

FROM THE CHIEF EXECUTIVE OFFICER'S DESK
MRS. J. PILLAY

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It is indeed overwhelming to launch the first newsletter for the Mandeni sub district. At the dusk of 2007, one reflects on the year that has so rapidly passed by.

The ever increasing statistics, the burden of HIV/AIDS and the National strike are a few challenges faced this year. Despite these challenges, the committed management and staff have strived for excellence in service delivery.

A major challenge is space. However this is no deterrent for the Sundumbili staff, as they still function at their optimum.

Achievements

- 24 hour medical coverage
- Weekly medical coverage at PHC'S
- Opening of Isithebe Clinic as 24 hour

Service

Appreciation to the management and staff for their hard work. A special thank you to the teams of the out reach programmes for achieving success in the face of adverse conditions in their line of duty.

The management team salutes the District Manager Ms.S.Dube and her team for her excellent leadership, guidance, love and support in 2007.

God wants to live within each one of us. because of this we have a mighty power within us. Yes, we will face opposition and challenge but the one who is with us is greater than any other!

Wishing colleagues in the Ilembe Health District a happy Christmas and a blessed New Year



Mrs. J. Pillay
(CHC Manager)



" A great deal of your confidence is based on your experience, knowledge and personal-ity"



SUNDUMBILI CHC NEWSLETTER



Ms. S. Hadebe

(Public Relations Officer)

My name is Ms. Silondiwe Hadebe mostly known as "Sloh" and I joined Sundumbili CHC as a Public Relations Officer in November 2007.

I would like to extend my gratitude and appreciation to the CHC Manager Mrs. Jessica Pillay for welcoming me in her institution and I promise to perform my public relations duties to my best ability and also ensure that the quality of health service delivery is not compromised.

I am willing to learn from each and every individual and I believe that through team work, passion and dedication we will successfully develop ourselves as KZN Health officials.

I am also looking forward to all the challenges and experiences of working in the community health centre and I trust that we will have a continuous working relationship with the management, staff, patients and the community.

I must indicate that I am really impressed about the way that service delivery is rendered in Sundumbili CHC and the staff are really committed and dedicated in performing their duties in relation with the Batho Pele Principles.

VISION AND MISSION STATEMENT

VISION

To achieve optimal health care for all persons in Mandeni sub district.

MISSION

To provide a sustainable, coordinated, integrated, and comprehensive health care based on the PHC approach through the District Health System.

THE ROLE OF THE PUBLIC RELATIONS OFFICER

- Promote and maintain the positive image of the CHC with the public and relevant stakeholders
- Handle patients/ public complaints and respond on time
- Create good relations with the media
- Organize and facilitate CHC events
- Ensure the website is updated with institutional events and happenings
- Update notice board and ensure that the information on the notice board is relevant and understood by the community as well as staff
- Train staff on Batho Pele, Patients Rights, Excellent Customer Care, Citizens Charter, Complaints Management.
- Ensure that the signage is in English and in vernacular (IsiZulu)
- Ensure that there is a picture of a person in charge in every department.
- Conduct patient satisfaction surveys
- Ensure that the staff wear identification tags
- Arrange staff wellness programme with the community or other health institutions (soccer and netball)
- Ensure CHC contact and email list is up to date
- Establish contact with other CHC's, hospitals, district office and head office.

"HOW TO LODGE A COMPLAINT?"

Making a written complaint

If we have been unable to resolve your concern, and you wish to make a written complaint, you can do this by

- using one of 'Written Complaint' forms and placing it in the Suggestion Box
- Writing a letter to the Public Relations Officer



USUKU LOKUQWASHISA NGESIFO SIKASHUKELA (DIABETIC AWARENESS DAY)

Ngolwesithathu, ku 14 November 2007, iSundumbili CHC yabungaza usuku lokuqwashisa umphakathi waseSundumbili ngesifo sikashukela. Inhloso yalomcibi kwakuwukufundisa umphakathi ngezimpawu ezitholakalayo uma umuntu enesifo sikashukela kanye nokubagqugquzela ukuba basihlolele lesifo emtholampilo ukuze baphile impilo efaneele.

Lokhu kubalelwa ekudleni ukudla okunempilo, ukuzitshalela imifino kanye nokugwema ukudla okunamafutha.

Abantu abangaphezulu kwamakhulu amahlanu batheleka ngobuningi babo ukuzothola ulwazi ngesifo sikashukela nokuzozizwela ngokwabo ngezimpawu ezitholakayo uma umuntu enesifo sikashukela.

Lomcimbi wahamba kahle kakhulu ngoba umphakathi wazuza ulwazi olukhulu ngesifo sikashukela futhi waze wabuza nemibuzo mayelana nalesisifo nezikhulu zaseSundumbili zabaphendula ngendlela egculisekile.



Unkk. Sindane inhloko yamakliniki ephendula imibuzo yomphakathi



umdlalo ofundisa umphakathi ngesifo sikashukela



Umphakathi wawubuthene ngobuningi bawo ukuzothola ulwazi mayelana nezindlela zokunqanda isifo sikashukela.



Unkk. Mabaso, umphathi wabahlengikazi emukela izihambeli zalomcimbi



Usista Zuma osebenzela ngaphansi kohlelo lokulashwa kwezifo ethula inhloso yalolusuku



Umnuz. Sangweni isekela lomphathi wabahlengikazi efundisa ezihlewe ngezimpawu zesifo sikashukela kanye nokubaluleka kokuhlola lesisifo



Ikhwaya yaseSundumbili ishukumisa inkundla



ilunga lomphakathi libuza izikhulu imibuzo mayelana nesifo sikashukela



Unkk. Shabalala onesifo sikashukela eluleka umphakathi ngokubaluleka kokudla okunempilo



Izingane zasembewenhle zazi-jabulisa ngomculo nangomdanso wazo

On Friday, 16 November 2007 Sundumbili CHC hosted the staff awards ceremony at Ntuthuko hall. The purpose of this event was to acknowledge the staff for their hard work and commitment that they have demonstrated to their duties.

Mrs. J. Pillay, the CHC Manager of Sundumbili CHC informed and motivated staff to continue performing their duties effectively in order to ensure that health service delivery is not compromised.

This prestigious ceremony was graced by the presence of Mrs. Chiliza the C.E.O of Umphumulo Hospital, Ms. Rose Strydom the Deputy District Manager and other guests.

Mrs. Chiliza was a guest speaker of the day and her speech focused on the importance of displaying dedication and passion in the workplace.

She further encouraged the staff of Sundumbili CHC to stand out and achieve their goals in order to develop and grow in the workplace as health officials.

“Success makes people humble, tolerant and kind but failure makes people bitter and cruel” said Mrs. Chiliza.

Following are the employees who received awards from different departments:



Mrs. J. Pillay, the CHC Manager delivering the purpose of the day



Ms. Rose Strydom giving words of wisdom to staff



Mrs. T. Chiliza, the C.E.O. of Umphumulo Hospital delivering her speech to the audience



Sister T.M. Mkhwanazi introducing the guests



programme director : Mr. K. Bhagirathi (Senior Pharmacist)



Sundumbili CHC Choir stole the audience's attention with their remarkable performance



The staff was present to witness this prestigious event



The crowd was also entertained by Sundumbili CHC indlamu



best overall in Isithebe clinic—
Mrs. R. J. Sibisi



best overall in Macambini clinic—
Mr. W. H. Dladla



Best Manager— Ms. M. Mkhwanazi



Best organized department - VCT



Best P.N.— Ms. J. N. Ndlamlenze



Best Clinical orderly — Ms. N. Mkhwanazi



best in mobile clinic award— Mr.



best C.P.N— Mrs. A.S. Zuma



best S.P.N— Ms. S.P. Mchunu



Best Telkom Operator— Ms. T.P. Ngcobo



Best driver— Mr. N. M. Mtshali



Best General orderly— Ms. Z. E.



Best staff nurse— Ms. S. Z. Dladla



Best E. N. A.— Ms. P. O. Gcabashe



Best pharmacy assistant— Ms. C. N. Masikane



Best security - Mr. W. M. Mdalose



Best Lay counselor— Ms. H.A. Nhlebelo



Best H.R.O - Mrs. S. B. Sithole



Best Finance and Systems— Mrs. D. B. Majosi

On Saturday, 08 December 2007 Sundumbili CHC in partnership with Mandeni Municipality launched the ARV / VCT programme at Ndulinde sports grounds.

The purpose of this launch was to make anti-retroviral treatment accessible to people with Mandeni– sub– district and advise them of the available resource centers which will assist in decreasing the rate of HIV and AIDS.

More than 900 people who resides in Mandeni sub– district were present to witness this prestigious event and there was a male march in the morning which was aimed in supporting 16 days of activism against women violence and children abuse.

The following health services were rendered to the community:

- Pap smear for screening of cervix cancer,
- TB screening,
- health education on TB,
- Voluntary Counseling & Testing (VCT)
- STI screening and treatment according to STI syndromic management.

This event was a huge success as community members went back home with accurate and appropriate information about HIV and AIDS and they were ready to take action and make a difference of their lives by getting tested for HIV and AIDS and take their ARV treatment appropriately.



Sundumbili CHC Management and other high dignitaries



The audience paying careful attention to the proceedings of the day



Cllr. L.B. Magwaza, the Local Municipal Mayor delivering the message on behalf of the Municipality



Mr. N. Shabane from Ilembe health district introducing the guests



Mrs. C. N. Ndadane delivering a keynote address



Inkosi Mhlongo from Ndulinde delivering the vote of thanks



Rev. Khumalo opening the event with prayer



Programme Director: Mr. Mdu Manzi (Communication Officer–Mandeni Municipality)



Mr. Ngonyama delivering a speech on behalf of traditional healers



Izintombi zomchayo entertaining the crowd with their cultural



Abafana bendlamu stole the show with their outstanding performance



Local kids entertaining the audience with their kwaito dance



Mrs. Mantombi Mbonambi, an HIV positive victim showed her braveness as she delivered a testimony to the audience.



Imbongi (a praise singer) welcoming

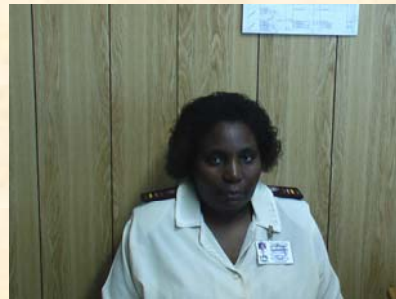
SUNDUMBILI CHC MANAGEMENT TEAM



Mrs. J. Pillay: CHC Manager



Dr. S. Bhimsan: Medical Manager



Mrs. H. Q. Mabaso: Nursing Services
Manager



Mr. L. Msomi: Finance & Systems Manager



Ms. N. Msomi: Chief Human Resources
Officer



Mr. D. Grobbelaar: Pharmacy Manager



Mrs. P. Sindane: Head of Primary Health
Care

NEW APPOINTMENTS/ ABAQASHIWE



Ms. H. Zondi: Health and Safety Officer



Ms. S. Hadebe: Public Relations Officer



Dr. S. Bhimsan: Medical Manager

NOTICE

Sundumbili CHC has learnt with shock and great sadness about the death of a staff nurse for school health services, Ms. Zandile Patience Ngobese. She was born on 09- 07- 1975 and died on 05- 12- 2007.

She will be remembered by her hard work and commitment that she demonstrated in her duties. We send our deepest condolences to the family, friends and colleagues and may God comfort her family to heal throughout this sad moment.



CHRISTMAS MESSAGE TO ALL STAFF

**SUNDUMBILI CHC MANAGEMENT WISHES
ALL STAFF A HAPPY CHRISTMAS AND A
PROSPEROUS NEW YEAR.**

**AS WE COME BACK IN THE NEW YEAR
WE SHALL CONTINUE TO WORK DILIGENTLY
TO IMPROVE THE QUALITY OF HEALTH SERVICE DELIVERY**

Happy Festive

Thank You!!

FOR INPUTS, COMMENTS, SUGGESTIONS,
ENQUIRIES

KINDLY CONTACT THE PUBLIC RELATIONS
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