

Editors Note

We are gearing towards the end of the year. October is Breast Cancer Awareness Month. Breast Cancer remains a challenge to all of us as human beings.

We are now in November where we are celebrating 16 Days of Activism where we say No Violence against Women and Children. It is unfortunate that every year we need to be reminded about taking care of our women and children. This is something that we all need to practice without being reminded to do.

The Public Relations Unit has been joined by an Intern who will spend a year with us. She is here to learn more about Public Relations. Our part as staff is to support her in everything that she wants to know.

Our newsletter Bambino will now be published every two months. This is a challenge to all of us; it is not a challenge for the PRO team. The newsletter is for all of us, so we all need to contribute to it. Colleagues your inputs are critical for the success of this publication and LUDWM Hospital in general. I call on you to give us your honest views about this publication and what you expect from it.

Sesiya emaphethelweni onyaka. Umfumu inyanga yokuqwashisa ngomdlavuza webele. Umdlavuza webele usalokhu uyinselelo kithina sonke njengabantu. Sesisenyangeni ka Lwezi lapho sizobe sigubha izinsuku eziyishumi nesithupha zokuqwashisa ngokuhlukunyezwa kwabesifazane nabantwana.

Kubi ngoba sihlale sikhunjuzwa minyaka yonke ukuthi kumele sibaphathe kahle abesifazane nezingane kanti lokhu kumele sikwenze ngaphandle kokukhunjuzwa. Umnyango wokuxhumanisa usunelunga elisha Unkz. Dlamini. Leli bhuku lethu selizophuma kanye emva kwezinyanga ezimbili. Bozakwethu elenu leli bhuku

Nombuso

HOSPITAL CEO'S COMMENT



We are the servants of the public. Day in and day out our facility is under surveillance. Our hospital is judged by the quality of services of services we render to our customers. As we approach the end of the year let us count our achievements.

Is the public happy with our services? If yes we need to give ourselves a pat for doing what is good for our customers. Let us always strive for excellence. In terms of the SA Constitution our customers have a right to Quality Service.

Remember our strength is unity (Team Work)



EMPLOYEE OF THE MONTH by Dana Moodley

In keeping with the Principles of Batho Pele and the ethos of professionalism within LUDWMH, an "EMPLOYEE OF THE MONTH" award has been proposed.

A Department / Ward / Section will nominate their "EMPLOYEE OF THE MONTH" and based on these monthly awards an employee of the year will be identified.

An individual will be nominated monthly in writing by their Managers, Supervisors, Colleagues or the Public using the form.



In order for this recognition to be achieved, the individual will be nominated in writing according to the following measuring standards

- ◆ Interaction With People
- ◆ Dress Appearance
- ◆ Going beyond the call of duty
- ◆ Personal Conduct
- ◆ Punctuality
- ◆ Work Performance
- ◆ Participation in activities e.g. meetings, seminars
- ◆ Attitude



The monthly nominations will be presented with certificates and their picture will be placed in allocated staff corners in their departments or wards for that month.

The PRO will also have their picture included in the Hospital newsletter. This is a special award and winners should be given the exposure they deserve.

The Employee of the year will receive a certificate, trophy and a voucher which will be presented by the CEO Mr Myeza.

Nutrition Week by Susan Schoonwinkel



Information leaflets displayed for patients and staff



Notice on Nutrition week

Nutrition week is held annually to promote nutrition in the community. This year it was from the 9th – 13th October. A display was set up in the hospital that included posters, booklets and pamphlets about nutrition.

The contact details of the hospital dietician were also displayed so that she can be contacted if a client needed more information. Other activities included talks at the ARV clinic about the food based dietary guidelines, the distribution of pamphlets in some of the wards and the viewing of videos about diabetes and overweight in the x-ray department.

BATHO PELE REVITALISATION by



LUDWMH has embarked on entering the Premier's Service Excellence Awards for 2007. The Project involved demonstrating how Batho Pele Principles are implemented, and proved to be an exciting learning experience. Team input was obtained through collective discussions.

Benchmarking was also used to develop best practices. Some recent strategies implemented to improve Service Delivery at LUDWMH, includes compiling a: Service Commitment Charter, Service Standards, Code of Conduct, Conducting Batho Pele and Customer Care Training.

Batho Pele involves a commitment to customers both internal (staff) and external (clients and Public). Improving Service delivery is an ongoing process, thus, innovative ideas are being generated, and deficiencies are identified and acted on.

Team participation is imperative for continuous improvement; therefore Senior Managers are the leaders of the exercise and are expected to drive their teams towards an improving, changing culture. Staff at LUDWMH, **Live, and Walk and Breathe Batho Pele**, as we live out our Vision, Mission and Values as a commitment to the people we serve.



MEET OUR PR INTERN KHETHIWE DLAMINI



I am Khethiwe Dlamini, the Public Relations Intern. I live in Richards Bay and I am happily married with one child. Before I joined LUDWM Hospital I worked with Truworths as an Administration Consultant from November 2000 to May 2005. In January 2003 I enrolled for BA in Communication Science which I completed on record time with a first class. I decided to join the Communication field because I was exposed in client liaison, customer care and brand promotion.

I joined the LUDWM Hospital on the 1st of August 2007 and I will be with you for twelve months in total. According to Skinner and Von Essen. 1982:4. "Public Relations practice is the art and science of analyzing trends, predicting their consequences, counselling organisations' leaders and implementing planned programmes of action which will serve both the organisation and the public interest". As PR Intern I am here to learn the above-mentioned and by the end of my internship I expect to have gained the necessary skills and experience from all of you so that I will be able to face up with the real world in the near future.

There are a few things that make me smile, one of them is to help clients through and see that they are satisfied with the services I have rendered. I believe that quality customer service is the one that reaches international standards and I want to add value to the public services.

In conclusion, I would like to thank all of you for going out of your way to make me feel at home and part of the LUDWM family in the past three months. I have been learning a lot of things since I have been here, and I plead with you to please assist me whichever way you can because I am here to learn. I am very excited to be a part of a team that strives towards achieving **BATHO PELE!**

I thank you!

DOWN SYNDROME AWARENESS DAY

According to the Health Calendar, 20th of October is Down Syndrome Awareness Day. The Genetic Services at LUDWM Hospital commemorated this day by giving health education on Down syndrome to the parents and relatives that are grieving upon the diagnosis. The theme that was used for 2007 awareness was "Count us in". The aim of the awareness was to break the barriers, stigmatization and discrimination against people with Down syndrome.



What you should know about Diabetes? By Susan Schoonwinkel

On the 14th November 2007 is World Diabetes day. This day is to promote the awareness of Diabetes, so that the people can understand the condition and also seek testing and treatment.

Diabetes is a condition that affects people all over the world. It cannot be cured, but treatment (medical and nutritional) can make you live a healthy life with the minimum of complications.

Diabetes is a condition where your body cannot use the glucose in the blood stream properly. This happens either because your body does not have enough insulin to take up the glucose into the cells or your cells do not respond to the insulin in your body. This causes the increase of glucose in the blood.

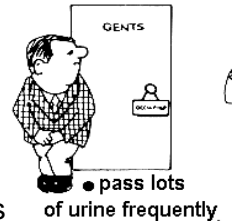
Symptoms: Here are a few symptoms that you can experience, but not all people with diabetes experience symptoms.

• feel tired/weak



• lose weight

- ◆ Always thirsty
- ◆ Always tired
- ◆ Frequent urination
- ◆ Unexplained weight loss
- ◆ Itching
- ◆ Changes of vision
- ◆ Slow healing cuts and bruises
- ◆ Numbness in hands and feet



If you experience any of these symptoms then you should go for a blood glucose test.

A Diabetes Awareness day is going to be held in the hospital. Further information will be distributed when it is finalized. If you have diabetes or want more information then this awareness should not be missed.