

Customer Impact: Impact means looking at the benefits we have provided for our customers both internal and external – it's how the nine principles link together to show how we have improved our overall service delivery and customer satisfaction. It is also about making sure that all our customers are aware of and exercising their rights in terms of the Batho Pele principles.

Leadership and Strategic Direction: Good leadership is one of the most critical ingredients for successful organisations.

Our hospital will always try to do well in serving customers and demonstrate that we have leaders who lead by example, who set the vision, and ensure that the strategy for achieving the vision is owned by all and properly deployed throughout the hospital. They take an active role in the hospital's success.



PORT SHEPSTONE HOSPITAL



PUTTING
YOU FIRST



PORT SHEPSTONE
REGIONAL HOSPITAL

PORT SHEPSTONE HOSPITAL

REGIONAL HOSPITAL PR UNIT
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THE ELEVEN BATHOPELE PRINCIPLES

1. Consultation We will inform you about the level and quality of services offered. You are welcome to tell us if you think something should be different. **How will we do this ?** Through face to face interviews, questionnaires and suggestion boxes. Please make use of these!

2. Service standards We are striving to make you aware of what to expect. You will be told about the level and quality of our services. Specific service standards exist at Port Shepstone Regional Hospital and we will strive to meet these. For more information refer to our hospital service brochure and our notice boards which will always keep you informed.

3. Access Our Hospital is accessible for any person who has the correct referral letter (**Refer to hospital brochure titled “KEEPING YOU INFORMED”**), it will give you valuable information on how to access the hospital. We pro-

To be ACCESSIBLE IN EVERY AREA FROM UNDERSTANDING YOUR NEEDS TO OUR POSITIVE ATTITUDES! Each ward has a chart of simple hand wash , which allows us to better communicate with our hearing impaired clients.

4. Courtesy Our staff will strive to treat all patients with utmost respect and care. Patients are informed about their rights, their condition and treatment and services offered. Our hospital brochure is available at all service delivery points for more information. Tell us if you are happy with the information we provide!

5. Openness and Transparency At OPEN DAY EVENTS, you will be informed about how the hospital is run , how many service components and who is in charge. Every Unit in the hospital has a notice board with photographs and names of those in charge. Fee structures are displayed throughout the hospital.

6. Redress If you have a complaint, suggestion or a concern, please **LET US KNOW AND WE WILL DO ALL WE CAN, TO CORRECT IT!**. If you have a complaint, let the unit supervisor know of your complaint. If the unit supervisor's explanation/ action does not satisfy you, fill out a complaint's form where you will write all the details of your complaint including your particulars, so that we can be able to get hold of you when making follow ups. Alternatively, you can ask for a Public Relations Officer to come and investigate your problem.

7. Best value for money, Services will be provided as economically and efficiently as possible ensuring the **Best Value** for your money!

8. Encouraging Innovation and Excellence Port Shepstone Regional Hospital will ensure an environment conducive to the delivery of services, which enhance staff members to deliver good services

9. Customer Impact We will strive to involve our communities in our hospital business through community involvement projects and in any other ways that contribute to poverty alleviation .

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