



**FROM THE CHIEF EXECUTIVE OFFICER'S DESK  
MS.R.T.NGCOBO**

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It is with pride and great joy that I have been given an opportunity to participate in the first issue of the Newsletter for PCHC. I would like to proudly say "CONGRATULATIONS PCHC". Please remember that this is our newsletter and we are all invited to have inputs and to share our good practices as individuals and individual departments.

I would like to commend and thank all the staff at PCHC for their hard work and commitment to service delivery in spite of the challenges that the entire Public Service faces. I would like to mention in particular our gratitude to all staff at PCHC for the commitment that they displayed during the period of the Public Service Strike in June 2007. We understand that this was a difficult time for everybody but your dedication to caring for the nation was amazing.

October marks the beginning of the 3<sup>rd</sup> quarter of our 2007/2008 financial year. We pride ourselves with our the achievements in the last two quarters and I would like to urge each and everyone of us not to be complacent but to strive towards achieving more as there is always room for improvement. Let us all be focused on PCHC Vision of "*Achieving an optimal health status for all clients served by PCHC*". Also remember our promise to our community which we have expressed in our mission statement, the one that we want to "*Provide comprehensive, integrated and accessible Primary Health Care service that is responsive to the needs of the community we serve; through health promotion and compassionate care rendered by*



Ms R.T. Ngcobo  
(CHC Manager)

We may not be able to achieve our vision and fulfill our mission if we do not work together as a family and as a team. We all depend on each other, at all levels of care. We need to work together to implement changes for the betterment of service delivery in our institution and this change needs to start with each and everyone of us as individuals. "**Be the change you want to see**" (Mahatma Gandhi). "**Check the colour of the glasses that you are wearing**" (Dr Lungile Bhengu – Staff Wellness day).

Lastly I would like to thank all members of the Executive Management Team for their support and commitment to the success of PCHC. I would like to encourage you to continue to lead your teams with honesty and dedication. Always remember the words of one of the world renown leaders Sir Winston Churchill who said that : "**Leadership is not about being right but it is about having courage to accept responsibility and sometimes to be wrong**" Your courage and hard work is appreciated.

Thank you

Ms R..T. Ngcobo (CHC Manager)





Ms P. Majola ( Public Relations Officer)

Allow me to officially introduce myself , I Ms P Majola officially joined the Phoenix Community Health Centre as a Public Relations Officer in April 2007. It is such a great pleasure to meet and work with dedicated staff / colleagues. For me to have this opportunity of writing and updating the PCHC website is exciting, and its something that I am looking forward to it. During my first few months I have seen principles like Batho Pele are in place, I can proudly proclaim that quality service is effective.

I will take this opportunity to explicate the role of the Public Relations Officer in an Institution. There are two different publics that the Public Relations Officer focuses on and are Internal and External Public.

**Internal public :**

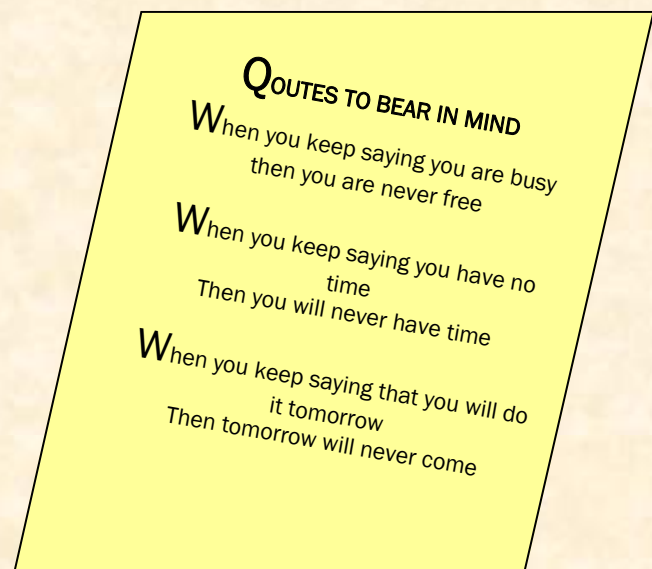
- The Managers
- Supervisors
- Members of the staff of different components within the institution
- Head office
- District office
- Colleagues

**External public:**

- General public
- NGO's
- Academic institutions etc

What is the role of the Public Relations Officer

- Promote and maintain a positive image of the CHC with the public and all relevant stakeholders
- Train staff on Batho Pele, Patients Rights, Excellent Customer Care, and Complaint management.
- Ensure that the signage is in English and Vernacular (IsiZulu)
- Ensure that staff wears their identification tags
- Conduct patient satisfaction survey
- Ensure the Institution "Hotel Aspects" are well maintained
- Arrange staff wellness programme with the community or other Hospitals ( Soccer, Netball)
- Conduct Batho Pele or Open Days event whereby you inform the community about the services that they entitled to get from the institution and their expectation in order for us as the Institution to improve the service delivery.
- Ensure the website is updated with institutional events and happenings
- Update Notice board and ensure that the information on the notice board is relevant and understood by the community as well as staff
- Establish partnership with the NGO's and other Departments
- Attending to complaints and responding on time.
- Creating a good relations with the media and other stakeholders.





Ms R.T Ngcobo ( CHC Manager welcoming and addressing the purpose of the Day)



MOTIVATIONAL SPEAKER : DR BHENGU



Students from DUT ( Durban University of Technology - Somatology Department rendering their service.



**STAFF WELLNES EVENT AT PHOENIX COMMUNITY HEALTH CENTRE**

Phoenix CHC celebrated Staff Wellness Day which was held at Phoenix on the 29<sup>th</sup> of August 2007.

The main purpose of the event was as follows:

- To acknowledge and appreciate the hard work of all staff members.
- The event was to serve as a distressing, debriefing and team building event following the Public Service strike that affected all the staff.
- To thank the staff for commitment towards service delivery that they displayed during strike period.

The day was a fun filled day for everybody and we were also blessed with Motivational Speaker Dr Bhengu.

Staff were exposed to the services offered by enthusiastic students from Somatology Department of DUT (Durban University of Technology).

Programme Director : Mr B Shezi (Inanda CHC)



STAFF READY FOR FASHION SHOW





## PARLIAMENTARY VISITS AT PCHC

On the 18th of July Phoenix CHC was visited by a delegation of 15 Parliamentary officials members from the KZN legislature including the local councilors for Democratic Alliance.

The purpose of the visit was to look at how the facility functions in terms of service delivery, looking at the challenges that the facility is facing and ways to overcome those challenges. Our dignitaries did site tour to various components. Feedback about the findings was presented by Mr. George Mari the local councilor from the Democratic Alliance.

Phoenix was complimented on :

- Cleanliness
- Service delivery is satisfactory
- Working conditions is excellent
- A lot of improvement was identified compared to what it was before.



PARLIAMENTARY MEMBERS ,LOCAL COUNCILLORS FROM DEMOCRATIC ALLIANCE AND THE MANAGEMENT DURING THE SIGHT SEEING TOUR WITHIN THE FACILITY

## POLIO CAMPAIGN

Uhambe kahle umzuliswano wokuqala nowesibili wokugomela isifo sovendle kanye nesimumungwane. Kuzo zombili lezinyanga. lomkhankaso udonse isonto lonke enyanzeni ka May no June.

Wonke umphakathi wawazisiwe ngalomkhankaso, bewufica kulezindawo ebezisetshenziselwa ukugonywa Kwezingane kugcwele kungekho ngisho nendawo yokuhlala.

Phakathi nezinsuku kwa-kugonyelwa Emtholampilo kanye nakwezinye izindawo ezisondelene nomtholampilo



Umhlengikazi Inderjeeth lana ubonakala ejova ingane ukuvikela isifo sovendle kanye nesimumungwane

Ukuze kube lula nakulabo abangahlali eduzane nomtholampilo.

**KUBALULEKILE  
UKUTHI  
SINAKEKELE  
IZINGANE ZETHU**

## NEW APPOINTMENT / ABAQASHIWE

A WARM WELCOME TO ALL NEW STAFF

WE HOPE THAT YOUR STAY IN PHOENIX COMMUNITY HEALTH CENTRE WILL BE PRODUCTIVE AND A PLEASANT ONE !!!!!!!

SIYANAMUKELA NONKE



Mrs Magwaza  
(Assistant Nursing Manager)



Miss Linganisa  
(Assistant Nursing Manager)



Ms N .P Sithole (Secretary)



Mr. N. Nyuswa (Principal HR) Officer



Ms. A .N Ndlovu ( Senior Social Worker )



Ms Z. Duma  
(Lay Counsellor)



Ms P. Banda ( Enrolled Nurse)



Ms B. Xaba ( Lay Counsellor)



MR. S.I Simamane  
( Lay Counsellor)



MS Z. P Cele  
( Lay Counsellor)



MR Mbhele  
( Lay Counsellor)



MR MZ Khumalo  
( Enrolled Nurse)

### **PROMOTION**

CLIMBING UP A LADDER ITS NOT EASY JOURNEY, YOU HAVE TO FACE CHALLENGES THAT YOU MAY ENCOUNTER IN YOUR DAILY LIFE BUT I KNOW YOU CAN MAKE IT !!!!!!!

CONGRATULATIONS  
SIYANIBONGELA



Mrs H.Bhogal  
(Assistant Nursing Manager)



Mrs. D Govender  
Assistant Nursing Manager

## **NEW DEVELOPMENTS & AT PHOENIX CHC**

Waiting Area for Dental Patients is under construction



Speed humps and Access ramps for physically challenged patients



Construction of Psychiatric patients Waiting Area



Removal of EMRS Petrol tank



## ***FEEDING SCHEME***

Umtholampilo wethu ungomunye obe senhlanhleni ukuthi kube khona inceku engu Mr Phillip ophuma kwibandla lase Berea Community Church, ethe yona yazikhethela ukuthi njalo ngoLwesine wokugcina enyanguzi izonika iziguli zethu ukudla ngesikhathi besalinde ukuyobanana nodokotela.



Uthi ubone kuyinto ebalulekile kakhulu ukuthi kube khona into ayenzela umphakathi njengoba kukhona abantu abaphuma ekuseni bengadlile, abanye kube wukuthi akukho khona ekhaya lapho ephuma khona. Uthi usazoqhubeka nalolu hlelo ngoba kuyamthokozisa ukusiza umphakathi wakithi ikakhulu kulabo abeswele.



# EZEMIDLALO



BACK ROW : SAMKE , GRACE ,BUSI ,NOMATEMBA , NOSIPHO  
FRONT ROW : NCAMI , PHINDILE , ZAMO



BACK ROW : MSIZI ,MUZI ,ZULU ,CYPRIAN ,NAZIM ,FORTUNE.  
FRONT ROW : MJABULELWA , CYRIL , SWAZI , MUSA , BHEKI

# PHOTO ESSAY



MANAGEMENTS  
WOULD LIKE TO  
EXTEND THEIR  
GRATITUDE TO  
STAFF,  
CO-ORDINATORS  
AND  
PARTICIPANTS



# STAFF WELLNESS DAY



PROVINCIAL CHOIR COMPETITION



IChoir yase Phoenix CHC Ithwetshulwe ngesikhathi iculela IProvincial Choir Competition eyayikade ibanjelwe eNewcastle ngomhla ka 21/09/2007 iholwa umfo Ka NJomane “ Lucky Mhlongo”.

Ngizoqale ngibonge kuba Phathi bethu ngendlela abazinikela ngayo ngokusisekela kuzo zonke izinto esizenzayo. Ngiphinde ngibonge kubasebenzi ngeqhaza lokuzinikela ngesikhathi somncitwiswano wama Choir obukade wenzeka ngenyanga ka August no September. Kwi District Choir Tournament senza kahle kakhulu kangangokuthi saphuma isibili kwizingoma zombili, Lokho kwasinika ithuba lokuthi siqhubekele phambili kwiProvincial Choir Tournament.

Zazidlana imilala nokho sawuthola unombolo 4. Siyanihalalisela bozwakwethu abaphumela.

‘KUYOPHINDE  
KULUNGE  
BOZAKWETHU’





## NOTICES

### NOTICE

ALL PINK CARD  
PATIENTS ARE  
REQUESTED TO  
COLLECTED THEIR  
MEDICATION BEFORE 12H00 DURING  
WORKING DAYS.

### NOTICE

ALL CHRONICS PATIENTS ARE RE-  
QUESTED TO COME TO THE CLINIC ON  
THEIR APPOINTED DATE.  
  
PRIORITY WILL BE GIVEN TO THOSE  
PATIENTS WHO KEEP THEIR  
APPOINTMENT.

## ANNOUNCEMENT

**S**TAFF ARE URGED TO WEAR THEIR IDENTIFICATION TAGS. IF YOU NEED ONE  
PLEASE FEEL FREE TO CONTACT THE P.R.O. AT EXT 248 OR ROOM K21 SECURITY BLOCK.  
OR YOU CAN CONTACT THE F.I.O ( RAJ) AT ROOM J2.

Phoenix Community Health Centre  
32/36 Brook stone Place ,Whetstone,  
Phoenix  
4300

OR

Private Bag X007  
Mt Edgecombe  
4300



FOR INPUTS, COMMENTS, SUGGESTION, ENQUIRIES  
KINDLY CONTACT THE PUBLIC RELATIONS OFFICER AT  
EXTENSION 248  
COMPILED BY MS P MAJOLA ( Public Relations Officer)

