



HEALTH
KwaZulu-Natal

NKONJENI BATHO PELE TRAINING

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2nd issue/2010

30 JULY 2010



SPECIAL EDITION NEWS BREAK



"Together Beating the Drum for service Delivery"



MRS D.J LINDA
HOSPITAL CEO

The CEO'S DESK

THE BATHO PELE BELIEF SET



"We Care"

Access: Offering integrated service delivery

Openness and Transparency: Creating a culture of collaboration

"We Belong"

Looking after our internal & external customers by...

- **Listening** to their problems
- **Addressing** their problems
- **Apologizing** when necessary
- **Delivering solutions** – e.g. facilities for citizens with special needs
- **Treating the public with dignity and respect.**

Consultation: Listening to customer problems

Redress: Apologizing when necessary

" We serve"

Service standards: Anticipating customer needs

Information: Going beyond the call of duty

Value for money: Delivering solutions



IT WAS A GREAT DAY OF SOUL SEARCHING AND GETTING TO TERMS WITH WHAT OUR PURPOSE IS AS A HEALTH CARE SERVICE PROVIDER.

WE HAD SESSIONS WHERE WE HAD TO ADMIT THAT WE DID NOT DO WHAT WE WERE SUPPOSED TO DO. WITH ONE VOICE WE ALL REDEDICATED AND COMMITTED TO PUT TO PRACTICE WHAT BATHO PELE HAS TAUGHT US AND ONLY TIME WILL TELL WHETHER ALL OF US WILL FOLLOW THROUGH WITH THAT COMMITMENT.

A MACHINERY IS IN PLACE TO MONITOR IMPLEMENTATION AND TO THAT END THE BATHO PELE COMMITTEE HAS SUGGESTED THAT MANAGEMENT CONSIDERS ENTERING FOR GOOD GOVERNANCE AWARDS. A LOT STILL HAS TO BE DONE, AND MANAGEMENT HAS TO BE TOTALLY CONVINCED THAT THE MOMENTUM IS SUSTAINED.

THE CEO WANTS TO THANK ALL WHO ATTENDED FROM ALL UNITS. IT WAS A DIVERSE GROUP FROM THE MANAGERS, PROFESSIONALS AND ADMINISTRATION AND SYSTEMS. THE TRAINING WAS VIBRANT WITH ALL PARTICIPATING FULLY. AT THE END WE ALL AGREED THAT WE ARE THE BATHO PELE CHAMPIONS FOR OUR UNITS SPECIFICALLY AND FOR THE HOSPITAL.

"Lets keep the service delivery drum beating"

DJ LINDA (CEO)

BATHO PELE PRINCIPLES LINKED WITH BELIEF SET

BATHO PELE TRAINING GALLERY!

2nd issue/2010



MRS DJ LINDA –CEO

UHOSPITAL MANAGER
WAYEZIBAMBELE MATH-
UPHA I TRAINING.
SONKE SASALA SI-
BAMBE ONGENZANSI
NGENDLELA AMAQINISO
AYEBEKWA NGAYO.
KWAMELE SIPHEN-
DUKE!!



DISHING IT OUT



EVERYONE LISTENED
ATTENTIVELY



MS NC MBATHA– IPC MANAGER
PUTTING DOWN GROUND
RULES, EXPECTATIONS AND OBJEC-
TIVES



GROUP WORK IN MOTION



PRESENTATIONS FROM
GROUPS—DR NKOSI



AUDIENCE — WONKE UMUNTU
WAYEFUNA UKUZWA KAHLE

GROUPS SESSION AND PRACTICAL EXERCISE ON LESSONS ON BATHO PELE

2nd issue/2010



GROUPS WERE QUITE DIVERSE — THEY ARE HARD AT WORK



From the groups above: Doctors, General Orderlies, securities from the main gate, potters, grounds man, Nurses “together beating the Drum for service Delivery”



SISTER LONDIWE
PRESENTING FOR
HER GROUP



LISTENING ATTENTIVELY

THE EDITOR INTERVIEWED SOME OF THE PARTICIPANTS REGARDING THE TRAINING. THIS IS WHAT THEY SAY:

1. NODANGE (DRIVER): “ HAI KABI, KODWA BENGIFISA UKUTHI NGABE YAQOSHWA UKUZE SIHLALE SIZIKHUMBUZA”
2. DR NKOSI:”IT WAS AN EYE OPENER. WE RAEALLY HAVE NO REASON TO FALTER”
3. NOMVULA(IPC) ‘ ANGIFUNI UKUQAMBA AMANGA. WITH SUCH MOTIVATION, WE CAN DO IT”
4. “IBINIKWE UMNKAZI “ USHO NJALO UMAMA UMBATHA. “INSELELE INGAKITHI”



NIHLEKANI NJALO?? KODWA PHELA THAT WAS THE SPIRIT OF THE DAY. YOU COULDN'T HELP YOURSELVES MANTOMBAZANE.

CERTIFICATION FOR ATTENDANCE

2nd issue/2010

Held on 07/09/2010



Photo gallery

we apologies for pictures from all units due to technical problem experienced during photo capturing.

Next time guys your picture wont be missed. *Siyaxolisa*
By Batho Pele Committee



THE CHAMPS ARE FOCUSING ON THE FOLLOWING PRINCIPLES FOR THEIR UNITS

CHAMPIONS NAME	SECTION	PRINCIPLE FOCUS
Ms P.T Dlamni	Stores	Redress
Ms L Mbatha	Male Ward	Value for Money
Ms T.Mkwanazi	Food Service	Telephone etiquette
Mrs P.V Vezi	Gateway clinic	Redress
Mrs N.Ngonyama	Housekeeping	Respect
Mr S.P Sibiya	X-ray	Redress
Ms D.E Buthelezi	Switchboard	Value for Money and information
Mrs C.Mthabela	OPD	Courtesy
Mr M.M Ntshangase	Security	Access and information
Ms S.S.Khumalo	'A' clinic (cleaner)	Access and information

COMMENTS FROM BATHO PELE CHAMPS

Thuli Dlamani –Stores: Redress: Siwushaya mawala sixolisa kuma customer bese sibachazela kahle ngokona- nakele.

1. **Lindi Mbatha**—Male: Value for Money to prevent waste on resources ukuze kungamosheki imali en- gabe isiza iziguli.
2. **Thuli Mbatha**: Kitchen; Telephone etiquette; sibamukela kanjani abantu ezingcigweni.
3. **Sister P.V Vezi**; Gateway Clinic: ukwazisa iziguli uma sisabambekile in the morning so that other client know and we reduce waitign times.
4. **Neti Mbokazi**: Housekeeping : respect of customers and workers and being helpful to people , espe- cially patients.
5. **Mr Sibiya**; X-ray; respect of customers
6. **Mr M.M Ntshngase**—Security : Access and information: sazisa abantu ukuthi bangene, si informer abantu futhi siba director.
7. **Dudu**— Switchboard : Name tags, phone etiquette, phone ring endlessly at extentions but now, we com- municate with extensions.
8. **Ntombehle** OPD admin.— Smile, greeting and information and explain all process for 1st visit and re- ferred information directing customer.

NANXA BESIZAMA KODWA BEKUSILELE

“hhayi kabi” siyayivuma induku ufacilitator we Batho Pele udidiyele kahle kakhulu ngesineke esik- hethekile nesicwepsheshekile ku Batho Pele—U CEO ongashiyangatshe phezu kwelinye ngokudlu- lisa kosizo ngobuqotho emakhasimendini ethu. Kube seqophelweni eliphezulu kakhulu, kusifundisile ukuba siwuthande umsebenzi wethu umuntu ngamunye, futhi sithandane nathi, nama section athan- dane kodwa kakhulu laba abangamakhasimend ngokungcenga impilo. Kuvuseleleke onembeza ababuthuntu mhlawumbe ngenxa yezehlo esesazejwayela, nesingasazishaya umkhuba, ubam- biswano nokuzinikela emsebenzini kanye nokuhamba imayela lokwengeza nokuvuseleleke no nem- beza kamoya. Osikhumbuza ngomdali umnikazi wamakhasimende ethu, “siyabonga mama wethu’ malisatshalaliswe lili vangeli baphile abantu benkosi. T.C Mahaye—Transport.

what the champions say about Batho Pele implementation

We'll just have to commit ourselves. As for me I am totally converted and ready to start in my unit. We'll start with service standards. We are going to review them, communicate them to our clients and display for all our clients to see".

Batho Pele goes together with Patients' Rights. So in my unit we'll start by ensuring wearing of name badges at all times and ensuring courtesy and politeness when talking to our patients. Patients have to know that if a career does not attend to them politely and with dignity, they take his or her name and report to the person in charge or unit manager"

" We are the face of the institution. We can either improve or damage the image of the hospital. To that end we as OPD Admin, will focus on a simple thing like putting on a smile for our clients".

" We at switchboard cannot afford to be rude on the phone. Telephone etiquette is crucial as well as promptness. I do not see us going back. Everyone is doing their best. Random monitoring will be done. From time to time we'll collude with external stakeholders to phone at our request and report on how they were attended to, into promptness, politeness and general assistance expected at switchboard. A fair sample will be taken and outcome reported on"

" Kufanele kesibambane sodwa nje la esibhedlela. Sisebenze njengomndeni. Lokho kosisiza ukuba sihlangebezane kahle nabantu bangaphandle. Sihloniphane omkhulu nomncane ngoba sonke siyadingana ukuze siphase." washo kwezwakala mama Gwala—housekeeper.

Mina ngithokoze ngalendlela engingayazi. Ngivuseleleke kakhulu ngoba ngiyakuthanda ukusebenza, futhi ngiyazimisela. Uma nje singasebenzisana konke kuzolunga" Usho kanje U

BATHO PELE CHAMPION LEADERSHIP

- ◆ Chairperson : Mrs P.V Vezi (Gateway clinic)
- ◆ Deputy : Ms N.P Thabethe (Finance & System Manager)
- ◆ Secretary : Ms T. Mkhwanazi (Food Service supervisor)
- ◆ Deputy Secretary: Mr S.S Sibiya (Health and Safety)

Special thanks goes to the dedicated: in serve Pro's, Batho Pele Committee, Batho Pele champions and Hospital management to make this special addition a success. Also special thanks to our District Senior Communication Practitioner who gave us pre-training in June 2010.

Compiled by: Sir J.R Gumede and Photos by: C.M Duma.

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