



Nurse Phamela Mzindle receiving a certificate of appreciation from the CEO - Mr GBC Khawula

Port Shepstone hospital has reason to celebrate during the year end. On 11th December 2009, the CEO Mr GBC Khawula, extended his deepest thanks to all the health care workers, doctors, nurses and administration staff in the hospital for the commitment, dedication and service they have given to patients in 2009. All departments received the recognition awards. This was a fantastic day for all, especially individual employees who were nominated for a remarkable performance during the year. One of them is Nurse Phamela Master Mzindle, shown on the picture above, with the CEO Mr GBC Khawula.

Nurse Mzindle got a recognition award for being a diligent worker and for not taking any

sick leave in 2009. Among others, Phamela is one of our unsung heroines. She is always willing to fill in whenever she is needed. She is well trained and versatile throughout the outpatient department. She is normally placed to work at patient administration to screen/ sort patients and check if they meet OPD admission requirements.

This is an easy but challenging position as I have to face people who present to our hospital without referral letters and if they are not in critical condition, they have to be down referred to the correct level of care. Patients are not the same, some understand when they are told to bring letters, but

other patients fight, however, Phamela is one of the nurses we can count on. We have a deep respect for her and other employees' opinions. This event marked the end of the year and the beginning of the Christmas holiday for many staff.

The executive management, Assistant Managers and Operational managers expressed their gratitude to employees wishing everyone a merry Christmas and a prosperous new year.

# EZAMA AWARDS ZIXOKWA NGEZITHOMBE



# Long Service Awards 11/12/2009

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# EzamaHolidi kakhisimusi



*Abaphathi besibhedlela bezijabulisa*

**Kwakuyinjabulo nentokozo kubaphathi besibhedlela ngenkathi bezikhiphile bezibhedlela amaholidi kakhisimusi ngomhla ka 10 December 2009. Empeleni lokhu kungumbono owaqalwa nguMnumzana u Khawula ophethe le-sisibhedlela eminyakeni embalwa eyadlula, lapho athi athole isikhathi sokubinga abaseduze naye ngokusebenza njengoba namanye ama (department) ezenzela amaphathi okuvala unyaka.**

**Kulonyaka bebezikhiphele e R&J restaurant e South Coast Mall beshawa umoya opholile wolwandle. Mhhhh, kwakumnandi kunjeyaya**

## USUKU LOKUGUJWA LWE SIFOSENGCULAZA KANKE NESANDULELA SAYO



## EMPLOYEE TRAINING



Port Shepstone Regional hospital

PSH continues to make a positive impact on the lives of most employees through the skills development programme. In 2009 the Staff Development division tirelessly offered employee training ranging from Abet level to professional development programmes within the NQF level framework. This training program was conducted to improve employee skills in tackling most work challenges they face in this continuous changing world. This kind of training institutes standards of care and patient satisfaction. Surely, the community can expect better services

Having started the year at R176 m, most of this budget covered for the compensation of employees.



A group of happy employees enrolled for an Emerging Management Development Course

The group thanked the course organisers, course presenters and the hospital management for affording them a opportunity to network with hospital and other organizational colleagues. This course contributed and facilitated the achievement of our professional goals, said the participants. "We were truly honoured for being nominated for the course".

After a long period of attending 3 weeks classes and a daunting task of compiling a 65 paged individual POE, group members celebrated in style.



# OUR THANKS GOES TO- OUR THANKS GOES TO-

The Ugu Health District, our referral clinics and neighboring hospitals, we would also like to take this opportunity to extend equal thanks for the co-operation and support during the year. Your services are as important to the delivery of health care as any other, and as such are acknowledged and commended.

## COMPLAINTS REFERRED TO PSH

### First Stage

Lodge your complaint with the ward or department. The best time to complain is at the time of the incident . The sister in Charge of the ward is the best person to complain to if your protest is related to nursing care. Our ward Clerks will gladly assist if the sister is not available.

This stage kicks in when your complaint was not dealt with and rectified to your satisfaction . Ask to speak to the Public Relations Officer. Clearly outline your complaint ( best in writing ) and state what action you would like the hospital to take. We say this because people complain for different reasons.

If you are still not satisfied, you can set an appointment to see the relevant manager or the hospital Chief Executive Officer.



MRS PP MORAI  
PUBLIC RELATIONS OFFICER

### The Second Stage

### The 3rd Stage

ENJOY WORKING WITH PEOPLE !

WORK ETHICS BUID SOILD CHARACTER AND  
CREATE VALUED EMPLOYEES !!!

SOMEBODY ADMIRES YOUR STRENGTH!!!!

### BATHO PELE -

**CREATE A BATHO PELE CULTURE**

**GIVE CITIZENS THE SERVICE THEY DESERVE**

**MANAGE COMMUNITY RELATIONS BY ATTENDING TO THEIR NEEDS.**

**GET ALL EMPLOYEES IN THE BATHO PELE MIND SET**

**BE ABLE TO WORK WITH DIFFICULT CITIZENS**

## Batho Pele - Making the difference



Here are some of them below

It bothers people when they come to our hospitals and don't see good work ethics. Its just simple things, like being on time, greeting people and being friendly during all our interactions with them. Employees are representing the hospital they work for.

Managers and supervisors need to review important traits such as attendance, appropriate dress, respect and attitude and encourage employees to possess these .

## Did You Know

Nowa days most employers need employees who possess good work ethics ?

- Productivity
- Organisational skills
- Communication
- Co-operation and
- Respect
- Attitude
- Appearance
- Team work
- Character
- Attendance

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# PSH HISTORY

Old picture



Port Shepstone provincial hospital is situated on the magnificent "Hibiscus Coast" approximately 100 kilometers south of Durban. The first hospital as such in Port Shepstone, was a sanatorium, built by the Catholic Church with the help of the Chamber of Commerce and a grant of a 100 pounds from the Government.

Whilst visiting the village of Port Shepstone in 1901, Father Gourlay learned that the Chamber of Commerce was keen to open a cottage hospital. Father Gourlay knew that because of a lack of pupils at Umzinto, the sisters of "Filles De Jesus De Kermania (brought out from France to start a school for coloured children of Umzimto) were unable to support themselves and he decided to utilise the expertise of these sisters, as they had been given nursing training in Brittany, France.

New picture



The Durban architect, Street Wilson, architect of the Emmanuel Cathedral in Durban, drew the plans for both the hospital and the church and the bricks were delivered on March 25, 1903. As the buildings neared completion, the Chamber of Commerce recorded "with pleasure that the sanatorium is now being built and there is every reason to expect the grant will be allowed.

The Sanatorium was completed in January 1904. By this time, the sisters numbered 13, six of whom were ready and waiting at Port Shepstone to receive the first patients in March 1904. Father Gourlay moved to Port Shepstone permanently to help them.

*Did you  
know*

*Port Shep-  
stone*

*Hospital  
is*

*76 years  
old?*

Due to a lack of funds, the sisters were unable to continue their work in Port Shepstone much longer than 1908 and the sisters returned to Umzinto. In the meantime, on the 8th February 1909, Bishop Delalle purchased the Aiken Street lots for a nominal figure of 55 pounds although they were valued at 30 pounds each with the three buildings - the sanatorium, convent and chapel, for 125 pounds and 200 pounds respectively. He decided to close the Sanatorium since it was not being adequately supported. This was partly because of the small population of the town and partly because of the economic depression which devastated all of South Africa between 1905 and 1909.

It is interesting to note that there is a brass plaque in the foyer of the present hospital commemorating Dr. George Cawley, first medical officer (born 13/1/1872 died 7/12/1933)

After the closure of the sanatorium, not much is known of a hospital in Port Shepstone except that at one time a hospital was situated behind the present gaol and was then rebuilt on the present site and opened in 1934 as a cottage hospital. Part of the original building today housed the old out patients department, the present physiotherapy and pharmacy departments, together with a portion of the operating theatre complex.

The original cottage hospital was built in 1934, and officially opened during 1935 by Mr. Gordon Watson (administrator of Natal)

