



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# Zigeleza Newsletter MSELENI HOSPITAL noMsele

## Mseleni Hospital anticipates National Batho Pele Awards.



Mseleni Hospital Batho Pele team during National Batho Pele Award Assessment

**O**n 13<sup>th</sup> November 2015, Mseleni Hospital will be crossing fingers to grab Batho Pele Awards in the ceremony that will be hosted by the Department of Public Service and Administration (DPSA) at Ghalleger Estate Johannesburg. The hospital will be representing the Province of KwaZulu-Natal on 3rd National Batho Pele Awards on the category of the Best Batho Pele Team! Meanwhile in the same competition, Mrs. C.T. Fakude will be representing KZN in the category of the Best Leader of the Year!

The assessment took place on the 16 October 2015 at Mseleni hospital. Team spirit was overflowing as the Mseleni

Batho Pele Team shared with the adjudicators how it implements the eight (8) National Batho Pele principles.

Implementation of Customer Care “Putting people first”, listening to client views through consultative structures, having clear service standards, instilling courteous behavior among staff, accessibility of healthcare services; clear channels of giving information to clients transparently, dealing with patients concerns and ensuring usage of taxpayer’s money sparingly; those were all key aspects that Mseleni Hospital Batho Pele Team excelled on during the assessment.

Hopefully Umkhanyakude will continue to shine as far as national level!



**health**

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

## Batho Pele Assessment on Progress!



Stories, Photographs and design by:  
Mr. Thabani Ntuli (P.R.O.) and Ms. Z.N. Mtshali (P.R.O. Intern)



*Fighting diseases, Fighting poverty, Giving hope*