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KwaZulu-Natal Department of Health



kznhealth



KZN Department of Health

PATIENT RIGHTS

1

IT IS YOUR RIGHT TO BE RESPECTED EVERY PATIENT HAS THE RIGHT TO:

A healthy and safe environment

Participation in decision-making regarding his/ her treatment

Access to health care

Knowledge of one's health insurance / medical aid scheme

A choice of health services

Be treated by a named and qualified health care provider

Confidentiality and privacy

Informed consent to assist in their decision making

Refusal of treatment

Be referred for a second opinion

Continuity of care

Complain about health services

2

PATIENT AND FAMILY RESPONSIBILITIES

To provide accurate information pertaining the health of the patient

To ensure the patient follows the medical recommendations given

To respect other patients, visitors and health employees

To understand that other patients and their families might need more attention than them

To inform the health facility on a patient's information such as their address and contact details

To ensure payment is made for the services

3

The Department of Health urges patients and their families who have visited public health facilities and have not been serviced in a satisfactory manner to return to that health facility and file a complaint with the public relations officer (PRO), the CEO or operations manager.

If you are still not satisfied, contact the KZN Health ombudsman, Mboneni Bhekiswayo, by writing to him at: 330 Langalibalele Street, Pietermaritzburg 3201 or email him on; mboneni.bhekiswayo@kznhealth.gov.za

or call him on **033 395 3275.**

IT'S FREE
from Telkom.

4

If calling from a cellphone, you can call the number and ask to be called back.

5

THE DEPARTMENT OF HEALTH ALSO HAS A 24 HOUR CALL CENTER. DIAL 0800 005 133



NEW “FIVE-STAR” BUILDING AT G.J CROOKES HOSPITAL

MEANS BETTER ACCESS TO HIGH QUALITY HEALTHCARE FOR TRAUMA PATIENTS AT UGU DISTRICT - MEC DHLOMO



People of Ugu District and surrounding areas who are in emergency situations now have access to high-quality healthcare, thanks to a brand new state-of-the-art building that was officially opened at GJ Crookes Hospital in Scottburgh this morning. The facility, which was opened by KZN Health MEC Dr Sibongiseni Dhlomo, consists of a Casualty Unit, and Trauma facilities with world-class equipment, which are able to assist up to 30 people per day. The building, which cost R165 million to build, also has an extended staff residence, Learning Resource Centre, laundry and stores department.

MEC Dhlomo says that such is the sophistication of this trauma unit that it is comparable to those in the private sector. He says it is also strategically located to come to the aid of people with emergency situations. “As you know, GJ Crookes Hospital is located alongside N2, one of the busiest parts of the N2 highway, which also has many accidents. Between Port Shepstone (70km away) and Inkosi Albert Luthuli Central Hospitals (50km away), you need a facility like this one, to take care of patients that would otherwise have died if you were to transfer them. In 24 hours, it sees an average of 30 trauma or poly trauma (multiple injuries) per day, who can be ventilated, resuscitated and be kept here until they are stable. Some are even discharged from here or transferred.”

MEC Dhlomo also appealed to healthcare professionals to go beyond just working at a state of the art facility, but ensure that when clients arrive they are treated with respect, care and dignity. “We are appealing to them to ensure that the white uniform that they put on must be reflective of a clean, good heart.”

MEC Dhlomo also urged the public to ditch negative social habits such as smoking, and substance abuse, saying that they lead to health complications which prove to be massively expensive to the state. This depletes funds that would be channelled elsewhere to improve public healthcare. He said that whereas cigarettes generate a revenue of R9bn nationally each year, treating cigarette-related ailments costs up to a massive R25bn. Alcohol, on the other hand, generates revenue of R12bn, but it costs the state R40bn each year to deal with alcohol-related diseases, morbidity and mortality.

Proceedings earlier in the day also included aerobics, which took place at the nearby Malangeni Sports Ground as part of promoting a healthy lifestyle; as well as the launch of a “Zero Cavity” awareness campaign to promote Oral Health.

SPOTLIGHT

ON WOMEN'S HEALTH:

“ORDINARY WOMEN CAN HELP IMPROVE CANCER TREATMENT AND CURE OUTCOMES BY PRESENTING EARLY,” SAYS MEC DHLOMO

KZN Health MEC Dr Sibongiseni Dhlomo says the incidence of cancer in the province can be significantly reduced, and treatment and cure outcomes improved, if more women could conduct self-testing for breast cancer - and present themselves at healthcare facilities early for pap smears to check for cervical cancer.

Speaking today at a “Women and Health” outreach programme at Osizweni, Amajuba District, where he is the political champion, MEC Dhlomo also called for parents and legal guardians to ensure that all children, particularly girls, go to school. This, he said, will help them grow up to become better informed citizens who are able to take wise decisions concerning their own health. MEC Dhlomo urged pregnant women to assist the Department by seeking antenatal care as soon as possible and not miss clinics; and once their babies are born, ensure that they adhere to the immunization schedule.

He also advised mothers to breastfeed their children exclusively for the first six months, as this would help strengthen their growth and boost their immunity to diseases. He also vowed that the Department would continue to strengthen its programmes to vaccinate girls aged 9 and younger against the Human Papilloma Virus, which causes cervical cancer later in life.

MEC Dhlomo says that unlike in the past, where women used to suffer from post-menopausal bleed (a symptom of cervical cancer) around the age of 60, they are now developing cervical cancer as early as the age of 35. “We want to reverse that, and women can help us by checking their own breasts regularly for any irregularities; while also coming forward to get screened

and tested for cervical cancer,” he said. The MEC added that the Department will be intensifying its other health campaigns aimed at young people, such as First Things First, Graduate Alive, and D.R.E.A.M.S, which stands for “Determined, Resilient, Empowered, AIDS-Free, Mentored and Safe”.

DREAMS seeks to achieve the following objectives:

- Decrease new HIV infections in girls and young women by at least 30%; from 90 000 per year, to less than 60 000;
- Decrease teenage pregnancies (under 18) from 73 000 to 50 000;
- Increase the number of girls who finish matric by 20%;
- Increase youth employment and economic opportunities by 10%.

Before addressing a full hall at Osizweni Community Hall, MEC Dhlomo led a spirited health awareness march through the township's streets, which was followed by an aerobics class, to promote a healthy lifestyle. Reflecting on the Department's upcoming campaigns, MEC Dhlomo said: “Having just emerged from August, which is the month of women, we are going to strengthen campaigns focusing on young women so they grow and become competitive in life.

“The campaign is embedded on celebrating the life of our giant uMama Albertina Sisulu, a nurse by profession, who would be 100 years old today. In her centenary we want to strengthen and empower women, and improve their quality of life.”



CERVICAL CANCER AWARENESS MONTH

September is Cervical Cancer Awareness Month. Cervical cancer is the 2nd most common cancer among South African women. Cervical cancer tends to appear during midlife, with over half of the women being diagnosed between the ages of 35 and 55.

WHAT IS CERVICAL CANCER AND ITS CAUSES

Like other cancers, cervical cancer begins when healthy cells turn into abnormal cells and start to grow out of control, forming a mass or tumour. These cancerous cells can then spread from the cervix to other places or organs in the body. Fortunately, the disease can be prevented with vaccination and appropriate screening. Pap smears can detect abnormal cells in the cervix that could develop into cervical cancer. The procedure involves taking a swab from the walls of the cervix.

The cervix is the lower part of the uterus that connects to the vagina. Unlike many other cancers, cervical cancer is mostly caused by a virus, i.e. the human papillomavirus (HPV), which can be sexually transmitted. Almost all cervical cancers are caused by HPV.

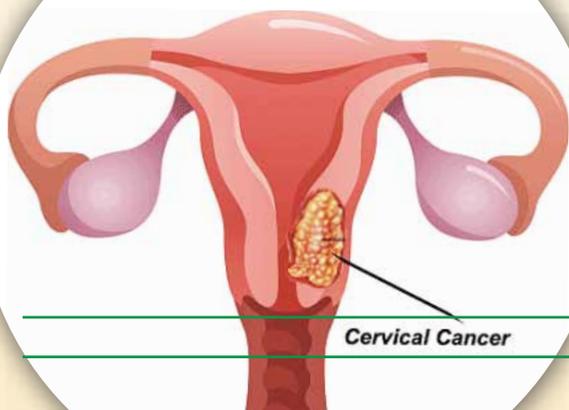
There are many different types of HPV. Other strains may cause visible symptoms such as genital warts, others do not cause any noticeable problems at all, while some strains lead to cervical cancer.

Early detection through screening can help lead to an earlier diagnosis, resulting in improved treatment outcomes.

If your doctor identifies cancer cells in your body, there are various treatments available for you in the Department's facilities.

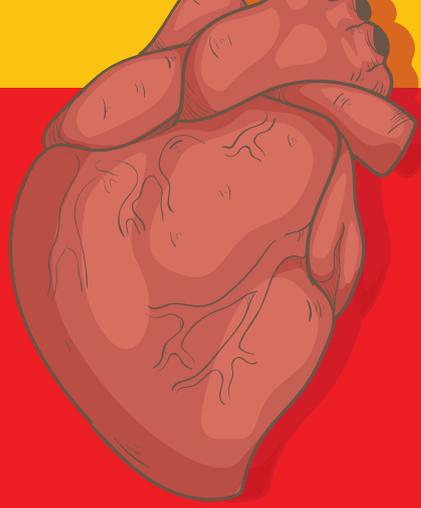
**DID
YOU
KNOW?**

- HPV is the most common sexually transmitted infection in the world
- More than 100 HPV types have been identified, over 40 of which can infect the genital area.



Cervical Cancer

MY HEART, YOUR HEART



The month of September is dedicated to raising awareness about cardiovascular disease in South Africa and around the world and culminates with World Heart Day falling on the 29th of September under the theme: My Heart, Your Heart.

Heart disease doesn't just occur to in adults. Research shows that it is steadily increasing in children. This is partly because of the risk factors associated with excessive consumption of alcohol, tobacco, lack of physical exercise and an unhealthy diet in young adults and children.

The KwaZulu-Natal Department of Health encourages people to make lifestyle changes and adopt habits that are good for their hearts.

SYMPTOMS OF HEART DISEASE:

The most common symptoms of heart disease are:

- Chest Discomfort
- Nausea/Dizziness
- Indigestion
- Heartburn
- Stomach Pain
- Pain that spreads to the arm
- Throat or Jaw Pain
- Swollen legs, feet, and ankles

80% of
premature heart
attacks and
strokes are
preventable.
-WHO

WHAT CAN I DO TO PROTECT MY HEART?

Eat a healthy diet: A balanced diet is crucial to a healthy heart and circulation system. This should include plenty of fruit and vegetables, whole grains, lean meat, fish and pulses with restricted salt, sugar and fat intake. Alcohol should also be used in moderation.

Take regular physical activity: At least 30 minutes of regular physical activity every day helps to maintain cardiovascular fitness; at least 60 minutes on most days of the week helps to maintain healthy weight.

Avoid tobacco use: Tobacco in every form is very harmful to health - cigarettes, cigars, pipes, or chewable tobacco. Exposure to second-hand tobacco smoke is also dangerous. The risk of heart attack and stroke starts to drop immediately after a person stops using tobacco products, and can drop by as much as half after 1 year.

Check and control your overall cardiovascular risk: An important aspect of preventing heart attacks and strokes is by providing treatment and counselling to individuals at high risk (those with a 10 year cardiovascular risk equal to or above 30%) and reducing their cardiovascular risk. A health worker can estimate your cardiovascular risk using simple risk charts and provide the appropriate advice for managing your risk factors - **WHO**

ACTING KZN PREMIER DR SIBONGISENI DHLOMO SAYS GOVT CORRUPTION CAN BE DEFEATED IF CIVIL SERVANTS FAMILIARISE THEMSELVES WITH - AND LIVE BY - THE PUBLIC SERVICE PLEDGE

Public servants should be encouraged to recite the Government Code of Conduct regularly so as to root out fraud and corruption – and improve professional and ethical conduct among government employees. This will ultimately benefit the public and help improve the reputation of the province, country and African continent.

This is the view expressed by the acting Premier of KZN, Dr Sibongiseni Dhlomo, who was part of the Public Service Commission's Pledge launch in Durban, which promotes constitutional values and principles among state employees.

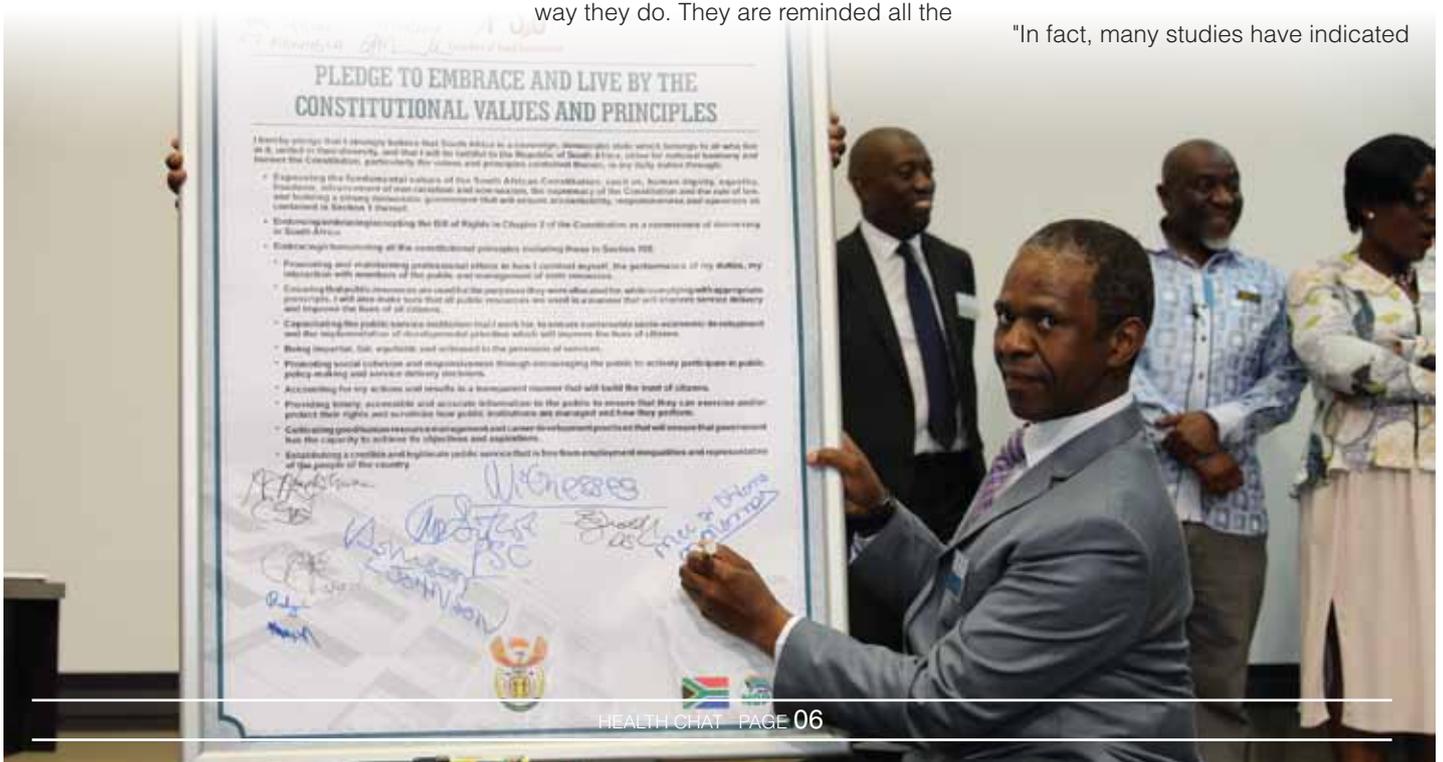
Dr Dhlomo says that, in addition to putting stringent fiscal control measures and consequence management in place, reciting the Pledge could reawaken people's consciences.

A Brigadier General in the South African National Defence Force (SANDF) himself, Dr Dhlomo cited high levels of discipline among members of the Army as an example of the impact of reciting and internalising the Code of Conduct. "In the army, when there's a parade, all soldiers, including generals, repeat the code of conduct. When you repeat something, it becomes part of you. It is no wonder therefore that you find armies in the world, including ours, behaving the way they do. They are reminded all the

time of their civil and national duty. Soldiers know the code of conduct by heart. And when you know something by heart, you tend to live it. Maybe we should consider having regular occasions where public servants are made to recite the Code of Conduct, so that they embrace and be part of it," he said.

Delivering a speech on behalf of Premier Mr Willie Mchunu, MEC Dhlomo said Government is serious about rooting out corruption within all its spheres. Eradicating corruption, he said, will conserve resources as fraud and corruption have the potential to cause a massive drain of resources, which poses a risk to service delivery and may cause democracy to flounder.

"In fact, many studies have indicated



that there is a negative correlation between investment on one hand and fraud and corruption on the other. While the lack of ethics can benefit a few individuals or groups in the short term, it may have devastating consequences for a province, a country and continent," he said.

MEC Dhlomo urged the people of KwaZulu-Natal to also understand the rights and the quality of services they are entitled to, adding that the National Development Plan 2030 calls for, among others, an active citizenry who can resist and expose corruption wherever it takes place. He also called on the strengthening of systems to ensure that all individuals are held accountable for their actions.

"We consistently said that it cannot be correct that nobody is held accountable for failing to achieve clean audits. Consequence management will apply in the workplace in order to turn this situation around. The statutory responsibility of accounting officers and all senior managers is to maintain effective systems of internal controls, and they must therefore be held accountable."

The MEC said that, on behalf of the province of KwaZulu-Natal, the Province espouses the values of the Constitution and seeks to adhere to the Bill of Rights in Chapter 2.

He recommitted the Provincial Government to championing the principles which are contained in Section 195 of the Constitution, which are also listed as follows in the Pledge of the Public Service Commission that was signed today:

- Promotion of professional ethics at work, in interactions with the public, and in the management of state resources;
- Ensuring that public resources are used for the purposes they are meant for;
- Promoting Social Cohesion, while being impartial, fair and equitable and unbiased;
- Complying with appropriate prescripts.

Dr Pearl Mpilo Sithole, head of the Public Service Commissioner in KZN, described the Pledge as a recommitment of all public servants to the values and principles of the Constitution, particularly those that are enshrined in the Bill of Rights.

"The Pledge asks of the public servants to recognise that we are all equal, that citizens deserve to be treated with dignity. It also affirms the values and principles as enshrined in 1965 of the Constitution, which speak to how they must work. It deals with issues of high level of professional standards; development orientation; being accountable and efficient in the use of resources; and even looking after and nurturing the career development of the public servants in KZN. We really want this to, in line and in addition to Batho Pele, really emphasise that in our totality as the Public Administration, in the manner in which we co-ordinate and manage the work, we are as obliged to ensure that people are served equitably and without bias. We are really hoping that all senior management are going to go out there, mainstream the Pledge, and ensure that it is lived by all public servants."

ETHICS TALK

FRAUD AND CORRUPTION

Responsible employees and true public servants do not commit acts of fraud and corruption. They report any known or potential fraudulent or corrupt activities to the relevant authorities. Those who remain silent, permit colleagues and others to participate in fraud and corruption and ultimately become party to such acts.

WHISTLE BLOWING

The Department has a Whistle Blowing Policy which provides guidance on how to report such activities without fear of being victimized. If an employee is aware of any fraudulent and/or corrupt activities going on in the workplace, he/she has a duty to report the matter. In terms of the Protected Disclosures Act, the employee will be protected.

These are some of the numbers you can dial if you wish to report illegal activities:

- The Office of the Premier (0800 596 596)
- The Provincial Health Operations Centre (080 000 5133)
- The National Anti-Corruption Hotline Number (0800 701 701).

ETHICAL DILEMMAS

Ethical dilemmas, also known as moral dilemmas, are situations in which there is a choice to be made between two options, neither of which resolves the situation in an acceptable or preferable manner.

These are the steps to follow when personally faced with an ethical dilemma:

- Don't rush to judgement; find out as much as you can about what has happened;
- Talk the situation through with a colleague; a problem shared is often a problem halved;
- What does the Department's Code of Ethics say about the situation?
- In deciding what to do, consider how it would sound if described to other people/colleagues
- Think about the consequences of making that choice and who would suffer from it the most;
- Make your decision and share it with those with an interest in it;

Ethical Dilemmas can also be shared with the Ethics Office on 033 395 2913/ 2994 /2609. Alternatively, you may communicate directly with Ethics Officers who present "Ethics in the Workplace" at your Institutions.



“WHAT’S NEW”

You Help A Refugee When You’re Face to Face

A South Sudanese surgeon, who has spent two decades helping the sick and injured in the war-torn nation, was announced this week as the winner of a UN prize for treating tens of thousands of people forced to flee violence and persecution. Evan Atar Adaha, a 52 year old doctor who runs the only hospital in Maban county, was given the 2018 Nansen refugee award for his “humanity and selflessness”, often risking his safety to serve others, the UN said.

The Sunday Independent, Pg 14, 30/09/18

Junk Food Withdrawal

A study led by researchers from the University of Michigan, found that reduced amounts of processed foods led to sadness, irritability, tiredness and cravings. Effects peaked during the initial two to five days after they quit eating junk food, then negative side-effects tapered off, paralleling the time of drug withdrawal symptoms, the researchers said.

The Independent on Saturday, Pg 10, 29/09/18

Lots of Greens Can reduce Risk of Getting Bowel Cancer

A study conducted by researchers in London, found that leafy green vegetables can prevent bowel cancer. A substance found in kale, cabbage and broccoli-called indole-3-carbinol or I3C for short- helps prevent gut inflammation.

The Independent on Saturday, Pg 10, 29/10/18

Sunshine Pill the Best

Taking a daily vitamin D supplement could cut the number of migraine attacks dramatically, according to the results of a new trial. Vitamin D is dubbed “the sunshine victim” because it is produced in the skin after exposure to sunlight. The treatment nearly halved the attacks patients suffered during the six-month trial-with those taking the daily supplement (and no other medication) going from having migraines more than six days a month to three.

The Independent on Saturday, Pg 10, 29/10/18

Adults Neglecting Exercise Regimen

Adults are spending eight times longer watching on-demand TV than exercising, a survey found. The average person now spends 12 hours a week streaming programmes on platforms such as Netflix

The Mercury, Pg 3, 25/09/18



photogallery



WOMEN'S HEALTH EVENT AT AMAJUBA DISTRICT



RESEARCH DAY AT INKOSI ALBERT LUTHULI CENTRAL HOSPITAL



health
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