

Dundee Provincial Hospital

Service Commitment Charter

Department of Health

WHO WE ARE:

Dundee Provincial Hospital is a Level 1 District Hospital.

WHERE CAN WE BE FOUND:

Dundee Provincial Hospital street address is 121 McKenzie Street.

THE SERVICES WE PROVIDE:

We provide a 24-hour emergency service.

We are a District Hospital and we receive referrals from the Community Health Centres and Clinics. Most care will be delivered by our doctors and Primary Health Care nurses. If we are unable to help you, you will be referred to e.g. Madadeni, Edendale, Greys, Wentworth or King Edward VIII hospitals.

Services Provided:

Medical, surgical, obstetrics & gynaecology, paediatrics, orthopaedics, dental clinic, general OPD, casualty, X-ray department, physiotherapy, laboratory, primary health care, family planning, AIDS counselor, Eye Clinic, Crisis Centre, VCT Clinic.

More information on how to utilize our offered services can be found in our "Information Booklet" which is available at all service delivery points.

The provision of our services will be based on the 8 principles of Batho Pele (Umphakathi Phambili).

OUR SERVICE STANDARDS:

We have set the following minimum standards for the level and quality of services we provide:

- Improve and monitor quality of service provided.
- Change of attitude and approach to clients and colleagues.
- Ensure that regular distribution of information is taking place to both internal and external customers.
- Improve channels of communication both internally and externally.
- Regular in-service training and staff development programme.
- Economize by correct usage of institutional resources.
- A Complaint system is in place to deal with all complaints from both internal and external sources.
- Promote team spirit and unity within the institution and develop a sense of ownership and a strong reciprocal relationship with the community.
- Maintain institution and working environment to meet set standards.
- Provide an efficient service and ensure that productivity is upheld.

HOW WE WILL DEAL WITH YOUR QUERIES:

When you write to us:

- We will acknowledge your letter within **7 days** of receiving it.
- We will give our name when we answer.
- If we cannot deal with your query immediately, we will give you the name of the person the enquiry has been forwarded to.

When you phone us:

- We will identify ourselves and be polite & helpful.
- We will respond to messages within 1 day of receipt.
- You can phone us between 07:30 and 16:00 pm Monday to Friday.

If you have a complaint:

Please give your complaint in writing or use the form especially created for this purpose, which is available at all service delivery points. Upon receipt of your written complaint we will acknowledge your complaint, investigate and reply within **21 working days**.. Where more intensive investigation is required we will reply within **6 weeks**.

We would welcome comments both positive and negative about our Service Delivery, also suggestions that would be constructive to the hospitals service standards and service delivery.

Please phone or write to:

Public Relations Officer
Dundee Provincial Hospital,
Private Bag 2011
DUNDEE
3000,

Telephone No. 034-2121111

Fax No. 034-2123245,

E-Mail H001497@dohho.kzntl.gov.za.

Striving for excellence is our goal!