



**HEALTH**  
KwaZulu-Natal

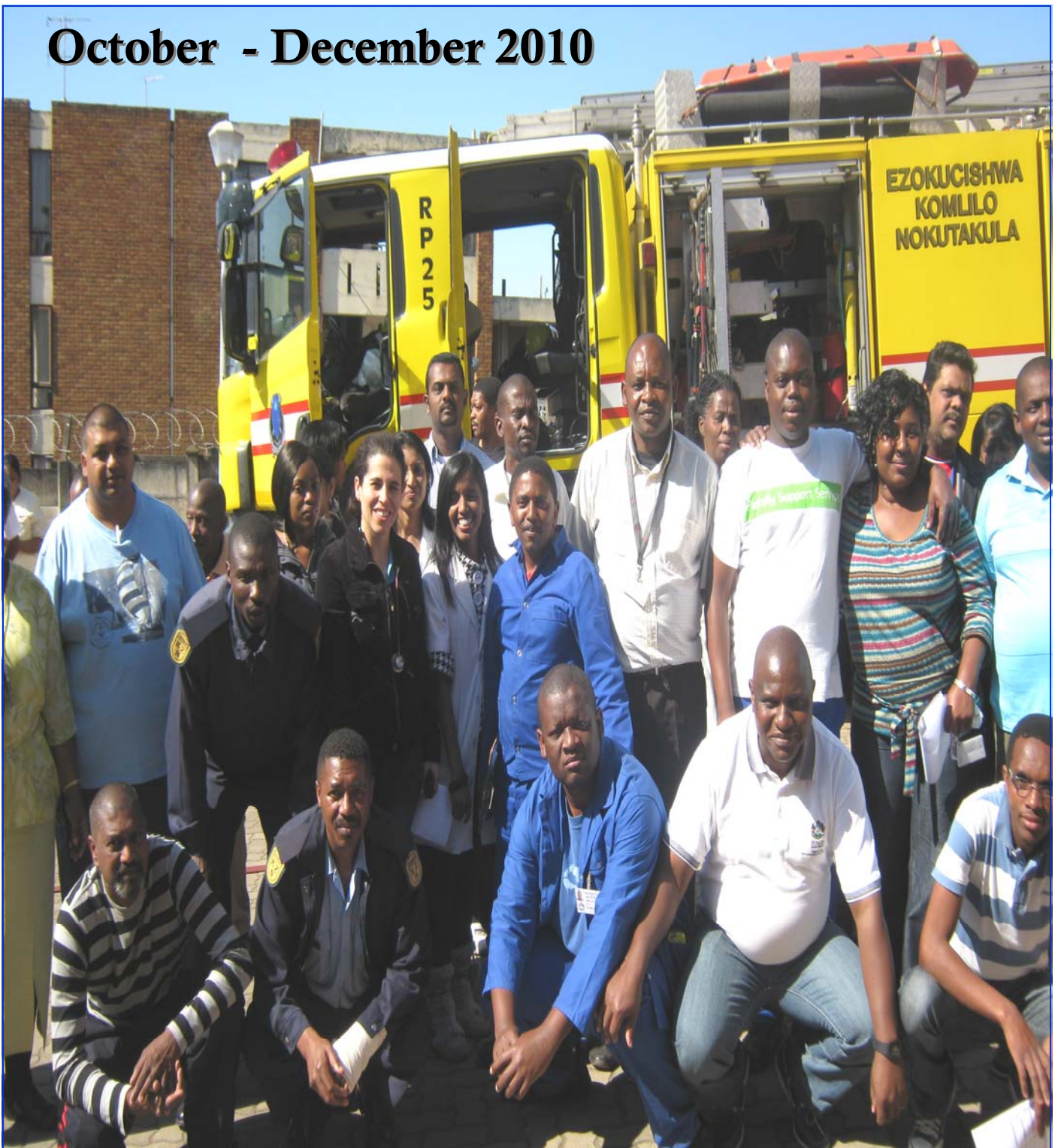
*Fighting Disease, Fighting  
Poverty, Giving Hope*

# uThongathi

## Update

Official publication for Tongaat Community Health Centre  
Compiled and edited by Public Relations Unit

### October - December 2010



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### FRONT COVER

Mr N Kawula—Health & Safety Officer,  
with most of Tongaat CHC staff after the  
Fire Drill.

### CONTACT DETAILS

Tonga Community Health Centre  
Private Bag X06/Dores Lane  
Tonga  
4400

Tel:032-944 5054

Fax:032-945 1210

E-mail:[philile.manzi@kznhealth.gov.za](mailto:philile.manzi@kznhealth.gov.za)

## Chief Executive's Message



**Mr S G Vikilahle, CEO of  
Tonga Community Health  
Centre**

On the 24th September 2010 we celebrated Heritage Day and this is me in my traditional attire. If I look rather pleased with myself, it is because this was a special day for me and the whole staff at Tongaat Community Health Centre. Culture play a significant role in a person's life. It helps us understand who we are and where we come from. I am glad that our staff enjoyed this day

fully as they all got an opportunity to celebrate and embrace this special occasion by dressing up in attires that truly define them best.

As employees of the Health Department we all accept that quality care is important but how do we decide what high quality care is? One way is to ask our patients, which is precisely what we did in our client satisfaction survey in July 2010. The survey was intensively analyzed, so that the learning points may be taken on board to improve quality further. However almost 80% rated our Community Health Centre as excellent or good which is something about which all staff of Tongaat CHC should feel very proud, Well done!

In closing, my sincere appreciation and gratitude goes to all my senior management team , Nursing, Human Resource, Medical and Finance and Systems managers for all their hard work through out. It is very encouraging to have a team that is supportive, such as this one.

**Mr S G Vikilahle**

## Batho Pele Workshops for TCHC

“Together beating the drum for service delivery” is what Batho Pele is aiming to achieve.

From the 7th to the 14th of July 2010 Batho Pele workshops were conducted at Tongaat CHC. The workshops were planned, coordinated and facilitated by the Public Relations Unit and the Quality Assurance Team.

The main aim of these workshops was to re-emphasize the importance of Batho Pele and to revive the knowledge on Batho Pele principles across all staff categories of Tongaat CHC. There was also a major need for this workshop as many problems were identified within the

institution, for example the senior staff being authoritative, staff ill-treating patients and the rise in the number of complaints from patients regarding staff attitude.

Fundamentally, the Batho Pele Programme is all about “the people centred approach” The key messages to Tongaat CHC staff from the workshop were:

- Staff should try to see the world from the patients/clients point of view. Its about feelings—what they are and how best can we respond.
- We cannot always get things right but we

can work on changing our attitude, behavior and our listening skills.

A total number of 122 staff attended these workshops, from doctors, nurses, general orderlies and pharmacy staff.

A staff who attended said “These workshops should be done regularly to ensure continuous and improved service delivery” .

The workshop was enjoyed by all staff and it will be conducted again this year to ensure that staff do know and understand Batho Pele and comply with all it’s requirements.



Seen here above is one of the facilitators Sr P Rampersad, Acting Quality Coordinator, interacting with the staff at one of the workshop sessions



Time to test the knowledge, the group above was busy writing a short test to test if they were paying attention during the workshop



The Quality Assurance team which planned, coordinated and facilitated the Batho Pele workshop

# Fire drill, Inspection and Risk Management



**Mr N N Kawula, Tongaat Community Health Centre, Health and Safety Officer**

park where the fire department team was waiting with all the equipment needed for training. Mr T Moodley, Station Commander and his team were enthusiastic and were indeed truly helpful. He said that he truly hoped that all staff will learn and benefit a lot from this par-

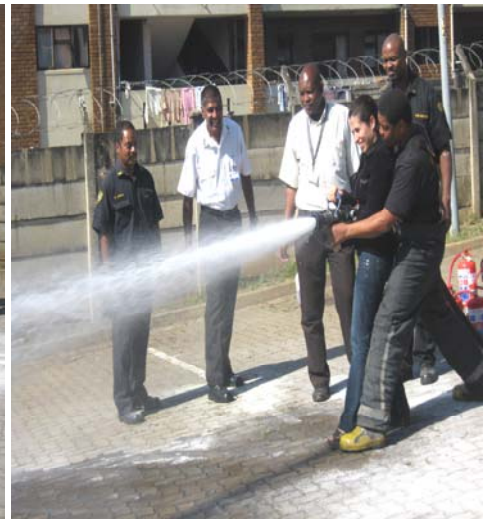
ticular training and he said it is very important for people not to panic incase of fire in the institution and promised that the training will definitely equip us with ways to handle fire.

The fire drill took place at Tongaat CHC on the 16th of August 2010. This training identifies new practices, methods and approaches in handling and managing the outbreak of fire in institutions.

“Staff were provided with proper training to fight fire and the usage of fire equipment”



**Mr W Mthembu from MOPD, first hand experience at putting out the fire**



**eThekweni Fire and Rescue team demonstrating with Dr Graza**

Mr Kawula, TCHC Health and Safety Officer had been preparing for this day for a long time and it finally arrived. He had requested assistance from Tongaat Fire and Emergency department. The Fire department agreed to assist in conducting the training for all Tongaat CHC staff.

The training began at 10 o'clock in the morning and staff were called in groups and they assembled at the car



**Tongaath CHC Staff post fire training session which was a great success**

# Oral Health Month 2010



**Dr K Naicker, Dentist-Tongaat CHC**

**T**ongaat CHC staff was welcomed with bright smiles by Haven of

Rest Primary School Learners. The Dental Clinic staff was visiting this school for the annual Oral Health Week project.

Since 2008, the Dental Clinic has been working tirelessly to educate the learners from different schools in our catchment areas and the general public about the importance of oral hygiene and the importance of brushing twice a day.

2010's theme for Oral Health was "there is no health without oral

health". The team had been hard working for months to ensure that the oral health week was a success. The plan was to visit five (5) primary schools. "The reason why we want to visit primary schools is because we believe that, young children should learn to take care of their teeth from

*"brushing their teeth twice a day should be a part of their daily routine"*

the word go, even if the parents are not there to remind the child to brush their teeth before he/she goes to bed, it is something that the child has to learn to do, it should be part of their daily routine" says Yolanda Mwelase, who is Tongaat CHC's Oral Hygienist.

Doctor Kevin Naicker, who is a Senior Dentist is also very passionate about oral hygiene and teeth care. He gets very excited each year when Oral Health week approaches. He says it is very encouraging to be working his

Dental Clinic team because they are always willing to go an extra mile.

Upon our visit to Haven of Rest Primary, the teachers were so warm and welcoming. The children were gathered at a school hall. The principal introduced the team which included the Dietician and Health Educator from Tongaat CHC. Ms Mwelase, explained the importance of brushing twice a day and the brushing technique.

The dietitian focused on the important of eating healthy foods and explained different types of foods that are good for strong and healthy teeth. On the other hand, our health educator choose a different topic which was personal hygiene but explained to the children that if they know how to take care of themselves, they will also know how to take care of their teeth.



## Oral Health Week Pics



Seen on the above picture is Tongaat Community Health Centre's Dietician, Dental Assistant and Oral Hygienist

## Igumbi elisha lokwelaphela laba usizo ngeskhathi sesiteleka

### BEFORE



### AFTER



**U**kuvulwa kwegumbi lokwelaphela abazolala isikhathi esifihane elisha emtholampilo waseThongathi sukulethe izingunqoko eziningi ezimpilweni zeziguli. Leligumbi livulwe ngokusemthethweni kuqala unyaka odlule.

Kube intokozo emangalisayo kubaphathi balomtholampilo ukuphumelela kwalomsebenzi njengoba lomtholampilo unenkinga enkulu yokusweleka kwendawo noma izakhiwo.

Akuphelanga isikhathi eside

liqalile ukusebenza ngokuphelele leligumbi kwabe sekuqala isiteleka sabasebenzi bakaHulumeni ngenyanga kaNcwaba. Iziguli eziningi zasizakala, ikakhulukazi ebesifazane abebezobeletha. Abasizakala kakhulu ilabo besifazane obabedinga ukuyohlinzwa. Babethuthwa baye esibhedlela esizimele ukuyohlinzwa uma beqeda babuyiselwe kuleli gumbi ukuba bazolulamela khona.

Njengamanje leligumbi linemibhedhe emine ewusizo kakhulu kulabo abadinga ukuxilongwa nokuthi isimo sabo sempilo sib-

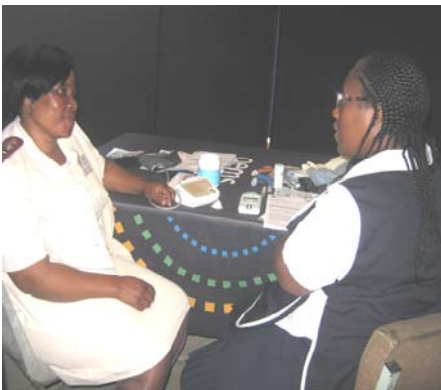
hekwe okwesikhashana ngaphambi kokuthi babuyele emakhaya.

Lomsebenzi usunconywe kakhulu abaningi okubalwa khona iziguli kanye nabasebenzi. Ngaphambilini leligumbi lalisetshenziswa njengegumbi lokuhlolola labo isifo sofuba iTB. uMnu TJ Bhengu owunsumpa wakwaMaintainance usebenze ngokukhulu ukuzimisela nokubambisana nazo zonke izinhloko zaloMtholampilo ukwenza isiqiniseko sokuthi lomsebenzi omkhulu kangaka uba impumelelo.

## STAFF WELLNESS DAY



Medical Manager, Dr B M Roopsingh getting his blood pressure tested



Mrs J E Buthelezi, Nursing Service Manager, after blood glucose test ....its seem like, its only good new (smiles)



Tongaat CHC staff patiently waiting for their turn at the wellness testing venue

It was an exciting day for every staff member in our Community Health Centre when nurses and advisors from Government Employees Medical Scheme (Gems) visited our institution. This was on a normal busy Wednesday afternoon, the 27th of October 2010.

Employee wellness plays a major role in productivity and performance of any company or institution. Some may say there really is no need for such. Our caring medical aid scheme is doing things in an unconventional way. They are going far beyond what any other medical aid scheme has done before to show that they have their fingers on the pulse when it comes to wellness of their scheme members. In May 2009, GEMS introduced wellness screenings to raise awareness of health conditions within government departments.

Our staff benefited from the convenient opportunity to be professionally screened for existing and potential health risks. This is aimed at detecting health risks as early as possible, so that the progression of disease is prevented or minimized.

On this day 54 employees participated in the wellness screening. Out of 54 participants 32 were females and 22 were males. 17 out of 32 female participants tested on HCT and 14 out of 22 males participants tested on HCT campaign.

In addition to HCT the following tests were done:-

- Blood pressure
- Blood sugar and cholesterol (one finger prick test)
- Weight and height, with body mass index
- Waist circumference

## Ways to Wellness

### 1. Nutrition & Weight Management

- There are a number of fun activities you can do to help promote physical activity in your workplace.

### 2. Stress Management

- Providing an informational meeting on conflict resolution and stress management can keep your workplace out of the news.

### 3. Family / Safety

- Holding a recreational event is a great way to disseminate information on preventive measures for your employees, especially those who are parents.

### 4 Financial Wellness

- Talk about saving money. Make it your mission to inform your employees about the importance of saving money.

# IMGUBHO YOSUKU LWAMASIKO ESIKHUNGWENI SETHU



CEO with  
Some of the staff members



Staff from  
Maternity



Assistant Nursing  
Manager together with CEO



Staff from  
PHC



*"Our deepest fear is not that we are inadequate, our deepest fear is that we are powerful beyond measure. It is our light, not our darkness that frightens us"...*Marianne Williamson



Representing TB Clinic  
is Mr S Mgobhozi



Staff from Xray



In KwaZulu-Natal the 24th of September was known as Shaka's day, in commemoration of the Zulu King, King Shaka. Today this day is known as Heritage day, it is also a public holiday on which South Africans across different ethnic groups and different cultural background celebrate their cultural diversity and traditions. This day is one of the most important dates in the South African calendar, especially for a country that is still reconciling its ugly past with its future. A past where one race subjected those it deemed were of inferior race, where lan-

guage, tradition and cultural beliefs were used to discriminate and rob a group of people their diversity. This day is also an affirmation of a statement that is contained in one of the country's unique and important document which the country's people were active participants in its formulation, to articulate a shared vision of an alternative society. The freedom charter proclaims that "South Africa belongs to all who live in it and that all shall be equal before the law". To many South Africans, Heritage day is a day to promote multiculturalism in a highly diverse society as ours. It is exactly because of the

country's ugly past that many South Africans today believe in the promotion and acceptance of each other's differences. On this day many companies encourage their employees to come to work (the day before the holiday) dressed in attire that celebrates their cultures. Employees are also encouraged to bring cultural dishes to share with their colleagues. South Africans celebrate this day to remind each other that as diverse a society as they might be, their strength lies in their acceptance of each other's diversity.