



**health**

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

**PHOLELA CHC**



# PHOLELA COMPLEX

# NEWS

INTERNAL NEWSLETTER

July 2018



COPC Revitalization  
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Nurses Day Celebration  
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## Words from the CEO

I would like to greet you all on behalf of the management of Pholela Community Health Centre. We have been put in the positions to ensure the operations of service delivery to our population. WHO through Sustainable Development goals keeps us on our toes to ensure Universal Health Coverage.

South Africa is pressing on the strategies of health promotion and prevention of diseases rather than curative strategies. The enrolment of NHI will most guarantee that our people receive high quality care irrespective of their socio-economic status. We as the providers of care can not be proud of service delivery when there are still children who are not vaccinated, who die of malnutrition, mothers who die when pregnant, high prevalence of HIV and TB. We still have a huge responsibility.

Whilst we as the health institution have a huge responsibility, we cannot achieve this without our communities who themselves need to take some responsibility. We promote this through encouraging everyone to eat healthy food, wellness activities, use protective methods provided by the department of HIV and STI prevention. We have a responsibility to ensure that all our clinics adhere to the ideal clinic realization. We are working hard to achieve this. While we have procured much needed medical equipment, we also need to ensure that the infrastructure is safe and adequate for the patients and employees. Sometimes this is a challenge as we know that the processes to guarantee this are long. We should not despair as we can still achieve much needed with the resources we have.

We should strive to always look at our patients in the context of the community where they come from. While these patients can come to our clinics hiding the gross inequalities, we have a huge responsibility to learn their culture, religion and social circumstances. Health alone will never be able to do this. Through multidisciplinary & multi sectorial participation we can work in collaboration to achieve the much needed social security for our people. Therefore our input in Operation Sukuma Sakhe remains relevant in addressing some of these social determinants of health.

Let me appreciate all the patients and community members who have not shied away from advising us. Their complaints and compliments have indeed strengthened the service delivery. We appreciate this because we understand we are accountable for our communities. I urge all the health workers to treat patients with respect and dignity they deserve following the Batho Pele Principles. Staff attitude is one of the issues that is always raised in all platforms, this is interpreted as the reason for patients not to access our health facilities and thus arriving late for health services.

Today we pledge as the institution that we shall do justice to deliver health care services to our people.

I thank you.



Dr N.M.T Gumede  
Medical Manager/CEO

By Mr. S.N Mkhize

## Public Relations Office

Greetings to our readers, all staff of Pholela Complex, clients and the community we serve. It gives me great pleasure to write this article. Firstly I wish to pass significant gratitude to the community, our clients as Pholela CHC and satellite clinics. We thank you for your patience in dealing with many changes that are happening within the Department of Health. We as management and staff appreciate your continuous support and we promise to deliver optimal service delivery at all times.

I would also kindly acknowledge the level and service commitment shown by all staff in being able to continue working hard and showing dedication, despite the challenges and environments that staff work under to give service to our clients. We as public servants have to put our clients first at all times. We need to know that we bring hope to people and we provide a sense of relief to the community we serve. The department of health has a huge role to play to ensure that we live a healthy and sustainable lifestyle.

The new financial year aims to implement many new strategies to ensure that all districts are ready for the new NHI when it rolls out to all health facilities. Change is upon us and we have to be reactive in order for change to be effective. The new systems put in place are here to help manage the health system in a uniform way that will help the department fight the burden of diseases. The concept of COPC is being engineered to be adopted in each district. COPC will help profile and identify sicknesses in the communities and ensure that they are treated before an outbreak.

The National Government is taking strides to make South Africa a better place. In order to have that happen we need to stand up as public servant and do our part to provide service delivery. Be patriotic about your country, be devoted to your work and change will be adequate to all



## Environmental Friendly Day

By Mr. S.N Mkhize

**“Keep Your Community Clean”** was the theme for the event which was held at Pholela CHC to create awareness on Environmental Friendly Day. The community arrived in numbers and various stake holders to take part in cleaning the community and keeping it clean.

On 28 March 2018 Pholela CHC invited the community and various stake holders to take part in commemorating *World Environmental Day*. This day was devised to create awareness to the community on the importance of keeping our communities and homes clean. We had a guest speaker from Environmental Affairs who explained to the community about the different type of waste that we have at our homes. She also explained the importance of disposing waste in the correct manner as this helps to prevent minor disease, which can be detrimental to children and adults. The community was allowed to ask questions on the topic of the day, which showed that the community acknowledged the information given to create this awareness day.

After all the talks were given, breakfast was served to all the members present. It was then time to go out to the identified point to clean.

Different groups were divided to go clean at the taxi rank, outside the clinic and at the vendor shops. Many bin bags were filled & put for disposal. This was a fulfilling day and all participants enjoyed



COMMUNITY MEMBERS AND STAFF PICKING UP LITTER



CLEAN UP AT THE TAXI RANK

Education is said to be the key to success and to a brighter future. We as Pholela Complex support and believe in this slogan and we practice what we preach. With the help of our Social Worker (Miss Ntombemhle) she was able to help locate two young & intelligent boys. Our assisted in the purchase of school uniform and stationery which will motivate them at school. The boys were able to produce outstanding results at school despite the difficulties of having a single unemployed parent

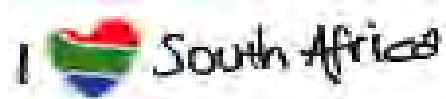
The staff took it upon themselves to help out this family by contributing moneys and buying the boys stationery for schools and uniforms to have them look as smart as they were. The boys had passed their previous grade with excellent marks, even the principal of the school was proud of them. Their mother was elated as her children would be able to go to school smartly dressed in their uniforms. She hope that they will keep up the good work and realize that if they do good, good things will come to them. The social worker also emphasized that

the boys must work harder to ensure that they can apply for bursaries and get a good education.

We are very happy to see children doing well in schools. We need to support each other as people of South Africa and lend a helping hand to make a change in someone's life. The children are the future of our country. In order to have a sustainable future with good leaders, we have to make sure that every child is able to go to school and get an education. We all have a role to play and its time we made a difference.



PROUD MOTHER AND SON IN SCHOOL UNIFORM



NEW SCHOOL UNIFORMS





MOTHERS WITH THEIR GIFT PACKS AT THE CLINIC

World Pregnancy week takes place from 12 February -16 February on the department of health awareness calendar. World pregnancy week aim is to create awareness on issues surrounding pregnancy in the community.

On 16 February 2018, staff of Pholela CHC had a community dialogue with the patients at the waiting area to ensure that pregnancy awareness week messages are cascaded to the masses. The message was clear to the public, "We all have a role to play during the pregnancy phase of a women and have to offer our support."

The community was informed of the different trimesters a women goes through when she is pregnant. It was also explained that she has to go to the clinic for Antenatal visits. During this time the women should avoid stress and keep doctors appointments to monitor the growth of the unborn child and wellness of the mother. Fathers were encouraged to assist mothers during this time to accompany her for doctors visits and help around the house with small chores

During the stages of pregnancy, it is crucial that mothers maintain a healthy diet. The nutritionist reminded mothers to stay hydrated and eat healthy foods consisting of protein and energy. This helps both the mother and child to grow and have energy. The community was warned about dangers of smoking and drinking while pregnant..



MRS ZWANE ADVISING CLIENTS ON PREGNANCY AWARENESS

Furthermore, the clients were asked to take part in a series of questions and answers to determine if they had taken into account what was told on the topic of pregnancy awareness. The community answered all the questions that were asked and were able to ask questions themselves on pregnancy related matters. It was great to see the community being involved and taking note of their roles as community members. Some of the questions raised were very fruitful to everyone

All pregnant mothers and newly mothers who were present at the clinic for their children were lucky, as they got to receive more information on pregnancy awareness. They were then given gift bags with toiletry items for the baby including baby oil and shampoo. Pregnancy awareness week turned out to be a memorable week for clients.



**W**omen's forum at Pholela CHC is known as "ABANQOBI" which mean conqueror. This is a significant name for our women's forum due to the dedication and hard work they have shown over the few years they have been established. The women's forum has a strong fundamental goal to empower women in the work place and in the community.

On 28 February 2018 the women's forum took it upon themselves to visit a local high school in the area to have an awareness campaign on teenage pregnancy, menstruation cycle and how to take care of yourself as a young women. The school that was identified for this was Ramarobi Secondary School. This initiative was aimed at empowering women to have more knowledge about their bodies, how they can prevent teenage pregnancy and what happens in a women's body when she begins her menstruation cycle.

Sister Zanele (Maternity nurse) explained to the girls about pregnancy and the impact on falling pregnant at a young age/teenage pregnancy. There are many complications that can occur during the pregnancy on the mother or the child since her body may not be strong enough to bear a child. All teenage girls should abstain and know their worth as a female child in the community, concentrate on school work and have a bright future



**SANITARY PADS DONATED BY WOMENS FORUM**

The students were also taught about the menstrual cycle how it works and what it means when a women begins her periods. The different kind of cycles were explained and different kind of sanitary pads that girls should use.

With all that said and done, it was time to give out sanitary pads to all the young girls, our Social worker (Ms. Ntombenhle) handed out the donations and the girls were very happy to have received such valuable information on this social topic of teenage pregnancy in our community and schools. We certainly hope this will have an impact and the youth will be able to teach others about abstinence.



**SISTER HADEBE ADDRESSING THE STUDENTS**



**HANDING OUT OF SANITARY PADS**





THE GUESTS OF THE DAY WITH THIER BALLOONS

Pholela CHC staff had an awareness day to commemorate **Child Protection Week** on 19 June 2018. The purpose of this awareness day was to educate the community and clients on the importance of keeping our children safe and protected from all the things that could bring harm to them, either physically or emotionally.

Staff from different departments took the floor to address clients on child protection to unborn children whilst in the womb until they are old enough to be young adults. Sister Mancini from maternity informed the clients and community on visiting the maternity ward to have monthly check up visits to ensure that the unborn baby is growing healthy. This is an early stage before the child is even born. Parents need to support each other for the benefit of the child during this stage



SISTER MANCINI ADDRESSING CHILD PROTECTION WEEK

The social worker addressed the community on children rights, how we as the public and community do not take into account the importance of children's rights. 'We need to teach our children on their rights and how they should exercise them. Children need to know that they can talk to us if they have been raped or molested by any individual. This is why our children are scared to talk, as we parents, do not teach them of their rights, Said Miss Ntombela

The community was able to relate and understand the importance of children's right and what **Child Protection Week** is all about. The community and clients were given the toll free number for child protection service and informed of the office of our social worker to report any form of child abuse.

**COPC** Indaba took place on 24 May 2018 at Cedara Agricultural college with the attendance of District Managers, CEO's, Programme Managers, Executive Management community leadership and the honorable MEC for KZN Health Dr S Dhlomo. The department of health aims at reaching out to the core of the problem we face with sickness and disease in the country. The MEC Dr S Dhlomo has asked that each health district in KZN to practice the concept of COPC as this forms part of our duties to have outreach programmes at facility levels. This call by the MEC is in line with government NHI system which has been piloted in few district hospitals.

“Community Orientated Primary Care is a system which was used by Dr Sydney & Emily Kark when they came to South Africa in the 1940's at Pholela. The concept was aimed at diagnosing the gist of the sickness found in the community and on people, by making personal house visits to families in their homes. “This is the same thing that needs to happen if we want to fight diseases said Dr S Dhlomo”

The same concept is used and proven to be effective in many countries. Dr Gumede a Cuban trained Doctor shared key points on COPC which is highly practiced in Cuba. Prevention is better than cure. This is why we should encompass COPC to prevent disease outbreaks and have control of our health system. The country needs more health care professionals to reach every person that needs medical assistance.

Many facilities who are being piloted for NHI have started to have programmes based on COPC. We also need to have participants from other government stakeholders in order to have the COPC running and productive. The community has to be informed of such developments and know that they also have a role to play to ensure that the COPC programme is effective.

Dialogue sessions were formed by groups to have input ideas on implementing the COPC programme in their district and at facility levels. This COPC Indaba has set the ball rolling for new developments in the health sector.



THE HONORABLE MEC DR S DHLOMO



GROUP DISCUSSIONS ON IMPLEMENTATION OF COPC





NURSES PRAYERS AND CANDLE LIGHTING



CANDLE LIGHTING BY MR SHOZI

A day of celebration throughout the health nursing fraternity for international nurses day which is commemorated on 12 May of every year on the health calendar, this is done in memory of the famous Florence Nightingale. A woman who is well known during the Crimean War as *The Lady With The Lamp*, helping the sick and wounded in their time of need. Florence introduced the basic fundamentals of nursing and basic patient care.

Pholela CHC staff celebrated this special day in a significant manner to honor their practice of nursing and revive the spirit of Florence Nightingale. The nursing staff gathered at OPD along with the executive management on the 19th of June 2018 to commemorate International Nurses Day. Executive management shared words of gratitude to all the nursing staff for their hard work as they are the back bone in our health institution. Nurses should have a pure and good heart, putting the needs of the client first at all times. This is what nursing is all about and the spirit of Florence Nightingale should live in you as a nurse and be proud to be a nurse.

To further encourage and reward excellence to the nursing staff. Award certificates were made for each section within the facility and for satellite clinics. The certificates of appreciation were handed out by the CEO (Dr. Gumede) and Mrs. T.G.O Sikhakhane (nursing manager). The staff were happy that their hard work was recognized by management and to receive words of encouragement from the CEO and the Nursing Manager.

It was then time for the candle lighting ceremony and nurses pledge. This was an important part of the day and whole event. Mr. Shozi (School Health) led the candle lighting ceremony in memory of Florence who carried a lamp during the war to care for the wounded soldiers. This light should resemble hope and faith to all nurses and know that without them the health system would collapse. The candles were lit and the pledge was recited by all nurses to show honor and passion of their work. Lunch was served all guests and staff who were in attendance and nurses were revived to do well and keep up the good work.



CERTIFICATE OF APPRECIATION BY MAGEMENT



# New Appointments 2018

By Mr. S Mkhize



**Dr Mthembu**  
Medical Commserve



**Dr Mbanjwa**  
Medical Officer



**Mr. Zuma**  
OM HAST



**Dr Khoza**  
Medical Commserve



**Miss Makhonya**  
Pharmacy Intern



**Miss Leela**  
Pharmacy Commserve



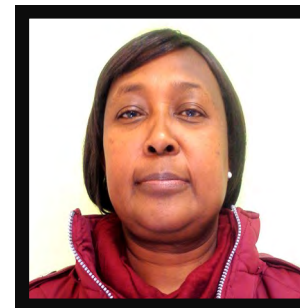
**Miss Govender**  
X-ray Commserve



**Mrs Ndaba**



**Mr. Mkhize**  
Staff Nurse



**Mrs Mchunu**  
CNP



**Mr. Mthembu**  
Staff Nurse



**Miss B Mbanjwa**  
ENA Intern



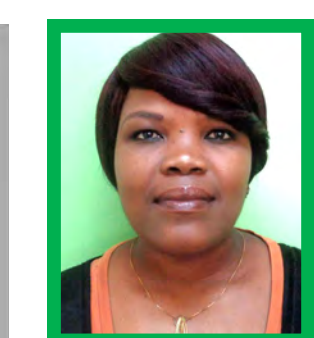
**Miss Sithole**  
PR Trainee



**Miss Dlamini**  
PR Trainee



**Miss Jili**  
HR Trainee



**Mr Memela**  
BM Trainee



# New Appointments 2018

By Mr. S Mkhize



**Mr Sithole**  
BM Trainee



**Mr Mtolo**  
Electrician



**Mr Mazeka**  
Plumber Trainee



**Mr Mtolo**  
Engineering Trainee



**Mr Mdladla**  
HR Intern



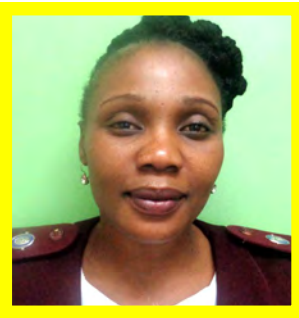
**Mr Dlamini**  
HR Trainee



**Mr Khuboni**  
HR Trainee



**Mr Jili**  
Finance Trainee



**N.P Mbanjwa**  
Professional Nurse



**Mr. W Hadebe**  
Pharmacy Assistant  
in serve



**Miss Ngubane**  
SCM Trainee



**Mr N Ndlovu**  
Dental Intern

**WELCOME TO  
THE NEW FAMILY  
MEMBERS**



GUEST OF HONOR CUTTING THE CAKE

Farewells can be described as happily sad moments when we have to say good bye to our colleagues and close friend. This was evident when we bid farewell to **“Mam Rhee”** who had worked at Pholela CHC as late as 1988. that’s a service record of 30 years in the Dept. of Health.

On the 25th April 2018 staff planned this wonderful party for the long serving **Mam Rhee** who was currently working at the Mobile Clinic Unit. She came to work at Pholela CHC as a staff nurse at the mobile clinic, within a few years of hard work and determination. She was later appointed as a Professional nurse at the TB/HAST Unit. In the last few year she went back to work at the Mobile Clinic as a Professional nurse.

During her 30 year stay at Pholela, she was well known for being humble and down to earth. Her hard work ethic will be remembered by all of us. Her family was asked to come in for the party to share her moment of joy and celebration. lots of presents were given to her including microwave, fridge and many more

Amazingly surprisingly and very sadly, Pholela CHC staff had to wish a Dr Gumede (CEO) as he too was leaving. This was a shock to everyone as Dr Gumede had been working at Pholela CHC for 3 years. In these few years at Pholela CHC, th e great Doctor had made a good name for himself

He was appointed as Medical Manager IN 2015 and found his way up to the top and being the CEO by 2016. As the Head of the institution Dr Gumede made an effort to ensure that staff and clients are kept informed and put 1st at all times. He was recognized as one of he Cuban Trained Doctor who had a slot on Ukhozi FM, talking about the child mortality in Kwa-Zulu Natal and other health related matters

A small surprise farewell was planned by the Extended Management, to have a braai and few speeches to wish him great path on his new journey. Its very sad to lose an important person like the CEO as we all looked to him as the head of our complex, we are thankful to have had you at Pholela CHC.

EXTENDED MANAGEMENT AND CEO





## Staff Wellness Day 2018



STAFF AT THE SERVICE TABLE FOR POLICY CHECK



Staff wellness day is a day where all staff can take part in sporting activities to have a healthy body and mind, taking time off work to enjoy fun time with other employees. This wellness day initiative is part of healthy lifestyle promotion which is highly encouraged by the honorable MEC Dr S Dhlomo.

On the 17th April 2018 Human Resource for Pholela CHC called upon all staff to participate and be part of staff wellness day, invited various stakeholders from Old Mutual and Emerald Life to also engage with the staff on financial education and various policy that exist within their organizations.

Staff were asked to choose one or two activities that each individual will participate on. Activities varied from egg race, skipping rope, ulabalaba, 5 a side soccer and three tin. It was very entertaining to see staff out and about having fun and also being competitive as the same time. A lot of team work was seen amongst staff in games requiring team effort.

At the end of the day the staff were happy to have just a few hours to distress from work and have fun. Fruit and juice was served to the players and calling it a day after all the running and shouting.



INDIGENOUS GAMES BY STAFF (AMAGENDA)



EGG RACE BY STAFF



UMLABALABA



## Staff Wellness Day 2018



TRADITIONAL HEALERS WORKSHOP

Traditional healers workshop took place 21 May 2018 at Pholela CHC, to educate our traditional healers on the referral pathway between them and the Dept. of Health. This is because many people still depend on traditional medicines, advise and services from traditional healers. This is very common in most rural areas & in our community at Bulwer.

On this day we had all local traditional healers at Pholela CHC for a mini workshop. Participants were taught about common sickness found in the community that people are living with like TB, Diabetes, asthma, HIV/AIDS and other chronic illness. It is important to know symptoms of the above mentioned illness and how traditional healers can make referrals to the clinics.

Miss Mdladla (Waste Management Officer) explained to the traditional healers about the importance of disposing waste in a correct manner which would be safe for the community as a whole. Traditional medicines can be as dangerous as any medicine, this is why it is important to keep in a safe place away from children to avoid children drinking or swallowing them.

Questions and answer session was opened to the floor. Key points were discussed on matter of the referrals to the clinics. They also raised concern on working closely with CCG's to refer clients to the clinics. Screening for vital signs was also done for all the traditional healers that were in attendance to check on their health status. Refreshments were served and workshop closed

## Public Relations Trainee

Greeting to our readers, my name is Nontobeko Sithole Working as PR Trainee.

I would like to take this opportunity to thank Pholela CHC Management and staff as a whole for the warm welcome they gave to me and for the opportunity to acquire my experiential training

The field of Public Relations is interesting & challenging, as I had never been in working environment before. It took me some time to adapt myself as PR trainee but it taught me so many things like how to communicate with and to put people/patients first. I would like to thank Mr. Sifiso Mkhize assistance through out my in-service training, I've learned a lot from him as my supervisor. I now know how to handle complaints, attend events, take good pictures and can also work under a pressure .

Thank you to all the staff for the support & guidance, its been very helpful to me.



Its gives me pleasure to be part of Pholela CHC and satellite clinics. My name is Thandeka Dlamini working as PR Trainee.

I would like to take this opportunity to thanks all Pholela CHC management and staff for a warm welcome and respect they have giving me.

Public Relations is a very challenging, which requires a lot of commitment and dedication. As a PR trainee, it is my duty to offer good service to all of our clients and ensure optimum service delivery from our staff. I'm thankful to Mr. Sifiso Mkhize Public Relations Officer who has always shown me how important PR is within an organization and to work with the community as a whole. I've learned many things in short period of time. It is a great pleasure to work at Pholela CHC. With all the information and experience I have obtained from the staff and clients. It feels good to be part of such an efficient institution and makes me grow everyday.





# Picture Gallery 2018

VISIT BY MEDICAL STUDENTS FROM OVERSEAS



HAND WASHING ORIENTATION



MEN 'S FORUM BREAKFAST' BY ABANQOBI WOMENS FORUM



DR GUMEDE AT COPC INDABA

# ACKNOWLEDGEMENTS



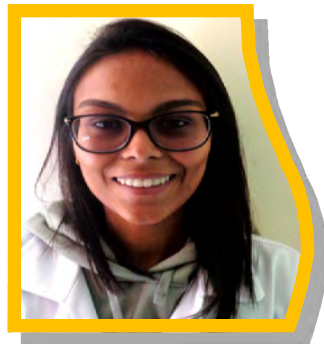
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PUBLIC RELATIONS OFFICER



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CEO/MEDICAL MANAGER



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PHOTOGRAPHER



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**Miss Govender**  
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**Miss Dlamini**  
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