



GAM.LINDABA NEWS

YAZI KANGCONO NGESIKHUNGO SAKHO

AUG - SEP 2023



HERITAGE DAY
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CLIENT LETTERS



LET'S HEAR WHAT THEY SAY ABOUT US !!

105-H91-H05

FAKA ISIKHALAZO NOMA BHALISA/REKHODA ISINCOMO NOMA ISIPHAKAMISO

Usuku lokugwalisa: 2/09/23 Inombolo yereferensi: (Duzetsenziswa yihlobo)

Ngabe ufuna: Ukukhalaza Ukuncoma Ukwenza isiphakamiso

Iminingwane yomuntu ofaka isikhalazo noma obhala / orekhoda isincomo noma isiphakamiso

Isibongo Igama

Iminingwane	Inombolo yeselula
Yokuxhumana	Ikheli Leposi
	Ikheli Lendawo
	Kurye ne-mail address

Uma wawulaliswe esibhedlela, inombolo yewodi
Inombolo yefayili lasesibhedlela noma lasemtholampilo

Uma ufaka isikhalazo egameni lomunye umuntu, sicela ugwalise okulandelayo:

Ubudlelwane nesiguli, isb, umama, njll.

Isibongo Sesiguli Igama Lesiguli

Iminingwane	Inombolo yeselula
yokuxhumana	Ikheli Leposi
yesiguli	Ikheli Lendawo
	Kurye ne e-mail address

Uma isiguli sasalaliswe esibhedlela, inombolo yewodi
Inombolo yefayili lesiguli lasesibhedlela noma lasemtholampilo

Sicela uchaze isehakalo noma unikeze isincomo noma wenze isiphakamiso.
* Lapho kunokwenzeka khona bhalisa/rekhoda nabasebenzi ababandakanyekayo kanye nomnyango lapho isehakalo senzeka khona.

Usuku okwenzeka ngalo isehakalo:

*ndikhe esiphakamisa ngamalatha abalandelayo k-dwa
ndikhe xa ndikga ndifika bebhala doseterabini
ndabika ukuba lwam bandakanyeka ndiyabonga
ngandilela endiphakamisa ngayo nangonye imali
kubanjalo ndinikeza okanye ngomibonezi wenu
ngathi ubona angabandakanya kweninikeza*

National Guideline to Manage Complaints, Compliments and Suggestions

Annexure A: Form to lodge a complaint or record a compliment or suggestion **10E-SWN-1**

FORM TO LODGE A COMPLAINT OR RECORD A COMPLIMENT OR SUGGESTION

Date completed: 05-09-2023 Ref no: (office use)

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: Ncane
First Name: Nonthando
Contact details: Cell number: [redacted], Postal address: [redacted], Physical address: Lamont location ward 29, E-mail address: ncanec1981a12@gmail.com
Service area (e.g ward no, reception, pharmacy): Marteniti
Hospital or clinic file number: [redacted]

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:

I must say I m really impressed with the service the nurses they are like the parents to our kids. And I dont have any complaints.

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



LET'S HEAR WHAT THEY SAY ABOUT US !!



CLIENT LETTERS continues...



National Guideline to Manage Complaints, Compliments and Suggestions
 Annexure A: Form to lodge a complaint or record a compliment or suggestion 141-002-
FORM TO LODGE A COMPLAINT OR RECORD A COMPLIMENT OR SUGGESTION

Date completed 21/08/2023 Ref no (office use)

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 Ncubo
 First Name Lutsanda
 Contact details: Cell number [redacted], Postal address Madolana road house no 39, Physical address ngabolusanda071@gmail.com, E-mail address ngabolusanda071@gmail.com
 Service area (e.g ward no, reception, pharmacy) Maternity
 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: 21/08/2023
 I came early in the morning complain about pains since I am pregnant, the nurses were nice to me their treatment is the I am very happy. I stayed till the night shift staff doctored in same as those ones who assisted me in the morning their service is the best.
 I would like to compliment the treatment and services they give us at Gamalathe Clinic I am really happy and I am still going to continue using this clinic. If they me delivering the so quickly and well I am very happy.



UKWAZULU-NATAL AZO NOMA BHALISAREKHODA ISINCOMO NOMA ISIPHAKAMISO

Ukukhalaza: [redacted] Ukuncuma Ukwenza isiphakamiso

Inombolo yezesulula
 Ikhele Leposi
 Kunye ne-mali address
 Inombolo yewodi

Uma ufaka isikhatalo egameni lomunye umuntu, sicela ugcalise okulandelayo:

Uma wawulaliswe esibhedlela, inombolo yewodi
 Inombolo yezesulula
 Ikhele Leposi
 Kunye ne-mali address
 Inombolo yewodi

Sicela uchaze isikhatalo noma unikeze isincomo noma wenze isiphakamiso.
 * Lapho kundakanyeka khona bhalisarekhoda nabasebenzi ababandakanyekayo kanye nomlapho isikhatalo senzeka khona.

Usuku okwenzeke ngalo isikhatalo:

Ngcicela ukuncuma
 Ungiphakamisa kahle
 Ngqabanga usister
 Nqutthanda ngqabanga kakhulu
 Umsebenzi uqhubeke
 Wamkani sisisi



BREASTFEEDING WEEK



DIETICIAN, MS PHILILE NTULI ENGAGING WITH PREGNANT CLIENTS AT MATERNITY WARD

The World Breastfeeding Week theme is “Let’s make breastfeeding and work, work!”. The theme emphasizes necessary actions by policymakers, employers and colleagues to support continued exclusive breastfeeding in working women to their infants. This week is commemorated from 1-7 August every year and Gama-lakhe CHC joined other facilities on the 5th August 2023. It was celebrated with the pregnant clients and newly mothers and it was very important to them to know about the benefit of breast milk. World breastfeeding week has the dual goal of improving the health of babies and promoting, protecting, and supporting the rights of women to breastfeed anywhere and at any time.

Ms. Philile Ntuli said breastmilk provides all the energy and nutrients that the infant needs for the first months of life, and it continues to provide up to half or more of a child’s nutritional needs during the second half of the first year, and up to one third during the second year of life. “It supplies all the necessary nutrients in the proper proportions. It protects against allergies, sickness, and obesity. It protects against diseases, like diabetes and cancer”, said Ms. Ntuli

Matron Thembisa Nxokweni said “newborn babies should breastfeed 8–12 times per day for about the first month. Breast milk is easily digested, so newborns are hungry often”. Frequent feedings helps stimulate your milk production during the first few weeks. By the time your baby is 1–2 months old, he or she probably will nurse 7–9 times a day. It is a myth that nipples need to be hardened before the baby begins breastfeeding. Mothers are advised not to rub any rough cloth or brush over the nipples to harden them. This may cause sore nipples and may cause irritation of the nerves within the nipple leading to contractions of the uterus. Breast milk helps keep your baby healthy. ■

BREASTFEEDING POSITIONS



CELEBRATING NATIONAL MONTH OF DEAF PEOPLE

September is Deaf Awareness Month, bringing visibility to and awareness of the communication needs and unique identity of deaf and hard of hearing people. Gamalakhe CHC celebrated the Deaf Month by visiting Margate retirement village on the 10th September 2023.

Deaf Awareness Month aims to increase public awareness of Deaf issues, people and culture, emphasizing the positive aspects of deafness, encouraging social inclusion and raising awareness of the organizations locally, nationally and globally that support those who are deaf. If a person identifies as deaf (small “d”) it means that they are medically deaf and have severe-to-profound hearing loss. People who are deaf may use technology, such as hearing aids and cochlear implants, but also may communicate through speech or sign language – or both. Not all deaf or hard of hearing people identify themselves as capital “D” deaf, or members of Deaf culture.

Audiologist, Ms. Tatchell shared tips for communicating with people who are deaf or hard of hearing which are: Make sure to obtain the person’s attention before trying to communicate, ensure lighting is good; bright enough to see well but not creating shadows on the speaker’s face or shining directly in the other person’s eyes, if speaking, do so clearly and at a normal volume and check for understanding. If there is a breakdown in communication, figure out another way to say, spell, or write down the main ideas. Sign languages are one of the most important, natural and accessible means of communication for the vast majority of Deaf and hard of hearing. ■



AUDIOLOGIST, MS ILIANA TATCHELL ENGAGING WITH ELDERLY PEOPLE AT RETIREMENT VILLAGE



FROM LEFT: MRS BARBADIMOS ELLENE (RESIDENT AT MARGATE VILLAGE), MS ILIANA TATCHELL AND MRS JOYCE OLIVER (RESIDENT AT MARGATE VIL-LAGE).



PROMOTING HEALTHCARE FOR PATIENTS



STAFF FROM PHARMACY DEPARTMENT CELEBRATING PHARAMCY MONTH



MR LWANDO MAKHABENI (PHARMACIST COMM-SERVE) ENGAGING WITH ONE OF THE PATIENTS.

Under the theme of pharmacy “united in promoting health care for patients”, the Gamalakhe Community Health Centre observed National Pharmacy Month on the 26 September 2023. it is commemorated in September yearly and Gamalakhe Community Health Centre’s pharmacy manager, Ms. Nelisiwe Qalashe said this year’s theme is focused on all sectors of pharmacy units to promote, empower and provide. Ms. Qalashe said Pharmacy Month was aimed at educating the public on the role of pharmacists and pharmacy support personnel in delivering pharmacy healthcare services to the community and promoting the uptake of immunization.

She added that it is also important to educate the public on drug identification. “The theme also aims to encourage and promote communication between patients, pharmacists, pharmacy personnel as part of rational medicine use. Gamalakhe CHC Pharmacy department was participating to ensure that the theme was being implemented. Patients were engaged on the importance of completing their medication. Roadshows to different schools around Gamalakhe area were held as well as radio slots at local community stations to spread the message,” said Ms. Qalashe.

Pharmacists play a vital role in the health system as they ensure that patients receive correct medication that is prescribed by the medical practitioners. While important information is included with medicine, many patients benefit from verbal guidance like correct dosage and best ways to consume it and potential side effects. The pharmacy empowers patients by helping them tackle illness and boosting their confidence.

Medication non adherence in patients leads to substantial worsening of disease, death and increased health care costs. If you don’t follow your prescribed medication routine, your treatment may not work as it is intended. 30-50% of chronic disease treatment failure can be attributed to medication nonadherence

This treatment failure can cause new health problems to arise and/or exacerbate existing condition . ■



LET'S LOVE PEOPLE THAT ARE LIVING WITH MENTAL HEALTH

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act, and helps determine how handle stress, relate to others, and make healthy choices.

The month of October was declared Mental Health Awareness month with the objective of not only educating the public about mental health but also to reduce the stigma and discrimination that people with mental illness are often subjected to. Gamalakhe CHC commemorated this day on the 10th October 2023.

As the theme of World Mental Health Day highlights, 'mental health is a universal human right'. That's why at Mental Health Foundation, we're dedicated to addressing the inequalities in mental health and working towards good mental health for all, not just for some.

Mr. Londa Korjtas who is a Regional Councilor at GCHC said "Mental health problems can have a wide range of causes". It's likely that for many people there is a complicated combination of factors although different people may be more deeply affected by certain things than others, said Mr. Korjtas.

Guest Speaker Mrs. Nonzwakazi Maphitshi who is a District Mental Health Coordinator said " people living with mental health are human beings like us, they need to be loved". Let us take care of them and this day is important to be celebrated in order to remembered. Raising such awareness assist in breaking the stigma and isolation of people lining with mental health, said Mrs. Maphitshi.

Research suggests that some mental health problems may run in families. For example, if you have a parent with schizophrenia, you are more likely to develop schizophrenia yourself. But no one knows if this is because of our genes or because of other factors, such as the environment we grow up in, or the ways of thinking, coping and behaving that we may learn from our parents. Although the development of some mental health problems may be influenced by our genes, research-



SOCIAL WORK SERVICES SUPERVISOR MRS ZAMA NHLUMAYO ENGAGING WITH PATIENTS



MRS. NONZWAKAZI MAPHITSHI, MENTAL HEALTH DISTRICT COORDINATOR

ers haven't found any specific genes that definitely cause mental health problems. Many people who experience a mental health problem don't have any parents, children or other relatives with the same condition. ■

MY HERITAGE - MY PRIDE



CHC CEO, DR FRANK SHONGWE WELCOMING GUESTS

The 2023 Heritage Month brings focus to South African's rich and diverse cultural heritage and its immense contribution to our social, economic, health, and well-being especially for rural, township, and urban communities. Annually, September marks Heritage Month with Heritage Day on the 24th September by showcasing our nation's diverse culture and heritage.

During Heritage Month, South Africans celebrate our many diverse cultures and our rich heritage which incorporates African and all cultures. Gamalakhe CHC commemorated this day on the 22nd September 2023 under the theme "Celebrating our cultural diversity in a democratic South Africa". All staff members were dressed traditionally representing their cultural background like other years but this year they raised the bar.

They were number of activities that were planned for the day in order to entertain the staff which includes Best Female Dress traditionally, Best Male Dress traditionally, Best Food prepared traditionally per department and Best Cultural Dance per department. Amadlela Ndawonye traditional dance group left everyone entertained still wanting for more

Ms. Thola Mathe from Department of Arts Culture said Heritage Month recognizes aspects of South African culture which are both tangible and intangible. It also marks our nation diverse culture and heritage, said Ms. Motha.

Heritage Day was created to celebrate all of this as a unique South African identity, and to give the people a chance to reflect on themselves and their past, present and future. ■

GALLERY 1 : HERITAGE DAY EVENT



2ND PLACE FOR BEST TRADITIONAL DANCE WENT TO HR DEPARTMENT



MRS. P MLABA FROM SYSTEMS COMPONENT



POETRY, MS BASET-SANA NYOKANA



1ST PLACE FOR BEST TRADITIONAL DANCE WENT TO OUT-PATIENT DEPARTMENT



OM VUTHELA , MATRON NDWENDWE AND OM MADIBA



STR. MAGUBHA AND CEO, DR SHONGWE. MRS. MAGUBHA WON BEST FEMALE DRESS TRADITIONALLY.



STAFF MEMMERS ENJOYING HERITAGE DAY EVENT

GALLERY 2 : HERITAGE DAY EVENT



REPRESENTING AMAXHOSA: OM VUTHELA AND OM SIKHONDO



PURPOSE OF THE DAY: DR KAYEMBE



ENTERTAINMENT : AMADLELA NDAWONYE



M&E COMPONENT PRESENTING INDIAN CULTURAL DANCE



2ND PLACE FOR BEST TRADITIONAL FOOD WENT TO SYSTEMS DEPARTMENT

PHARMACY DEPARTMENT PRESENTING TRADITIONAL FOOD



SOCIAL WORK SERVICES: MRS. A SIBULAWA AND MRS Z NHLUMAYO AMONGST THE ATTENDEES

GALLERY 3 : HERITAGE DAY EVENT



1ST PLACE ON BEST TRADITIONAL FOOD WENT TO PHARMACY DEPARTMENT



SYSTEMS COMPONENT : MRS. L MAVUNDLA AMONGST THE ATTENDEES



ONE OF THE JUDGES: MR S.M KHWELA



HERITAGE DAY COORDINATING TEAM



MS THOLA MATHE FROM DEPARTMENT OF ARTS AND CULTURE



CHILD HEALTH PERFORMING XITSONGA TRADITIONAL DANCE



3RD PLACE ON BEST TRADITIONAL DANCE WENT TO M&E COMPONENT

GALLERY 4 : HERITAGE DAY EVENT



ENTERTAINMENT FROM AMADLELA NDAWONYE



3RD PLACE FOR BEST TRADITIONAL FOOD WENT TO CHILD HEALTH



BEST MC: DR. B.A NTOBONGWANA



HR DEPARTMENT PERFORMING SISWATI TRADITIONAL DANCE



CONGRATULATIONS



Graduation is the successful completion of a course of study at a university or college. On the 17th September 2023 Ms. Zuzu Mbanjwa who is an HR officer obtained a Bachelor of Arts Degree majoring in Public Administration and an Communications Science . It is such an amazing feeling, I was very excited and very proud of myself and my journey was a roller coaster, having a full time job and being a full time mother while studying through correspondence is not easy at all she said. She had to sacrifice having fun with friends, to balance work and education was very stressful. I found this degree as a stepping stone in my life because I can also pursue opportunities in other departments. ■

Management would to congratulate her and all the employees that have graduated this year!!



WELLNESS COMMITTEE IS LOOKING FOR STAFF MEMBERS TO JOIN NETBALL TEAM , SOCCER TEAM AND VALLEY BALL TEAM.

COME LET'S HAVE FUN IN THE WORKPLACE!!



ACKNOWLEDGEMENTS

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CHIEF EDITOR

TALK TO US

Got something to get off your chest?

We'd love to hear from you

Drop us a complaint, compliment or suggestion in one of our complaints boxes

Inside the premises

Email: lifa.radebe@kznhealth.gov.za or

Call us on 039 318 2354



064 338 0995 - Gamalakhe CHC



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KwaZulu-Natal Department of Health



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