
- Next urgent redress had to be done to ensure service delivery is contained. This meant overtime motivations to resuscitate service delivery at the various departments.
- Staff affection and infection: The nursing Component was the most hard hit as 60% of the total staff had to go for quarantine and isolation.
- Psychological effects to the stigma eg. stigma in the workplace.
- Frustrations, chaos and exhaustion: mental, physical and psychological
- Work demands on self: This meant meetings, walk about sessions, time taken from own Key Responsibility Areas.
- Having to manage a huge component, staff resistance to changes, new and continuously changing policies, circulars and guidelines brought about some confusion in the workflow as operational level.

Mrs. Sisoka wishes to thank and appreciate the support given by colleagues and seniors at work and respect from the component so far.



Nursing and cleaning Staff in Fever Ward



## Breastfeeding week



Rehab Team on Breast Feeding Week

On the 5th of August 2020 the GJ Crookes Hospital Nutritionist Com-serve Ms. Mellissa Bosch with other allied health services teams, held a Breastfeeding Week Event. On this day they conducted various educational systems with mothers in B1 and H Ward. Visual representation and promotion of breastfeeding was done throughout the day and week in the form of wearing brand-ed T/shirts and providing playing health education messages on breastfeeding on the TV Sets in the wards and departments which they visited.

Educational sessions with mothers included creation and distribution of Glass expressed breast milk jars to the mothers in the maternity

The promotion on breastfeeding via the Televisions at OPD, POPD, Maternity and H-ward using the digital health education videos was on: - Breastfeeding; Complimentary feeding; Grow great; The Road to health Booklet; Covid-19 hygiene precautions.



Rehab ladies showcasing Breast Feeding Message



## Pharmacy week



Pharmacist Interns Providing Health Education

On the 18th of September 2020, pharmacy month was only celebrated internally at Out Patients Department and Pediatrics ward due to the Covid-19 Pandemic. Patient contact was minimized to prevent exposure and spread of the disease. The South African Pharmacy Council (SACP) had cancelled Pharmacy Month for 2020.

G.J. Crookes Interns however banded together to create awareness regarding the pandemic in an effort to celebrate Pharmacy Month in these difficult times. A talk was done in English and in isiZulu regarding the virus, its spread and how to get treatment if symptomatic. In order to improve the prevention of the spread of the virus, a talk was done on correct hand washing technique.

In keeping with tradition in G.J. Crookes Pharmacy, the interns prepared hampers for the patients presents at the talk. Questions were asked and patients were given these hampers as prizes. Apples were also given to the pediatric ward. Kindly note all Covid 19 protocols were observed during the entire process.



Pharmacy Week Activities and awarding of participantson the day



## Oral Hygiene Awareness



Oral Hygienist Ms. Sosibo and PRO Mr. Mbanjwa on Air

On the 17th of September 2020 GJ Crookes Hospital Oral Hygienist Ms. N Sosibo and Mr. the PRO for GJ Crookes Hospital Mr. TM Mbanjwa went for a radio slot on Radio Sunny South in commemoration of Oral Hygiene Awareness Week.

The purpose of going to Radio Sunny South, was to educate the community on the importance of Oral Health since September was Oral Health Month. In the studio she mentioned that the oral cavity is extremely important and needs to be taken care of. The mouth also being the portal of entry for some diseases, one can avoid these by brushing their teeth twice a day and visiting a dental clinic every six months.

Listeners were educated on what gum disease is and how to prevent it. They were also educated on the oral effects of smoke and smokeless tobacco. The importance of using fluoridated toothpaste and how to reduce tooth sensitivity was also explained.

Services offered at all dental clinics were explained.

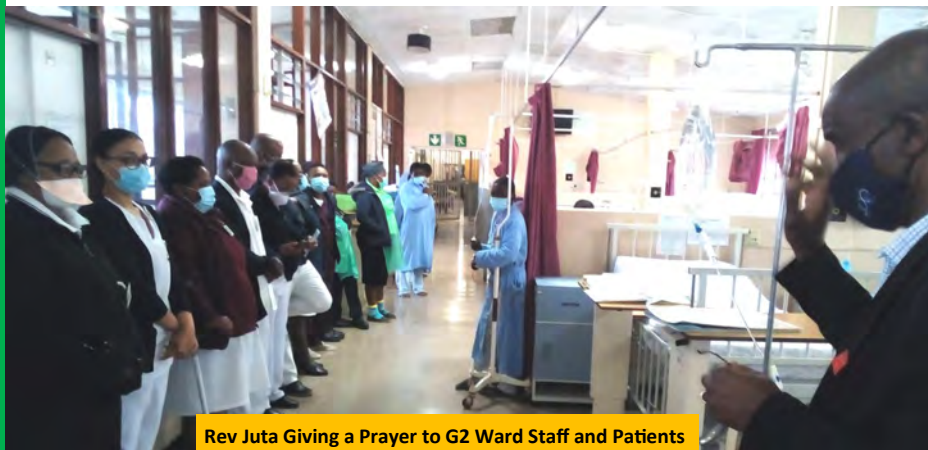
On the 30th of September 2020 to close the Oral Health Month, the Oral Hygienist visited Dududu Primary School, Nhlayenza JP School as well as St Francis Primary School, to deliver tooth brushes and toothpaste with Amanda Kena from Colgate.



Ms. Sosibo with Ms. Khenani and St Francis Principal and Deputy



## Prayer Sessions by Chaplin



Rev Juta Giving a Prayer to G2 Ward Staff and Patients

The covid-19 pandemic came and brought some challenges with it, especially in the working environment where you need staff to always fit in their physical, mental and spiritual wellbeing. It is due to this reason that GJ Crookes Hospital Management sought the services of our Chaplin Reverend EM Juta to provide a spiritual intervention due to the impact that was hard felt by employees of the hospital from the 13th of August 2020.

Seeing the pressure which the employees got exposed to, some testing positive for Covid-19, getting very ill and some having to be put of sick, which resulted in the reduction of the workforce on a day too day basis. With the hope of getting staff to cope better under these circumstances, prayer sessions were arranged for each ward and department and were received with much excitement.

It was noted that there had been staff who also demised during this time and due to the lockdown regulations, no memorial service could be held for each one of them or even be present at their burial. These sessions then brought somewhat a relief to the grieving and some terrified staffers. Reverend Juta came in the mornings daily to all the wasrds and departments for these sessions and would provide words of encouragement and spiritual support messages.



Rev Juta Conducting Prayer Sessions in various departments at the hospital





## Pink Drive by Deputy Minister of DSD



Deputy Minister Mrs. RH Zulu with MEC for DSD, Pink Drive Coordinator, Mayor of Ugu and Umdoni Handing PPE to District director and CEO

An outreach campaign by the Department of Social Development, United Nations Population Fund and Pink Drive was at the Umzinto Town Hall on the 25th of September 2020 an address was delivered by the Deputy Minister of DSD Mrs. Hendrietta Bogkopane Zulu, MEC for DSD Ms. Nonhlanhla Khoza, Umdoni Mayor Cllr WT Dube, Ugu Mayor Cllr S. Ngcobo, Mr. Mseleku from the Men's Sector and Ms Noelene Kotschan CEO of Pink Drive. Pink drive is a significant player in the area of gender related cancer and has joined forces with the National Departments of Health and Social Development to provide cancer screening in Kwa Zulu Natal, in support of the existing screening services offered by health care facilities during Covid-19. The Pink Drive mobile women's health provided various types of screening and education of gender related cancers such as breast, cervical and prostate cancer as well as HIV/Aids, TB, diabetes and Covid-19 to the indigent communities in Umdoni and Ugu District. Many locals were screened and tested on this day



Deputy Minister showcasing services of the day to dignitaries



Clients lining for services on the day



## MEC for Health Visit to GJ Crookes Hospital



On the 22nd of August as part of her roadshows to inspect the hospital readiness for covid-19 in the province; the MEC for Health in Kwa Zulu Natal Ms. Nomagugu Simelane Zulu with her entourage, visited GJ Crookes Hospital fever clinic to check its status as Covid-19 was at its peak and also outline provincial interventions set for the hospital. She visited the newly built D1 and D2 isolation wards located at the bottom of the hospital. The ward currently caters for Covid-19 diagnosed patients and ones under investigation.

MEC for Health was very impressed with the progress made by the contractors and officials responsible for having this state of the art ward built for Ugu District communities.

MEC for Health also visited the D3 Ward which was the old Labour Ward and Operating Theatre and female surgical ward which is also being constructed to be a 37 bedded ward for quarantine and isolation.



## Legislature Visit



Legislature Team with District and Hospital Management

KZN Legislature embarked on oversight inspections at health institutions as part of the Provincial Legislature Health Visits.

The purpose was to ensure that all health care facilities are compliant with Covid-19 Guidelines and protocols. The team was Welcomed by Ugu District Director and CEO for GJ Crookes Hospital on the 26th of June 2020, they were addressed on the current status and progress on construction and activities regarding Covid-19 and took a walkabout around the institution and to the isolation wards being constructed.



Legislature Team at GJ Crookes Hospital



Legislature Team taken for a walkabout to the new structures under construction



## New HR Manager for GJ Crookes Hospital



Mr. Majola and New Assistant Director HR Mr. Xhalisa

GJ Crookes Hospital Management is excited to welcome its newly appointed Human Resources Manager Mr. L.P. Xhalisa who is taking the reins after Mr. Linda Majola who has been Acting HR Manager for GJ Crookes Hospital since November 2016 until September 2020, which the Management of GJ Crookes Hospital has expressed its gratitude for the work that Mr. Majola has done. Born in Umkomaas at Magabheni Township, Mr. Xhalisa attended Magabheni Primary school then went to KwaMakhutha High School.

He began his career at G.J. Crookes Hospital in 1987, cross transferred to King Edward Hospital in 1989 until year 2000 as a Patient Admin Clerk. He then moved to SCM Division in 2000 until June 2004 on the same year. He joined HR Division in 2008. He joined Estcourt Hospital where he was promoted in May 2009 to Principal Human Resources Officer. In 2012 he got a promotion post at Ladysmith Hospital until October 2016. He then left the service and came back in June 2018 to Western Cape DOH at Cape Winelands District office until March 2019. He then got promotional post in KwaZulu-Natal at Clairwood hospital in April 2019 as Assistant Director HRM. He then had a horizontal transfer to G.J. Crookes hospital on the similar post as Assistant Director HRM.

During his career he studied at Mnambithi FET and obtained a Diploma in Human Resources. Mr. Xhalisa said he loves working with people, assisting people and is people oriented. He said it brings out the best in his personality

He says G.J. Crookes Hospital has always been closer to his heart, as it is closer to home hence going full circle and now back to GJ Crookes Hospital. He said what inspires him is to see his colleagues in a happy environment as it impacts on people's livelihood. His contribution is to bring social wellbeing to each staff member and their families at home which results in job satisfaction and productivity to the work of each employee.

As a return family member, he says to G.J. Crookes hospital staff *"let's make this home a happy one and ensure the wellbeing and optimal health of our communities"*

## Farewell Function for Three Senior Nurses



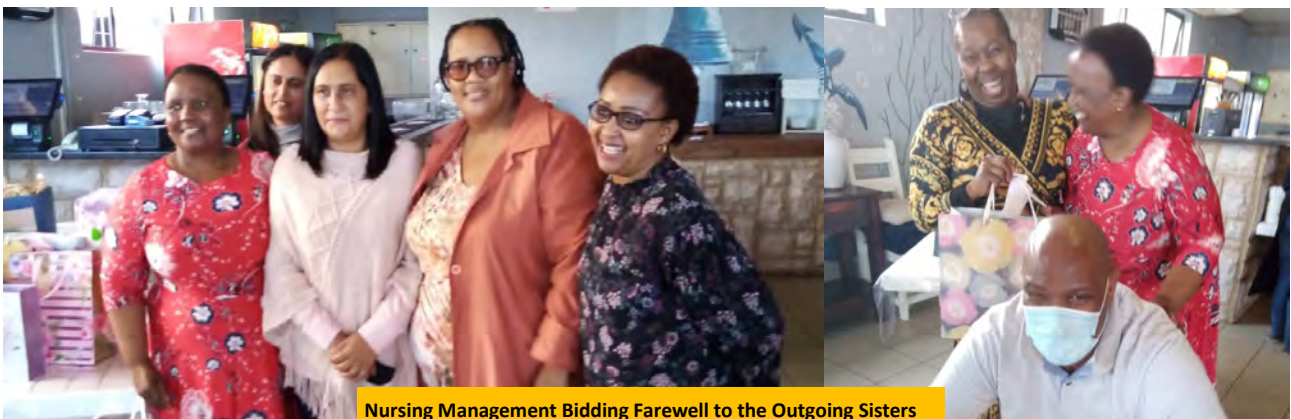
Sr. V. Chetty, Sr. J. Moodley and Sr C.S. Gumede

The journey in the public service came to an end for these beautiful three women who were Heads of departments at GJ Crookes Hospital Sr. Veeran Chetty Operational Manager for B1 Post Natal Ward (Maternity) who had been 29 years in-service, Sr. Jaya Moodley (Clinical Program Coordinator Occupational Health) who had been 32 years in-service and Sr. Sibongile Gumede Operational Manager for J Ward (Female Medical Ward) who has been 29 Years in-service also. The three were thrown a party by the Nursing Component Management at the Bell and Anchor restaurant on the 23rd of September 2020. These great women have devoted a greater part of their lives to serving humanity as nurses and preserving life and GJ Crookes Hospital was lucky to have them serve in their work force.

Sr Chetty said "Nursing is a very challenging role, one must have passion, humility and be able to tolerate hard situations. That's how we came this far as nurses". She was thankful to the staff and management of GJ Crookes hospital for all the support during her time of service.

Sr. J Moodley said she wishes everyone everything of the best, during hard times we fought and overcame and other challenges are still yet to come so people must embrace working together to achieve a greater outcome, she worked alone at O/H for about 10 years but was able to serve and ensure that everyone was assisted and always available to be contacted so she can be of service. Jaya said the staff must continue as a healthy work force to ensure quality work

Sr. Gumede said she loved her job and dedicated herself to it she was grateful to staff for all the support they gave her during her time as a manager and encouraged all others in-service to carry the baton on and keep the light shining for patients as being a nurse is a symbol of hope for many patients.



Nursing Management Bidding Farewell to the Outgoing Sisters



## Highlight for Umdoni Health Sub-District



Sr. TR Gumede O/M for Philani Clinic with SABC Crew and PHC Manager

GJ Crookes District Hospital and Umdoni Health Sub-District Prides itself with the highlight received for Umdoni through Sr. Thathakahle Gumede who has received from the MEC for Health Facebook page, various newspapers and SABC TV and Radio. She has demonstrated Batho Pele Principles and has upheld the Nurses pledge throughout her career. Below is the contents on who she is, where she comes from, how she started her career, what made her start singing for patients and what she believes in as a nurse.: -

She said the reason why she sings and dances for the patients is that she wants them to feel at home, laugh and forget about their problems and sicknesses.

The definition of health says that *'Health is a state of complete physical, emotional, psychological and social well-being not merely the absence of disease or infirmity'*, which means that if the person is sick all these aspects are affected and medicine alone cannot reach all of them therefore she's trying to create an environment where they are able even to get close to her and not be scared especially nowadays when there's a popular perception of the nurse's bad attitude which has created a bridge between us and our clients.

Patients show a positive reaction when she sings and dances, they enjoy her singing and become happy.

When Sr. Gumede sings, patients mention that they are relieved of stress, that they forget their problems even for a while, whether emotional or physical pain. In this patients realize that Sr. Gumede is at their level and take her as one of their own, they see that it's easy to approach her with any problem.

Sr. Gumede introduced a soup kitchen for Philani Clinic, where she cooks for patients through raising funds amongst the staff at the clinic. This was encouraged by the conditions which she has seen amongst the patients that visit the clinic. She believes that even if it's not all the time, but if a person can have something to eat, just for them to forget about their problems even if it's just for a day and to see that they are loved. She's also driven by the Nurse's pledge especially the clause which says *"the total health of my patients will be my first consideration"*.

She also started a backyard garden at the clinic for the same purpose, where if she has been approached by a patient, she would then provide them with veggies that she has grown, to cook at home or even give them seeds and encourage them to also plant at home.

In her own words she said *"My advice to nurses is that we must do our work diligently and religiously and not allow anything that can tarnish the image of our noble profession"*. I strongly believe that medicine treats but the nurse's good attitude HEALS. Let's hold our lamps shining. Let us make the people feel that once they enter our premises they safe and loved".

*"Let's remember that the human being is an image of God no matter what state she is in, but treat him likewise. Let's eradicate the mentality that if we serve our clients we are doing them a favor because that is what's destroying our profession. Let's respect our profession and we will be respected by the community, but if we don't respect ourselves and our clients, we can't expect to be respected"*. Said Sr. Gumede



## Accolades

GJ Crookes Hospital Management and all staff are grateful to the clients for the accolades below. In total the hospital received 126 compliments as compared to only 07 Complaints reported and resolved for the July to September quarter. Here are some of them below: -

### Ntokozo and Kwanele (J Ward)

We are very happy about the service that we were given by nurse Mthembu. We even felt like we were in a private hospital. She was so friendly and welcoming.

### Khethiwe Shezi (B2 Ward)

GJC hospital and their staff they treated me so well with love and caring. It was my first time but the love I got was amazing.

### Rufus Naidoo (Ward G2)

The treatment and care is always excellent. I appreciate the doctors

### Zikhethele Mshengu (H ward) Pediatrics

I would like to thank all the nurses and doctors for all their help and love that they gave me. I just wish they carry on doing it to everybody not just me only.

### Zama Cele (B2 Ward)

I would like to thank all staff nurses. There's nothing bad happened I will always give birth to this hospital

### Slindile Luthuli (B1 Ward)

I would like to recommend that labour ward staff are very good and they give enough attention to the patient.

### Rejoice Chili (J Ward)

I received an outstanding service. The sisters were friendly and very helpful and they helped us with love and care. They applied the Batho Pele principle. They put our lives first. Big thanks and lots of love.

### Khumbulani Manzanga (Ward G2)

It was my first time in hospital in my 50 yrs. and 6 days at GJ was amazing. The nurses were good and caring. As a pastor I have learnt a lot of people skills

### Ntokozo Ngcobo (Casualty)

I brought my brother in for admission we were attended on time. My brother could not walk the clerk left his desk to assist him inside casualty for opening a file.

The professional nurse Mbokazi was very welcoming and very professional and she took care of my brother.

### Sandra Condera (Casualty)

Sister F. Sithole was a super star and very efficient, I was very impressed that she handled my son. The hospital is also very clean and very impressed with the service that she rendered, thank you very much.

### Lindiwe Shinga (Pharmacy and Systems)

The level of care is above what is expected, the staff have patient and care. We get our medications in time and the food as well always came in time. The cleanliness is also at its level best.

### Venessa Baijnath (J Ward)

On the 18<sup>th</sup> of July 2020 I came to GJ Crookes hospital my sugar was very high. After 20 minutes the nurses had put up to lines up for me. The after I was brought to J ward and was admitted. The day and night and staff was very good and caring for me. After 3 days I felt so much better and was going home, I am very happy that I came to GJ Crookes Hospital.

### Mike and Veia (Casualty)

Dear Essential Workers. While we are at home safe from infection of Covid-19, you have been at work, willingly, putting the needs of the community ahead of your own.

Thank you very much for your hard work of sacrifice. We appreciate it so much. In difficult times like these many ask questions for example "will the conditions ever improve?, why do good people suffer?". My husband and I found satisfying answers in the Bible, may be you have too. If you have not, please visit [www.jw.org](http://www.jw.org) which is a free Bible based website in over 1000 languages. You may ask any question on a religious topic.

In the meantime, please continue to do all you can to keep yourselves safe as well as your family.

Again thank you very much.



## New Appointments for GJ Crookes Hospital

**Sr. N Shabalala O/M**

**Sr. ZE Dlungwana**

**Sr. S.I Khumalo**

**Sr. N. Mazubane**

**Sr. Naicker**

**Dr. H Jeena**

**Dr. K Tiwari**

**Mr. L Gqabuza Ward Clerk**

**Hlumayo LP Ward Clerk**

**Sr. Mhlongo**

**Sr. S Mdabula**

**Sr. MV Zuke**

**Sr. Naicker**

**Ms. N pillay Clinical Psychologist**

**Sr. S Stanley**

**Sr. Jubeni**

**Ms. K Mudly Pharmacist Com-serv**

**Sr. JB Ngongoma**

**Sr. PP Mhlongo**

**Sr. MP Dlodla**

**Mjoka NB Data Capturer**

**Sr. M. Qumbisa**

**Sr. TP. Nzimande**

**Sr. S Gigaba**

**Sr. NN. Mbambo**

**Sosibo NP General Orderly**

**Mtheku SP General Orderly**

**Cele VC General Orderly**

**Gavu Z General Orderly**





# ACKNOWLEDGEMENTS



**Thabiso M. Mbanjwa (PRO)**  
WRITER, DESIGNER & EDITOR



**Ms. T Wanda CEO**  
CHIEF EDITOR



**KWAZULU-NATAL PROVINCE**  
HEALTH  
REPUBLIC OF SOUTH AFRICA

## CONTACT DETAILS

**Physical Address:**

1 Hospital Road Scottburgh 4180

**Postal Address:**

Private Bag X5501 Scottburgh  
4180

**Web Address:**

[www.kznhealth.gov.za](http://www.kznhealth.gov.za)

**SWITCHBOARD:**

039 – 978 7000

**SWITCHBOARD FAX NUMBER:**

039-978 1295



KwaZulu-Natal Department of Health



kznhealth



KZN Department of Health



@kznhealth

[www.kznhealth.gov.za](http://www.kznhealth.gov.za)

MY HEALTH, YOUR HEALTH, OUR HEALTH: A HEALTHY KWAZULU-NATAL.