



# MTHINEMIDE

# NEWS

APRIL 2026

*Imithi yokuthamela izidaba zeMpilo zabahlali base Mthonjaneni*

## WELCOME REMARKS BY CEO

*"The function of leadership is to produce more leaders, not more followers" - Ralph Nader*



**Dr. I.F Masinga**  
Hospital Chief Executive Officer

It gives me great pleasure to extend a very warm welcome to you all on behalf of the Management of KwaMagwaza Hospital. As we begin this new year, we are grateful for the renewed energy and commitment that each of you brings to this institution.

I would like to personally thank every member of staff, from our dedicated frontline nurses and doctors to our hardworking support staff in housekeeping, catering, and administration. You are truly the engine of this hospital. Our human resources, our employees, play a vital role in advancing the mission and vision of the KwaZulu-Natal

Department of Health, and we do not take your dedication and hard work for granted.

has indeed been a difficult journey, but it has also been a journey filled with important lessons that will guide us as we move into the 2026/2027 financial year.

Despite the challenges, we have learned to adapt and to work with the resources we have. What once seemed abnormal has now become part of our resilience as a team. Even with limited resources, we have remained committed to delivering quality healthcare services to our patients and community.

As we look ahead, we remain focused on improving our Ideal Hospital standards, strengthening our facility as a true healing environment, and prioritizing the well-being of our staff. Your commitment has been the backbone of our success, and I am excited to see what we will achieve together in the year ahead.

Let us make 2026 a year of growth, positive change, and new possibilities. Thank you for being such a dependable and inspiring team. The KwaMagwaza Hospital team continues to impress and amaze me. Each year I learn something new from the incredible talent and skills within this institution. The dedication displayed in the year 2025 still stands out in my mind, and I strongly believe that 2026 will bring even greater achievements.

We are inspired by the words of the great leader Nelson Mandela, who once said, *"It always seems impossible until it's done."* At times it seemed almost impossible to reach the end of the financial year while ensuring that medical supplies and stationery were available to continue serving our patients. It

We are also pleased to welcome those who have been with us for many years, as well as those who joined us towards the end of last year and at the beginning of 2026. KwaMagwaza Hospital is more than just a workplace; it is a small family of passionate and committed people. I encourage you to remain open to learning new things, share your skills with others, and make yourselves feel at home.



**Matron Mthethwa delivered heartfelt .....**  
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**Mr Buthelezi and Mr Myeni sharing a joyful .....**  
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**The retirees gratefully accepting their gift .....**  
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# Staff Attitude and Its Impact on Service Delivery



**Mr Andile S.S Ngcobo**  
Public Relations Officer

**S**taff attitude is a critical determinant of service quality and organisational reputation. When negative attitudes are left unaddressed, they can gradually erode workplace morale, compromise patient experience, and ultimately damage the public image of an institution. In a healthcare setting, where compassion, professionalism, and

empathy are fundamental, staff attitude can be likened to a silent but destructive force if not effectively managed.

KwaMagwaza Hospital operates as the only health facility within the Mthonjaneni Local Municipality, a context that presents unique challenges and heightened expectations. Serving a predominantly rural population places significant pressure on the hospital to provide consistent, accessible, and high-quality healthcare services. Under these conditions, the conduct and attitude of staff members become even more critical, as they directly influence patient satisfaction, public trust in the health system, and overall health outcomes.

The hospital brings together employees from diverse backgrounds, cultures, and professional disciplines, each contributing unique strengths and perspectives. Despite these differences, staff are united by a common purpose: to save lives and improve life expectancy in line with the constitutional mandate to provide quality healthcare for all. Over the past year, team-building initiatives and healthy lifestyle activities have yielded positive results in strengthening teamwork and improving staff morale. Research and practical experience consistently demonstrate that healthy, motivated employees are more productive and deliver higher-quality services. As the new year begins, it is essential to sustain and expand these efforts in order to preserve and enhance positive staff attitudes. While isolated cases of persistent negative behaviour may occur, the majority of staff members remain dedicated and hardworking individuals who deserve recognition and continued support.

Hospital management plays a pivotal role in fostering positive staff attitudes through structured training programmes in customer care, ethics, and the Batho Pele Principles. However, responsibility for cultivating a respectful and caring workplace culture cannot rest solely with management. Each employee must take personal accountability for their behaviour and attitude. Although staff

are often reminded to “leave their bad attitude at the gate” when reporting for duty, it is important to acknowledge that attitudes are shaped by learned behaviours and life experiences. Former President Nelson Mandela’s words remain relevant in this context: people are not born with hatred; they learn it, and therefore they can also be taught to love. This insight underscores the possibility—and necessity—of learning, unlearning, and nurturing positive attitudes in the workplace.

The importance of professional conduct in healthcare is further emphasised by the perspective shared by Dr S.M. Dhlomo, who highlighted that health practitioners do not have the luxury of second chances in the way other professions might. While a teacher’s mistake may result in a learner repeating a grade, a health practitioner’s error may cost a patient’s life. Every life is valuable and irreplaceable, and no monetary value can be placed on it. This reality places a profound ethical and moral obligation on healthcare workers to perform their duties with diligence, competence, compassion, and a consistently positive attitude.

As public servants, government employees are entrusted with the responsibility of serving communities with integrity, fairness, and commitment. This responsibility requires unwavering adherence to the principles and values that guide public service, including respect, accountability, and transparency. Hospital management continues to encourage staff to treat all patients equally, regardless of social status or family background, reaffirming that access to healthcare is a fundamental human right.

Workplace stress is an unavoidable reality across all professions, including healthcare. However, allowing stress to manifest as a persistently negative attitude can create a toxic environment that affects colleagues, patients, and the institution. Promoting self-awareness, peer support, mutual respect, and continuous professional development can help mitigate these risks and contribute to a healthier and more positive workplace culture.

In conclusion, staff attitude is a cornerstone of effective healthcare delivery. By combining strong leadership, continuous training, personal accountability, and supportive workplace initiatives, KwaMagwaza Hospital can further strengthen a culture of professionalism and compassion. Such a culture will not only enhance staff wellbeing but will also lead to improved patient care, stronger community trust, and better overall institutional performance.



# PHOTO GALLERY



**Above Pictures :** Pastor Ntshangase and management gathered to honour the outstanding service and dedication of Matron Ndlangamandla and Nurse Mpanza



**Above Pictures :** CEO delivery word of appreciation, while Miss Ntombela outline the purpose of the day during the retirements ceremony of Ms Ndlangamandla and Ms Mpanza .



**Above Picture:** Nursing staff seated attentively, showing unity and support while celebrating the remarkable service of their colleagues .



**Above Picture:** Program Director Mr Buthelezi and Mr Myeni sharing a joyful moment as they pay tribute to Ms Ndlangamandla and Ms Msomi for their years



**Above Picture:** Ms Mthembu and Mr Mthethwa sharing heartfelt tributes and words of appreciation messages in honour of the retiring colleagues.



**Above Picture:** Staff members gathered to celebrate , reflect on cherished memories ,and bid a warm and respectful farewell to Ms Ndlangamandla and Ms Mpanza .

# Farewell Celebration Honouring Long-Serving Staff Members

In January 2026, staff members of **KwaMagwaza District Hospital** hosted a heartfelt farewell celebration in honour of two esteemed colleagues, Miss F.A. Masango and Miss Z.H. Mdletshe. The event was thoughtfully planned and beautifully arranged, reflecting the deep appreciation and respect the hospital community holds for both individuals.



The atmosphere was filled with joy, gratitude, and touching tributes from colleagues across various departments. Miss Masango and Miss Mdletshe were pleasantly surprised by the meaningful and well-prepared celebration organised in their honour. The occasion was marked by both happiness and emotional reflections, as staff gathered to celebrate their

staff members. Her calm leadership, empathy, and dedication made a significant difference in the lives of countless patients and colleagues. As she enters retirement, her legacy of excellence and service will remain deeply embedded in the hospital's history.

Miss Z.H. Mdletshe, who served as a Ward Clerk, has been instrumental in ensuring the smooth daily operations of the ward. Her responsibilities included managing patient files, handling communication, capturing essential information, and facilitating coordination between doctors, nurses, and patients. Through her patience, diligence, and positive spirit, she strengthened teamwork and enhanced the working environment. Her reliability and commitment made her a cornerstone of ward administration and a valued member of the hospital team.

The farewell celebration served as a true reflection of unity, appreciation, and gratitude within KwaMagwaza District Hospital. Both Ms Masango and Ms Mdletshe have made remarkable contributions through their dedication, professionalism, and steadfast commitment to service. Their hard work and positive impact will continue to be remembered and valued by colleagues and the broader hospital community.



As they close this significant chapter of their professional lives, the hospital community extends its sincere wishes for happiness, good health, and continued success in the journey ahead. Their legacy will undoubtedly continue to inspire both current and future staff members



invaluable contributions and many years of dedicated service.

Miss F.A. Masango, a Professional Nurse, has served KwaMagwaza District Hospital with compassion, integrity, and professionalism. Throughout her distinguished nursing career, she demonstrated an unwavering commitment to quality patient care and played a pivotal role in mentoring and guiding junior

**Above pictures:** A joyful farewell celebration for Miss Mdletshe and Miss Masango, where staff expressing their appreciation through dancing and presenting gift to honour their dedicated service. Their valuable contribution will always be remembered.

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# Honouring Retiring Nurses in a Heartfelt Celebration



**Above pictures:** Mr Myeni handing over the gifts presented to Ms. Mpanza and Ms. Ndlangamandla presented by hospital staff, in heartfelt recognition of their hard work, unwavering dedication, and outstanding service at KwaMagwaza Hospital.

**O**n the 17 of February, KwaMagwaza Hospital hosted a memorable retirement celebration in honour of two dedicated nurses who served the institution and the community with commitment and compassion for many years. The occasion marked the conclusion of their professional journeys while celebrating the legacy they have built through years of dedicated service.

The event commenced with a graceful entrance into a beautifully decorated tent specially arranged for the celebration. This was the first time the hospital hosted a retirement function in such a setting, making the occasion both historic and unique. The carefully prepared venue symbolised appreciation and respect for the retirees' contributions. As the honourees entered, the atmosphere was filled with joy, unity, and warm embraces, creating a welcoming and celebratory environment.

The programme officially began with an opening prayer led by Reverend Ntshangase, who delivered an inspiring message encouraging attendees to appreciate and celebrate one another while they are still alive. He

reflected on the importance of acknowledging people's contributions during their lifetime, a message that resonated deeply with those in attendance and set a reflective tone for the ceremony.

The Chief Executive Officer extended heartfelt congratulations to the retirees, acknowledging their significant contributions to the nursing profession. Nursing was described not merely as a career but as a calling that requires patience, sacrifice, resilience, and compassion. The CEO emphasised that both nurses should take pride in the dedication and effort they invested in serving patients and strengthening nursing services at KwaMagwaza Hospital.

Tributes from colleagues highlighted the retirees as respected professionals who demonstrated commitment and excellence throughout their careers. Nurse Mpanza was recognised for her respectful nature and inspiring professional journey from Community Health Worker to Professional Nurse, reflecting determination, growth, and a deep passion for community service.

Ms. Ndlangamandla was commended for her extensive experience and mentorship within the maternity ward, where she guided many colleagues and contributed significantly to quality patient care. Her dedication to maintaining high standards and ensuring accountability in the wards she supervised was recognised as a reflection of her professionalism and commitment to excellence.

In her response, Ms. Mpanza expressed her deep love for working at the hospital, sharing that she sometimes still wakes up early out of habit, only to remember that she has now retired. She expressed sincere gratitude to colleagues and management for their support throughout her career.

Ms. Ndlangamandla spoke proudly about her role as a nurse and advanced midwife, emphasising that nursing is a calling rather than simply a profession. She reflected on the importance of experience, mentorship, and continuous learning, particularly in maternity care, where knowledge and skill play a critical role in ensuring the safe delivery of healthy babies.

The retirement celebration was a meaningful occasion that honoured years of dedicated service and professional excellence. The retirees' contributions have left a lasting impact on KwaMagwaza Hospital and the community it serves, and their legacy will continue to inspire future generations of healthcare professionals.

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# PHOTO GALLERY



**Above Picture:** The farewell came alive as staff took the floor, dancing with joy and celebrating the dedication and legacy of their beloved colleagues .



**Above Picture:** Staff celebrated the remarkable journey of their retiring colleagues



**Above Picture:** Matron N.I Mthethwa with Program Director Mr Mkhize delivered heartfelt words of condolence to the family and staff for their late staff in the memorial service.



**Above Picture:** Ms Mdletshe and Ms Masango gratefully accepting tokens of appreciation presented by staff in recognition of their dedicated service and lasting contribution to the institution .

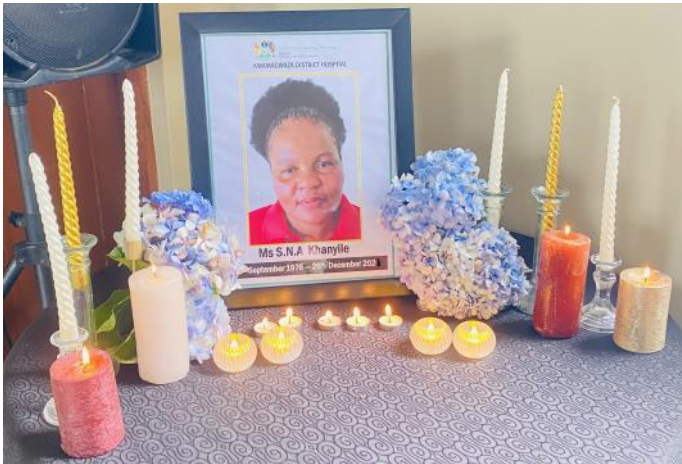


**Above Picture:** Ms Mdletshe and Ms Masango expressed their heartfelt of appreciation to the staff for the gift and organizing such a beautiful farewell them.



**Above Picture:** During the memorial service ,staff observed a moment of solemn reflection, seated together in respect and remembrance of their esteemed colleagues .

# STAFF PAY TRIBUTE TO THE LATE **Ms N.A. KHANYILE**



void, and she will be deeply missed by all who knew and loved her

Miss Khanyile began her professional career at KwaMbiza Clinic, where she served faithfully for several years. Driven by her passion to serve her community and remain close to home, she later transferred to KwaMagwaza Hospital, where she became a valued and respected member of the institution. She also gained international experience working in Hospital Laundry, which further enriched her professional growth and skills

Throughout her career, Miss Khanyile was widely known for her compassion, humility, and strong work ethic. She served with dignity and selflessness, always placing the needs of others above her own. Her colleagues remember her as a dependable team player who consistently demonstrated professionalism, kindness, and dedication in all her duties

The Khanyile family has expressed heartfelt appreciation to KwaMagwaza Hospital management and staff for the unwavering support shown during this difficult period. From the onset of her illness through to her final farewell, the hospital stood by the family, offering comfort, care, and solidarity. This support has been deeply valued and will always be remembered

Although Miss N.A. Khanyile's life was tragically cut short, the love she shared and the service she rendered will never be forgotten. Her memory will live on in the hearts of her family, friends, and colleagues. As the family navigates this painful journey of loss, they find solace in knowing that she was deeply loved and greatly respected. May her soul rest in eternal peace, and may her family find comfort, strength, and healing during this time of mourning.

**K**waMagwaza Hospital staff members gathered on 21 January 2026 to honour and celebrate the life of the late Miss N.A. Khanyile, a remarkable woman whose life was defined by love, kindness, compassion, and unwavering dedication to her family and profession

Miss N.A. Khanyile was born on 20 September 1996 and passed away peacefully on 26 December 2025. Her untimely passing has brought profound pain and sorrow to her family, friends, colleagues, and the broader healthcare community. She was a devoted and loving mother, whose warmth, care, and strength formed the foundation of her home. Her absence has created an irreplaceable

## MTHINEMIDE NEWS: **Call for Story Contributions**



**Mr Andile S.S Ngcobo**  
Public Relations Officer

**K**waMagwaza Hospital is committed to fostering a culture of communication, recognition, and shared learning. As part of this commitment, we invite all staff members to contribute to the Hospital Newsletter, our collective platform for highlighting the positive activities, achievements, and experiences within our institution.

The Hospital Newsletter belongs to all of us. It serves not only as an information source but also as a space where the voices of our colleagues can be heard and celebrated. Staff members who have observed newsworthy events, inspiring moments, or exceptional service within their departments or units are encouraged to share these stories with the wider hospital community.

We understand that many individuals hesitate to write because they judge their own work too harshly. However, it is important to remember that writing is a craft that evolves through revision and collaboration. Even published books undergo numerous rounds of editing, often more than ten times, before they are ready for printing. Many acclaimed authors spend years

refining their manuscripts with the help of multiple editors. Perfection is not expected; authenticity and meaningful content are what matter most.

All stories and written contributions should focus on activities and developments within KwaMagwaza Hospital and its Primary Health Care Clinics. Submissions may be sent directly to the Public Relations Officer (PRO), **Mr. Andile Ngcobo**, who oversees communication and publication processes. Colleagues are also encouraged to invite the PRO to cover events or initiatives within their respective areas when newsworthy activities arise.

While many of our clients have remarkable stories to tell, they are often reluctant to express them in writing. It is therefore essential that we, as staff, take an active role in capturing and sharing these impactful experiences. These stories not only uplift our collective spirit but also strengthen the bond between the hospital and the community we serve.

Selected stories may also be featured on KwaMagwaza Hospital's official Facebook page, allowing our broader audience to connect with the progress, dedication, and compassion that define our institution.

By contributing to the Newsletter, you help build a richer narrative of who we are as an institution anchored in service, unity, and continuous growth. We encourage all colleagues to participate and let their stories shine.

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