



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Gamalakhe CHC
Official Newsletter

GAM. INDABA

NEWS

STAY INFORMED

FEBRUARY – APRIL 2019

**HEELS & DOEK
READ MORE ON PG 4**



**WORLD TB DAY
READ MORE ON PG 9**



**EZASEMITHOLAMPILO
READ MORE ON PG 10**



**HAPPY EASTER !!
READ MORE ON PG 8**



National Guideline to Manage Complaints, Compliments and Suggestions
Annexure A: Form to lodge a complaint or record a compliment or suggestion
FORM TO LODGE A COMPLAINT OR RECORD A COMPLIMENT OR SUGGESTION

Date completed: 05-02-2019 Ref no: GAM2019/02/10

Do you want to: Complain Give a compliment Make a suggestion

Details of the person lodging a complaint or recording a compliment or suggestion

Surname: ALL Sisters and All staff nurses
First Name: [blank]
Contact details: Cell number, Postal address, Physical address, E-mail address
Service area (e.g ward no, reception, pharmacy): Reception, ward pharmacy
Hospital or clinic file number: [blank]

If you are submitting on behalf of someone else, please complete the following:

Relation to the patient, e.g. mother, etc.: [blank]
Patient's Surname: Mbonwana
Patient's First Name: Khuliso Alice
Contact details of the patient: Cell number: 0717407690, Postal address, Physical address, E-mail address: mbonwana.khuliso@gmail.com
Service area (e.g ward no, reception, pharmacy): From ward reception and pharmacy
Patient's hospital or clinic file number: Mbonwana Madlelamini Gloria

Please describe the complaint or give a compliment or make a suggestion.
* Where possible also record the staff involved and department where the incident took place.
Date on which the incident took place: 05/02/2019
IT WAS THE FIRST TIME TO COME TO GEMOLAKHE CLINIC AND I AM ABOUT THE SERVICE THAT WE HAVE ME AND MY MOTHER
If I can rate me the percentage its 100%
many you so much

Signature of person lodging the complaint: [Signature]
Signature of patient: [Signature]

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Date completed: [blank] Ref no: GAM2019/02

Do you want to: Complain Give a compliment Make a suggestion

Details of the person lodging a complaint or recording a compliment or suggestion

Surname: [blank]
First Name: [blank]
Contact details: Cell number, Postal address, Physical address, E-mail address
Service area (e.g ward no, reception, pharmacy): [blank]
Hospital or clinic file number: [blank]

If you are submitting on behalf of someone else, please complete the following:

Relation to the patient, e.g. mother, etc.: [blank]
Patient's Surname: [blank]
Patient's First Name: [blank]
Contact details of the patient: Cell number, Postal address, Physical address, E-mail address
Service area (e.g ward no, reception, pharmacy): [blank]
Patient's hospital or clinic file number: [blank]

Please describe the complaint or give a compliment or make a suggestion.
* Where possible also record the staff involved and department where the incident took place.
Date on which the incident took place: [blank]
I was happy during my stay. The staff was amazing. Thank you very much. Keep up the good work

Signature of person lodging the complaint: [Signature]
Signature of patient: [Signature]

Annexure A: Form to lodge a complaint or record a compliment or suggestion
FORM TO LODGE A COMPLAINT OR RECORD A COMPLIMENT OR SUGGESTION

Date completed: [blank] Ref no: GAM2019/02/04

Do you want to: Complain Give a compliment Make a suggestion

Details of the person lodging a complaint or recording a compliment or suggestion

Surname: Hagebe
First Name: Nirema Nonzokazi
Contact details: Cell number, Postal address, Physical address, E-mail address
Service area (e.g ward no, reception, pharmacy): [blank]
Hospital or clinic file number: [blank]

If you are submitting on behalf of someone else, please complete the following:

Relation to the patient, e.g. mother, etc.: [blank]
Patient's Surname: [blank]
Patient's First Name: [blank]
Contact details of the patient: Cell number, Postal address, Physical address, E-mail address
Service area (e.g ward no, reception, pharmacy): [blank]
Patient's hospital or clinic file number: [blank]

Please describe the complaint or give a compliment or make a suggestion.
* Where possible also record the staff involved and department where the incident took place.
Date on which the incident took place: [blank]
Ncithanga ununomni ngelida engiphatho kanye ngikhona
Zinhlungu bezizima kodwa angenxa yempatho enesineke ngizibwe
ngigulibeka Abanadi benjibekithisa abangiphakamisela ngamazibwe
unwazi ukuthi Sibambisane ngibalekile kanye ngizibwa ngibathaka
Lomawana wami amandlanya ngibona kakhulu

Signature of person lodging the complaint: [Signature]
Signature of patient: [Signature]

Annexure A: Form to lodge a complaint or record a compliment or suggestion
FORM TO LODGE A COMPLAINT OR RECORD A COMPLIMENT OR SUGGESTION

Date completed: 11-02-2019 Ref no: GAM2019/02/003

Do you want to: Complain Give a compliment Make a suggestion

Details of the person lodging a complaint or recording a compliment or suggestion

Surname: [blank]
First Name: [blank]
Contact details: Cell number, Postal address, Physical address, E-mail address
Service area (e.g ward no, reception, pharmacy): [blank]
Hospital or clinic file number: [blank]

If you are submitting on behalf of someone else, please complete the following:

Relation to the patient, e.g. mother, etc.: [blank]
Patient's Surname: [blank]
Patient's First Name: [blank]
Contact details of the patient: Cell number, Postal address, Physical address, E-mail address
Service area (e.g ward no, reception, pharmacy): [blank]
Patient's hospital or clinic file number: [blank]

Please describe the complaint or give a compliment or make a suggestion.
* Where possible also record the staff involved and department where the incident took place.
Date on which the incident took place: [blank]
the 11th February I came to this clinic to get my eyes checked
I did not start the clinic so time for staff members did not understand
when I got to the clinic I had about 10 people in the clinic
I did not but still they did help me knowing that I had to them
I going to the clinic. The staff that helped me was very good to
to kind I met them all the best in life and to be giving kind
everyone like they did to me.

Signature of person lodging the complaint: [Signature]
Signature of patient: [Signature]



CLIENT Chat

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Date completed: 27/01/2019 Ref no: GAM2019/01/01

Do you want to: Complain Give a compliment Make a suggestion

Details of the person lodging a complaint or recording a compliment or suggestion

Surname: XOLO
First Name: NOMFUNDO
Contact details: Cell number: 012716321
Postal address: 430 Mqolo Road, Gomalathe
Physical address: nontfundoxolo@gmail.com
E-mail address: nontfundoxolo@gmail.com
Service area (e.g ward no, reception, pharmacy): Audiology
Hospital or clinic file number:

If you are submitting on behalf of someone else, please complete the following:

Relation to the patient, e.g. mother, etc.
Patient's Surname
Patient's First Name
Contact details of the patient: Cell number, Postal address, Physical address, E-mail address
Service area (e.g ward no, reception, pharmacy)
Patient's hospital or clinic file number

Please describe the complaint or give a compliment or make a suggestion.
* Where possible also record the staff involved and department where the incident took place.
Date on which the incident took place: 27/01/2019

I received very good service from Bibi Fatima, the audiologist. She explained everything very well and for the first time I understood my problem very clearly. Very informative & excellent service.

Signature of person lodging the complaint: [Signature]

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Date completed: 25 Jan 2019 Ref no: GAM2019/01/03

Do you want to: Complain Give a compliment Make a suggestion

Details of the person lodging a complaint or recording a compliment or suggestion

Surname: HADEBE
First Name: NOMPENDULO
Contact details: Cell number: 0837498667
Postal address: Gomalathe 101 1263 white city
Physical address:
E-mail address:
Service area (e.g ward no, reception, pharmacy):
Hospital or clinic file number:

If you are submitting on behalf of someone else, please complete the following:

Relation to the patient, e.g. mother, etc.
Patient's Surname
Patient's First Name
Contact details of the patient: Cell number, Postal address, Physical address, E-mail address
Service area (e.g ward no, reception, pharmacy)
Patient's hospital or clinic file number

Please describe the complaint or give a compliment or make a suggestion.
* Where possible also record the staff involved and department where the incident took place.
Date on which the incident took place: How to Dr Masaha NOT SURE A Pronounce and Spell (Dental) The Very young one. (Muslim)

Very professional Very patience, Very kind She explains everything before she starts and after. Chnd. She's gentle

Keep up the Good Work Doctor ↓ ↓ ↓
ALL THE BEST FOR THE FUTURE.

Signature of person lodging the complaint: [Signature]

National Guideline to Manage Complaints, Compliments and Suggestions
Annexure A: Form to lodge a complaint or record a compliment or suggestion
FORM TO LODGE A COMPLAINT OR RECORD A COMPLIMENT OR SUGGESTION

Date completed: 10/01/2019 Ref no: GAM2019/01/04

Do you want to: Complain Give a compliment Make a suggestion

Details of the person lodging a complaint or recording a compliment or suggestion

Surname: MLEKHE
First Name: ENMACULATE
Contact details: Cell number: 0837498667
Postal address: P.O. BOX 518 GOMALATHE 101
Physical address: NO 2005 SIBENI LOCATION
E-mail address: emackhe@gmail.com
Service area (e.g ward no, reception, pharmacy):
Hospital or clinic file number:

If you are submitting on behalf of someone else, please complete the following:

Relation to the patient, e.g. mother, etc.
Patient's Surname
Patient's First Name
Contact details of the patient: Cell number, Postal address, Physical address, E-mail address
Service area (e.g ward no, reception, pharmacy)
Patient's hospital or clinic file number

Please describe the complaint or give a compliment or make a suggestion.
* Where possible also record the staff involved and department where the incident took place.
Date on which the incident took place:

10/01/2019 NGITHANDA UKHONZA UKUTHI UM KUKHONA
IBINGA SIBHELY SATHOLA UKWAZISWA UKUTHI UBHELO LUBHANA
KANSAMP MAS, BEREZALE

NGIBUNGWE U SISTER (MISS M. KODLI) ONASINERE
NOYHONDE IOKUSIZA IZIBHUMI YINGIBHONDE IKHLE
NGINGEKHO MNANDI AQUIKHE NYABU NYE NAKHANYE

THANK YOU WITH LOVE

Signature of person lodging the complaint: [Signature]

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Date completed: 05-01-2019 Ref no: GAM2019/01/05

Do you want to: Complain Give a compliment Make a suggestion

Details of the person lodging a complaint or recording a compliment or suggestion

Surname: VINE
First Name: SANDATH
Contact details: Cell number: 018 906 2767
Postal address: 1370
Physical address: 1370
E-mail address:
Service area (e.g ward no, reception, pharmacy):
Hospital or clinic file number: MATERNITY WARD

If you are submitting on behalf of someone else, please complete the following:

Relation to the patient, e.g. mother, etc.
Patient's Surname
Patient's First Name
Contact details of the patient: Cell number, Postal address, Physical address, E-mail address
Service area (e.g ward no, reception, pharmacy)
Patient's hospital or clinic file number

Please describe the complaint or give a compliment or make a suggestion.
* Where possible also record the staff involved and department where the incident took place.
Date on which the incident took place: 04/01 - 05/01/2019

Once my aunt is staying there migrate - SANDATH
SHE TOLD ME ABOUT QUALITY STANDARDS AND
ALSO CUSTOMER CARE IN THIS INSTITUTION.
I APPRECIATE THE CUSTOMER CARE THAT I RECEIVED
THE DAY SHEY NEEDED TO QUOTE - SR MNDONINGA
HER TEAM THEY ARE FRIENDLY, CAREFUL AND THE
NIGHT SHIFT TEAM - TO QUOTE SR VICE I REALLY
APPRECIATE THEY ARE DEDICATED IN THEIR WORK
I AS A PERSON CAN RECOMMEND THE QUALITY
SERVICE AT GOMALATHE (MATERNITY WARD)
IN CLOSING "KEEP UP THE GOOD WORK"
078 956 2767

Signature of person lodging the complaint: [Signature]

HEEL & DOEK

(Women's forum event)



Ladies posing for the camera

Gamalakhe CHC and its Primary Health Clinics hosted their first event for this year on the 20th of March 2019. The Theme of the event was "Heels and Doek on fleek" which are the essence of what differentiates women from men. The event aimed to remind ladies of their elegance and beauty, as well as to appreciate themselves for all they do from the workplace to the home front. Sr. Nkosiyaphatsi spoke about the importance of "ME TIME".

Ms. Mickey Vakalisa from Clinique spoke to ladies on skin care and make up. Mrs. Cele entertained the ladies with a get to know you game which gave those whom don't know each other an opportunity to converse and communicate with ladies working in other sections and clinics.

Mrs. Ati addressed women on the 5 love languages taken from a book written by Gary Chapman, which aims to heal, restore and revive broken relationships. The event was a huge success thanks to Gamalakhe CHC Management and the Women's Forum committee. ■

Article supplied by: Mrs. L Ati.



Ms. M Vakalisa from Clinique engaging with ladies.

STI/CONDOM WEEK



Mr. T.N Dlamini (Groundbreaker) from Love life engaging with clients.

The aim of STI week is to make an awareness of the widespread of STI's that are mainly affecting the youth and on the 11th February 2019 Lovelife took part in teaching and trying to get help to those who are in need of information.

Condoms can be used as a dual protection method; for protection against STIs including HIV and prevention of unwanted pregnancy. Sexually Transmitted infections (STIs) are infections that are spread from one person to the other during unprotected sexual inter-course; which is either vaginal, anal or oral sex. STIs can also be transmitted from mother to child, during pregnancy and during birth. Many STIs have no signs and therefore we encourage everyone to condomise before engaging to unprotected sex as it also prevents unintended pregnancy. ■

Article supplied by : PRO & Mr. TN Dlamini

BROADREACH TEAM VISIT

On the 11th February 2019 delegates from BroadReach (non profit organisation) coming all the way from Cape Town and Netherlands visited Gamalakhe CHC Hast unit to give support on programmes that they have implemented.

Ms. Joni Watson from BroadReach was impressed with the implementation of HIV programmes more especially the appointment booking system as patients are booked prior.

If our clients have missed their appointment dates one of the official from BroadReach working at Gamalakhe CHC will be remind them telephonically. It has resulted in reducing long waiting time at patient administration. ■

Article supplied by: PRO



Broachreach team during the walkabout

WORLD SALT AWERENESS WEEK



Mr. Samson Thibela (Dietician) educating patients about healthy diet

March 14-15 is World Salt Awareness Week and it is celebrated internationally on the dangers of salt usage. We know that no country is on track to achieve a 30% reduction in salt intake by 2025 and no country has reached the World Health Organization's recommended intake of less than 5g per day.

On the 15th March 2019, Mr. S Thibela (dietitian) educated patients about the usage of salt and how much damage it can make in or bodies.

We also know that too much salt in our diet raises blood pressure, which puts us at increased risk of stroke and heart disease. Stroke and heart disease are two of the biggest causes of death and disability worldwide ■

Article supplied by : PRO

HAPPY EASTER !!

Clinical staff at Gamalakhe CHC wished kids a blessed Easter. Children are the future of our flourishing community, we therefore found it imperative to encourage their good health .

A small Easter activity was held on the 18th April 2019 at our Child Health Department to show children they should never be afraid of seeking medical care. Hopefully this friendly atmosphere encourages parents to immunize their children and advise. Once again we wish the community utilizing our facility a blessed Easter and safe travels. ■

Article supplied by: Clinical Staff



Acting Child Health OM, Ms. P Mafunda Clinical staff pausing with kids at Child Health Department

PREGNANCY WEEK

Pregnancy Awareness Week is commemorated from the 11th - 15th February annually and on the 14th February 2019 patients were encouraged to start attending antenatal care as soon as they confirmed they are pregnant; within the first trimester. The Department of Health uses Pregnancy Awareness Week to strengthen pregnancy education and stress important issues that promote healthy pregnancy and safe motherhood.

Early antenatal care attendance provides:

- Opportunity to exclude and manage existing medical conditions which can be aggravated by the pregnancy, such as hypertension, diabetes, infections and anemia.
- early recognition of danger signs in pregnancy post delivery birth preparedness and complication readiness
- self care including nutrition and high standard of hygiene and information on the role of the father, the male partner and the family. ■

Article supplied by : PRO



Maternity OM, Mrs. Peko engaging with patients

GALLERY: UGU HEALTH DISTRICT AWARDS



UGU HEALTH DISTRICT AWARDS

(HALALA GAMALAKHE!!)



Mr. M Njomi (acting CEO) third from left , receiving an award from District Manager, Mrs. N Mkhize

Ugu Health District Service Excellence Awards are hosted annually to celebrate each and every institution that did well in the past financial year. Gamalakhe Community Health Centre and the clinics (falls under Gamalakhe CHC) were amongst those institutions that were awarded on the day as they walked away with five awards.

Gamalakhe CHC was awarded 1st position for best compliance in data submission and completeness, 1st position for highest CCMDD enrolments, 1st position for excellence in Ideal Clinic Realization and Maintenance CHC, 1st position for Outstanding Performance in Voluntary Male Medical Circumcision and 2nd position for Best Performing CHC on waste management, infection, Prevention & Control & Cleanliness. ■

Our clinics were not left out as Breamer Clinic received 1st position for TB Management, Bhomela Clinic received 2nd position for Ideal Clinic Realization and Maintenance, Ludimala Clinic received 1st position for Ideal Clinic Realization and Maintenance.

Margate Clinic received 1st position on Couple Year Protection and Gcilima Clinic received 1st position for Best Performance in Vitamin A coverage. ■

Congratulations to all the winners!!

Both articles supplied by: PRO

OPD staff were amongst the staff that paraded the facility departments showcasing the awards.



WORLD TB DAY

Each year, we commemorate World Tuberculosis (TB) Day on March 24 to raise public awareness about the devastating health, social and economic consequences of TB, and to step up efforts to end the global TB epidemic. The date marks the day in 1882 when Dr Robert Koch announced that he had discovered the bacterium that causes TB, which opened the way towards diagnosing and curing this disease.

TB remains the world's deadliest infectious killer. Each day, nearly 4500 people lose their lives to TB and close to 30,000 people fall ill with this preventable and curable disease. On the 28th March 2019 Gamalakhe CHC hosted a successful event at OPD where all patients were educated about the symptoms of TB and how to treat TB. The theme of World TB Day 2019 - 'It's time' – puts the accent on the urgency to act on the commitments made by global leaders to:

- scale up access to prevention and treatment;
- build accountability;
- ensure sufficient and sustainable financing including for research;
- promote an end to stigma and discrimination, and
- promote an equitable, rights-based and people-centered TB response.

KwaZulu-Natal launched an accelerated TB prevention campaign at J. L. Dube Stadium in Inanda, Durban on 15 March 2019 with TB Ambassadors and Amakhosi. The campaign seeks to mobilize traditional leaders, TB Ambassadors and the whole nation to join the national effort of finding missing TB patients and link them to care. In South Africa, approximately 15-20% of all TB reported cases are children, and it is among the top five underlying causes of death in children under 5 years of age. KwaZulu-Natal has the greatest TB and HIV burden in the country. ■

Article supplied by: PRO



BYASEMITHOLAMPILO

(IN PICTURES)



Bhomela Clinic 2nd position for Ideal Clinic Realization and Maintenance. Mr. Mhlophe (OM) was the recipient.



Margate Clinic received 1st position on Couple Year Protection receipts are Margate Clinic acting OM, Mrs. B.V Mdluli and PHC ANM Mrs. N Mlaba



In March 2019 YFS (Youth Friendly Services) Team from Bhomela Clinic visited one of the local schools.



OM Gamede from Gcilima clinic receiving an award for 1st position for Best Performance in Vitamin A coverage



Sub PHC supervisors pausing with the awards

ACKNOWLEDGEMENTS



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& DESIGNER)**



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health

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