



EzaseKhangela

NEWS

AUGUST 2022

HR LADIES CELEBRATED IN STYLE



having a vision for one's life and to run their own race. She also emphasized on the role each woman should play in applauding and celebrating each other as women.

Ms. Nzimande

Women's day 2022 was a special occasion for women in H.R. department. The gentlemen working in H.R decided to spoil all the ladies in the department with a special breakfast. 19th August 2022 saw ladies dressed up as they were informed there will be a special visit from the Provincial office so they needed to dress up. Off-course ladies had questions as to why they must dress up on a Friday but they never suspected the surprise planned by the guys.

The hall was set up and each lady given a rose, breakfast

orders were taken and ladies were served with Wimpy breakfast, tea, coffee, juice and cakes.

Founders of Get2Natural hair products were invited as guest speakers on the day. All the ladies were given a hair product and more information on how to take care of various types of hair.

Three designers came through to show case their work and H.R ladies became models of those designers on the day. It was an exciting moment.

Ms. Ndlela motivated the ladies and indicated the importance of

from HR expressed words of appreciation to the organizers for a well planned day. She indicated that in over 17 years she has been in a public sector, this was the first of its kind. Mrs. Thandeka Mkhonza, appreciated all the speakers for their words of motivational messages aimed at empowering and celebrating women.

Well done to all HR gentlemen and their managers for celebrating ladies in their component.

Article: Nontobeko Ndlela

PEC Assessment Team

Patient Experience of Care survey took place during the month of August and King Edward VIII Hospital was paired with Addington Hospital. This

problem areas that require focused intervention. Mostly the survey assists in strengthening consultative process with patients and their involvement in their

It is important for the hospital to note that patient satisfaction is not only based on surveys conducted but on day to day interaction. The organization

should also always strive to make a positive impact to anyone who interact with the service area, including how the Switchboard operator answers the phone. The Switchboard and reception area set the tone for all people liaising with the organization telephonically.

A big thank you to the team involved.

Article: Nontobeko Ndlela



type of survey is done for various expected outcomes which is used to identify

healthcare. It is also a form of getting feedback from patients.

World Hypertension Day

This year's theme "**Measure Your Blood Pressure Accurately, Control It, Live Longer**", focusing on combating low awareness rates worldwide and accurate blood pressure measurement methods.

Elevated blood pressure (BP) remains the No.1 contributing risk factor for global death, causing strokes, heart attacks and other cardiovascular complication.

Hypertension day held on 17 May 2022 was aimed at improving awareness about BP and Hypertension at the individual and population level. Turn out from staff and patients was impressive. The emphasis is still on staff taking care and prioritizing their health.

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We Are Happy to Help

Customer care is a way of dealing with customers when they interact with your brand, products, or services to keep

people are going to remember how you responded to them in a crisis. Let people know you do care, you do understand and be

Batho Pele Principles. Inservice training has been provided to various departments including but not limited to Pharmacy, Internal



them happy and satisfied. Customer care goes beyond customer service and support because it focuses on building emotional connections between brands and customers.

Dr. Jan Louise Jones, professor at the University of New Haven, says the role of customer care is to make a good impression on people. The way a brand handles customer interactions can really distinguish it from others that address similar issues. She says that after all

genuine with your message.

Ms. Ndlela embarked on in-service training to staff from various categories. This in-service training focused on Customer Care and Batho Pele Principles. During the presentation it became clear that if public servants understand and practice customer care daily, this will automatically result in happy patients and therefore compliance with Batho Pele Principles.

Complaints on staff attitude are as a result of us not understanding and practicing customer care and

medicine, Post-natal, Acute medical unit and OPD. During these presentations staff members were reminded to do justice to what they are employed to do and to remember why they applied for the jobs, they must satisfy themselves with every encounter with a patient and relative that they have provided best quality health care at all times. A reminder to do to others as one would like done unto them.

Article by Nontobeko Ndlela

Visit By Robinhood Foundation

The visit by Robinhood Foundation team always creates a buzz and excitement from new mothers as they always bring packs full of baby clothes. The recent visit on 18th August 2022 was even more exciting as it was their first visit post covid-19 pandemic.

The dictionary defines charity in two ways: “the voluntary giving of help to those in need and kindness and tolerance in judging others”. Unfortunately, this is not how many people understand this word.

A common misconception is that charity is only for the rich and you can't be charitable if you're barely getting by. But as it has been

themselves– it's literally in everything we do.

So wherever you are and whatever you do, practice charity as



Passionate about bettering the lives and futures of those in need, the Robin Hood Foundation is committed to mobilizing resources from businesses and individuals and putting them directly into the hands of the poor grannies, needy mums and children in surrounding impoverished communities.

proven by the likes of Mother Teresa, charity is not measured by how much you give. Rather, it is the act of giving and the intent of the giver that truly matters.

Besides, from the definition above, charity is not just about giving. It is also in how we treat others. Charity is in how you make a stranger feel welcome, in how you make others feel good about

much as you can, and don't forget to inspire others to do the same too.

Article by Nontobeko Ndlela

Labour Ward Team Hosts Breastfeeding Awareness

On the 5th of August 2022, the staff from Labour Ward hosted a Breastfeeding Awareness to celebrate Breastfeeding Week, which started from 01-07 August 2022. This event took place

importance of breastfeeding babies from birth.

Operational Manager from Labour Ward, Sister Nsibande was also part of the event. She portrayed to

also contains substances that naturally soothe infants.”

The Team emphasized on the importance of breastfeeding and urged the Mothers to ask any questions concerning breastfeeding if ever they encounter problems.

The team believes that mothers will be encouraged and start giving their babies breastmilk for a much longer time, especially those who are still expecting.

Article: Snethemba Shandu



outside Antenatal Clinic where health education and information leaflets about breastfeeding were given to the new and expecting Moms.

The theme for the year 2022 is, “STEP UP FOR BREASTFEEDING- EDUCATE AND SUPPORT”. This statement was supported by educating all the new moms and the ones who are still expecting of the

the Moms on how to hold the baby in a correct position when breastfeeding and also on how to make sure that the baby is well fed.

“Breast milk provides abundant and easily absorbed nutritional components, antioxidants, enzymes, immune properties, and live antibodies from mother. These antibodies enter her milk to help protect her baby from illness. Breast milk

Child Protection Week

King Edward VIII Hospital, like all institutions who pride themselves in taking good care of our society and believing in better future, we had to respond on the call of child protection awareness week which kick started on the 29 May 2022 and ended on the 05 June 2022.

Social Work Department spearheaded the awareness with buildup talks and distribution of pamphlets, posters and reading materials in service stations within the Hospital.

With this year's Theme which states "Let us Protect Children during Covid-19 and beyond" we had to foster a Multidisciplinary team approach in our main event which took place on 02 June 2022. Internal stakeholders such as Allied, POPD, Peads, Philani Clinic and O & G were part of this event.

External stakeholders included Social Science department (University of Kwa Zulu Natal), Bobbie Bear, Malvern Children's Home, Community Care Projects, and Child Family Violence Child Protection and Sexual Offences Unit (FCS), SASSA, Department of Home Affairs, Phambili High School and Brettonwood High School.

Speakers from these organizations gave talks and showcased their services which were information of value to the Audience. The guest Speaker was Dr Maud Mthembu from UKZN (School of Applied Social Sciences). She put an emphasis on understanding children in totality. She equipped the audience with tips and techniques

relationship between the Hospital and external stakeholders was key to the great success of the event. This is our annual event and it is expanding annually in terms of attendance, audit and quality and as a result the venue is becoming smaller (POPD).

Acknowledgement goes to the following: Dr Bongiwe Pepu,

Dr Maud Mthembu for 50 copies of children books titled "Uhambo Lwami ngesikhathi sekhovithi". The book is based on the true story about children who lost their granny through COVID-19.

Mrs. Gudase - her contribution with a marquee.

Community Care Project by providing light refreshment for all attendees.

Social work Paediatric team for speaker's token of appreciation.

Article: Bheki Zondi



of dealing with children and understand their behavior, feelings and emotions. She shared expertise and knowledge in dealing with children from various communities across the province.

Words of appreciation goes to our partners including POPD, Philani Clinic and Social Work Department in producing desired outcomes. The working

Autism Awareness



On the 6th of April 2022, KEH Occupational therapists set up their table outside POPD. The aim was to create awareness, eliminate the negative stigma surrounding the neurological condition, fight the discrimination that people with Autism face in their lives and celebrate the differences that make us all unique.

The OT Team created pamphlets and posters, describing the condition, highlighting its causes and addressing its signs. These

pamphlets were given out to staff and patients and explanations were given to increase knowledge regarding autism.

The percentage of children being diagnosed with ASD has increased dramatically and is still being updated as more of our parents and clinicians begin to understand more about autism. Understanding and being knowledgeable about ASD is important as it ensures that those who require the support in their lives, be it

through the education system or in the everyday tasks, get it.

Throughout the day, occupational therapists and UKZN OT students interacted with the patients, offering rewards and ribbons to professionals and patients who could answer various questions relating to autism.

Article: Minenhle Mhlongo

Healthy Lifestyle Corner



health practitioner always emphasize on the importance of exercising and healthy eating.

King Edward VIII Hospital healthy lifestyle

team has shown commendable consistency for over ten years since it was formed. There has been off-course changes in number of attendees but the gym is still standing. Every staff member is invited to be part of this amazing team. Being physically active can improve your brain health, help manage weight, reduce risk of disease, strengthen bones and muscles, and improve your ability to do everyday activities. We encourage people to find a balance between taking care of their health while at the same time ensuring that the job they are employed to do does not fall short.

I call it my sanity pill, the place where I recharge and forget about all the work stresses, sweat it out and regroup. It is also another form of team building because there are staff members from various disciplines, social place as you engage and meet people who might have common thinking ability. Join us Mondays, Tuesdays and Thursdays at Jubilee Hall.

Article: Nontobeko Ndlela

Its never too late to change your lifestyle. The age is not a question because there are exercise catered for various types of people based on their age, condition and otherwise. The most important thing about investing on a healthy lifestyle is ensuring consistency. Unfortunately you can never say I have done enough exercising now so it should last me the rest of my life. Once you stop, you loose everything that you have

invested on. That is sometimes the comment people mention and they usually say "I cannot be exercising for the rest of my life". As I always say, the mindset is the key to anything. You must enjoy what you do, when you enjoy it, you will love it.

It is important to consult your doctor before engaging in any intense exercises. The doctor or your health practitioner will always advise on what types of exercise you can do and every clinician/

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