

**G.J CROOKES  
HOSPITAL**

*“ Batho Pele means People First , which is an initiative to get public servants to be service orientated, to strive for excellence in service delivery and to commit to continuous service delivery improvement”*

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# Asikhulume-Let's talk G.J CROOKES HOSPITAL

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## G.J CROOKES HOSPITAL SCOOPS 1ST PLACE

G.J Crookes Hospital is the best in KwaZulu Natal. To prove this, a gold award for Service Excellence was presented to Hospital Staff who were at the KZN Health Service Excellence Awarding Ceremony held at the KZN Health Provincial Head Office on the 22nd of January 2010.

Tension was felt in the big hall where the awards were held as five hospitals that were short listed for adjudication were going through their presentations, showcasing their excellence and achievements.

Assessments at the hospital was done on the 15th of January 2010 by judges from different departments. Assessments were based on Service Excellence according



G.J Crookes Hospital Team receiving the award from Dr Lindiwe Simelane and Mrs Abigail Khathi



Everyone was smiling and excited for the photograph

to the 11 Batho Pele principles, the judges took the hospital staff through all 11 Batho Pele principles asking them questions relevant to the principles. Patients and other staff members who were not in the team, were asked as judges made a walk about around the hospital. This was tough, as everything was based on evidence, evidence and evidence but colleagues and staff members did each other proud.

## WORDS OF GRATITUDE FROM MRS S.P NYAWO

On behalf of the Hospital management team and all our stakeholders, I would like to thank you all from the bottom of my heart for the wonderful work you have been doing for our clients.

Together we can make G.J Crookes hospital a Batho Pele compliant hospital thus ensuring optimal customer care & satisfaction, which is the main reason we all have jobs. Quality sometimes is viewed by clients as giving them a smile and respect which neither silver nor gold can buy. Kindness is more important than wisdom, and the recognition of this is the beginning of wisdom.

*Together* beating the drum for service delivery because **WE BELONG; WE CARE; WE SERVE** to make **A BETTER LIFE FOR ALL.....**

# REJOICE AT THE HOSPITAL

Everyone at the hospital was anxious to hear the great news! They all wanted to know that their great work hasn't gone unnoticed. The reception at the main gate was overwhelming, everyone was happy and singing songs of achievement.



Leading the crowd and carrying the trophy is Mrs Sibongile Nyawo, CEO accompanied by Hospital Board Chairperson Rev C.M.K Dlamini, and Councillor Ntomb'fikile Gumede, Umdoni Municipality Mayor

Mrs. S.P Nyawo, Hospital Manager told staff members that this is just the beginning. This is not a once off exercise and good customer care should always be a priority, whether your customers are staff members, patients/the

community, business community an the like.

8 Health Care institutions which were Bethesda, Northdale, Hilcrest, Charles J Memorial, E.G Usher, Untunjambili and KwaMashu CHC had initially entered for these awards and G.J Crookes Hospital is proud to come on top place. G.J Crookes Hospital will represent the KZN Department of Health in the Premiers Service Excellence Awards to be held soon.

Another set of judges will visit the hospital for assessments towards the PSEA, the hospital will be competing against another various government departments like Municipalities, Home Affairs, Transport, Social Development etc. This means the competition will be tough because these departments provide services that are different form each other.

Hopefully G.J Crookes Hospital will prove that the little initiatives you take will make a huge positive impact on your customers; you don't have to have millions of rands in order to accomplish satisfied clients.



Mrs Sibongile Nyawo, CEO showing the trophy to the Lions Club Members, who are one of the best NGOs who work together with the hospital. In this time of financial constraints, their donations have helped the hospital to improve its service delivery

We cant wait for the PSEA!

"To achieve great things we must not only act, but also dream; not only plan, but believe" great words from Anatole France

## *EXCITEMENT IN DEPARTMENTS -IXOXWA NGEZITHOMBE -*

On Monday the 25th of January 2010 the trophy was circulated around the hospital's different departments to ensure that staff members could see the rewards of their hard work. Below are pictures of staff members holding the trophy.

“Together  
Everyone  
Accomplishes  
More”





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