



ISIBANI NEWSLETTER

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FROM THE EDITOR



As March brings us to the end of 2018 financial year, that gives us time to reflect on key aspects of health care provision that we have excelled at and also come up with solutions for the aspects that might have hindered or impaired our hospital efficiency. I must say that it was worrisome to see most of our regional services overloaded due to our population not understanding the KZN Health referral system. As we move towards the new financial year, these factors have to be adequately addressed, considering the fact that we have to create capacity and sustain regional level services in Ugu District. This points to the fact that a sound decongestion plan for the health facilities in the district is urgently needed. Nevertheless, many indicators that were presented at various platforms point to the fact that our employees worked hard to sustain the services and this newsletter will give you some of the fun ways employed while realizing our set goals. Happy reading!

Mrs P.P. Morai - Public Relations Officer

DEPUTY NURSING MANAGER OUTLINES ROLE PLAYED BY NURSING COMPONENT IN 2018/2019

I wish to thank all the nurses and support staff for the wonderful efforts for a successful year. I have been reflecting on the things I am most grateful for. Primarily among those is the talented and dedicated group of employees. You helped us provide award winning services to our clients and patients. This is evidenced by obtaining a gold award for National Core Standards. Such dedication is needed for the well-being of the institution and for the benefit of our patients.

I will not forget the individual achievements of some of our nurses through compliments sent by satisfied patients. These include our nursing students who are learning from the guidance and mentorship of trained staff.

A special mention goes to the successful opening of the nurse driven women's health clinic steered by PN A.M Shobede under leadership of operational manager N Mbangi and assistant manager T.R Nsimbi. The growth in numbers at this clinic explains the dedication of the staff.

Another special mention for the gateway clinic which gets busier every day. This was managed with no additional funding for the whole of the financial year. We thank PHC managers for transferring PN T.G Gwala to steer the clinic assisted by hospital staff from various components of the already short staffed



MRS THEMBI G. MKHIZE
DEPUTY NURSING MANAGER

departments. We also managed to keep our obstetric theatre operating under very difficult circumstances.

It is sad that we lost some of our nursing staff who demised during the course of the year. May their souls rest in perfect peace.

I am still hopeful that the situation of staff shortage will improve over time, but currently we still need to all work hard together for the benefit of

our patients.

In the new financial year, let us take a pledge together to grow our services even further in a way that we embark onto a peaceful, effective and efficient health care service, benefiting all our clients in Ugu District.

NURSE THOBEKA DUMA CONGRATULATED FOR OBTAINING MASTERS DEGREE

MY INSPIRATION

My inspiration came from the desire of constantly wanting to know and do more. I knew that experience, knowledge and confidence are intertwined hence I required these elements in order to improve and bring change within the clinical space. I wanted to be able to institute or be a team player in initiating or changing practices through evidence-based knowledge (within my field of work). I wanted to move away from doing things just because they had always been done that way. The practices relating particularly to patient care must be underpinned by evidence/research

HOW HAS THE COURSE BEEN?

The programme is still developing in South Africa and that came with its challenges. However, it afforded me some of the best opportunities, for example travelling outside South Africa. This was with an aim of formulating partnerships, gaining an understanding of how other healthcare systems work as well as experiencing the aspects involved when nursing programmes are developed. A very exciting course in the sense that I was able to rub shoulders and learn from some of the best researchers and health practitioners locally and from abroad. I got to attend other courses and conferences. That did not only broaden my knowledge but it helped expand my professional network which can be very beneficial when one needs a "friend" in this field. A very overwhelming (at first),

demanding, challenging and intense course. Its important components included clinical practice which involved looking after patients with complex illnesses within general and specialised units, clinical leadership, research and clinical governance. It opened my eyes about the concept of family-centred care, the extent to which parents and families can be brought in as equal partners in the care of their child

CHALLENGES

Moving and staying in another province (full time) and leaving my family behind was a major challenge, not only for me but my children as well. Financial challenges, one loses certain benefits when studying in the city for example, and one has to care for 2 households at the same time. Sometimes the language barrier, many families spoke Afrikaans and this posed a risk of communication breakdown. And communicating, in whatever form, with the patient/parents/family is very crucial in this field of work. The course required a foundation of general Paediatrics. Knowledge and experience in that regard was lacking from my side particularly looking after children beyond the neonatal age. It meant I had to work twice as hard in understanding the pathologies and management thereof. A new role in the clinical setting. An advanced nurse practitioner is



MISS THOBEKA DUMA

a role mostly understood abroad. So, coming from a 2nd group of the course (Clinical Master's in Child Nursing) we had instances where role confusion was still prevalent to a point of being called mini doctors which we were not. People did not understand our role. This emanated from the fact that we spent and gained a lot of experience from doctors

OVERCOMING CHALLENGES

I had to be susceptible to learning and build confidence, which is still work in progress. Learning is a life-long process. Having the will to stay on— it was a stressful time but quitting was never an option. I had a great family support structure and communicated as much as I possibly could with them. Travelling home to be around family and still finding time to do the things I loved, in order for me to regroup, rejuvenate, and clear my mind. Having a mentor, people that had already walked the same path I had undertaken meant I could prepare better and manage my time better.

Cont. NURSE THOBEKA DUMA CONGRATULATED FOR OBTAINING MASTERS DEGREE

Knowledge and utilization of the resources at one's disposal. For example, attending debriefing sessions and seeking professional help when certain experiences, both personal and those that are work related, became difficult to deal with (alone) sometimes. It was about seeking different perspectives and having a neutral person to have conversations with

APPLYING THE KNOWLEDGE

First on the list is to move to a setting that is in line with what I have studied, to be able to put into context what I have learnt over the past 2 years.

I think self-awareness and reflection is important when working with patients, their families and colleagues. A lot of who we are can translate into how we care or apply the knowledge in a clinical setting. Therefore, an understanding of who I am i.e. Good interpersonal relations with others, my leadership style (transformational), my strengths (input, consistency, belief, developer and deliberative), being culturally and emotionally sensitive and making use of the tools and advanced clinical skills one has acquired over time. All these aspects are going to be instrumental in the application of the knowledge I have gained. However, one must strongly highlight that a supportive environment is crucial in this regard. Otherwise, it can be a frustrating and futile exercise if there are no support mechanisms

in place

TIPS THAT CAN BENEFIT THE HOSPITAL

- The benefits of having an advanced nurse practitioner [ANP] within the Paediatrics population means having someone that can facilitate and provide comprehensive clinical care and advanced clinical expertise for patients that have complex needs.
- An ANP has the ability to diagnose and treat [within their scope of practice], provide clinical support, provide training and education to staff members to ensure care that is of high quality.
- A person who can lead quality Improvement projects and can institute different models to facilitate change and that can provide valuable expertise during protocol development.
- Having a person that has the ability to partake in research and understands the utilization and activities thereof in order to contribute and improve clinical practices
- An advance nurse practitioner is able to provide clinical governance [which patient safety is at its core] through nursing leadership with the purpose of improving health care delivery.

**Gaudeamus igitur
Juvenes dum surmus
Let us therefore rejoice
While we are young !!**



PORT SHEPSTONE HOSPITAL

SCOOPED AN AWARD

& RUNNER UP RECOGNITION

DURING UGU HEALTH SERVICE EXCELLENCE AWARDS CEREMONY



It was a magical moment on the 27th of February 2019 when Port Shepstone Regional Hospital management and employees scooped three (3) special awards at the Ugu Health District Service Excellence Awards ceremony held at the Civic Centre Hall in

Port Shepstone. The Hospital was recognised for attaining 1st position for the category : Best Performing Institution on Waste Management, Infection Control & Prevention and Cleanliness, 2nd place for the Best National Core Standards Self - Assessment Score and 3rd place for

Excellence in Financial Management. We'd like to thank the District Director- Mrs N.C. Mkhize and the district team that organised the event. Very importantly, we'd like to thank our staff as well for their continued dedication and hard work.

WELL DONE !!

Congratulations

Photo Gallery



(L-R) Dr Dlamini –Kunene , Mrs T.G. Mkhize and Mrs N. Fica - All looking stunning on the day



Mrs T.G. Mkhize showing off that lovely dress



One of the tables that was reserved only for Port Shepstone Hospital staff



Operational Managers from PSH (L-R)
Mrs N. Mbangi, Ms D. Ndlovu & Mrs B. Dlikilili



Mr Kunene - happy to be in the midst of everyone



Port Shepstone Hospital staff enjoying the full course meal served on this special day



Here is one more table reserved for Port Shepstone Hospital staff - all looking cozy and ready to enjoy their meal.



3rd table reserved for Port Shepstone Hospital staff - all dressed up for the special occasion

SUPPRISE VISIT BY MINISTER OF JUSTICE AND CORRECTIONAL SERVICES HONORABLE MICHAEL MASUTHA

The Minister of Justice and Correctional Services, Honorable Michael Masutha visited Port Shepstone Hospital Thuthuzela Centre in January 2019. He is the political head of the Department of Justice and Correctional Services, which is responsible for administrative support to the courts, oversight of the National Prosecuting Authority, the provision of legal services to departments of state, law reform and Correctional Services. As Port Shepstone Hospital Thuthuzela Care Center has always been recognised for outstanding performance which is based upon its fabric-structure, furnishings, communication systems, access, equipment to provide the vital service for that which goes within the building for the care of victims, the Minister saw that it was appropriate to pay a

visit and witnessed himself the impressive manner in which the team delivers the service to the clients. Even though this was an unannounced visit, the Minister found the center operating very well. This center was officially opened on the 1st December 2010. It offers a range of support services for the victims of sexual assault, rape, human trafficking, child justice, elderly people abuse, maintenance and domestic violence. The establishment of these centers was a joint venture by the National Prosecuting Authority (NPA), Department of Health, Department of Justice & Constitutional Development, Education, Social Development, SAPS, Correctional Services, Treasury, Safety & Security and the government of Denmark. Our TCC sees an average of 200 cli-



ents a month, providing them a place of hope and comfort.

The staff of this unit always advise people that “the sooner victims of rape get help, the better



On a very relaxed mood, Minister Michael Masutha poses with excited staff members from the Thuthuzela Care Centre, joined by hospital Finance Manager

DOCTOR NTSHALINTSHALI

LEAVING PORT SHEPSTONE REGIONAL HOSPITAL TO DO A : 2 YEAR RHEUMATOLOGY TRAINING IN THE WESTERN CAPE

Dr. Ntshalintshali began his undergraduate medical studies in Cuba at the University de Ciencias Medicas de Villa Clara and he returned to complete his studies in UKZN, obtaining a Bachelor's Degree in Medicine and Surgery (MBChB). He did his internship for two (2) years at Port Elizabeth Hospital Complex and a year of Community Service at EG & Usher Memorial Hospital in Kokstad.

He joined Port Shepstone Hospital as a Medical Officer in Internal Medicine for 6 months and left to specialize in Internal Medicine, returning in 2018 to Port Shepstone Hospital once again, but now as a Specialist Physician having obtained a fellowship in internal Medicine from the College of Physicians of South Africa (FCP (SA)) and a Master's Degree in Clinical Immunology (MMed) from University of KwaZulu Natal

(UKZN). In March 2019, he attended the FOCIS advanced course in Clinical Immunology in San Diego, USA and in May 2019 he is leaving Port Shepstone Hospital once again to further his studies at Stellenbosch University and Tygerbeg Hospital where he will be engaged in studying to be a subspecialist in Rheumatology, of which there are currently only 85 Rheumatologists in a country of approximately 58 million people. He will also be concurrently doing his Master of Philosophy (MPhil), a research component of training for the next two (2) years. Now that Dr Ntshalintshali has decided to hit the books again, firstly, the hospital Management



applauds him for his enthusiasm and great determination to further his studies although, it would have been beneficial for the hospital and patients to have him around. Nevertheless, we wish him all the best, hopefully he will pass with flying colours and come back again to serve the people of Ugu District

INVITATION FOR MALES TO JOIN NURSING CAREER



My name is Joyson Gumede and I'm a 25 year old 3rd year Student Nurse. I intend to enlighten the readers of the Isibani Newsletter about my journey as a male entering a female dominated career. Coming from an underprivileged family, I consider myself blessed to be part of a learnership which will eventually lead me to be financially stable and able to provide for my family. In addition, it is more satisfying for me to lend a helping hand to a patient recovering from an illness and that is enough to get me out of bed every morning without a struggle. Men enter the world of Nursing for the same reasons as women's but I say our physical strength is a bonus. I am truly privileged to take care of individuals and families at their best and worst times of their lives and to make their last moment comfortable. So I encourage all males that are considering the Nursing profession, I can tell you that this decision was one of the best that I have ever made.

PLANS TO DEMOLISH A-WARD UNDERWAY

PREPARING FOR THE BUILDING OF A NEW PSYCHIATRIC WARD



Plans to demolish the above ward are looming since this area is marked for the building of a new Psychiatric unit. When the demolishing process comes, a decanting plan will be communicated to all affected departments, patients and the community at large. We also acknowledge that this was one ward which was less favoured by some of our clients owing to its open plan design but despite all challenges, our staff made each patient's stay comfortable. Once the project starts, one of the anticipated challenges will be the fact that many of the departments in the hospital will not have sufficient space to function effectively, adding to the ever increasing number of patients coming to the hospital. For those who have interest in the project, the reports are not yet ready for discussion, however, everyone will be notified before the project starts.

PLEASE TAKE HEED



 PORT SHEPSTONE REGIONAL HOSPITAL
**NOTICE TO ALL STAFF,
 PATIENTS & VISITORS**
**KEEP NOISE TO A
 MINIMUM**



**PLEASE BE CONSIDERATE AND KEEP
 NOISE TO A MINIMUM IN THE WARDS,
 DOCTOR'S CONSULTING ROOMS AND
 HALL-WAYS.**

**REMEMBER THERE ARE SICK PATIENTS
 IN THE HOSPITAL**

By Management :





 PORT SHEPSTONE REGIONAL HOSPITAL
**ISAZISO KUBASEBENZI,
 IZIGULI NEZIVAKASHI**
YEHLISA UMSINDO



**SICELA UHLISE UMSINDO UMA
 USEMAWODINI, EGUMBINI
 LIKA-DOKOTELA NASEMAPHASEJI.**

**KHUMBULA KUNABANTU ABAGULAYO
 ESIBHEDLELA**

Ivela Kubaphathi:



 PORT SHEPSTONE REGIONAL HOSPITAL
**UKUTHATHWA KWEZITHOMBE
 NOKUQOSHA KWAMA VIDEO
 AKUVUMELEKILE**



**Ukuthathwa kwezithombe noma ukuqopha ideo akuvumelekile
 ngaphakathi kwesibhedlela. Uma kunesidingo, khuluma nomphathi
 wewodi kuqala noma ucele imvume kwintloko yoMnyango
 weZempilo Kwa-Zulu Natali ngokuthintana naboMnyango
 weZokuxhumana.**

**Ngabasebenzi abagunyazisiwe yintloko yoMnyango weZempilo
 kuphela abavumelekile ukuthwebula izithombe ngaphakathi
 esibhedlela.**

**Uma uhluleka ukulandela lomthetho kungadala ukuthi uthathelwe
 izinyathelo zomthetho.**

Ivela Kubaphathi :

Many people require the person making the recording or taking the photograph to make it clear what they will do with it before giving consent. This ban on recording without permission also extends into corridors and hospital grounds, or anywhere a patient or staff could be digitally captured without their permission.



 PORT SHEPSTONE REGIONAL HOSPITAL
**PHOTO SHOOTING /FILMING IN
 HOSPITAL PREMISES - NOT ALLOWED**



**Photo shooting or filming inside the hospital is not allowed. If needed,
 speak to the person in charge of the ward or you can obtain
 permission from the KZN Health Head of Department through the
 Corporate Communications unit.
 Only officials formally authorised by the Head of Health can take
 photographs or films on behalf of the hospital.**

**Failure to comply with the above rule can result in legal action being
 taken against the person.**

By Management :

MANAGEMENT WALK - ABOUT



Senior managers highlighting issues of importance with OPD staff (L-R) Mr Mxolisi Zulu (HR Manager), Mr Alreed Chetty (Quality Manager), Mrs Thembi Mkhize (Deputy Nursing Manager) and Mrs Pamela Mzindle (OPD Professional Nurse)

The Management walk about is a habit where senior Managers walk around the hospital and stop by to talk with staff face to face, get a sense of how they think things are going and listen to whatever may be on their minds. When managers do this, it's advisable for them to

consider the following: it should be done randomly, make staff feel content, visit all departments, ask for suggestions and recognise good ideas, give constructive criticism and have a checklist for all the items that have to be checked. In the picture above, Mrs T.G. Mkhize—Deputy Nursing Manager, Mr A. Chetty—Quality Assurance Man-

ager, and Mr M. Zulu - Human Resource Manager were interacting with Nurse Mzindle who often acts on behalf of OPD Operational Manager when not available. The team also greets patients and interviews them about the service

PSH PHARMACY STRENGTHENS CCMDD



Above: Brian Noel (patient entering into CCMDD programme) and Bawinile Zondo (Pharmacy Assistant)

The management of Port and community pharmacies by a alternative collection points are be- Shepstone Hospital encour- ages patients to grab the opportunity to register for the facility's thriving Central Chronic Medication Dispensing and Distribution programme (CCMDD). The CCMDD programme distributes stable chronic patients' medication to collection points closer to patients' homes such as schools, churches

contracted pharmaceutical compa- ny. This system has improved access to chronic medication for many of the hospital's patients since it elimi- nates patients' travelling fees and time to distant health facilities as well as long waiting hours for medi- cation collection. There are already several collection points which are currently being used. Many other

ing piloted in some areas and to fur- ther ensure these processes run smoothly, the new Pharmacy Man- ager – Mrs Mamo Mokheseng has allocated a Pharmacy Assistant staff member in the Out Patient section to assist in explaining and register- ing patients on the CCMDD pro- gramme.



MALES CAME IN NUMBERS FOR MALE MEDICAL CIRCUMCISION 08 MARCH 2019



Prof . Nurse Nikithemba Sithole
(PSH MMC Co-ordinator) -
preparing food parcels for the
men attending the MMC Camp.

JHPIEGO (L-R) Phumzile Ngema - Clinical Associate, Lungile Ngcobo - Enrolled Nurse, Mpume Ntuli—Registered Nurse and Hlengiwe Mdluli—Enrolled Nurse

On the 8th March 2019, hospital runs almost every quarter, Port Shepstone Hospital assisting man to realise their healthy lifestyle goals. The management of Port Shepstone Hospital would like to extend sincere gratitude to Professional Nurse Nikithemba Sithole for coordinating the camp and to the JHPIEGO team (Johns Hopkins Program for International Education in Gynaecology and Obstetrics) for conducting the

circumcisions. The event would not have been such a huge success without their participation.



OUR Compliments Page

Usuku: 04/03/2019 - Ward 4

Mina Nontobeko Ndelu ngithanda ukubonga abahlengikazi bakuward 4 room 404 bangiphathe kahe kwisimo ebengifike ngikuso. Bengithanda baqhubeke nokuba Nomusa kuziguli. Abahlengikazi abebenginakile yilaba:

- Blose
 - Khabazela
 - Mbali Mkhwanazi
 - Nqubuka
 - Hlongwa
 - Mahrwa
- Ngu : Ndelu Nontobeko



Date : 04/03/2019 - Ward 4

Nurses and sisters from ward 4, both day and night shift were very kind to all of us and our babies. We appreciate what they have done.

By : Mbili Sthembile

Date : 14/02/2019 - all Departments

I have only compliments for the Doctors and Nurses at Port Shepstone hospital. I could not ask for better treatment

By: Fibrich Yvonne

OUR COMPLAINTS FOR Q4

MONTHS	COMPLAINTS RECEIVED	RESOLVED IN 25 DAYS	RESOLVED (OVERALL)
JAN	29	16	24
FEB	40	33	38
MAR	22	20	26
TOTAL	91	69	88

Please note that we have complaints that were carried over and resolved in the following months, hence we have more

Usuku: 11/02/2019 - Social Work unit

Mina ngafika esibhedlela ngaphatheka kahle kakhulu kusukela ngingena kwaze kwaba ngiyophuma. Ngithanda ukubonga I Social Worker lami umama Skhosana, ngiyamthanda lowa sisi, wangenza ngazithanda. Sengathi iNkosi ingamugcina.

Ngu : Smangele Maphumulo

COMPLIMENTS RECEIVED IN QUARTER 4 = 378



Usuku: 15/02/2019 - G ward

Ngidlulisa izincomo zokuthi ngisizakele kahle kakhulu, bayawaszi umsebenzi wabo onesi, futhi bayazinikela kuwona. Bawenza ngezinga elifanele neliphezulu. Uma usenkingeni bayaphuthuma bakusize ngokukhulu ukushesha. Nodokotela bayawushaya umsebenzi ngezinga eliphezulu, ngiyabonga.

Ngu : Zwane Philani

Date : 07/02/2019 - Ward 5

Ngithi angidlulise ukubonga kudo-kotela esibhedlela I Port Shepstone Regional Hospital ngendlela abangiphathe kamnandi ngayo ngifika ngingakwazi ukuhamba ngisho nokuphenduka embhedeni. Kodwa namuhla ngiphume ngizihambela. Futhi ngafika unyawolwam luhlukene nomlenze kodwa baluhlunganisa ngaba Umuntu ebantwini. Ngithi nakwabanye abalandelayo baphatheke ngendlela engiphatheke ngayo. Ngithi ithambo anilibheki, futhi iziguli azilambi. Onesi bakhona banozwelo kwiziguli futhi kulanzekile ema roomini. Imibhede ihlanzekile, isikhathi sokungena bayasigcina njalo, banenhlonipho emangalisayo.

Date: 01/02/2019 - Nursery

I would like to give a compliment about the staff in Port Shepstone Hospital Nursery. I have been with the staff for almost 3 months but not even a single day I felt stressed because of a nurse. Honestly, they have been so kind to me and the more special thing about them they are friendly which makes it easier to ask anything you don't understand especially about the baby. I don't have words to reveal the way I appreciate the nurses working with the doctors to save my baby's life because I don't know what could have happened if I gave birth at home. I was so hopeless to see the baby that weighs 890g but through the hard working of the team my baby is alive. Thanks to all of you guys, may God accumulate the working experience you got so that you could be able to save more. Even the way we are eating, its so fair and you always care to check whether we ate or not. I thank you.

By : Danca Babongile.

Date : 04/02/2019 - Pharmacy

Well done, your new system works excellently! No longer waiting for hours. The Nurses and doctor are very helpful and friendly. Keep it up!

By : Naidoo Anitha



OUR Compliments Page

Date : 22/03/2019 - Women's Clinic

I am proud to say O-ward Nursing staff rock! They really did outdo themselves with caring for me and other patients. Sister Nqubuka really did make us feel less pain and she made it her duty to personally care for patients. Best care ever - its shocking.

By: Mogie Surujpersad

Date : 07/01/2019 - C - Ward

Thanks to all staff of C-ward, they treated my child nicely. He was injured on the 19th December 2018 and he was discharged on 07 January 2019. Thanks a lot!

By: Nomzamo Ngaleka

Usuku: 30 January 2019 A ward

Siyabongasiphatheke kahle kusukela e Casualty kuzofika ewardini . Onesi nodokotela basiphathe kahle kakhulu. Nesimo sa Sandile siyancomeka kakhulu. Inhlanzeko nokudla kufika ngesikhathi, siyabonga

Ngu : Ngeleka Agness

Date : 28/01/2019 - Women's Clinic

I don't have any complaint, its just a thank you to Doctor Shobede and the Nurse for their hospitality By : (name - protected)

Usuku : 17/01/2019 - Labour ward

Impatho enhle kubahlengikazi ikakhulu u Sister Ngxumza. Keep it up Gal, you rock!!

Bonke aBahlengikazi noDokotela baphathana kahle. Ngu : Andiswa Khanyile



Date : 11/01/2019 - Eye Clinic

I would like to thank the staff at the Eye Clinic. They were warm hearted and they do their best when doing their work. Please we need toilet facilities, we have to go a long way to them. Sister Mdunge and Sister Mhlungu are the best and SM Slangwe, she is the best too By : Mlameleli Thembela

Date : 23/01/2019 P- ward

I had a very good time here at Port Shepstone hospital. It was like I am at home. Nurses treated me very nicely, there were no hard feelings. They gave me everything I needed at the right time. Not forgetting my brothers Talente, Mthoko and others. I love you all. I would love to thank you all : Staff, Nurses and Doctors. I learnt a lot from you, from today I will act normal because you changed my behavior. Now I know wrong and right because of you. To me you are like my mothers and fathers: Brothers and sisters. In other words you are like my new family. I love you all. I will always miss you so much. Goodbye, see you next time.

By : Nomaqhiza Anele

Date : 25/01/2019 - Special Clinic

I Lynette Naidoo would like to compliment all the staff at Special Clinic for their excellent service . I have been attending this hospital since June last year having head operation in October 2018.

By : Lynette Naidoo

Date : 28/01/2019 - CCU

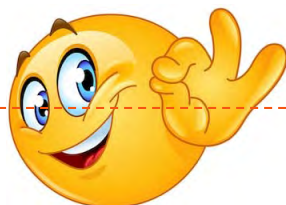
My name is Lungisani Blessing Dunywa age 32 from Msikaba location. I have a renal kidney failure. I found out that I was sick last year in November and I got admitted in Murchison Hospital then I went to Port Shepstone Hospital where I received help. So, I would like to thank Port Shepstone Hospital team for their hard work. They saved my life when I was about to die. Keep up the good work guys, you are my heroes, especially Doctor Musiwa, Dr Dindikazi, Dr Lucky, Dr Zwe and Dr Ntshalintshali. I would love to say thank you, I appreciate - God Bless!

By : Lungisani Blessing Dunywa

Usuku : January 2019 - Thuthuzela Care Centre

Ngenkathi sifika basamukele kahle. Banomusa banothando futhi. Basiphathe kahle futhi bangabantu abanozwelo futhi bakhululekile. Ngenkathi sisahleli basinika into esizoyidla. Mina bangiphe ubhaka onezinto phakathi, baze bangipha no teddy bear. Usizo abasinike lona, basihlonipha basinika uthando. Futhi sizokwazi ukuqhubekela phambili. Ngiphinde ngibonge u Aunty Zama nge counselling yakhe.

Ngu : Amahle Nyuswa



The Public Relations unit would like to take this opportunity to thank all our patients and hospital visitors for taking their time to give us feedback about services. We also extend our heartfelt thanks to all the staff for their hard work. It is highly appreciated that both staff and patients are able to work with the spirit of Ubuntu .

May God Bless you all!!!

SIQWASHISA NGOKUNAKEKELWA KWEZINSO



ISIQUBULO : “BHEKA UKUDLA OKUDLAYO NGOBA KUNGANOMTHELELA OMUBI EZINSWENI”



Mhlazingu- 15 kuNdasa 2019, isibhedlela sase Port Shepstone senza umkhankaso woku-nakekelwa kwezinsu. Inhloso yalomkhankaso kwakungukufundisa umphakathi namaphethelo ukuthi baqaphe ubungozi bokungabheki ukudla okungase kubenomthelela omubi ezinsweni. Abasebenzi besibhedlela abase-

benza kumnyango wakwa *HAST* babeka itafula losizo endaweni lapho abasebenzi, iziguli kanye nezivakashi zidlula ngobuningi be-fundisa futhi behlolela izifo ezin-gathikameza ukusebenza kahle kwezinsu. Izifo ezazihlolelwa zih-langanisa isifo sikashukela, ihayihayi (BP) kanye nomchamo. Kubantu abangamashumi ay-

isithupha (60) abahlol-wa ngalelilanga, babili abad-luliselwa kumtholampilo wesibhedlela ukuze bahlowe kabanzi. Odokotela ababey-ingxenywe yalo mkhankaso owa-bayimpumelelo ngu Dr Nonkala kanye no Dr Nthsalintshali.

IZIMPAWU ONGAZIQAPHELA ZEZINSO EZINGASEBENZI KAHLE

Ukwehlika kwezinga lokuyochama

Ukuvuvukala kwemilenze, amaqakala kanye nezinyawo okwenziwa ukungasebenzi kahle kwezinsu ekukhiphenamanzi angcolile emzimbeni.

Ukungakwazi ukuphefumula kahle

Ukuzela kakhulu noma ukukhathala

Ukucanuzela kwenhliziyo

Ukudideka komqondo



health
Department:
Health
PROVINCE OF KWAZULU-NATAL

PORT SHEPSTONE REGIONAL HOSPITAL

RENAL AWARENESS CAMPAIGN

THEME: “WATCH WHAT YOU **EAT** BECAUSE IT MAY AFFECT YOUR KIDNEYS”

The Internal Medicine Staff will be conducting a Renal Awareness Campaign to educate and screen people for renal problems on:

Date : 14 March 2019 (Friday)
Venue : Hospital Front Foyer
Time : 10H00 - 12H00

Staff and visitors are invited to come and get free kidney screening and health education.

health
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Health
PROVINCE OF KWAZULU-NATAL

PORT SHEPSTONE REGIONAL HOSPITAL

RENAL AWARENESS CAMPAIGN

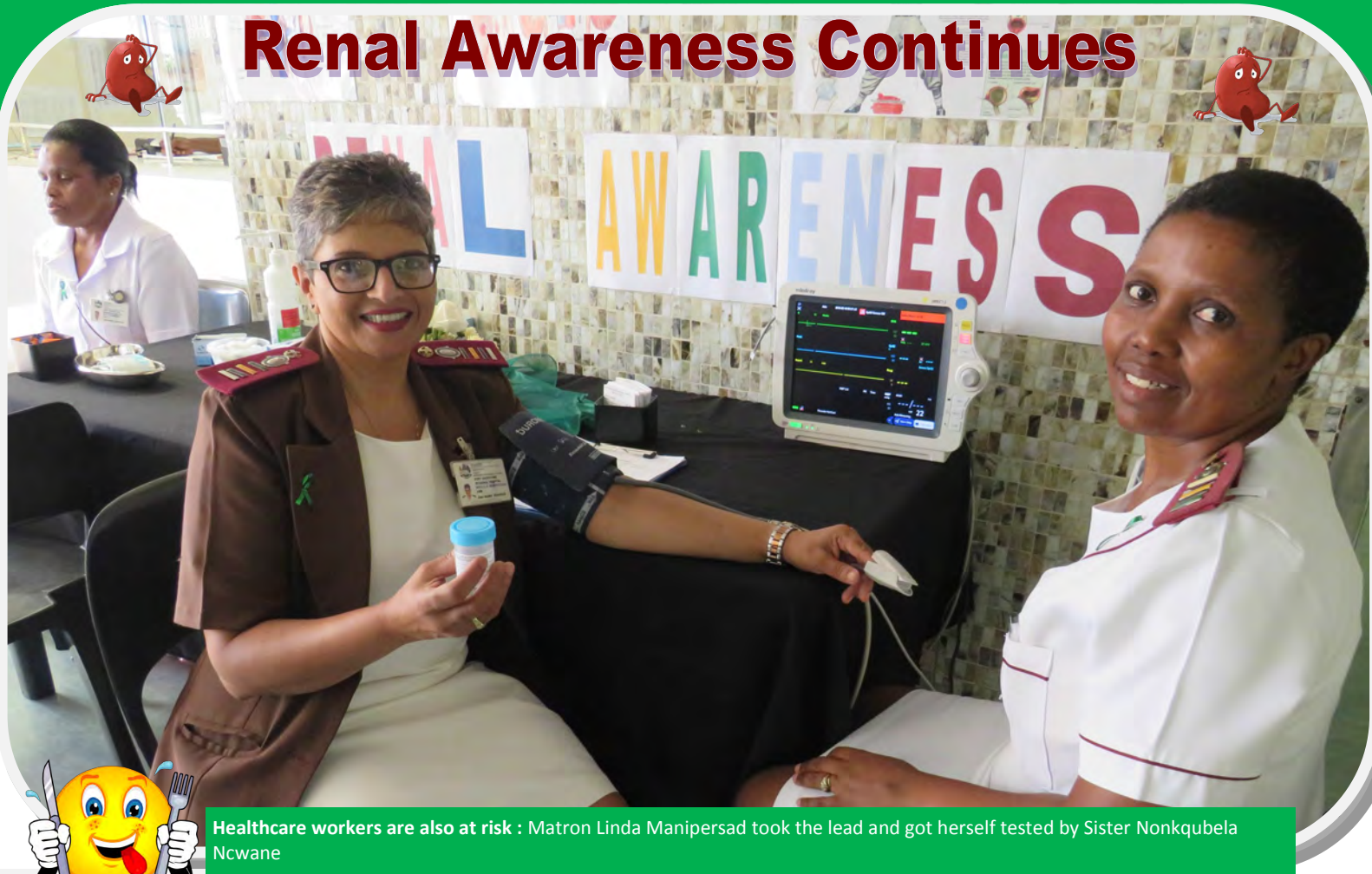
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Renal Awareness Continues



Healthcare workers are also at risk : Matron Linda Manipersad took the lead and got herself tested by Sister Nonkqubela Ncwane



Sister Tamryn Michael testing Renosha Pillay



Mr James Gasela (Security Officer) tested by Nurse T. N. Zulu



Mr Kenneth Msenti took responsibility as well to check his numbers on this day



Sister N. Ncwane registering Mrs Ntisana as a willing volunteer to participate in the campaign



Mandisa Ncanana was so excited to have her vitals checked



DEEPENING KNOWLEDGE : BATHO PELE PRINCIPLES



Nonhle Msani assisting Lunga



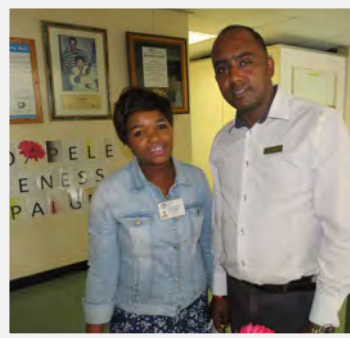
Nelisa Ngcobo explaining the principles to Fisani Cele



Ms Jenny Smith also participated and is posing with Lusanda Gcabashe

On the 27th March 2019, Port Shepstone Hospital held a successful Batho Pele campaign to remind staff of their duty to treat all patients with respect and dignity irrespective of whether patients have money to pay for the service or not. Batho Pele is a Sotho phrase meaning that service providers have to put other people first before considering their own needs. Both staff and patients that passed by the information desk which was displayed at the Foyer were provided with insightful and fun learning experiences on how they can implement the Batho Pele Principles. During the campaign, staff recommitted

themselves to upholding good customer care standards when dealing with patients at all times. Patients were also enlightened on actions to take should they come across untoward behaviour from the hospital staff. All participants, including patients and staff, expressed their appreciation and gratitude for a platform which reminded them to always treat each other with the spirit of Ubuntu (humanity). It is through initiatives like these where we gather insights so that we can reflect, develop and grow in order to work more effectively in providing a quality regional health care service.



HE WHO SOWS COURTESY REAPS **FRIENDSHIP**



Advice from a Patient

This may be a normal day at work for you
But it's a big day in my life.

The look on your face and the tone of your voice
can change my entire view of the world.

Remember, I'm not usually this needy or scared.

I am here because I trust you, help me stay confident.

I may look like I'm out of it,
but I can hear your conversations.

I'm not used to being naked around strangers.
Keep that in mind.

I'm impatient because I want to get the heck out of here.
Nothing personal.

I don't speak your language well.
You're going to do what to my what?

I may only be here for four days,
but I'll remember you the rest of my life.

Your patients need your patience.

WORDS OF WISDOM (Looking from the other side)

As healthcare workers, do we ever put ourselves in the shoes of our patients? Do we wonder how they are feeling sitting in front of us waiting for us to assist them and help them to feel better?

It is only when we become a patient do we actually realise what it is like to be on the receiving end.

So I would like to share these words from an anonymous patient – just to make us more empathetic and aware of what it is like to be a patient and all the senses that are invoked when we are in the situation – as a patient.

Care, Comfort, Console, Calm

These four C's should be used with every single patient that we attend to in our professional capacity as healthcare workers.

Submitted by Jenny Smith

OUR PATIENTS' VIEWS ABOUT THE KWA-ZULU NATAL HEALTH REFERRAL SYSTEM



Hi everyone, we know there is a referral system in place. It means the patient must first start at a local clinic. The clinic will give you a referral letter to go to a hospital and the hospital will take it from there. We advise other people to just follow the right procedure to have better health. We are also willing to follow the system.

Thanks,
Joan and Jason McKenzie



Greetings to you all, my name is Simthembile Dlamini and I would like to state that I am aware of the KZN Health referral system. It has been developed to ensure that our people comply with the rules that guide and protect a human being's dignity by giving a chance to those who used to be in a bad situation. Patience is the only key as our people need guidance and honesty to uphold justice. So, let's respect one another and follow the instructions given by the Department of Health.

In my own view, the hospital has to speak to the community about changes by going to the clinics where large numbers of people are gathered.

By: Anonymous



Hello to everyone, my name is Phumlile Mzizi. I know the Department of Health's Referral System and I do follow it. It is when you go to local clinics to get help for all medical conditions that affect you and if the condition requires you to get more advanced health you get referred. We all have different sicknesses and Healthy care workers know the kind of assistance we need. I think the referral system is the best way to deal with or improve our health. People need to understand the reason why it is done. Not many people understand it because they feel they need to get help as soon as possible so by explaining the main reason, people will definitely have a different view about it. The hospital should raise awareness and explain the reasons why people should follow the system and advise them that it is the best system for their health.



Hi, my name is Rita Govender. When we are here at the hospital we all get treated well as we are equal. Sometimes when patients are in a very bad situation, we send them first. I know the KZN health Referral System and I follow it. I think serious patients must be seen first and also the old patients, older than 65 years must be seen first as they need first priority.

Yes, I do go to nearest clinic. Those who refuse have to follow the procedure and come with the appropriate letters.

By: Savy Gooriaah

The hospital has used clinics to spread the knowledge.

By: Anonymous

KNOWLEDGE SHARING ENHANCED INSIGHT ABOUT LEGAL TERMINATION OF PREGNANCY

Any successful organisation, be it big or small, has one thing at its core- effective collaboration, and you can achieve it with knowledge sharing. This is exactly what Mr

Shobede did when he took his work apparatus to give a lecture to the Senior Managers about legal termination of pregnancy at the Nursing Campus in Oslo beach on

the 7th of March 2019. When employees, teams and leaders share ideas and resources with each other, the feeling that they pursue a common goal becomes authentic.

Front row from (L-R) Mrs I.T. Malunga, Ms M.D. Dlamini, Mrs H.F. Mkhize, Mrs N.G. Cele (College Principal) and Mrs N.P. Flatela



Back row from (L-R) Mrs V. Nagura, Mrs D.O. Ngcobo, Ms T.S. Ndlovu, Ms L. Subramoney, Mr A. Shobede, Mrs R. Langtree and Ms N.C. Boloko



This gathering of Nursing College Leaders shows that sharing knowledge is beneficial to everybody, regardless of whether you are a manager or not.

STAFF WELLNESS

Maximising Employee Engagement



Ms Zoleka Dzelwa



(L-R) Marlene Bassenkool, Sr Eureka Thompson, Aulia Goga, Lindsay Reid, John Shezi, Xolani Biyela, Paula Hudson Rita Moodley, Romilla Ramballi and Sr Jayshree Tanjivelu

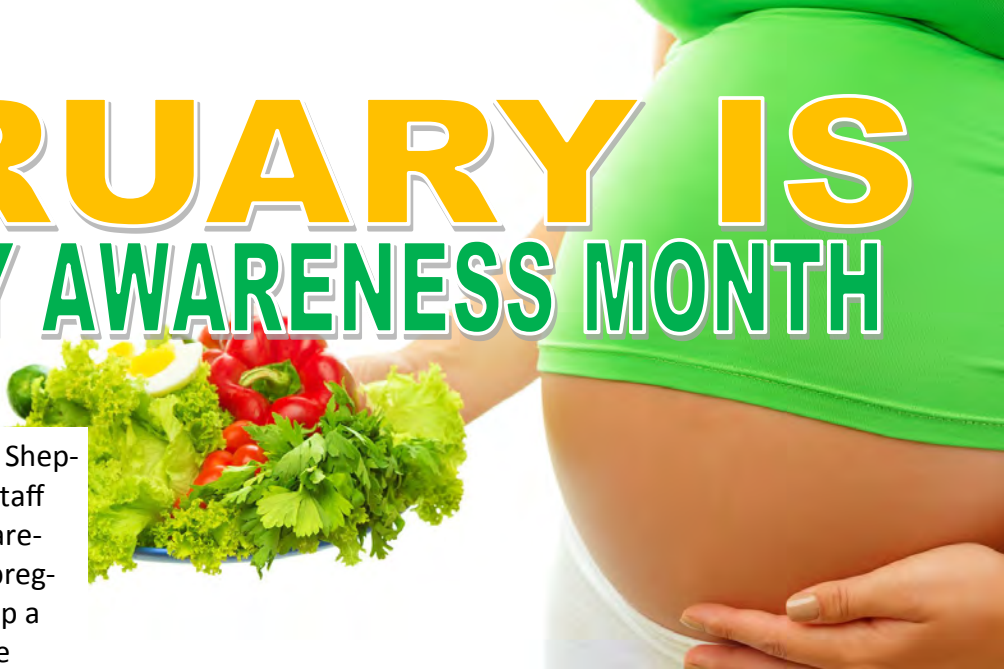
Port Shepstone Hospital staff enjoy physical activities such as walking and swimming - these officially take place on Tuesday and Thursday afternoons from 15H00. Our swimming pool has been well maintained by two dedicated staff from Maintenance department: John Shezi and Xolani Biyela. The Wellness walk also takes place every Friday morning at 08H00. All staff are welcome as part of the MEC for Health's Healthy Lifestyle Drive.

Article by : Sister Eureka Thompson



FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE

FEBRUARY IS PREGNANCY AWARENESS MONTH



On the 12th March 2019, Port Shepstone Hospital Labor ward staff conducted a Pregnancy Awareness Campaign to educate pregnant women about ways on how to keep a healthy during pregnancy. As part of the campaign activities, Matron Themba Nsimbi, Assistant Nursing Manager for Obstetrics and Gynaecology gave robust health education to the pregnant women that were admitted at the Antenatal Ward. She emphasized the importance of early booking once the woman misses her first menstrual period . This is done to avoid wrong medication that can be ingested by the pregnant woman and become harmful to the fetus . Attending the Antenatal clinic also assists in monitoring the fetus growth as congenital screening is done especially to the women who fall pregnant between the ages of 35-40 years.

IMPORTANCE OF FOETAL KICKS WHEN PREGNANT

The movement of the foetus must be monitored by counting the number of times a baby kicked in a day and check how long these movements occurred.

DID YOU KNOW : that a baby should kick about ten (10) times a day - every 2 hours?



Matron Themba Nsimbi presenting a Bio-Oil hamper to a patient whose number was chosen in a lucky draw during the campaign

DANGER SIGNS DURING PREGNANCY	WHEN TO TAKE ACTION
Headache	If the headache continues for three (3) consecutive days, rush to your nearest clinic.
Blurring of vision	If it keeps continuing for 2 days, you have to rush to your nearest clinic.
Dizziness	Act as fast as you can because that may lead to fainting and the baby might even get hurt.
Epileptic seizures	You must be rushed immediately to the nearest health facility.
Rupturing of water	You have to rush to your nearest clinic or call an ambulance ASAP.

HOSPITAL SIGNAGE IMPROVEMENT GAINING MOMENTUM



Information has been gathered from patients and members of the public through comments during interviews and Patient Experience of Care surveys highlighting the fact that the signage system plays an important role during first-time users' wayfinding experience because they provide directional information that is explicitly avail-

able in the environment. The hospital Signage Committee has recently met to fine tune a final specification which will be handed over to the Supply Chain to start the tender processes. In the picture above, Mr Collin Govender, Health & Safety Officer and an active member of the Signage Committee took a group of local business men to show them areas

where the signage will be placed. This work is part of phase one which only covers internal signage. We do recognise the fact that there is still a lot of movement of departments taking place which, once more, calls for patience by both staff and the hospital users.

CONGRATULATIONS TO RAFFLE WINNERS

On 29th March 2019 Mrs Lindelwa Hlongwa, Senior Administration Clerk who works at Registry office was congratulated by Management for winning a Holiday voucher for 2 adults and 2 children

at Kiara Lodge in the Drakensburg on 3 - 6 May 2019. Sister N.J. Gumede, Theatre Operational Manager also scooped another holiday voucher, accommodating 2 adults and 2 children at Sondela Game Park on the 20 - 24th May 2019.

Sister Gumede won this voucher for having sold many raffle tickets. We hope they will have a warm and enjoyable holiday with their families.

The raffle was an initiative by the Nursing component to raise funds for the upcoming Nurses Day



Top from (L-R) Mr J. Makhanya, Mr D. Gounden, Matron J. Joseph, Mrs L Hlongwa (winner) and Mrs T.G. Mkhize

Matron Heeralall and Matron Joseph congratulating Mrs N.G. Gumede

PORT SHEPSTONE HOSPITAL

Supporting March Against

ILLEGAL ABORTIONS

4 MARCH 2019



To curb the dangers of illegal abortions, Port Shepstone Regional Hospital staff participated in an Anti-illegal Termination of Pregnancy march which was called for by MEC for Health Dr S. Dhlomo on the 4th March 2019. Port Shepstone Hospital is one of the health facilities in Ugu District which provides women's health services. It was opened in September last year and it provides an array of services ranging

from : family planning, cancer screening, sexually transmitted infections, HIV/Aids testing and termination of unwanted pregnancy. This clinic operates from 08:30 am to 16:00, from Monday to Friday. Joining the March was a way of sending a clear message for women who do prefer to terminate their pregnancy to take advantage of the service instead of opting for backstreet abortions which often result in serious medical conditions. "This is a

free, better and more comprehensive health service package, which also allows women to access more services from within the hospital", stated Mr Alex Shobede, Professional Nurse who runs the Clinic. Since its opening, more than a thousand people have been consulted at this clinic and 194 safe terminations of unwanted pregnancies have been performed.



NEW EMPLOYEE WELCOME

The management of Port Shepstone hospital extends a warm welcome and best wishes to all new employees who have joined the hospital from January to March this year.

January

- Ndobe N -PN COMM SERVE
- Ngcobo SC -PN COMM SERVE
- Mogale RMM -PN COMM SERVE
- Madlala S -PN COMM SERVE
- Majozi PPS -PN COMM SERVE

- Msane S -MEDICAL INTERN
- Mohammed O -MEDICAL INTERN
- Mawuta M -MEDICAL INTERN
- Zuma LT -MEDICAL INTERN
- Taylor-mememory RD -MEDICAL INTERN
- Noppe E -MEDICAL INTERN
- Ncokana P -MEDICAL INTERN
- Ntsalaze E -MEDICAL INTERN
- Shanmugani D -MEDICAL INTERN
- Dingezweni S -MEDICAL INTERN
- Barnabas Y -MEDICAL INTERN
- Abdoola Y -MEDICAL INTERN

- Comley MA -DENTIST COMM SERVE

- Bishop AC -STUDENT NURSE
- Baxter IL -STUDENT NURSE
- Pillay JP -STUDENT NURSE
- Gwija WE -STUDENT NURSE
- Mjana T -STUDENT NURSE
- Mdepha VP -STUDENT NURSE
- Mbotho S -STUDENT NURSE
- Masinga MVO -STUDENT NURSE
- Zulu Z -STUDENT NURSE
- Thulukana S -STUDENT NURSE
- Wildey ILE -STUDENT NURSE
- Gumede GZ -EN
- Cele NP -ENA
- Ncayana B -EN

- Msiwa A - MEDICAL OFFICER
- Mandri Y -MEDICAL OFFICER
- Manona S -MEDICAL OFFICER
- Zwane BT -MEDICAL OFFICER
- Stofile AP -MEDICAL OFFICER

- Uwineza A -MEDICAL OFFICER
- Maharaj Y -MEDICAL OFFICER
- Fargher JK -MEDICAL OFFICER
- Ntshangase LS -MEDICAL OFFICER
- Oberholster AP -MEDICAL OFFICER
- Reddy V -MEDICAL OFFICER
- Padayachee P -MEDICAL OFFICER
- Chetty M -MEDICAL OFFICER
- Chappel PL -MEDICAL OFFICER
- Bodenstein K -MEDICAL OFFICER
- Buthelezi ZC -MEDICAL OFFICER
- Bechoo A -MEDICAL OFFICER

- Zulu ZM -HRM
- Smith AK -PHYSIO COMM SERVE
- Watson KH -OCC THERAPY COMM SERVE
- Lui HH -RADIOGRAPHER COMM SERVE
- Goga A -DIETICIAN COMM SERVE
- Horby LT -PHYSIO COMM SERVE
- Dunn CA -SPEECH THERAPY COMM SERVE
- Reid LA -DIETICIAN COMM SERVE
- Boessenkool MC -DIETICIAN COMM SERVE
- Dawood T -AUDIOLOGIST COMM SERVE
- Adam A -PSYCHOLOGIST COMM SERVE
- Lubanyana SP -RADIOGRAPHER
- Mkhize GS -EPWP
- Dowelani D -MEDICAL INTERN

March

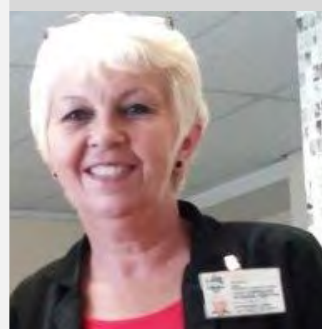
- Radebe T.T. Professional Nurse



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