



ASIKHULUME LET'S TALK

GJ CROOKES HOSPITAL NEWSLETTER FOURTH QUARTER JAN- MARCH 2015

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Quality Day



Mr GBC Khawula. CEO Psh Hospital

On Friday 30th January 2015 GJ Crookes Hospital hosted an Annual Quality Day event. This day was dedicated to acknowledging and motivating quality service. Our guest speaker Mr. GBC Khawula, said "We must always put the perspective of the client first," he stressed that "It's about doing the right thing the first time, for the right reasons."

The program director,

Mrs. Thathakahle Gumede, reinforced Mr. Khawula's message, stating that, being able to adequately perform basic nursing care is the basis of quality healthcare.

Mrs. Gumede went on to say "a smiling face is (a nurse's) greatest weapon".

The event revolved around different departments delivering a QIP (Quality Improvement Projects) . The final contestants were: - Radiology, Post Natal, Dietetics and Revenue

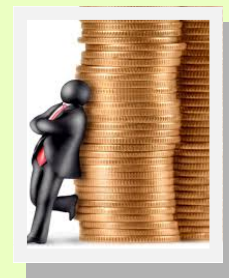


Mrs. TR Gumede. PHC Supervisor.

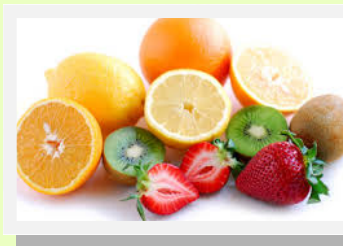


Mr. N. Khuzwayo Revenue

The Revenue Department presented their QIP Titled: Revenue Generation from Health Care Workers



Dietetics presented a new, standardized referral form for all departments.



Miss N Chithwayo Dietician



Sr. S Chetty. O/M B ward Maternity

Post-Natal O/M, Sister Chetty, presented her departments project on staff absenteeism and its effect on client care.



The Radiology department focused on preventing the chain of cross infection, saying that it is "Every body's business to avoid the transmission of cross infection".



Miss. N Mtambo Radiography

After the QIP's, the judges went to discuss the winning department. During this time, sponsors spoke to the audience. Among them was Capitec Bank, who was providing free back massages and eats. Before QIP winners were announced, certificates for Long service, best practice and non-absenteeism were awarded to staff members by our CEO of GJ Crookes hospital, Mrs. Sibongile Nyawo.

Then the moment everyone had been waiting for had arrived! In first place for their QIP presentation was

1. Revenue
2. Dietetics
3. Post-Natal
4. Radiology.

All the participating departments were congratulated by one of the judges, an Mrs. F Mkhize from Quality Assurance in District Office, for having the courage to present their findings.

In closing, Mr. TV Shezi, prayed for the hospital, its staff and patients. A vote of thanks was given by the PRO to all those who supported and attended the event, we will forever be grateful to our sponsors namely: - Capitec bank, Metropolitan, Checkers, Woolworths and Hotel Requisites.

**Silwa Nezifo, Silwa Nobubha,
Sinika Ithemba**

GALLERY



Silwa Nezifo, Silwa Nobubha, Sinika Ithemba

Farewell To Our Productive Staff



Human Resource Management Team with the Exiting HR Manager and CEO

The GJ Crookes Hospital MGT and staff bid farewell to some of its strategic individuals this quarter. To start with is our HR Manager Miss BM Madonsela who tendered her resignation for the end of March going to Greytown hospital. Most staff especially, management have been saddened by this reality. At her farewell party everybody had something in common about their memory of Buhle. They said she's a humble and forever friendly person – during events at the hospital she would take off her HR managers hat and put on a chefs hat, her skills of fundraising and organizing will forever be missed. We have to applaud Greytown hospital for scoring such an instrumental Manager who has been most successful in her duties and established rapport with her staff in GJC. If possible we wish to hunt the head hunter who hunted our Buhle and tell him/her that he has hunted the best hunt ever.

The hospital also bid farewell to Mrs. Ntombi Mbali our HRD Practitioner who also left on the same date as her HRM. She is going to resume her duties at Department of Justice as an HRD Practitioner. The Medical manager said he wishes her well and hopes all her dreams come true. Mr. Nyawo said, Ntombi is leaving at a time where she was needed most by HRD as it's the EPMDS submission period. however she will be missed, all bursary holders will miss her as she became like a mother to them. The HR Manager said she feels sorry for the HRD committee as Ntombi was the EPMDS champion and a new person might find it difficult to carry the mark that Ntombi left behind.

Support from colleagues who transferred to other institutions was highly appreciated



Mrs. Ntombi Mbali HRD and Ms BM Madonsela HRM



HR. Team enjoying last meal with their HRM

GJ Crookes Hospital Cataract Camp



Ms. Debra Ndlovu (Optometrist) Examining patient for Cataract Surgery

The GJ Crookes Hospital Eye Clinic with Ophthalmologists from Universitas Hospital Complex in Bloemfontein Dr. Mbelwa and Dr. Narasamy, held a Cataract Camp on the 28th and 29th March 2015 for the citizens in need of Cataract Surgery around Ugu. The Aim for Vision 2020 is to alleviate all possible blindness and cataracts is one of them. GJ Crookes Hospital has been identified as one of the a high volume cataract surgery centers. This is the third camp that is to be held over the period of three years and people are coming in numbers. The acting District Manager Mr. Nguza said he is in support of this initiative and wishes to see it growing bigger in the next coming years.



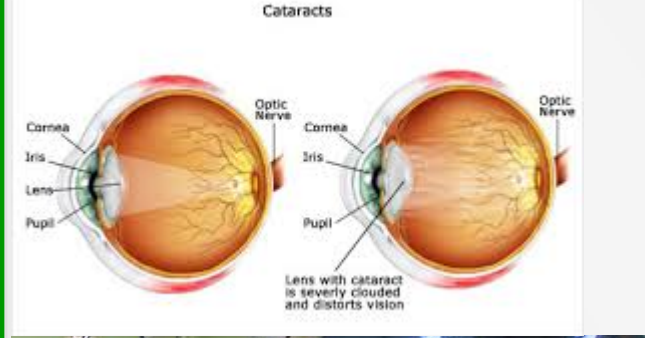
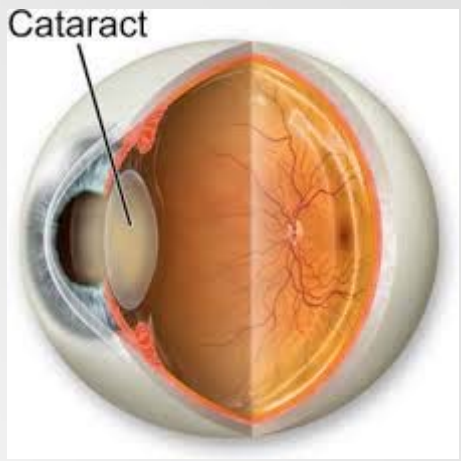
Dr. Mbelwa with Dr. O and Mr Nguza (ADM) and Prof Nurses During the Cataract Operation

**Silwa Nezifo, Silwa Nobubha,
Sinika Ithemba**

CATARACT SURGERY GALLERY



Acting District Manager Mr. Nguza Greeting Patients for Cataract



ANM Ms. Vicky Langa welcoming ADM Mr. Nguza to Theatre



Sr. D Fransman Preping and Draping patient before surgery



Dr. Mbelwa, Dr. O and Mr Nguza

**Fighting Disease, Fighting Poverty,
Giving Hope**

PHYSIOTHERAPY'S EASTER EGG HUNT FOR H WARD



Ms Emma Bennet and Dominique Deklerk serving cake



Physiotherapy Team at the Easter Egg Hunt

On the 2nd April 2015, The Physiotherapy Department held its Annual Easter Egg hunt. They were assisted by the occupational Therapy Department to pull off yet another fun and educational event.

The annual Easter Egg Hunt has been a tradition since 2009, it was founded by the Physio Department staff members. Their main objectives is to celebrate, give the young ones a treat and educate children about the importance of sharing and honesty.

"This is a well-deserved occasion for children, because they get to play. Fun is important for their development. Children who spend a long time recovering in hospital need both mental and physical stimulation" said Ms. Desiree Govender (Physiotherapy's Acting manager)

The activity was to search for an Easter egg, return it to the basket and share the goodies. A big thanks to our fashionistas at Milady's for all eats/ refreshments provided



Physio team with Mr Reddy Health and Safety at the Egg Hunt



Dominique Physio Comserv showing kids how to play

**Fighting Disease, Fighting Poverty,
Giving Hope**

LION LADIES UPGRADED CHILDRENS PLAYGROUND FOR H WARD

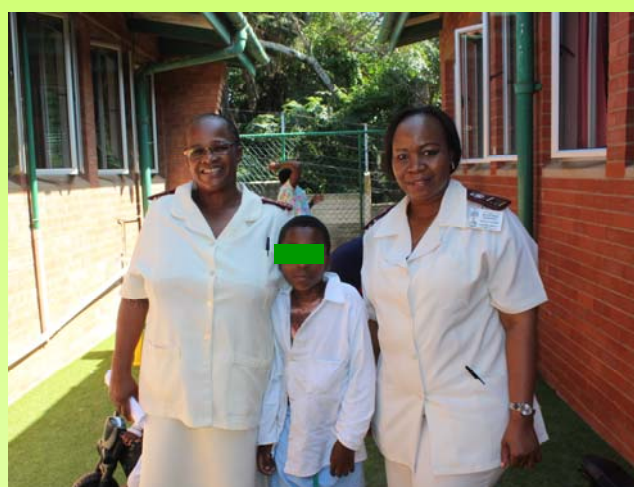


Lions Club of Scottburgh with Nursing Management in H Ward at the Opening of the playground

Over the past year the Lions Club of Scottburgh has been working towards its goal of establishing a children's play area for young patients of GJ Crookes Hospital. That goal was realized on Thursday February 26 when the children were first introduced to the play area which is situated between two buildings in the H Ward area. Fundraising is an ongoing battle, but we do it for the community, said the project manager, Priscilla Tedder. Much time was taken in preparing the ground and turf, and work had to be done on the pipes to provide a safe environment for children. Care was taken to ensure that the entire play ground can be hosed down and washed for hygienic purposes. Dr. Mqadi (Clinical Manager) from H ward said, on behalf of the children, they are very grateful. The staff will enjoy bringing the children out to have fun in the play area. A plaque will be soon placed to state that the Lions donated this play area to the hospital. "Thank you to Sr. Govender and all the staff. We hope you have lots of fun and we wish you the best of luck" said Priscilla Tedder.



ANM Mrs JPN Muthwa posing with the baby.



Nursing Manager Mrs. Sishi child patient and Mrs. Muthwa

**Silwa Nezifo, Silwa Nobubha,
Sinika Ithemba**

NEW APPOINTMENTS

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NEW APPOINTMENTS: MONTH—JANUARY 2015

NEW APPOINTMENT :	RANK	APPOINTMENT TYPE	DATE OF TRANS
AG FRANK	COM SERV MEDICAL OFFICER	APPOINTMENT	2015/01/01
NG MFEKA	COM SERV MEDICAL OFFICER	APPOINTMENT	2015/01/01
V RADEBE	COM SERV MEDICAL OFFICER	APPOINTMENT	2015/01/01
J SIGAMONEY	COM SERV SPPECH THERAPIS"	APPOINTMENT	2015/01/01
CL MKHWANE	COM SERV DENTIST	APPOINTMENT	2015/01/01
A ABDUL HABIB	COM SERV AUDIOLOGIST	APPOINTMENT	2015/01/01
L BIRKENSTOCK	COM SERV RADIOGRAPHER	APPOINTMENT	2015/01/01
EC PILLAY	COM SERV ULTRASOUND	APPOINTMENT	2015/01/01
AK BURT	COM SERV DIETITIAN	APPOINTMENT	2015/01/01
ZABDOOL	INTERN PHARMACY	APPOINTMENT	2015/01/01
NF DLAMINI	INTERN PHARMACY	APPOINTMENT	2015/01/01
N MNQANQENI	INTERN PHARMACY	APPOINTMENT	2015/01/01
LW MTHEMBU	INTERN PHARMACY	APPOINTMENT	2015/01/01
RN MTHIYANE	INTERN PHARMACY	APPOINTMENT	2015/01/01
D DE KLERK	COM SERV OCCUP THERAPIST	APPOINTMENT	2015/01/01
EK BENNET	COM SERV PHYSIOTHERAPIST	APPOINTMENT	2015/01/01
P MAHARAJ	COM SERV PHYSIOTHERAPIST	APPOINTMENT	2015/01/01
S ZWANE	CORM SERV PROF NURSE	APPOINTMENT	2015/01/01
NT MNGUNI	COMSERV PROF NURSE	APPOINTMENT	2015/01/01
GN ZULU	COM SERV PROF NURSE	APPOINTMENT	2015/01/01
TV PHOHLO	COM SERV PROF NURSE	APPOINTMENT	2015/01/01
NQM NDI MANDE	COM SERV PROF NURSE	APPOINTMENT	2015/01/01
NVZIKHUNDLA	AUDIOLOGIST	APPOINTMENT	2015/01/01
BF CEBISA	PROFESSIONAL NURSE	APPOINTMENT	2015/01/01
T PONNER	PROFESSIONAL NURSE	APPOINTMENT	2015/01/01
SZ MNGUNI	ENROLLED PROF NURSE	TRANSFER	2015/01/01
TT MBONGWA	CLINICAL NURSE PRACT	TRANSFER	2015/01/01
NP TSHANGELA	PROFESSIONAL NURSE	TRANSFER	2015/01/01
MG MABHIDA	PROFESSIONAL NURSE	TRANSFER	2015/01/01
S JEZA	ENROLLED NURSE ASS	TRANSFER	2015/01/01
BP MASOMPA	DRIVER	NEW APPOINTMENT	2015/01/01

NEW APPOINTMENTS

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NEW APPOINTMENTS: MONTH—FEBRUARY 2015

NEW APPOINTMENT :	RANK	APPOINTMENT TYPE	DATE OF TRANS
T N Ngcobo	Staff Nurse	Transfer	01/02/2015
Dr K Volker	Med Officer	New Appointment	01/02/2015
NI Mdingi	Supp Chain Manag Officer	Transfer	01/02/2015
P Cele	CNP	New Appointment	09/02/2015
NM Fakazi	CNP	New Appointment	01/02/2015
VN Nzuzza	CNP	New Appointment	09/02/2015
MM Nzama	Prof Nurse	Prof Nurse	23/02/2015
HA Chongo	Data Capturer	Transfer	01/02/2015
FN Cele	Nursing assist	Transfer	01/02/2015
Dr Hordynska	Med Officer	New Appointment	01/02/2015

NEW APPOINTMENTS:MONTH—MARCH 2015

NEW APPOINTMENT : I	RANK	APPOINTMENT TYPE	DATE OF TRANS
MW Khumalo	Prof Nurse	Transfer	01/03/2015
T Ngcobo	Staff nurse	Transfer	01/03/2015
PCele	CNP	New Appointment	01/03/2015
NM Fakazi	CNP	New Appointment	01/03/2015
VN Nzuzza	CNP	New Appointment	01/03/2015
MM Nzama	Prof Nurse	Transfer	01/03/2015
HA Chongo	Data Capturer	Transfer	01/03/2015
TR Qwabe	Data Capturer	New Appointment	01/03/2015
BF Cebisa	Prof Nurse	New Appointment	01/03/2015
NFCele	Staff nurse	Transfer	01/03/2015

Child Health Week 20 - 24 April 2015



Sr. Ishwarlaal and Sr. Khathi Screening Patients



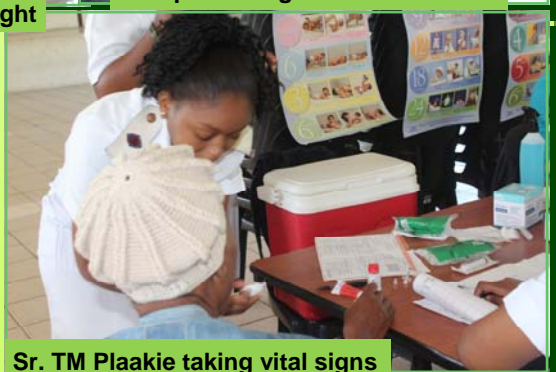
Sr. TM Plaakie checking baby hight



Sr. April Giving Health Education



Sr. Khathi and Mrs. Swela Educating Mothers



Sr. TM Plaakie taking vital signs

On the 21st of April 2015, GJC Staff members from Casualty, Physio and Gateway clinic set out on an Outreach campaign responding to MEC for health Dr. S Dhlomo for the child health week to provide information and easy access to healthcare for the little ones in the areas surrounding our hospital. The week was set aside as per MEC's message who called on all parents and guardians of children in the Province to take advantage of Child Health Week, which began on Monday (20 April 2015) and runs until Friday.

KwaZulu-Natal MEC for Health Dr Sibongiseni Dhlomo has expressed concern at the high mortality rates due to the main causes of child deaths such as Diarrhoea, Pneumonia, Malnutrition, TB and HIV-related infections. The MEC says the department is determined to accelerate Child Health Services drastically in order to save more lives of children aged 5 and younger, before the evaluation of the Millennium Development Goals at the end of 2015. The campaign then started at the Amandawe Community Hall and ended at the Amandawe community Care Centre. Where most parents and CCG's came out in numbers with their children to receive health care services

During Child Health Week, mothers and care givers were urged to bring their children to Clinics, Mobile Clinics, Phila Mntwana Centres, and other temporary points for screening and health services for children. Ugu Health District and GJ Crookes Hospital then created temporary service points which were active throughout this period where necessary healthcare was provided and tests for HIV and TB were done.



Provision of Health Services to the Community



Provision of Health Services to the Community

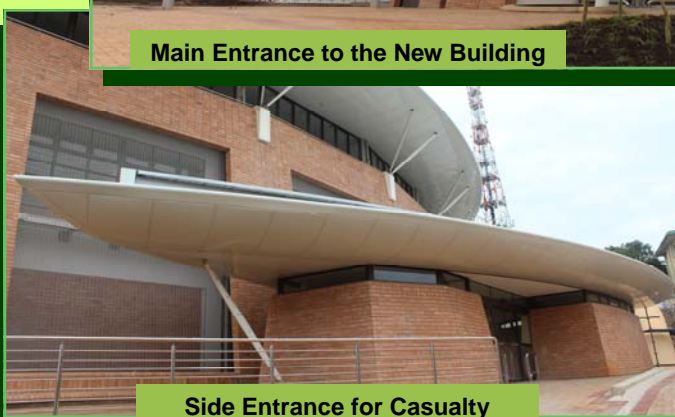
**Fighting Disease, Fighting Poverty,
Giving Hope**

A COMPLETE VIEW OF THE NEW CORE BLOCK

Below are a few snapshots of the GJ Crookes Hospital's New Core block which consists of the OPD, Casualty, Admitting, Pharmacy, Dental, Dietetics, Doctors Cubicles Admin Block, Revenue Department and PRO. The building has state of the art equipment and technology with automated doors and lifts for staff and patients. The final touches show that it was worth waiting for indeed.



Main Entrance to the New Building



Side Entrance for Casualty



Bottom Entrance to the New Building



Foyer for X Ray and Casualty



New Casualty Department



New X Ray Department



OPD, Admitting Pharmacy and Doctors Cubicles

**Silwa Nezifo, Silwa Nobubha,
Sinika Ithemba**

Compliments

Generally one will assume that the treatment and stay in Government hospitals is not pleasant, however the number of compliments received compared to complaints tells a different story. This quarter GJ Crookes Hospital received over 50 written compliments from grateful clients. Lets look at how happy, most clients have been with our hospital: -

Thank you

I am so lucky to have many good friends who are all networking for me. Thanks to all of them who rallied around me after I broke my elbow. Special thanks to Margie, Tony and Gary Moore for running my shop. Karen Pratt and Lorraine Parsons for all the lifts and Pam Boyack for being my gopher. Dr Garcia and the staff of GJ Crookes for all the smiles and care.

Toeka Pretorius

Issue from the Rising Sun

Staff of H Ward commended

We would like to express our gratitude to the H Ward staff of the GJ Crookes Hospital. Our child, Lindokuhle Khumalo has been sickly ever since he was born and so he spent the whole of last year at the hospital. This was a time when he was supposedly being welcomed into the world, as well as getting a feel of belonging to a loving family – unfortunately, this wasn't the case. However, the treatment he received from the staff of GJ Crookes made this difficult time a bit easier to bear. Not only did we receive

glowing reports during his stay at the hospital, this was evident every time we went to visit the little guy. Staff of GJ Crookes, we commend you for the care that you show to our children. Allied to our gratitude for the treatment Lindo received at the hospital, is the birthday party that was organized at the children's ward especially for him and not forgetting a baby walker that was bought by Michelle to aid with his walking process. You guys did an amazing job and we are very grateful.

Promise

Issue from the Rising Sun

Nomthandazo Cele Maternity ward

This was my first baby so they have help alot may God bless them even when I lost energy to deliver but they helped me. I thank u all

Zamandelu Bulose Paediatric Ward

We were handled with care especially Sister Duma was doing her job very well and the student .our children were getting the medication on time, we were eating in a clean environment en also eating healthy food.

Pretty Cele Female Surgical Ward

The client said that staff at GJC hospital treated her with care and with utmost respect. She would liket o thank all the the nurses that assisted her.

Bongile Chiliza Paediatric Ward

The client would like to thank all the nurses for assisting her and her child. She goes to say that her perception of the hospital has changed, because everybody back home say GJCrookes staff are rude. She got first hand experience that the nurses are kind and caring

Asanda Mnguni Maternity Ward

I had a good time with the staff and the nurses they have here are showing love, care, support, and humanity. Thank you

Zama Mtshali Gateway Clinic

The patient is pleased with sister Mkhizes work ethic. She showed that patients come first, because she sacrificed her lunch to attend the patients. She would also like to thank all the nurses at at Gateway.

Rozana Pillay Maternity Ward

The nurses were helpful and they had a lot of patience. The service was very professional. I am very grateful and I am thankful for all the nurses who helped.

Abigail Sibiya Female Surgical Ward

The cleanliness of the ward en the care of the staff, friendliness from the staff members en the cleaners .Miss Ndlovu the cleaner was kind enough to even show us the ward with a smile at all times and tha hospital is very clean en tidy.

Bahlengile Luthuli Paediatric Ward

I would like to thank everyone for taking care of my child ,they did a very good job by giving her medication on time , for being patient , caring and loving people. May God bless them all. Thank you

G 2 Male medical Ward

The client would like to thank the nurses at G2 for saving his life after he had tried to commit suicide. He would also like to thank the nurses who gave him counselling and talked him out of ever trying to commit suicide again. He wishes the nurses to help

Zama Mgenge Maternity

I would love to thank the staff of labour ward B2 the way the handle me from the night I got in ,they had care, they work very hard especially when you are in pain they make sure they relieve the pain. Thank you

Fezile Mthembu maternity

I would love to say to all B2 workers please keep up the good work at all times they come to check if u still okay, they make sure that everyone gets food, medication and the injection they give at the right time all the nurses were so kind. Thank you.

Chanel Olivier maternity Ward:

The patient says she had a great experience at maternity ward and the staff are well experienced. She would also like to send a special thanks to Mrs. Ndovela.

THE PR CORNER

The PR Department is responsible for managing relationships between the hospital and our clients, visitors, stakeholders, other organizations and the public.

Our commitment is to understand our publics needs and queries and work out solutions for them. We are well positioned to listen to the concerns of our clients, to create harmony with and between them and our institution, so as to build and maintain an everlasting relationship based on integrity, honesty and trust.

The PR Department is open to receive suggestions, complaints or compliments about the institution and quality of service. Should you wish to put a suggestion please make use of the current suggestion boxes found in all departments inside the hospital or you may contact the PRO Mr. TM Mbanjwa on Tel: 0399787004 or email: Maxwell.mbanjwa@kznhealth.gov.za



Mr. TM Mbanjwa Public Relations Officer

New Face for the PR Department

My name is Wandile Xaba, I currently reside in Amandawe. I am a student enrolled at Durban University of Technology, studying a course entitled: Public Relations management. I am here GJC for Six Months to fulfill my practical assignment and gain field experience. I am a witty person who believes in logic and that dreams happen overnight, but strategic planning fulfills your desired endeavors in the long run.



Mr. W Xaba PRO In-service Trainee

This Newsletter was compiled and in the PR Department by Mr. TM Mbanjwa PRO and Wandile Xaba PR In-service Trainee and was Edited by Mrs. SP Nyawo CEO

Wise words: *If you don't take a chance, you don't stand a chance, never sit back and hope, hope and do.*

		
<p>Batho Pele</p> <p>Together beating the drum for Service Delivery</p>		<p>A better life for all South Africans by putting people first</p>
	 <p>AIDS HELPLINE ☎ 0800-012-322</p>	

Silwa Nezifo, Silwa Nobubha, Sinika Ithemba