



health

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PROVINCE OF KWAZULU-NATAL

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GJ CROOKES HOSPITAL

ASIKHULUME LETS TALK

(1st Quarter) April to June 2014 Newsletter



INSIDE THIS ISSUE

Pg.2 Foreword

Pg.3-4 Youth Day Celebration

Pg.5 Child Protection Week

Pg.6-7 Farewell Parties for staff

Pg.8-9-10 GJ Crookes Wellness day

Pg.11-12-13 Nurses Day Celebration

Pg.14 Operation Sukuma Sakhe

Pg.15 Gandhi Nagar 1year Anniversary

Pg.16 Senior Citizens Party

Pg.17 Compliments

Pg.18 What to know about Quality

Pg.19 New Core Block Progress

Pg.20 Public Relations Corner



Fighting Disease, Fighting Poverty, Giving Hope

Silwa Nezifo, Silwa Nobubha, Sinika Ithemba



MESSAGE FROM THE CEO

I'd like to wish you all the best as we begin another financial year and a journey of challenges, victories, lessons and changes in the health calendar of 2014/2015.

Whilst in pursuit of achieving our mission and continuing to improved health services to our clients, a greater determination to succeed and a renewed commitment to provide exceptional customer service is needed. I therefore request just one thing from each and everyone of you – **be better**.

- Be better in your work – think creatively, efficiently and get the details right.
- Be better with our clients – in how you prepare, how you communicate and how you add value.
- Be better with your teammates – in how you support each other, how you communicate and how you care about them as people.
- Be better in your community – in how you give of your time and effort to make your town, city or neighborhood a great place to live.
- Be better with our planet – in how you recycle, minimize your footprint, and how you appreciate the natural beauty around us.
- Be better in your relationships out of the office – in how you communicate, encourage and support.
- Be better to yourself – in your self-talk, in your personal expectations and in your commitment to being all that you can be.

You control how you approach your days in and out of the hospital. Commit to being better every day. Learn more. Be more responsive. Be more connected. Be more aware. Be tougher. Be more resilient. Be more creative. Be more present. Just be better.

Thank you for your loyalty and effort; we look forward to a great, productive and successful new financial year.

Warm regards,

SP Nyawo
Chief Executive Officer



MRS SP NYAWO
CHIEF EXECUTIVE OFFICER

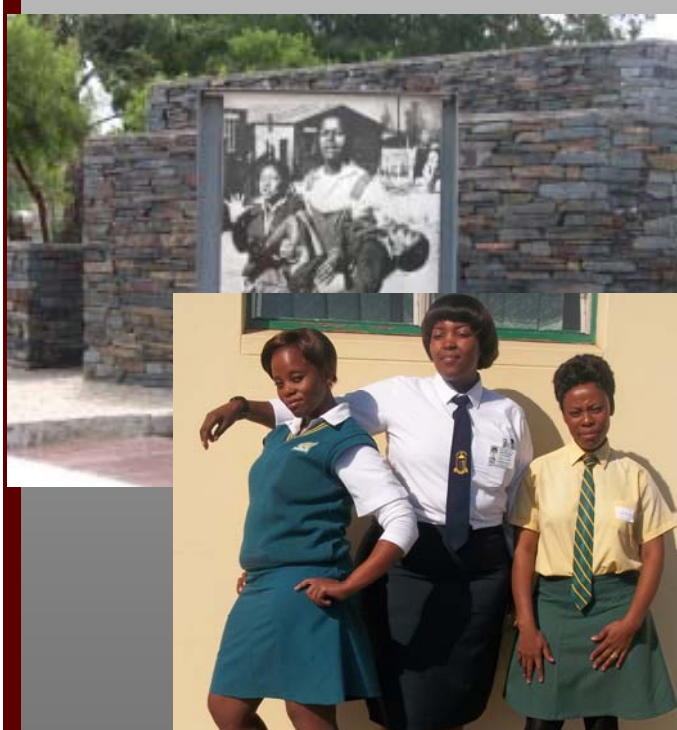
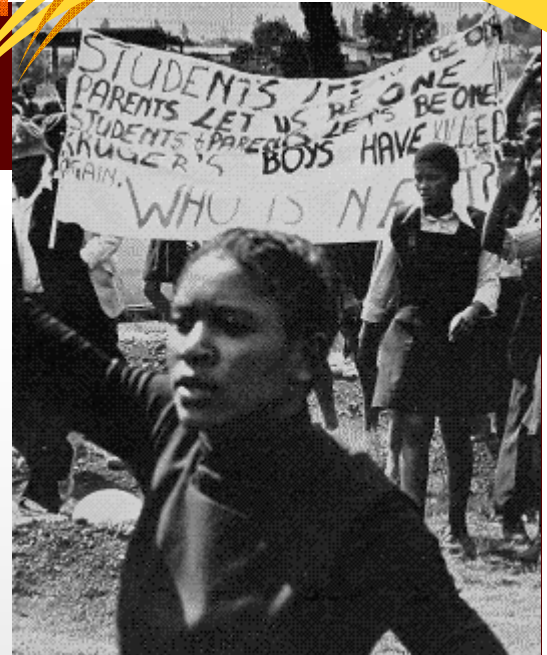


GJ CROOKES HOSPITAL CELEBRATED YOUTH DAY...

On the 18th of June 2014 GJ Crookes Hospital staff were dressed in school uniform to commemorate youth day of for the struggle incurred by the youth of 1976.

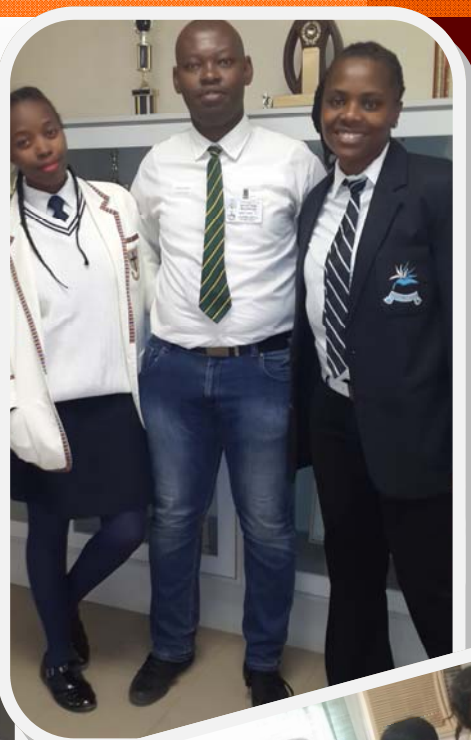
The June 16 1976 Uprising that began in Soweto and spread countrywide profoundly changed the socio-political landscape in South Africa. Events that triggered the uprising can be traced back to policies of the Apartheid government that resulted in the introduction of the Bantu Education Act in 1953. The rise of the Black Consciousness Movement (BCM) and the formation of South African Students Organisation (SASO) raised the political consciousness of many students while others joined the wave of anti-Apartheid sentiment within the student community. When the language of Afrikaans alongside English was made compulsory as a medium of instruction in schools in 1974, black students began mobilizing themselves. On 16 June 1976 between 3000 and 10 000 students mobilized by the South African Students Movement's Action Committee supported by the BCM marched peacefully to demonstrate and protest against the government's directive. The march was meant to culminate at a rally in Orlando Stadium.

On their pathway they were met by heavily armed police who fired teargas and later live ammunition on demonstrating students. This resulted in a widespread revolt that turned into an uprising against the government. While the uprising began in Soweto, it spread across the country and carried on until the following year



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The staff was very excited to be in school uniform on this day, they all came in numbers and participated in highlighting and celebrating June 16, you'd swear it was a "take a girl child to work for a day" when the staff entered the premises of the institution. Lets look at how everyone looked on this day.



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Crisis Centre participated in the child protection week

GJ Crookes Crisis Centre together with social worker, South African Police Service visited Amahlongwa primary, Shonkweni Primary School, Babongile Primary, Nhlayenza Primary School, Zembeni primary school, Phindavele High School, Qiko High, Sizathina High and As-Salaam FET at Braemar. The main aim for the visits was to highlight the importance of children's safety in communities.

Social worker spoke about social grant, parent, guardian, foster parent or custodian of any child between the ages of one and 18 who needs full-time care can get a monthly payment from the government. The child must have permanent home care. W/O Msani (SAPS) encouraged communities to take full responsibility for their children's safety.

"your child's welfare is important and you can ensure your child's needs are taken care of through access of social grants and healthcare"...

A child is raped every **3** minutes in our country. We need a miracle to stop the continuing cycle of abuse.

Break the cycle of Child abuse



Children from Shonkwen Primary School.

W/O Msani at Babongile Primary School.



Sr. Skhosana at Phindavele High



As-Salaam FET

On the 12th of June HTC, social worker, crisis Centre and Khulisa NGO from Park Rynie visited As-Salaam FET College at Braemar. Sbu was a motivational speaker where he encouraged the youth of Braemar to live a healthy lifestyle as they are the leaders of tomorrow.



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GJ Crookes had to say goodbye to some of its staff members!



'How lucky we are to have something that makes us saying goodbye so hard...'

After 45 years of service in GJ Crookes Hospital Ms. RE Weldon (Rosemary) who was a Finance management officer's happy days for retirement had arrived. The staff of GJ Crookes held a top class farewell function for Ms. Weldon at Cutty Sark Hotel, Scottburgh.

Ms. Nguse a Finance Manager said Rose is a hard worker, she was dedicated and would work until late. "She was an easy person to connect with whether young or old, "she was very productive and helped build the finance component even when I was not on duty Rose would make sure that everything is done", said Ms. Nguse.

Rose thanked everyone for coming out on a Friday afternoon just to celebrate her big day as she leaves GJ Crookes Hospital. "You are indeed my second family ", she said. She kept on thanking everyone most importantly her aunt who saw an opportunity for her and told her to apply for a post in X-Ray department, that's where she started and ended at Finance department



'Tears of joy from the .

Nunu's (Ms. L Dlomo) farewell party celebration !

GJ Crookes staff members celebrated Ms. L Dlomo, Staff Relations farewell at Spur restaurant on the 26th of June 2014. She had left a smile in everyone within the institution as she's a down to earth and friendly person who was then given the name "Nunu" as she called everyone she came across Nunu's. She joined the GJ Crookes family from April 2008 until June 2014 and served as a Labour Relations officer under HR Department.



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Farewell gallery



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GJ Crookes Wellness Day

This is the day where most employees of GJ Crookes went out of the institution for a day to be reminded of the importance of healthy living and their wellbeing, physically, financially and intellectually.

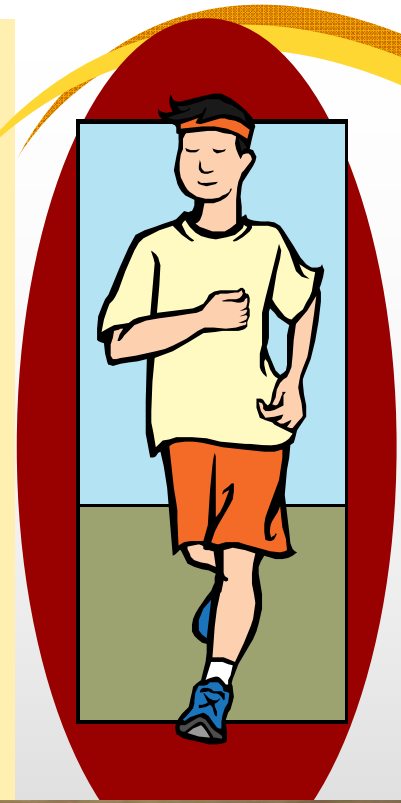
The purpose of the day was outlined by, the Employee Assistance Practitioner (EAP) Mr. Mbuso Ntombela who greeted the audience and encouraged them, especially the staff to, live a healthy lifestyle by looking after their health, through exercising and healthy eating. The day then started off with an Aerobics Exercise by a representative from Body zone from the Scottburgh Mall. The Senior Citizens from around Scottburgh were also invited on this day who joined along in some activities that were done on the day




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The Reading Of The Wellness Pledge



The senior Management of GJ Crookes Hospital which is Mrs Nyawo (CEO), Dr M Rangunandan (Medical Manager), Mrs NA Sishi (Nursing Manager) and Ms Buhle Madonsela (HR Manager) all signed and read the Pledge for all health workers by the MEC for Health which went as follows.



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Integrated Wellness and Healthy Lifestyle MEC led Initiative

As Health Care Workers at GJ Crookes Hospital we support the MEC for Health, Dr SM Dhlomo, as the Champion of the Healthy Lifestyle Initiative, and we pledge to:

- Lead by example in promoting a healthy lifestyle
- Take part in 30 minutes of physical activity everyday
- Motivate our co-workers to take part in healthy lifestyle activities
- Eat healthy as a way of life
- Say "yes" to a healthy lifestyle and "no" to alcohol and drugs
- Create and maintain a healthy and hygienic environment at our institutions
- Promote healthy sexual practices to our patients and co-workers
- Implement workplace based programmes of action

Mrs SP Nyawo
Mrs SP Nyawo: CEO GJ Crookes Hospital

Mr TM Mbanjwa
Mr TM Mbanjwa



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Mr MD Ntombela the Hospital EAP says:

'If they feel better – they will perform better'

After it has been noticed that the employees cannot be productive as expected without being well taken care of.

The main purpose is to encourage physical activities which is believed that they will prolong the lives of people and keep them healthy. It promotes healthy lifestyle habits starting from a proper diet program, exercises, music and so on. If employees are healthy and happy, they will perform well. The standard of service rendered to the people will be of a high quality.

Our institution – GJ Crookes is committed in ensuring that this whole idea is marketed and implemented amongst employees. As a result, the hospital management has signed a pledge indicating the support towards these programs. Managers and supervisors are releasing employees to partake in these activities, provide proper arrangements are made to prevent compromising service delivery.

GJ Crookes is also involved in local sports activities. These activities are facilitated by the Department of Sports and Recreation and our institution is doing very well as we are number one in the league. We are also part of our own departmental league where we are leading in that league. However it's not about the results but it is about promoting healthy lifestyles. We also have our own institutional programs such as aerobics, fun walks/run, choral music and many more. We are utilizing the two hours allocated by the department for these activities.

On the 30 of May 2014, we had a very successful wellness day. We were joined by various departments as well as senior citizens from our local community. There were prizes won and lot of activities accommodated to include all ages.

Thanks to our CEO – Mrs SP Nyawo together with the hospital management for the support they have shown to ensure that this day was a success. There were with us from early morning until late. Thanks also to the wellness committee for their efforts in fundraising and organizing the event.

Salute to our HRM - Ms. BM Madonsela who came back from her luxury leave just to ensure that everything went well. Salute to Kevin Reddy for that skill of negotiating with the sponsors. He organized all the fundraising projects – thumbs up bro! Thanks to the staff that supported our fundraising projects and to the sponsors and participants. Without all of you guys the day wouldn't have been a success. I hope we will keep this momentum for the upcoming events. Stay strong, united like never before and make things happen.



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QHUDE MANIKINI!! (FIXTURES & RESULTS)



THE GAMES WERE VERY INTERESTING AND THE TOUGHEST ON THE FIELD WON THE GAMES. FOR THE SOCCER TEAMS THE RESULTS WERE AS FOLLOWS

GJC VS NMZ = 1—2

FPS VS PRH = 1—2

GJC VS FPS = 6—1

PRH VS NMZ = 1—2

THE CHAMPIONS OF THE TOURNAMENT WERE UMZIMKHULU HOSPITAL



UMZIMKHULU HOSPITAL SOCCER TEAM CELEBRATING VICTORY AFTER THE GAME



UMZIMKHULU HOSPITAL SOCCER CAPTAIN HOLDING THE TROPHY WITH Mr. NTOMBELA (EAP) AND Ms. BUHLE MADONSELA (HR MANAGER)



UMZIMKHULU HOSPITAL NETBALL TEAM. TOURNAMENT CHAMPIONS



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Nurses Day for GJ Crookes

GJ Crookes International Nurses Day Celebration

GJ Crookes Hospital held a Nurses day celebration on the 14th of May 2014 to remind nurses about the Establishment of Nursing by Ms Florence Nightingale and the importance of their job.

Mrs Nyawo greeted and welcomed all guests, dignitaries and staff and thanked nurses for availing themselves on such a busy day but made time to attend their celebration. She also acknowledged those nurses who could not attend because they are right next to the patient and said “ let us not forget them” she asked all the nurses to shine where ever they are and say “ **Ubunesi bami ngonyuka nabo ngibubambe ngesandla ngyongena nabo ekhaya ezulwini**”

Miss Nomusa Shabalala A previous GJ Crookes Patient, told nurses to keep up the good work, as she was making a live testimony to the staff of GJ Crookes for the treatment she received when she was admitted.



The special guest for the day Professor D. Nzimakwe who had planned to be in Pretoria on this day, had cancelled her trip because of the invite for this event at GJ Crookes Hospital.

She said Florence brought us a seed and we owe it to her for that seed to grow.

Prof Nzimakwe emphasized the theme for the day which said “Nursing, a force for change, a vital resource for health” to remind nurses about the importance of their job, reciting the experience of Florence Nitghtingale who was from a well-established family, whom when her duty called, never looked at her background and the comfort it had, but followed a calling of helping soldiers at war who needed help

. She said “Nursing in the 21st century is utilizing the scientific principles of nursing who were developed by theorists, starting with Florence Nightingale who said “**give the patient a bed, let them rest, open the windows, give them food and let nature take its course**”



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Nurses Day for GJ Crookes



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MGANGENI CLINIC MMC CAMPAIGN



The department of health Ugu District, GJ Crookes Hospital and Primary Health Care held a Male Medical Circumcision campaign at Mgangeni clinic on the 23rd of May 2014. Boys and from the schools and males surrounding Mgangeni Clinic came out in numbers on this day, the parents were also supporting this campaign as they allowed their boys to participate. A total number of 127 Boys and Males were circumcised on this day and others even asked to come on the following day because the day had already ended. The department of Health had provided meals and refreshments for the learners and males before they were circumcised on this day.

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Operation Sukuma Sakhe Kwa-Dumisa



On the 27th of June 2014 there was a training of Community Care Givers (CCG's) for the mentally ill patients at Kwadumisa Community Hall. Present were representatives from Department of Health (GJ Crookes Hospital and Primary Health Care Outreach Team), Department of Education representatives and the CCG's. Mr Mbhele from DoE gave an opening message and a special thank you message to Mrs Ntombela who was retiring and has been the coordinator of this operation Sukuma sakhe for a long time. Mrs Ntombela presented to the CCG's that the project for the clinic of Dumsa is underway and it will be built. In this forum there also were community members with mentally ill relatives.

Sr. Cebekhulu from GJ Crookes was present to conduct a training on caring for the mentally ill patients. Sr. Cebekhulu mentioned that there are different types of mentally ill patients. She said this thing starts in the mind where one is directed by a particular situation on what to think. She explained How does one see a mentally ill patient? What can be done to protect them? And what needs to be done when they are admitted at a hospital or discharged

The PRO gave training on Bathopele principles and good governance to the CCG's. Everyone seemed to have enjoyed this Sukuma Sakhe workshop and had learned a lot on this day looking at the number of questions that had come from the floor after the speakers had given their talks. Mr. Mbhele then thanked the organizers of the workshop and for all participants who came, he thanked Mrs. Cebekhulu for fruitful information she shared which was educational. He also thanked Mrs. Ntombela for her dedication to her work, the CCG's and the community



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Gandhi Nagar One year Anniversary by Pharmacy

Joy was written in everyone's eyes on the 19th of May 2014 as the GJ crooks pharmacy outreach program celebrated their first anniversary *"We are so happy that on this day we have reached this milestone of twelve months of outreach service delivery"* said the CEO of the hospital Mrs. Nyawo.

This day was to remind the community of the reason for the establishment of the Gandhi Nagar Outreach Project which was to decrease overflow of clients at the Hospital and Umzin-to Clinic. This program has made it possible for the community to make use of this mobile clinic, which should decrease the congestion of clients at the clinics and Hospital.



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Caring for the elderly caring for our roots

GJ Crookes Hospital, management team, Crisis Centre and social services held an event “**Caring for the Elderly**” at Scottburgh Town hall on the 16th of May 2014. The purpose of the event was to go back to our roots and appreciate the senior citizens. All this was done by giving them gift bags containing goodies inside

By exercising you can reduce arthritis

It makes you fit and your heart even stronger and that should decrease the chances of heart failure

It was also said that falling can be prevented by: carrying walking stick (it should have a rubber at the bottom) at all times, Gogos must Make sure that their vision is good and be aware of hazards, they should also always be careful if walking on uneven ground.



Mrs. Nyawo, GJ Crookes CEO said this is a big day for our senior citizens as we want to show how much we care and love them by making them feel



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Complements to staff by our patients

From a total number of 46 recorded complements received for the quarter of April to June, with a lot that are not on the system yet and more coming in, here's a few that we'd like to share with you.

Referring to our telephone discussion dated 06/05/2014, I called you (CEO) and advised you that my father was critically ill and his condition was becoming worse. I explained that he is currently on TB medication and also has a growth in his throat which is affecting his voice. He had been given a date at a regional Hospital for the 20th so that they may extract a tissue from that growth and they will take it to the lab which may in turn lead to three more months if my father would still be alive by then. You listened and spoke to me with so much kindness and compassion and I thank you. You then delegated **Dhaja** to contact me immediately and I must also tell you that he went beyond the call of duty to assist me and please do pass my appreciation to him as well. I am aware that they are certain protocol and procedures that you have to perform your functions within but I am glad to see that these are not above the lives of the people. The referral letter that was issued by GJ Crookes really played a big role to get my father admitted to another regional Hospital. He will be admitted on Monday 12/05/2014. I have faith that my father will recover soon because God never fails us cannot thank you enough for all your efforts, may the good Lord bless you and watch over your family and life night and day. May you be blessed in the city and in the country. May your oil and food basket overflow and all the blessings of God overtake you. I speak in the Mighty name of Jesus Christ that everything that you touch will be blessed.

I enjoyed my stay at GJ Crookes and we receive our meals right in time before we get hungry. They took good care of my child, nurses are always willing to help (H Ward) and the place is clean.

well treated by night shift nurse sat B2, they gave me attention and also those who came after them helped me till I gave birth. The staff is loving and caring. Keep it up, thank you!

I would like complement the B2 Labour Ward staff at for their care and patience, it isn't my first time coming to this ward but I have never been treated badly. I thank all the staff and wish them luck in everything they do. I hope all people on this ward can be treated just like me, all the best!

I'd like to take this opportunity and thank the staff of Crookes with their treatment and good care. I wish they can carry on doing the good work even to others. Wishing them nothing but the best of luck. Thank you!

I was impressed with the treatment I received from Crookes, especially H ward. I'd like to thank **Ndwalane, Mbhele, Pillay, Cele** and others whom I do not remember. The help I received is highly appreciated, keep on doing the good job, even to others.

I enjoyed my stay in this hospital I was impressed by the way they took care of my child. I would also like to complement the way Shawn speaks IsiZulu and the love he has for children

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What to know about National Core Standards



MRS H. RAMJAN
QUALITY ASSURANCE MANAGER

National Core Standards is a combination of existing policies and guidelines to meet mandatory organizational requirements and expectations for safe quality healthcare delivery which is non negotiable.

It is necessary to improve our quality care in order to better our South African poor health outcomes. Therefore, we at GJ Crookes Hospital are committed to continuously meet and exceed customer needs and expectations.

Hence we conduct National Core Standards Self Assessments every quarter to identify our challenges, develop and implement action plans to meet with national core standards requirements.

Below is the results of NCS Self Assessments for the 1st quarter of 2013 and the 1st quarter of 2014

Overall Performance

	<u>First Quarter</u> <u>2013</u>	<u>First Quarter</u> <u>2014</u>
1 Extreme Measures <100% = Non Compliance	71%	87%
2 Vital Measures <90% = Non Compliance	87%	91%
3 Essential Measures <80% = Non Compliance	88%	89%
4 Developmental Measures <60% = Non Compliance	84%	89%

6 Priority Areas

	<u>First Quarter</u> <u>2013</u>	<u>First Quarter</u> <u>2014</u>
1 Availability of Medicines and Supplies	90%	82%
2 Cleanliness	78%	90%
3 Improve patient safety and security	80%	87%
4 Infection Control	84%	97%
5 Positive and caring attitudes	99%	93%
6 Waiting times	90%	85%

NB: Quality is a life long journey, one step at a time, reaching towards perfection

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The Progress of our New Core Block



Above is a sneak preview of the work that has been done by Department of Works and Group Five and below is the progress status of the building and finishing results on all levels.

PROGRESS STATUS

Phase 3&4	93%
Structure	100%
Tilt-Up Panels	99%
Roof incl. sheeting	99%
Finishes- Level 1	95%
Finishes- Level 2	95%
Finishes- Level 3	94%
Finishes- Level 4	90%
Finishes- All Levels	91%

Overall Phase 2,3,4 93%

With all these stats above, its only a matter of time now until we occupy the long awaited dream of GJ Crookes Hospital

Images supplied by Department of Works and Group Five



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PR CORNER HERE FOR YOU !!



MR. TM MBANJWA PUBLIC RELATIONS OFFICER



MS. NOMPILO JIJI PUBLIC RELATIONS INSERVICE TRAINEE

It's a new financial year and we aim to improve our service delivery to you. As the PR office we are here to listen, analyze and help clients with whatever complaints you may have. We therefore ask that, should you have any suggestion or comment about our service delivery either positive or negative, please feel comfortable to voice it out to the PR Department. Alternatively you can contact the PRO on 0399787004, or drop an email to Maxwell.mbanjwa@kznhealth.gov.za and we will get back to you ASAP.



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