



# ISIBANI

# NEWSLETTER

GROWING KWAZULU NATAL TOGETHER

DECEMBER 2020



## EDITOR'S NOTE

### INSIDE THIS ISSUE



Mrs P. P. Morai—PRO

Warm greetings to all readers of Isibani Newsletter. I am pleased to present to you our Isibani Newsletter for the 3rd quarter.

the local clinics. Since the inception of this programme, a number of interventions were necessary to change the referral behaviour of primary healthcare practitioners, local General Practitioners and inevitably to change patient behaviour. To effectively address any medicine / drug collection problems that came up as a result of the change, communication interventions were needed and are still needed to improve the efficiency and effectiveness of patient services, including making it easier for doctors, the Pharmacy and Primary health care to communicate via email or telephone. To date, a number of our previous OPD patients are attended to at their local clinics and many of them have their travelling costs reduced as a result of this programme. Stay informed with the latest headlines and most fascinating stories from Port Shepstone Hospital

Happy Reading !

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## STAY SAFE



# SEASON'S GREETINGS



**T**hank you to each and every one of you for bringing your sparkle this year under very trying times. Your dedication, passion and enthusiasm has really paid off and it did not go unnoticed.

For those who are going on leave, Rest well - Keep safe - Enjoy and love your family. We will see you all in the new year. Bright eyed and bushy tailed.

Merry Christmas!!

God Bless



**Dr Busi Dlamini ( acting CEO)**

## MOTIVATION - MANAGE YOUR MIND

Did you know that you can manage your mind? That's what renewing the mind is about. You can get into your mind and decipher what files need to be deleted and what files need to be downloaded and installed. You can determine what changes to make in the structure of your thinking. Mind management is the primary principle for upgrading your state under any circumstances.

Where you are today is the function of your mind. Your personality is the expression of your mind,

therefore, if you don't manage your mind, it will keep giving you what it already has stored up, good or bad. This applies even on occasions when you ask "what more can I do?" I have tried hard about this: I have done this and that and I still haven't had much success" - It all calls for managing your mind.

"By the renewing of your mind that you may prove what is good, acceptable and perfect will of God"

This means we have a responsibility

to transform our lives from glory to glory and we have the responsibility to manage our minds to produce excellence. Remember, your life : how you live. What you do, the character of your words, the totality of your personality is the expression of your mind.

What more you would like to add to, or take out of your life can be achieved by renewing your mind with the word of God, synchronizing your thoughts with the Spirit of God.





# INTERNATIONAL DAY OF ELDERLY

PERSONS - CELEBRATED AT PORT SHEPSTONE HOSPITAL



Celebrating with the patient—Leanard Gijamani Mthethwa from Harding : Allied Health Team (L-R) Professional Nurse Bongwiwe Hlongwa, Paula Hudson-Dietician, Ntokozo Khanyile - Audiologist, Nokulunga Sikhosana - Senior Social Worker, Ammarah Agherdien - Speech Therapist

**I**nternational Day of Older Persons is celebrated on 1 October. It is a time not only to highlight the elderly person's valuable contribution to the globe but also to stress their basic human rights. On this day, Port Shepstone Hospital Medical Allied Professionals joined the world in celebrating International Day of Older Persons by selecting an elderly

patient from our Male Medical ward and handed him a hamper full of food and toiletries items.

When we asked him what it feels like to be an elderly person, his answer was :

“Elderly people have worked hard to raise their children and build the society therefore it is a

good thing that they be cared for in their golden years.”



**If you want to learn more about this important day, press the control button on your key board and then click on the green text in the first paragraph of this article.**

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# TRACKING COVID USING PHONE APP

## START TRACKING COVID USING YOUR PHONE APP

<https://www.sanews.gov.za/south-africa/health-launches-covid-19-contact-tracing-app>

The state has launched new technology to help stop the spread of COVID-19 among our residents and families. With support from Apple and Google, a COVID Alert CT, (to open this link—press control on your key board and then click on the link) notification application was developed to inform you of possible exposure to COVID-19 – all without disclosing your location or personal information. This app is only as successful as the number of people who use it, which is why we ask that you share this information with employees, colleagues, family, and friends. The app is available in multiple languages and can be used on Android and iPhone. Use the following link to download the Android app from the Google Play Store or click here to learn how to enable the app.



UNKK NOMAGUGU SIMELANE-ZULU  
UNGQONGQOSHE WEZEMPILO



# NEVER STOP

## ALWAYS TAKE YOUR CHRONIC MEDICATION. ( HYPERTENSION, TB, HIV, BP etc).



### # IT IS IN OUR HANDS

24HR NICD HOTLINE : 0800 029 999    PROVINCIAL HOTLINE : 033 846 6000  
WHATSAPP NUMBER : 060 012 3456    [www.kznhealth.gov.za](http://www.kznhealth.gov.za)

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# RELOCATION OF OPD SERVICES FROM THE HOSPITAL PREMISES TO THE LOCAL CLINICS

The management at Port Shepstone Hospital would like to remind the local community that this is the only hospital in Ugu District that is in the second phase of health care delivery. The function of this hospital is to render specialist healthcare services to the people of Ugu district, particularly those who have been referred by the lower-level healthcare facilities such as the District Hospitals, CHC's and local clinics. All of this means that patients should not come to Port Shepstone Regional Hospital without being referred by the lower-level healthcare facilities.

## REQUIREMENTS FOR PATIENT REFERRAL

- Referral letter
- Book an appointment with the intended specialist clinic.
- If you have missed an appointment, please note that you will be considered as an unbooked patient, thus having to wait for the rest of the booked patients to be seen first.
- Acutely ill patients are prioritized and a colour coded sticker is put on their files.
- If the patient does not meet any of the above requirements, they will be referred to the Gateway clinic.
- People who use wheelchairs but their health status does not indicate seriousness are not prioritized.

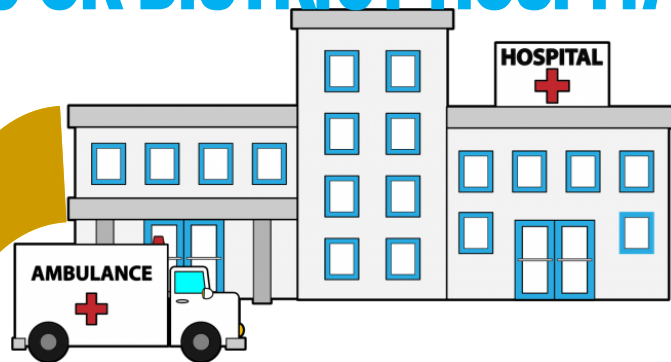
HOME



LOCAL CLINIC



CHC OR DISTRICT HOSPITAL



REGIONAL HOSPITAL





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# PORT SHEPSTONE HOSPITAL BIDS FAREWELL TO MRS THEMBI MKHIZE



**P**ort Shepstone Hospital Management and staff bid farewell to one of its senior managers, Deputy Nursing Manager, Mrs Thembi Mkhize at Wild Coast Sun Madiba Conference Hall on Thursday 26 November 2020.

The lively and cheerful celebration was filled with warm feelings of friendship and appreciation shared by the management team and staff from various components of the hospital and her colleagues from the neighbouring hospitals. The most dear and special people from

her family also attended the function and these comprised of her eldest sister Zinhle Mngunyana, her two daughters Lindiwe and Zama together with her son-in-law Ntuthuko Ngwane. Cynthia Mkhwanazi – Deputy Nursing Manager from Murchison Hospital and retired nurse Jackie Joseph were guests that have dealt with Mrs Mkhize in the context of current and emerging issues that affect the nursing profession within the district.

Mrs Thoko Ntuli, speaking on behalf of Ugu Nursing Forum said ‘we



are sad that you are leaving because you were one of the most prompt managers, always willing to share the information with others when we were given tasks by the Provincial Nursing Forum’. Port Shepstone Human Resource Manager, Mxolisi Zulu and many other speakers from the hospital shared insights about Mrs Mkhize’s hard work and dedication as she led one of the largest components in the hospital. Many speakers commended her for her integrity, professionalism, reliance in the execution of her duties and her exemplary behaviour.

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# CONT. FAREWELL TO MRS THEMBI MKHIZE

I was quite distressed when you handed in your retirement proposal letter because we enjoyed working with you and we were still learning from your acquired governance knowledge," stated Mr Zulu. Mrs Mkhize's sterling work record boasts thirty (30) years of service as a nurse in the department of Health in KwaZulu Natal.

Mrs Mkhize leaves the hospital at a time when there is reorganization of regional services with

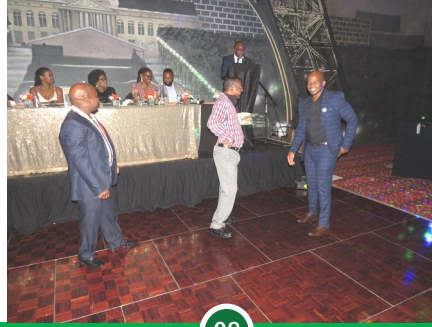
many changes taking place within the hospital. She would most certainly have played a key role in re-asserting the true values and ethos of the nursing profession to nursing staff as she always devoted herself to achieving positive outcomes for the hospital. Well known for her composure and smile, Mrs Mkhize has done great service for the hospital and her nursing colleagues raved about the enormous knowledge and skills she has shared with them.

Honouring Mrs Mkhize, Matron Linda Manipersad and team decorated the venue, creating a unique and exciting atmosphere, which was a great way to send off our beloved manager with great memories. In her response, Mrs Mkhize thanked her family, hospital management and staff for having supported her throughout her journey and for organizing such a beautiful farewell party for her.





# CONT. FAREWELL TO MRS THEMBI MKHIZE





# CONT. FAREWELL TO MRS THEMBI MKHIZE





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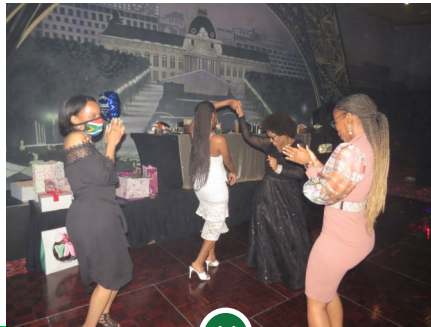




# CONT. FAREWELL TO MRS THEMBI MKHIZE



The Operational Managers came out in large numbers to say goodbye to their Deputy Nursing Manager





# OUR COMPLIMENTS PAGE

These are some of the genuine letters received from our patients and their relatives . They drop these letters on our suggestion boxes which are located in all departments within the hospital.

## Post Natal

Ngiphatheke kahle kakhulu kusuka ngifika ngaze ngahamba, konke kuhambe kahle.

Iphuma kuMaluleka Nonhle eMabheleni.

## Casualty

I would like to appreciate the wonderful work that was done by Dr. Nhlanti and nurse N.E Mthiyane. Their service is beyond words, they treated our situation with the utmost professionalism.

From Gogo Yolisa, Margate

## Nursery

Ngithanda ukubonga indlela engiphatheke kahle ngayo . Ngiyabonga kakhulu bekumnandi ngihlezi nani.

Iphuma kuMnguni Londeka eMzumbé.

## Gateway Clinic

The level of professionalism in the staff : sisters and nurses including doctors have been excellent. GOD BLESS.

From Mahomed Aboo Haniff, Marburg.

## TCC

Thuthuzela staff are very friendly and welcoming. They show empathy and they go out of their way to help a patient. They meet their service standards.

From ( Name kept confidentially)

## Gateway Clinic

The Sister in this clinic is so professional, very kind and understanding. She explained everything so well and was polite and kind to all patients. Its such a very pleasant experience to see such a person dealing with the public

From Mrs Collee Ruth Mamilton

## Post Natal

Ngiphatheke kahle kakhulu iwodi namba 247, ngifisa sengathi bengakwenza nakwabanye.

Iphuma kuVezi Fundisiwe, eBhomela.

## T.C.C

I went to Thuthuzela Care Center, they treated me very well and I am satisfied.

From ( Name kept confidentially)

## O-Ward

This is my first visit to the hospital & was scared. Then I met staff who treated me with respect, acceptance, care and professionalism. This involves Cleaning staff, doctors, hostesses and nurses. You were all amazing

From: Julie Patricia Fisher - Margate





# OUR COMPLAINTS PAGE

MONTH	COMPLAINTS RECEIVED	RESOLVED IN 25	OUTSTANDING
OCTOBER	21	18	3
NOVEMBER	16	14	2
DECEMBER	19	17	2
<b>TOTAL</b>	<b>56</b>	<b>49</b>	<b>7</b>

All hospital departments have suggestion boxes placed in visible areas where patients and their relatives can write and submit comments about the care they receive at the hospital.

**Please use them to express your views!**



# NEW EMPLOYEE



# WELCOME

## OCTOBER

Ngcobo N.E. CNP  
Ngejane N.C.  
Mzobe B.S. EPWP  
Sidudu N. EPWP  
Sokhosana K.B. EPWP  
Kupa C.Z. PN  
Mabhongo B. PN  
Shandu P.M.M. MO - sessional  
Khuzwayo L.P. General Orderly  
Mbuyeleni Z.P. General Orderly  
Danca K.H. CNP  
Conway E.P. CNP  
Bridglal S. Admin Clerk  
Nkomo M.C. EN  
Plaatjie N. EN

## NOVEMBER

Ntozakhe N.T. EN  
Ndlovu T.L. ENA  
Mthembu P.D. EN  
Mtungwa N.L. MO  
Khon Z. MO  
Dlamini N.P. ENA  
Matiwane A. ENA  
Vidima N.V. Radiographer

## DECEMBER

Mzindle N.C. Data Capturer  
Ngcungama T.C. EN  
Mtshali N.B.B. PN  
Chiliza E.N. EN  
Diya P. EN  
Dawood R.M.B. PN  
Dunywa P.S. Data Capturer  
Gumede K.G. PN  
Govender R. PN

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