

## HOW DO WE DEAL WITH INFORMATION REQUESTS?

We commit ourselves to deal with your information request within 1 working day, more complex information will be dealt with within 7 working days.

Telephonic and verbal complaints will be dealt with on the same day.

Written complaints will be acknowledged immediately upon receipt, and where a full investigation is required, we will advise you and respond within six weeks, and keep you updated on the progress of the investigation.

Please direct all your queries, problems or requests for more detailed information on our services to the Public Relations Office.

Contact Person :

Makhosi Ntshangase



Tel: 035 873 0013

Fax: 035 873 0094



Nkonjeni Hospital  
Private Bag X 509  
MAHLABATHINI 3865

Phone: 035 873 0013  
Fax: 035 873 0031  
E-mail: [mushmush@webmail.co.za](mailto:mushmush@webmail.co.za)



### Public Relations Information Brochure

▶ UNITED FOR A COMMON GOAL

TEL: 035 873 0013

# ► Nkonjeni Public Relations Office (PRO)

## WHO ARE WE?

The Hospital's Public Relations' activities are driven by a team of dedicated individuals, who work together to ensure clients satisfaction, promote and communicate goals and mission of the hospital.

Miss Makhosi Ntshangase is the hospital's Public Relations Officer, and



all public relations matters are directed to her.

## WHAT IS OUR ROLE IN THE ORGANISATION?

We are in the business of managing relationships between the hospital and our clients, visitors, stakeholders, and other organizations, as well as the internal public. We apply our commitment to the understanding of our publics needs, and then find solutions to these needs. We are well positioned to listen to the concerns of our clients, to create harmony with and between them and our institution, so as to build and maintain an

everlasting relationship based on integrity, honesty, openness and kindness.

## HOW DO WE DO THAT?

We abide by the hospital's core values of Approachability, Trustworthiness, Teamwork, Dedication, Enthusiasm and Compassionate Caring. We interact with, and encourage dialogue with our clients. In our work we are guided by the "People First" philosophy, and our priority remains, customer satisfaction at all times.

## ACTIVITIES IN THE PR OFFICE

### 1. The Batho Pele

The office has become a driving force behind the awareness and implementation of the Batho Pele Principle. In collaboration with the Nursing Management, the PR Unit is planning to set up a Batho Pele Executive Committee comprising of representatives from various Departments, Wards, Units whose core function is to ensure that all principles of Batho Pele are put in place for the benefit of the patients.

## 2. HEALTH & HUMAN RIGHTS

This office has set up a Health and Human Rights Committee. Patients are aware of their rights and posters and brochures of Patients' Rights Charter are disseminated in all service areas and all Notice Boards. The Patient's Rights Charter is to be launched soon.

## 3. WEBSITE UPDATES

On-line communication and dissemination of information on latest developments in the hospital can be found on [www.nkonjeni.kzntl.gov.za](http://www.nkonjeni.kzntl.gov.za)

Hearing from **YOU** guides us towards improved service delivery. Thus, we would like to hear your comments and suggestions about our service. E-mail us on [mushmush@webmail.co.za](mailto:mushmush@webmail.co.za)



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