



**HEALTH**  
KwaZulu-Natal

# ISIBANI NEWSLETTER

*Madam Thobeka Zuma Visits  
Port Shepstone Hospital*



**L**etters from  
patients

**S**top  
violence  
on women &  
children

Page 5

**W**edding

of the Year , Page 4

**@** bet learners  
graduate Page 3

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LETTERS TO THE EDITOR

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# Staff and patients have an up-close & personal interaction with the mother of the nation *Madam Thobeka Zuma.*



**P**ort Shepstone Hospital employees were delighted to have the first lady, Madame Thobeka Zuma. Madame Zuma, together with East Coast Radio Toy Story generously donated toys to our young patients in C-Ward.

Excited patients eagerly waiting for their gifts expressed joy when they received their gifts. As gifts were handed out to children, Port Shepstone Hospital choir entertained those present with their melodious singing.

Without a shadow of doubt this was a memorable experience for us all here at Port Shepstone Hospital. Its not everyday that we have an opportunity to interact with the first lady.

Madame Thobeka Zuma addressed people present and thanked doctors and nurses for sacrificing their time to be in the hospital. She acknowledged the fact that medical staff are sacrificing their time to be with the patients. They opt to be at the hospital to take care of patients instead of spending time with their families. Madame Thobeka's visit will be remembered fondly by all present and we look forward to having her with us again.

## CEO Encourages employees



**CHIEF EXECUTIVE OFFICER  
MR GBC KHAWULA**

Let us unite in common effort for change in our institution by demonstrating positive attitude, behaviour and show compassion to all our clients. We are currently empowering our communities, equipping them with information that will enable them to know what services to expect from our facilities and the kind of attitude they should receive. It therefore becomes imperative for us all to conduct our selves in the professional manner required of public servants. The Batho Pele White paper is all about giving good customer service to the users of our facilities. There are 8 principles or guidelines for Batho Pele. They are :-

- Consultation
- Service Standards
- Access
- Courtesy
- Information
- Openness & Transparency
- Redress/ Dealing with complaints
- Best Value for money

In kwa-Zulu Natal we have another three principles. They are

- Encouraging Innovation and Rewarding Excellence
- Customer Impact

**Batho Pele**  
A better life for all South Africans by putting people first  
Together beating the drum for Service Delivery

# ABET LEARNERS GRADUATE

Gladys Msomi and Victoria Maluleka (*on the right picture*) are General Assistants in Port Shepstone Hospital who took part in joining ABET classes as from 2001 to 2002. They studied Mental Oral— which we can regard as pre-school in todays language.

From there they climbed up from level one ABET to Level 4. Whilst they started level 1 they registered under IEB ( Independent Examination Board) and wrote their final examinations from ABET Level 1—Level 3. In 2007 they registered level 4 with the Department Of Education.



**Mr Chris Mthetwa hands over gifts to Victoria Maluleka and Gladys Msomi**

We as educators tried to motivate, encourage and advise them not to stop after level 4 and we were always informing them that “ they are not too old to learn.”

In 2008 they registered with the Department Of Education to write grade 12. It was very hard but because they were showing enthusiasm, educators were prepared to help them in learning areas they were going to write. Educators got previous exam papers and study guides to help them. With the help of the mentioned tools they managed to pass.

Today their senior certificated will help them to knock at any door if they want other kinds of jobs, or to further their education. They didn't stop there, they did proceed to do computer course in Port Shepstone, under South Coast Computer Solution. We would like to congratulate all our Abet graduates on their achievement.

# CONGRATULATIONS TO THE NEWLY WEDS

*Mr & Mrs Khawula*



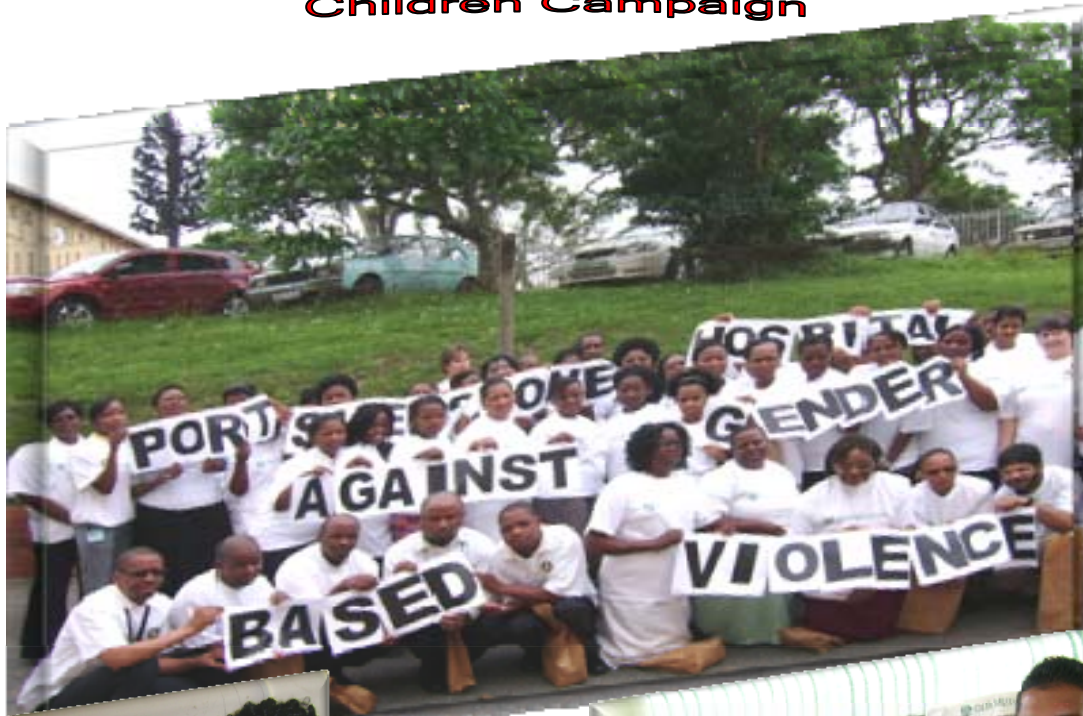
**T**here are people in life you meet that make a difference and Ntokozo is one that touched Big Boy's heart. We attended their oniciated wedding and were so touched by their hospitality, kindness and peace that surrounded everyone that attended. You could tell by the way they looked at each other that they really are in love and were ready to take their relationship to the next level.

It was indeed a joyous day for the Khawula, Mtshali families and friends. Their fairy tale wedding took place at San Lameer hotel in December 2010. The orchestral music played by a band from Durban ensured that people were welcomed to the venue as they entered the hall. The moment of truth started off when the bride's father walked her daughter down the aisle. The groom was all smiles, waiting patiently for his future wife to arrive at the altar.

**J**ust by listening to their vows, you could agree that God has indeed blessed them with the gift of knowing what to say and how to say it. Everyone at their wedding commented on how beautiful the ceremony was. At the reception, the newly weds stepped up to the table in style, they were dancing to the bit of Professor, titled Ijima phi le weight.

At the reception stage, butterflies were gone and both the bride and the groom looked calm and relaxed. The programme director, making jokes, had the natural ability of keeping people entertained. The newly weds thanked everyone for making their special day a blessing from above. The staff at Port Shepstone Hospital wish that they live happily ever after and may God Bless them in their marriage.

# Hospital held a 16 Days of Activism of No Violence Against Women and Children Campaign



Sister P.H. Khati receives a proze from Auther Mawaya.



On behalf of the Wellness Committee, Mr Kollen Governder handed over a token of appreciation to Inspector R Khan

To mark the 16 days of activism of no violence against women and children, Port Shepstone Hospital held a session at the Indaba Room to inform staff. Various speakers delivered speeches on the topic to a group of volunteers and staff. After being informed, volunteers and staff acted as ambassadors and carried messages throughout the hospital.

With information brochures, fliers and pamphlets, volunteers proceeded from department to department raising awareness about the issue. This affects us all because if abuse is taking place, then we should inform people about ways to address the issue. Very often, victims accept the abusive treatment

because they are unaware of ways to go about seeking assistance.

After distributing fliers, brochures and pamphlets throughout the hospital, staff are definitely better equipped to cope in abusive relationships. Bringing a halt to abuse should not only be during a campaign but throughout the year.

The same goes for seeking assistance if one is in an abusive relationship. A victim should be empowered and feel free to seek help at any time.

# Infection Control Guidelines And Tips



Here are 5 key tips for reduced hospital infection rates

## • **Patients scrub before surgery.**

- A surgery focusing on improved doctor/patient communication is mostly started by ordering patients to be cleaned before their surgery.

## • **Surgeons scrub before surgery.**

- Emphasis has been placed on doctors to scrub immediately before entering the theatre, thus acting as a second line of defense.

## • **Limit and monitor traffic flow.**

- The flow of people in and out of the Theatre was recognised as a key significant point. More emphasis is placed on the professional nurse in charge to control movements in and out of the Theatre, down to monitoring equipment supply officials as they go through the facility, to ensure infection control policies are adhered to.

## • **Go above and beyond in disinfecting the facility.**

- It goes without saying that equipment such as surgical instruments and counter-tops are disinfected between use. However, some people do not believe this goes far enough and to ensure that the Theatre is clean, attention to other potential sources of infection including air vents and lights should be taken into consideration. Even the furniture in the waiting area should be wiped down more regularly to reduce the incidence of infection.

# Christmas Parties

## Paediatric Christmas Party

Doctors and staff of the Pediatric Ward in Port Shepstone Hospital enjoyed a Christmas dinner at Zizi's Restaurant on the 17<sup>th</sup> of December 2010. "It has been a long year indeed filled with both happy and sad memories, I know I shout a lot but please don't take it personally, it's only because peoples lives are at stake" said a very passionate Dr I Moodley.

It was also a day to bid farewell to Dr Mtwiga and Dr Fenner who have both found positions in other Hospitals. We also want to bid farewell to Dr Erasmus who will be leaving Port Shepstone Hospital for a position in Kimberley. "We have enjoyed your company and it is going to be difficult to see you leaving.

Farewell to you and may your new positions open up new channels for your careers" said Phumlani



(From extreme Left) Dr Erasmus, Dr Fenner, Dr Mbaya, Dr Majeke & Dr Moodley.



Mr & Mrs Mgwili enjoying the festivities.



Dr. Mthonga & Phumlani Cele having a wonderful time!!

# Christmas Party On the Boat

Staff at Port Shepstone Hospital were treated to a boat cruise with a difference. Organised by Mr Vernon Govender, the boat cruise also served as a Christmas Party for staff. "I wanted to do something that will enable to staff to relax and socialize with each other"

All aboard were entertained with activities such as board games, contemporary music and lucky draws. The day out began with staff being transported to Durban which followed by a tour of Durban city and then aboard the boat for lunch.

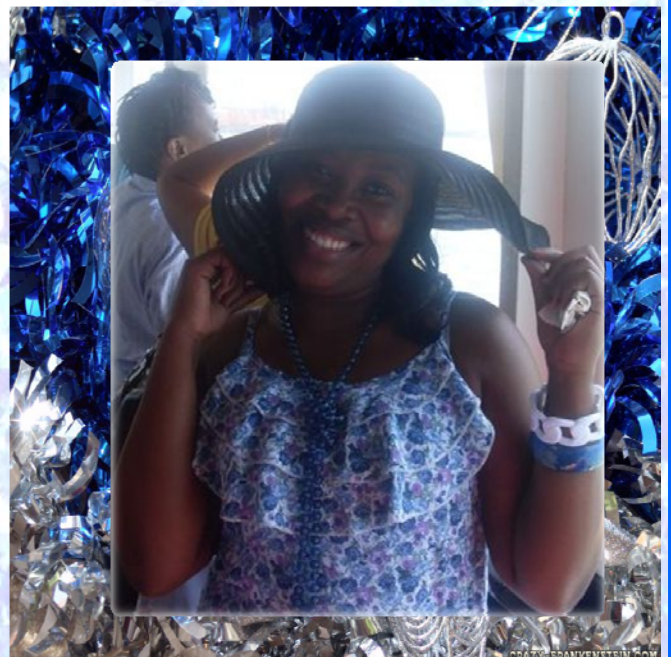
Once aboard, lunch which was a variety of dishes were served in a buffet style. Compared to Christmas parties held previously at Port Shepstone Hospital, this one was

unique in that it was aboard a boat. Staff had an opportunity to interact with each other, enjoy delicious cuisine and unwind. This Christmas party will be a memorable one to all who attended.

Mr Vernon Govender is planning another fun-filled outing for staff. Keep an eye on the notice board for any further information.



**ladies enjoying the cruise**



**Nokubonga Madlala from X-ray department**



**Mr Venon Govender, cruise organiser - surrounded by beautiful ladies , Nthabi Dlamini and Zama Shazi.**



# Appreciation Letters Received

## Dear ward 4 staff

My son Sugandran Anthony was very ill and needed a lot of medical attention. I am so grateful to the doctors, nurses and clerks of Ward 4.

I would like to share these words with them " a service to humanity is a service to God"

God Bless !



## Dear Ward 5 Staff

During my stay in ward 5, I found that the medical staff are extremely pleasant as well helpful.

Keep up the good work !

From J Richardson

## Dear C ward Staff

You have given me and my son a good service. I really appreciate everything you have done for us.

keep it up guys, Well Done !!

## Dear Maternity staff

I would like to take this opportunity to thank all the staff ( doctors and nurses ) of Labour Ward for all they have done for me .

I have given birth to a healthy baby.

Bongiwe Zameko



# OUR VISION OUR VISION

**To achieve an efficient and compassionate regional health services in the Ugu District**



**Behind every ship, there is a driving force.  
let's make our vision our driving force to  
ensure we reach our destination of good  
customer services**