



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Gamalakhe CHC
Official Newsletter

STAY INFORMED

GAM. INDABA

NEWS

MAY— DECEMBER 2018



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CLIENT *Chat*

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: 9/12/15 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: Solo
First Name: Andiso
Contact details: Cell number: 081 062 2550
Postal address: 5 Hahern Ave Margate
Physical address: acmen@gmail.com
E-mail address: acmen@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:
The service received was excellent. The staff was professional, polite, patients & knew exactly what they were doing (efficient). The facilities, particularly kept clean, from the lab-ward to the toilets, the bed paper towels etc, showers. What a pleasant experience and warm hands to bring our baby out into a new world - thank you!

Signature of person lodging the complaint: _____ Signature of patient: _____

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: 28/08/2018 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: OLICKERS
First Name: HEITHA
Contact details: Cell number: 0822627418
Postal address: P.O. Box 474 MUMSTER 4078
Physical address: GREENHART CARAVAN PARK PALM BEACH
E-mail address: alicolickers@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:
I really want to compliment this clinic with their service. Everybody is always very friendly and helpful. You can place Gamalakes Clinic on the map for number one!

Signature of person lodging the complaint: _____ Signature of patient: H.F. Olickers

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: 07/12/2018 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: _____
First Name: _____
Contact details: Cell number: 078 581 3007
Postal address: _____
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: Thulile Thutshini
Patient's First Name: Thulile
Contact details of the patient: Cell number: 078 581 3007
Postal address: _____
Physical address: MPOVUZI road
E-mail address: _____
Service area (e.g ward no, reception, pharmacy): Maternity
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 had great service and I would like to thank night shift and morning staff even though they were starting to loose hope but they had faith in me and thank God for not letting them to give up. Thank you. Keep it up. Camalake

Signature of person lodging the complaint: _____ Signature of patient: _____

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: 12-12-18 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: GAWENGA
First Name: Nthando
Contact details: Cell number: 076 368 0919
Postal address: P.O. Box 18383 GAMALAKHE 4009
Physical address: HPOVUZA ROAD HOUSE NO 20103
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: 11-12-18 to 12-12-18

would love to thank Shazi and Mhlongo for their warm service they treated me more like family than a patient they were so kind and informative. I wish them nothing but the best. I like they delivered my baby girl so nice and they are sure I was comfortable and safe. I had such lovely delivery they were no complications thank you much to Gamalake for providing us with nurses that we so much care and kindness. thank you thank you.

Signature of person lodging the complaint: _____ Signature of patient: N. GAWENGA

EMPLOYEE OF THE MONTH



FROM LEFT: MS. SIPHINDILE MBOKAZI WAS NAMED EMPLOYEE OF THE MONTH FOR OCTOBER. AWARDED THE CERTIFICATE BY MRS. NELISWA DLAMINI (PHARMACY MANAGER).



FROM LEFT: CNP THULISWA VUTHELA WAS NAMED EMPLOYEE OF THE MONTH FOR OCTOBER IN OPD. AWARDED THE CERTIFICATE BY CNP HILDA GIGABA



CNP PZ SHAZI WAS NAMED EMPLOYEE OF THE MONTH FOR THE MONTH OF SEPTEMBER IN MARTENITY WARD.



BELOW FROM LEFT: MRS. PRECIOUS MLABA (RECEPTION LINE SUPERVISOR) AWARDED CERTIFICATE FOR THE EMPLOYEE OF THE MONTH FOR SEPTEMBER TO MS. ASANDA AKOON.

COMMEMORATING MOTHER'S DAY IN THE WORKPLACE

Mother's Day is a celebration honoring the mother of the family, as well as motherhood, maternal bonds, and the influence of mothers in society. It is celebrated on various days in many parts of the world, most commonly in the months of March or May. Gamalakhe CHC Women's Forum Committee celebrated mother's day with a bang. Oldest women in all departments were spoiled with beautiful coffee mugs filled with chocolate sweets. This was a great idea in this windy and cold winter. Mother's Day is a day for many people to show their appreciation towards mothers and mother figures worldwide.

It takes someone really brave to be a mother, Someone strong to raise a child, and Someone special to love someone more than herself...Happy mother's Day. **We love you. ■**



Mrs. Z Madwe (second from left) receiving a gift from Women's Forum Committee.

WORLD HYPERTENSION DAY

World Hypertension day is celebrated annually in May. The main aim of the day is to educate the public and increase awareness of hypertension, which is also commonly known as high blood pressure. Hypertension is a major cause of range of health problems such as strokes, heart attacks and kidney disease and can also contribute to dementia. Many people that suffer from hypertension are not aware that they have it as there can be no symptoms, often people only find out after suffering a heart attack or stroke.

On the 24th May 2018 PN Xulu engaged with clients at our MOPD where there were encouraged to check their blood pressure regularly hence hypertension is the leading risk factor disease burden worldwide. If your blood pressure is extremely high there may be certain symptoms to look out for including severe headache, fatigue or confusion, vision problems, chest pains, difficult breathing, irregular heartbeat, blood in the urine and pounding in your chest, neck or ears. ■



PN Xulu educating patients about the importance of checking blood pressure.

MEDICAL MALE CIRCUMCISION

Medical male circumcision (MMC) is a safe and effective way to bring down your risk of HIV infection. Learning more about the benefits of circumcision can help you make the call to get circumcised. On the 17 November 2018 Gamalakhe CHC raised a campaign on MMC and managed to circumcise 76 boys. Men living with HIV should know that getting circumcised has benefits for them too! Many men have doubts or questions about who can go for circumcision. Medical male circumcision (MMC) is the surgical removal of the thin layer of skin that covers the head of the penis. Removing this skin, called the foreskin, fully exposes the head of the penis.

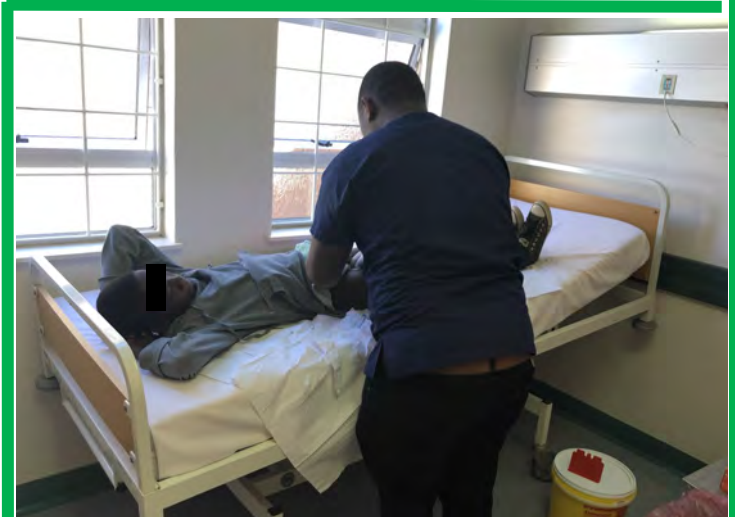
Getting circumcision is the right thing to do for your health and the health of your partner and loved ones because it has many health benefits such as:

- Risks of contracting HIV if you are an HIV-negative man
- Reduces your risk of some sexually transmitted diseases/sexually transmitted infections (STIs) whether you are HIV-negative or HIV-positive
- Reduces your partner's risk of cervical cancer
- Makes the penis easier to clean and lowers your risk of penile cancer.

What do I do to recover quickly after MMC?

- Avoid heavy work or exercise after MMC to allow the wound to heal. Clean the penis twice a day with salt water and take good care of your wound.
- Keep the penis clean and dry and do not pull or scratch the penis while it is healing. It is important to go back to the Clinic on the given date – usually within 1-5 days.
- Avoid sexual activity – even with a condom - as well as masturbation for at least 6 weeks after your surgery

NB// You must return to the clinic if there is discharge from the wound, bleeding that does not want to stop, severe pain - especially in your lower abdomen, lots of swelling around your penis and difficulty in urinating.



MR STHELO & SR. DLAMINI'S FAREWELL IN PICTURES



MRS JWARA FAREWELL IN PICTURES



PHARMACY WEEK

Pharmacy Week is celebrated every year in September and this year's theme was "Know your medication".

The aim was to educate patients on how to use medicines wisely as well as how to manage their chronic conditions i.e. Hypertension, Diabetes etc. Patients were also edged to return expired medication to the clinic and avoid throwing the expired meds in public areas as children may consume them.

Patients were given hampers at the end of the presentation and were given a prize for being interactive and answering questions. ■



Mr. Mhlengi Mkhungo (Com-serve pharmacist) engaging with clients.

IPC SCHOOL VISIT

On the 29th August 2018 Infection Prevention and Control team visited Ohlangeni Primary School to promote hand hygiene at school and homes. Ms. Nkosiyapantsi started the session with health education on importance of reducing infections in our daily lives.

Hands were identified as the dirtiest parts in our bodies. Therefore they need to well cared for. Hand washing practical was done by Ms. Nkosiyapantsi and she then introduced Tippy tap method of sparing water yet very safe as hand washing has to be done under running water

Mr. Matshoba also requested the learners to educate their relatives on disposing Insulin needles at home and safe disposal and returning them to Clinics when full. He also requested the learners to educate their relatives on importance of hand washing. Mrs. Zuma educated the learners on moments of handwashing (before and after meals etc.), she also educated them on purification of water. The learners and educators were given each a cake of Argosy soap to promote hand washing at home. Questions were asked by learners and answered by the team. ■



Infection Prevention Control Nurse, Ms. Nolwazi Nkosiyapantsi with CCG supervisor, Mrs. J Zuma demonstrating the correct way of washing hands.

HEALTH PORTFOLIO OVERSIGHT VISIT

The Health Portfolio Committee on continued its oversight visit in UGu District, the committee on Friday the 14th September 2018 visited Gamalakhe CHC. During the walkabout and checking the operations of the clinic, the committee found that the clinic has inadequate parking space and the reception waiting area is not covered which exposes patients to bad weather conditions when its cold.

The committee commended the clinic for being clean as well as the staff and management for its dedication in ensuring that the community receives excellent health services, despite challenges.

The committee found the clinic well stocked with medication that caters for the medical needs of the community. ■



Dr. Kayembe during the walk about with the Health Portfolio Committee at Maternity ward.

MEC CONSOLE CELE FAMILY



KZN MEC FOR HEALTH, DR. S.M DHLOMO WITH MESSAGE OF CONDOLENCES DURING THE MEMORIAL SERVICE

NELISA “Mu” Cele ought to be preparing for her 32nd birthday on Monday 17 September 2018; and to become a mother to a baby girl in December, just three months from now. Instead, this coming Saturday the “bubbly, friendly and compassionate” enrolled nurse will be laid to rest at her place of birth, Gama-lakhe township, near Port Shepstone. Mourners at her memorial service yesterday, 13 September 2018 gasped in shock as details of her post-mortem emerged, including that she was struck with a blunt object on the head and sustained extensive internal bleeding.

They also heard that she had been expecting a baby girl. No-one has been arrested yet for the murder, which is shrouded in mystery, including questions whether it is linked to a large sum of money that she had saved up to buy a brand new car last Wednesday, the day of her disappearance.

Her lifeless body was discovered by a bird-watching Johannesburg tourist at Oribi Gorge last Friday, where it had been thrown halfway down a cliff. It is alleged that after capturing an image of a bird and then taking a closer look at it, he noticed what looked like a human

figure. Upon further investigation, the tourist confirmed that it was indeed a human body, and then alerted the SAPS.

During her disappearance, her family had embarked on a frantic search of hospitals, mortuaries, and police stations, which eventually led them to SAPS Paddock on Saturday. Here, they were told of a decomposed body that had been found on the day before.

They were sent to the government forensic mortuary at Port Shepstone, where a tattoo on her back confirmed their worst fears. KwaZulu-Natal Health MEC Dr Sibongiseni Dhlomo, who was among the mourners, gave words of comfort to the Cele family, and urged police to continue working hard towards solving the murder.

He expressed his dismay and concern at the rampant acts of violence against women. “When the post mortem was done, they found a baby girl who was lifeless. You then have even more anger and pain... Why would a person kill another, who already has a soul to save? We are affected [by these murders] as the Department of Health, because a large number of our staff members are females. We want to give our condolence to Gamalakhe CHC, and to the Cele family. We would like to thank the police for the work that they’ve done, and wish to urge them to find the perpetrators of this callous act,” the MEC said.

Continues to the next page.....

MEC CONSOLE CELE FAMILY



HONOURABLE MEC FOR HEALTH DR. S.M DHLOMO WITH THE CELE FAMILY

FROM PAGE 9.....

His sentiments were echoed by Cllr. Mosley Lubanyana, of the South African Local Government Association's Women's Commission, who said: "We will not rest as Ray Nkonyeni Municipality, as UGu District, until the doer of this evil deed is found. We are tired of the murder of young, innocent children such as 'Mu'. She cared deeply for this community. She was born here.

She studied here and worked here. As the leadership, that tells us that she loved the community of Gamalakhe. The nursing profession is not an easy one, due to the many situations that nurses get exposed to. But because she was passionate about her community, that is why she chose this career." Nelisa's older sister Zandile Cele said the family is traumatized and devastated, as Nelisa was a breadwinner.

Her stepmother, Mrs. Babongile Cele, thanked the police as well as the mortuary for their professionalism in assisting the family during this bereavement. Nelisa Cele was survived by a 13 year-old son, four siblings and her parents. ■



Mrs. Philisa Ndwane with the song of worship

WORLD AIDS DAY



PATIENTS HOLDING CANDLES REMEMBERING THOSE THAT PASSED AWAY DUE TO HIV/AIDS

World Aids Day is celebrated every 1st of December each year and it marks the long commemoration of the first global health day in 1988. It is an international day dedicated to raising awareness of the spread of HIV infection and mourning those who have died of the diseases. Gamalakhe Community Health Centre had a successful and well organized World Aids Day event on the 6th December 2018. This year's theme was "know your status".

There are still people with limited knowledge of the facts about how to protect themselves and others. We each have responsibility to treat those who are struggling with an HIV positive diagnosis with compassion, those struggling with AIDS with care, and ourselves and our sexual partners with respect. Despite our many advances we still struggle to eliminate stigma associated with

HIV infections and a resultant discrimination.

Addressing stigma and discrimination is important in mitigating the impact of HIV. We thus appeal that citizen to come forward and test. Help is available no one should prematurely die now because let us work together to create an AIDS free generation.



Patients were encouraged to care for their health by getting tested, practicing safe sex and taking treatment. This event served as an opportunity to educate clients and to remember those have passed

OPEN DAY



On the 30th November 2018 Gamalakhe Community Health Centre hosted a successful Open Day and the purpose of the event was to engage with our community that we serve in order to inform about the services that we offer and we have achieved in this financial year.

This event is very important for the public hence they get an opportunity to ask questions from the management. Ward 28 Cllr. M Gumbi who also serves as clinic committee member addressing the attendees said “Community must work in hand with the facility because it is where they receive health care services. People that are not happy with services they must follow the proper complaints mechanism by liaising with Public Relations Officer of the facility Mr. Lifa Radebe.

Induna from Mavundleni location Mr. Sima thanked the management and said this day has allowed members of the community to know the facility better. Community member Ms. Zama Zindela thanked Mrs. Mthembu (Finance Manager) for presenting the budget expenditure so that they could know how much the clinic has spent in the current financial year. Community members also get a chance to do walkabout as various departments had stalls outside their departments and they were welcomed by line managers and OM's in their departments. ■

16 DAYS OF ACTIVISM



Under the theme: #HearMeToo: End Violence against Women and Children, Amandla Endoda men's forum in Gamalakhe CHC held an awareness day on 15 November 2018 in the fight against women and child abuse. The day was held at Gamalakhe CHC where it started with a walk and ended at OPD.

The 16 days of Activism against women and Children abuse campaign is worldwide and opposes violence against women and children, raises awareness about the negative impact violence and abuse has on women and children and rid society of abuse permanently. Speaking at the event Captain Shusha said "beating your love-one doesn't mean you love her/him and people mustn't become silent must report abuse to SAPS".

What is violence against women and children?

Violence takes many forms, for example:

- Physical violence in the form of domestic violence, terrible violent crime such as murder, robbery, rape and assault.
- Emotional violence and trauma at many levels caused by many factors. Women and children in their homes, at work, at schools, on our streets, in our communities suffer this form of violence for various reasons.
- Another terrible blight of our democracy is the violence of poverty, starvation, humiliation and degradation, especially against women and children. Poverty, inequality and unemployment are conditions under which violence thrives.

What can you do?

- Encourage silent female victims to talk about abuse and ensure that they get help.
- Report child abuse to the police.
- Encourage children to report bully behavior to school authorities.
- Men and boys are encouraged to talk about abuse and actively discourage abusive behavior.
- Seek help if you are emotionally, physically or sexually abusive to your partner and/or children. Call the Stop Gender Based Violence helpline (0800 150 150).
- Talk to friends, relatives and colleagues to take a stand against abuse of women and children.
- Try and understand how your own attitudes and actions might perpetuate sexism and violence. ■

EVENTS IN PICTURES



Dietician , Mr. Samson Thibela educating patients about healthy diet on the 8th November 2018.



Ms. Megan Unwin com serve Audiologist engaging with clients at OPD on the 24th October 2018.



Mrs. J Zuma (CCG supervisor) at Radio Sunny South on the 23 August to promote breast-feeding



Gamalakhe CHC launches nurses professionalism and ethics on the 30 May 2018.



Pharmacy Department celebrating heritage day on the 27th September 2018.



Men's Forum hosted a successful event in June in order to educated male staffs on health related matters.



Peads, Maternity & Child Health ANM, Matron Kuboni educating patients about the benefits of breast feeding during the breastfeeding



Admin staff celebrated June 16 in style.

SOCCKER TEAM MADE US PROUD

On the 13 July 2018, sports teams from the various institutions within the district descended onto the Harding sports ground for the 7th annual soccer, umlalalaba and netball UGu District tournament.

Our soccer team drew 1-1 on the first match with St Andrews Hospital. Second match they played with Turton CHC and they won the game by 3-1. Third match was against Murchison Hospital and won the match by 2-1.

They progress to the final by beating GJ Crooks Hospital by 2-1. They won the final match on penalties by beating St Andrews Hospital 5-4.

In netball our ladies team lost on both matches against St Andrews Hospital and GJ Crooks Hospital. Their eyes are set on the upcoming tournament and they will make us proud like other years.

Mr. Sithenjwa Ngcobo claimed position 1 in the game called uMlalalaba and we are very proud of our participants. ■



WELLNESS DAY

While health can be defined as the absence of disease, wellness is more about a person's lifestyle and taking charge of the choice they make to stay healthy. Wellness is the recognition that individuals have a responsibility to take care of themselves physically.

On the 21st September 2018 Gamalakhe CHC staff members had a wellness event which took place at TB Molefe ground. The aim of the event was to encourage staffs to leave a healthy lifestyle by participating in different sporting codes such as parading, egg and spoon race, sack race (males and females), relay, 3 circles, hoola hoops, pass the ball, drag the ball, fetch and run, umkhukhu and blind jelly.

Getting exercise maintaining healthy relationships and eliminating risky behaviors such as smoking are all components to wellness. Research has shown that when individuals take care of themselves and make positive lifestyle changes, they happier, miss less work and are more productive. ■



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