

Newcastle Platform

The Newsletter for the Caring Profession

Second Edition—2009 Volume 1 No.2

Dagga Confiscation



These are the guys that you will love to hate. Since the arrival of Sukuma Security Personnel the level of theft in the hospital has drastically decrease. Pictured here is the Head of Security Mr. Sewpershad, Mr. V. Nlandla and Sukuma Security Personnel who confiscated 14 packets of dagga when they were doing their routine searching at the gate.



**NEWCASTLE PROVINCIAL
HOSPITAL**

4 Hospital Street, 034 438 0000

Best
wishes
for 2010!!

CONTENTS

October–2009

MAIN NEWS

Sub Editors Views.....	3
Social Service News.....	4
Mass Mock Disaster Drill.....	5
Long Service Awards	6
Stepdown gets renamed.....	7
Quality Day Celebration.....	8
Early Christmas for kids.....	9

Our Cover



Its either you love them or hate them, but they will catch you!!

EDITORIAL TEAM

Editor

Sabelo Buthelezi

E-mail: Sabelo.buthelezi2@kznhealth.gov.za

Sub editor

Tshepo Mokoena

Newsletter Team:

Mrs. N. Ndlovu

Sr. N. Jacob

Sr. F. Louw

Sr. L. Simelane

Sr. A. Singh

Sr. K. Moloji

Sr. J. Naidoo

NB: Any persons who wishes to submit an article for publication must please contact the Editor on Ext. 2003 for guidelines.



Quality Day celebrated in style, Pg 8

Sub-Editors Thoughts



To all the Newcastle Provincial Hospital I would like to say its been good being with you brothers and sisters, especially all my buddies from OPD-Admitting department, and all the wards.

I would also like to thank my powerful mentor Mr. Sabelo Buthelezi (PRO) for his patience and the clear direction he provided since my first day at Provincial Hospital. My the son keep on shining in his life as well as his family.

I hope and believe that the next student shall receive the love and assistant I have received while I was with him. They say in our language “ *Okungapheli kuyahlola*” I shall miss the laughter we used to have in the office.

It is with great honor and pride that I introduce myself to the marvelous world that is the Department of Health...

First and foremost my name; *Tshepo J Mokoena*, which is a name some of you might remember for a long time to come, and some only to view it in this publication. I greet you with regret as this is the first time I bid you hello and the only time I bid you goodbye, for when you get to view

this publication I will no longer be in this Department.

I have long overstayed my welcome in this industrious facility; I am honored to have been yet a twig in the tree that dedicates itself to the well-being of the vast majority of our country; the Department of Health.

Now to get back to our 2nd issue of the Newcastle Platform; this issue promises to be never like before as we pride ourselves in providing adequate infor-

reader and new and innovative events that have occurred within our institution. Our poetry will set your mood for viewing this publication.

And if you permit; I would like you to view my favorite page in this publication, ‘what makes a person unforgettable’ that will give you insight in how to leave a long lasting memory in all of your colleagues and friends; old and new.

I would of cause like to bow out by giving you the words of wisdom from one

of favorite writers Dale Carnegie who once said

“ When we dealing with people, let us remember we not dealing with creatures of logic. We are dealing with creatures of emotions, creatures bustling with prejudices and motivated by pride and vanity”



?	?	?	?	?	?
?	BATHO PELE (PEOPLE FIRST)....				?
?	1 Consultation				?

All levels of society will be consulted and your feelings will be conveyed to Ministers, MECs and legislators.

“We are a one hospital one garden”



Passion, Creativity and Love for nature made them to roll up their sleeves and started a vegetable garden. They are Mr. B. Zondi, Ms. L. Khoza and Mr. M. Maseko on the right.

Newcastle Provincial Hospital is one of those fewer institutions that have positively responded to the call of the South African government by having at least one garden in the premises.

According to the Social Service department manager Mr. Bheki Zondi the hospital vegetable garden was started in May 2009. The main aim of starting the garden is to assist poor people who are living

with HIV/AIDS with life skills.

This green garden has got a variety of veggies such as spinach, green beans, cabbage, tomatoes, onions, beetroots, potatoes and carrot.

Challenges:

Mr. Zondi mentioned the fact that there are no funds to buy seeds and fencing net, since the pigeons are creating problems in the garden.



Quality Manager Mrs. N.T.E. Ndlovu with a bunch of spinach that was harvested from the hospital vegetable garden. She is also a guru when it comes to HPH project.

Newcastle Provincial Hospital is ready for any kind of disaster!!



All departments rolled up their sleeves during the Mass Mock Disaster Drill at Newcastle Hospital. This was an exercise to assess and evaluate the readiness of the hospital when faced with a disaster. According to the hospital disaster committee the whole exercise for the day was a success. The management also thanked all those who participated during the drill.

UMUNTU UBONGWA ESAPHILA!!!



Kuvamisile kulomhlaba esiphila kuwo ukuthi uma umuntu esedlule emhlabeni, kube ima kukhulunywa ngobuqhawe bakhe nangendlela abezinikele ngayo. Akubanga njalo kubasebenzi besibhedlela sase-Newcastle ebese besebenze iminyaka engu 20 kuya kwengu 30. Esithombeni esikweso-bunxele ngabanye babasebenzi abasebenze ngokuzinikela

bekanye nabaphathi besibhedlela. Kanti kwesokudla umphakathi wesibhedlela uMs. M.V. Mavundla edlulisa isitifiketi komunye wabahlengi-kazi esebeyibambe ishisa insimbi kuze kube imanje. Sithi-ke Halala kubo bonke abathe bahlomula ngezitifiketi ngokuzikhandla kwabo.



People came in numbers to support the HIV/AIDS march

Government at war against Aids

A partnership march by local government departments in Amajuba District saw the spheres strengthening ties in the fight against HIV/AIDS pandemic.

The march was organized by the Newcastle Provincial Hospital. The mayor of Newcastle Cllr. Afzul Rehman, Mrs. Ameth Tshabalala, Pastor Ntombela also graced the event. The partnership started in 1998 and this year it marked 11th anniversary on October 9. It became clear on the day that we can win if we fight together as a nation.



?	?	?	?	?	?
?	BATHO PELE (PEOPLE FIRST)....				?
?	3.Access				?

Departments will have to set targets for extending access to public servants and public services.

Stepdown Ward gets renamed!!

The management of Newcastle Provincial Hospital has decided to change the name of Stepdown Ward to Ward 1, this follows numerous queries coupled with various complaints and suggestions from community members regarding the abovementioned ward.



The ever smiling crew of Ward 1 with their Sister.

The changing of the name emanates from the research and analysis that was conducted internally by the Head of Section Committee. It became crystal clear that our patients as well as the community members have a totally differ-

ent perception and understanding regarding Stepdown Ward.

The Ward Stepdown was mainly established for all those patients who no longer require high level of care but still need

to be in the hospital until they are fit for discharge. However, if the patient's condition changes while in Stepdown the patient is transferred back to family medicine for higher level of care.

Patients and members of the community should know and remember that Stepdown is a ward that is within the hospital and has got professional nurses as

well as doctors. We therefore request our patients and community members to positively accept Ward 1 as any other ward in the hospital. Any confusion and misunderstanding caused by the name is regret-

Dream...

Dream...

And as you dream,

Remember...

That only GOD and you can make

Your dreams come true.

Reach...

And as you reach,

Remember that...

Success takes time,

Devotion,

And sometimes a little

Disappointment.

Believe...

And as you believe,

You will find

Reaching gets easier,

Setbacks get

More manageable,

Life becomes

More meaningful.

There's a wonderful dream

Waiting just for you...

I know you can make it come true.

What you are is a gift from God.

Who you become is your gift to God.

“Quality Begins with You”



Top management members congratulating some of the staff members who received trophies and certificates during Quality Day

This day was full of happiness and jokes even the MC Mr. Zondi could not hold himself.

Though the weather was a bit cold but it did not prevent members of the staff to come and receive their certificates and trophies of hard work. The 20th November 2009 was the day for Newcastle Provincial Hospital management to say **THANK YOU** to all the staff that have worked so hard in their various fields and those that have provided a quality service to our clients during the year.

This special day was also graced by the presence of our District Quality Manager Miss S.K. Xaba who delivered a powerful and moving speech.

Xaba said staff members need to learn to embrace criticism, learn from it and build good from it. She further said that people should accept feedback from people around them. “ Let us learn to give one another constructive feedback. Most of all let us learn to give praise where it is due and do it often” she said.

Xaba mentioned strong, powerful and encouraging points when she was addressing the audience, underneath are some of those points.

- Willingness to change
- Life orientation skills
- Maintaining self motivation
- Commit to team work
- Support the vision and mission of the organization
- Understand our work environment
- Build a healthy self-esteem
- Engaging in healthy competition
- Maintaining self regulation

In closure she requested all the members of the staff to keep focus until the end of the year, so that the service delivery won't be affected during festive season. She then all who attended a happy new year.

“Quality begins
with you”



What a day it was!

As usual, Nkosinathi clinic staff outshined all the components within the institution when everyone was celebrating heritage day.

Sr. Simelane who is the OM of the ward was there with her Ndebele outfit. Which unit will take the crown next year? Watch the space!

Early Christmas for kids living with disability .



The trio from Physio Unit made it a point that the whole event is a success . They are Rasmika Naidoo, A. Sridar and Tauheeda.

“Lets love our future leader”



Smile and hugs were order of the day when Physio Unit Threw a party for kids living with disability. Pictured here Are the Mothers of the disabled children. At the back are The members from Physio Department as well Dieticians.



?	?	?	?	?	?
?	BATHO PELE (PEOPLE FIRST)....				?
?	4. Courtsey				?

All departments must set standards for the treatment of the public and incorporate them...

New broom at Nkosinathi Clinic.

Sr. Otty Fakude shares her passion about helping those who are affected by HIV/AIDS with Newcastle Platform News Team.

She told the news team that she hails from Vryheid, she decided on this career because she is a loyal, trustworthy and optimistic person to give strong hope to those patients that are critically ill and hopeless to regain their strength.

Sr. Otty is in possession of a Degree in B. Cur and Honours which she obtained from University of Zululand. She enjoys her job because she thinks that its rewarding and satisfying to notice a gradual improvement in a patient's health.

She believes that a person who can make a success of this job is a person who regards nursing as a calling and prepared to sacrifices just for the betterment of the lives of the patients. "Nurses must be prepared to engage in studies so as to improve their knowledge about the profession" she said

Otty is married to a wonderful husband and children. In terms of improving her knowledge she intends doing a Diploma in HIV/AIDS management. She told the news team that Newcastle is treating her well up this far, and she is feeling at home.



Sr. Octavia Fakude believes working with patients living with HIV/AIDS is her calling.



AIDS HELPLINE
☎ 0800-012-322



Silenced

Imagine if, for 16 Days, there was no rape, no child abuse, no sexual harassment, no emotional abuse. **The 16 Days of Activism** campaign challenges South Africans to declare a truce on violence against women and children— and ultimately to make it a permanent one. Anyone can report this kind of abuse to *(Stop Gender-based violence 080 015 0150)*

NB: Don't look away act against abuse!!

Ukushaya nokuhlukumeza izingane kanye nabantu besifazane akuyona indlela yokutshengisa uthando leyo. Kuwumsebenzi wawo onke amalunga omphakathi ikakhulukazi amadoda kanye nabafan ukuqinisekisa ukuthi lababantu bavikelekile. Nanoma ngabe ubani ozithola ehlukumezeka angakubika lokho kulenombolo: *(Stop Gender-based violence 080 015 0150)*

All the happenings of 2009 in pictures

2010
South
Africa
is
ready!



Bathathe nkonyane lika-Dinangwe

Africa
its
your
time
to
shine!

Ke-Nako.

Our Momes of the year-2009



Best wishes for 2010

Newcastle Provincial Hospital Management wishes to salute all the staff members who have gone an extra mile in making sure that all patients receive quality service under trying situations. May the new year be the year of love and happiness. Keep well on the road be safe with your families. Let us make 2009 a year in which we can look back and applaud ourselves for work well done. In 2010 let's adopt the FNB payoff line **"HOW CAN WE HELP YOU"** when dealing with our customers.



Extremely casual on Casual Day



Newcastle Provincial Mobile team during Vitamin-A campaign.



New blood in X Ray Unit



Mrs. A Jooste, Mrs. L Smith and Mrs. G. Nel were there during long service award.



The 2009 Nedbank Cup winners in Amajuba District



Dr. S.D. Hadebe (**Medical Manager**) is leaving Newcastle Provincial Hospital to start a new life in Gauteng. *Left picture:* it was his farewell which was attended by all the management team and the doctors. We shall miss him, especially in our complaints committee where he was a chairperson.

Bon Voyage Makhulukhulu

Dynamite always comes in small packages, Dr. Hadebe positively proved that saying. At his age he has achieved so much. When he joined Newcastle Provincial Hospital he came with so much changes in all the departments that he headed.

This young and industrious doctor chaired so many committees within the institution, which made him to be well known. The committee that will miss him a lot is the complaints committee that he founded on his arrival. This committee has been working so tirelessly in trying to minimize the number of complaints brought in by our patients.

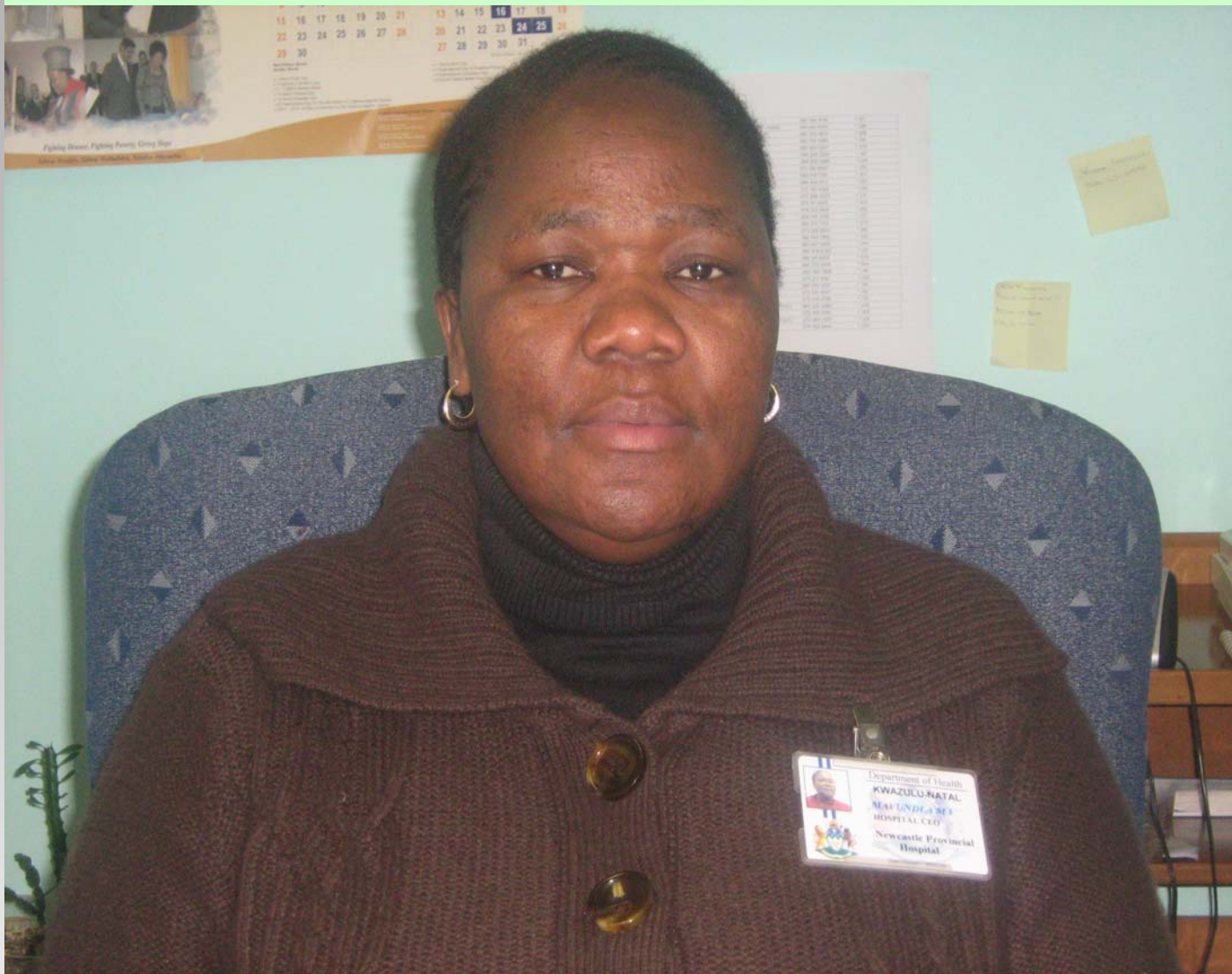
The other component that will feel the pinch is HAST, Dr Hadebe made so many changes in this unit and he also allowed the OM's to utilize their common sense as well as their experience and skills. "This young man is a true dynamite, it is so sad however to loose such a hard working medical manager, as the hospital we shall miss his organizational and administrative skills" said the CEO during his farewell party held in the hospital Cafeteria.

Dr. R. Garrib also mentioned the fact that the HOD meeting will no longer be the same since the departure of Dr. Hadebe. "I would like to say and stress that we are going to miss Sandile in our HOD meetings especially his analytical skills" said Dr. Garrib.

Mrs. Y. Meiring our Finance & Systems Manager only delivered such a short speech during the farewell which was a symbol of her disappointment. "We hope that the next medical manager will be very sharp like Sandile. We are going to miss his jokes even if things are tough financially" said Mrs. Meiring.

Dr. Hadebe will also be remembered by the way he used to talk and the famous words he used to use in his various speeches i.e. *"Is that in order with you"* or *"This is actually not on"* or *"I'm not a hanging judge"* or *"Do not smile at me if you fail to smile for a patient"*

Best wishes for 2010 from the CEO



2009 has been a year like all other years with 12 calendar months. For Newcastle Provincial Hospital its been a year with a lot of challenges.

We have had good days as well as bad ones. We have lost some of our staff members through death and may their souls rest in peace, some left for greener pastures and good luck to them. Your perseverance during difficult time couldn't go unnoticed and I wish to thank you for that. I also wish to thank God Almighty for being with all of us during the trying times and for shining light during our dark days.

I wish to thank each and every one of you for the efforts you have put to make each day a success especially under difficulty times of financial constrains. Remember, its not a question of how much a man knows but what use he

Makes out of what he knows. I therefore wish to encourage those who did well irrespective of amount of resources to continue and urge those who did little or nothing to start making use of what they are capable of.

I hope 2010 will be a better year for Newcastle Provincial Hospital with minimal complaints and more credits or praises.

Remember, **“Success is only a word but achieving it is a life style”** Rudy Byleveld. Therefore, there is nothing impossible to achieve – Remember our motto is *“Quality Care”*.

Lets all strive for excellence in Newcastle Provincial Hospital.

