



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

GAM. INDABA

NEWS

GAMALAKHE CHC OFFICIAL NEWSLETTER

STAY INFORMED

SEPTEMBER — DECEMBER 2019

INKOSI MAVUNDLA WELCOMES THE NEW CHC MANAGER



From left: INkosi Dumisani Mavundla welcomes the new CEO, Dr. P.F Shongwe.
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PHARMACY MONTH

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16 DAYS OF ACTIVISM

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EZASEMITHOLAMPILO

READ MORE ON PG 10



FAKA ISIKHALAZO NOMA BHALISA/REKHODA ISINGOMO NOMA ISIPHAKAMISO

Usuku lokugqwaliswa: 4/05/19 Inombolo yereferensi: (Kusombonisa ukhetho)

Ngabe ufuna: Ukukhalaza Ukuncoma Ukwenza isiphakamiso

Imininigwane yomuntu ofaka isikhalazo noma obhala / orekhoda isingomo noma isiphakamiso

Isibongo: ELISO
Igama: ~~Thabani Gado~~
Imininigwane Yokuxhumana: Inombolo yeselula: ~~081 234 5678~~
Ikheli Leposi: ~~081 234 5678~~
Ikheli Lendawo: ~~1234 5678 9101~~
Kunye ne-mail address: ~~1234 5678 9101~~

Uma wawulaliswe esibhedlela, inombolo yewodi
Inombolo yefayili lasesibhedlela noma lasemtholampilo

Uma ufaka isikhalazo egameni lomunye umuntu, sicela ugqwalise okulandelayo:

Ubudlelwane nesiguli, isb. umama, njll.
Isibongo Sesiguli
Igama Lesiguli
Imininigwane yokuxhumana yesiguli: Inombolo yeselula
Ikheli Leposi
Ikheli Lendawo
Kunye ne e-mail address

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

Sicela uchaze isehlakalo noma unikeze isingomo noma wenze isiphakamiso.
* Lapho kunokwenzeka khona bhalisa/rekhoda nabasebenzi ababandakanyekayo kanye nomnyango lapho isehlakalo senzeke khona.

Usuku okwenzeka ngalo isehlakalo: 05 US 2019

Nginxoxisa emnquma ngomkomo engiyikwile, abasebenzi abathandelayo ndandabonisa batlulu ngalo ukhetho. Ukubonga abathlulu ingane yesine ngibelekhela lo kulisesibhedlela angikazi ngiphatho kebi se mina namntwana sirite ngiyobonga batlulu.

FAKA ISIKHALAZO NOMA BHALISA/REKHODA ISINGOMO NOMA ISIPHAKAMISO

Usuku lokugqwaliswa: 11-08-2019 Inombolo yereferensi: EOL-06F-100487200-100487200

Ngabe ufuna: Ukukhalaza Ukuncoma Ukwenza isiphakamiso

Imininigwane yomuntu ofaka isikhalazo noma obhala / orekhoda isingomo noma isiphakamiso

Isibongo: NOMBUSO LUNALI
Igama: NOMBUSO LUNALI
Imininigwane Yokuxhumana: Inombolo yeselula: ~~081 234 5678~~
Ikheli Leposi: ~~081 234 5678~~
Ikheli Lendawo: ~~1234 5678 9101~~
Kunye ne-mail address: ~~1234 5678 9101~~

Uma wawulaliswe esibhedlela, inombolo yewodi
Inombolo yefayili lasesibhedlela noma lasemtholampilo

Uma ufaka isikhalazo egameni lomunye umuntu, sicela ugqwalise okulandelayo:

Ubudlelwane nesiguli, isb. umama, njll.
Isibongo Sesiguli
Igama Lesiguli
Imininigwane yokuxhumana yesiguli: Inombolo yeselula
Ikheli Leposi
Ikheli Lendawo
Kunye ne e-mail address

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

Sicela uchaze isehlakalo noma unikeze isingomo noma wenze isiphakamiso.
* Lapho kunokwenzeka khona bhalisa/rekhoda nabasebenzi ababandakanyekayo kanye nomnyango lapho isehlakalo senzeke khona.

Usuku okwenzeka ngalo isehlakalo: 11-08-19

Ngincoma osister bebengibelekhela kusukela ngisikwa kwaze kwaba ngiyatata. Bangiphathe kahle kakhulu Sister AN Mashini, FP Mandlani, kanye no E Cele.

FAKA ISIKHALAZO NOMA BHALISA/REKHODA ISINGOMO NOMA ISIPHAKAMISO

Usuku lokugqwaliswa: 07-05-2019 Inombolo yereferensi: EOL-713-739

Ngabe ufuna: Ukukhalaza Ukuncoma Ukwenza isiphakamiso

Imininigwane yomuntu ofaka isikhalazo noma obhala / orekhoda isingomo noma isiphakamiso

Isibongo: Mthabane
Igama: Mthabane
Imininigwane Yokuxhumana: Inombolo yeselula: ~~081 234 5678~~
Ikheli Leposi: ~~081 234 5678~~
Ikheli Lendawo: ~~1234 5678 9101~~
Kunye ne-mail address: ~~1234 5678 9101~~

Uma wawulaliswe esibhedlela, inombolo yewodi
Inombolo yefayili lasesibhedlela noma lasemtholampilo

Uma ufaka isikhalazo egameni lomunye umuntu, sicela ugqwalise okulandelayo:

Ubudlelwane nesiguli, isb. umama, njll.
Isibongo Sesiguli
Igama Lesiguli
Imininigwane yokuxhumana yesiguli: Inombolo yeselula
Ikheli Leposi
Ikheli Lendawo
Kunye ne e-mail address

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

Sicela uchaze isehlakalo noma unikeze isingomo noma wenze isiphakamiso.
* Lapho kunokwenzeka khona bhalisa/rekhoda nabasebenzi ababandakanyekayo kanye nomnyango lapho isehlakalo senzeke khona.

Usuku okwenzeka ngalo isehlakalo:

Nginxoxisa imela indlela enginokwenzela ngayo emtholampilo bangisite ngokusheka abathengisi balaPha eGamalakhe care centre anginokho okuningi engingakusheka ngaphandle kokubonga isibhedle abasebenzi batlola ngicela ni kwenze nakwabanye batlulu. Pw AN Mashini & ENTE CELE & ENA ZP Mbali

National Guidelines 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

Ref no: EOL-AR6-512

Date completed: 09-08-2019

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

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

Surname: ~~081 234 5678~~
First Name: ~~081 234 5678~~
Contact details: Cell number: ~~081 234 5678~~
Postal address: ~~081 234 5678~~
Physical address: ~~081 234 5678~~
E-mail address: ~~081 234 5678~~

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: Z.S. Munda
Patient's First Name: Z.S. Munda
Contact details of the patient: Cell number: 0631104581
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:

Ngiyabonga ngiphathe kahle engathiy nabanye abasebenzi ningabaphatha kanje
MisaLE KANCE
Jimina uZanele Munda

Signature of person lodging the complaint: Z.S. Munda
Signature of patient: Z.S. Munda

FROM EDITOR'S/CEO'S DESK



DR . P.F SHONGWE
CEO

Greetings to all staff of Gamalakhe CHC and clients. I would like to thank the management, staff and clinic committee for the warm welcome while joining Gamalakhe CHC team on the 1st October 2019. I would also like to welcome the new staff that joined us late this year and wish them well whilst they pursue service delivery goals of the Department of Health.

Although 2019 was a challenging year but our objectives of providing optimal care to the people of Gamalakhe and its catchment has not changed. I wish to remind all the staff of our core values and actually affirm that it will only be through practice of these core values that we shall achieve our vision of being "The number one health care provider of choice in the Ugu Health District". Our Core Value:

Consultation ,Transparency , Open Communication ,Change innovation & Commitment to performance

Let us all observe the above core values as we strive for excellence in service delivery. I hope that we remain in combat as a team in fighting diseases, poverty and giving hope to communities as our previous slogan use to say. To those who will be travelling, travel safe and remember to belt up and don't drink and drive. Be safe I still need you next year.

To our clients, I know that this year our patient administration departments experienced challenges especially in August 2019 when we were introducing new filing system. Waiting for too long is not a good experience as each and every client must spend at least 2 hours in the facility. We have installed high density cabinets at patient administration and we hope next complaints related to loss of files and long waiting times will be minimized . **"Compliments of the season, be safe"**.

Until Next Year, Merry Christmas and a Prosperous New Year!!



Should you have any compliments, suggestions or complaints

regarding our health care services

please forward them to:

Gamalakhe CHC PRO

Mr. Lifa Radebe

Contact Details

Phone : 039 318 1113 /Cell: 073 990 1637

Fax: 031 504 9111/Email:

lifa.radebe@kznhealth.gov.za



PHARMACY MONTH



September is pharmacy month and this year the Gamalakhe CHC pharmacy team, led by the 2019 community service pharmacists decided to reach out to our community and youth and do some much needed health promotion on the topic selected as this year's theme : **Mental illness.**

We conducted presentations in the outpatient department of Gamalakhe CHC as well as 3 local schools, namely: Gamalakhe Commercial High School (5/9/2019), Vezubuhle Secondary School (5/9/2019) and Olwande High School (13/9/2019).

The topic of mental illness is associated with a lot of stigma in our society, and we decided to target our health promotion to high school learners as well as the patients that come to our facility, by doing presentations, handing out pamphlets and availing ourselves for both general as well as private question and answer sessions.

Both the pamphlets and presentations were aimed at creating awareness about the various types of mental illnesses, identifying signs and symptoms associated with these illnesses, the importance of providing support to those suffering from these conditions and the correct course of action to take should a person identify any of these symptoms in themselves or a family member or friend.

Our main purpose was to: eradicate the stigma associated with the different conditions, highlight the role a pharmacist can play in the treatment and support of the various mental illness conditions and to create awareness in the society. We tried to make the presentations as interactive as possible by asking questions at regular intervals, and encouraging the members of the audience to do the same.

We also included a little bit of career guidance at the end of our presentations conducted at the schools, where we shed some light on: pharmacy as a career, the different sectors of pharmacy, the universities that offer a bachelor of pharmacy qualification as well as an explanation of the university point system.

We would like to thank our generous sponsors Coastal Cash and Carry, Pick n Pay Shelly Beach and Aspen Pharmacare for their donations of fruit, stationery, water bottles, caps and bags that put a smile on the patients and students faces.

INKOSI MAVUNDLA WELCOMES THE NEW CHC MANAGER

On the 06 November 2019 Clinic Committee chairperson, Mr. Selby Machi introduced the new CEO, Dr. P.F Shongwe to Inkosi Dumisani Mavundla.

Speaking at the meeting Mr. Machi said “they have took an initiative to visit Inkosi in order to introduced the CEO to the Mavundleni traditional leadership since the clinic also cater the eNkulu area (where the Inkosi is located) with health services.

On behalf of the Inkosi Mr. Bhekisisa Mavundla said ‘it is an hour to meet the CEO especially since it is a young gentlemen who will have a long journey to walk’. Dr. Phiwayinkosi Shongwe was employed as a CEO of Gamalakhe CHC on the 1st October 2019.



Mavundla traditional leadership paused with Gamalakhe management and Clinic Committee.

CEO, DR. SHONGWE AWARDED CERTIFICATE TO COMPLEMENTED STAFF (IN PICTURES)



DIFFERENT EVENTS IN PICTURES



End year prayer on the 18th December 2019



16 days of activism on the 25th November 2019



CEO, Dr Shongwe visited radio Sunny South on the 28th November 2019

Zininzi Mlamuleli's (x-ray clerk) farewell



Ms. Madiba (center) farewell and congratulations on her promotion

LEGISLATURE'S VISIT.....

The KZN Legislature derives its mandate from Section 104 of South Africa's Constitution. Its mission is "To deepen democracy and activism in KwaZulu-Natal through robust oversight, effective public participation and efficient law making" and its vision is to be "an activist, people centred legislature". In respect of ensuring effective public participation, the Legislature conducts the Taking Legislature to the People (TLTP) programme.

The TLTP programme gives effect to Section 118 of South Africa's Constitution which states that "Provincial Legislatures must facilitate public involvement in the legislative and other processes of the legislature and its committees". The primary objective of the TLTP programme is to enable the Legislature to perform oversight over service delivery within the District and ascertain the contribution realized in the district towards achievement of the National Development Plan (NDP) as well as to enable the communities to raise service delivery issues as expected from National, Provincial and Local Government.

This approach arms the legislature's Portfolio and Standing Committees with information to be utilized in their engagements with the Executive. Ntabeni Clinic and Port Edward Clinic were visited respectively on the 18 November 2019.

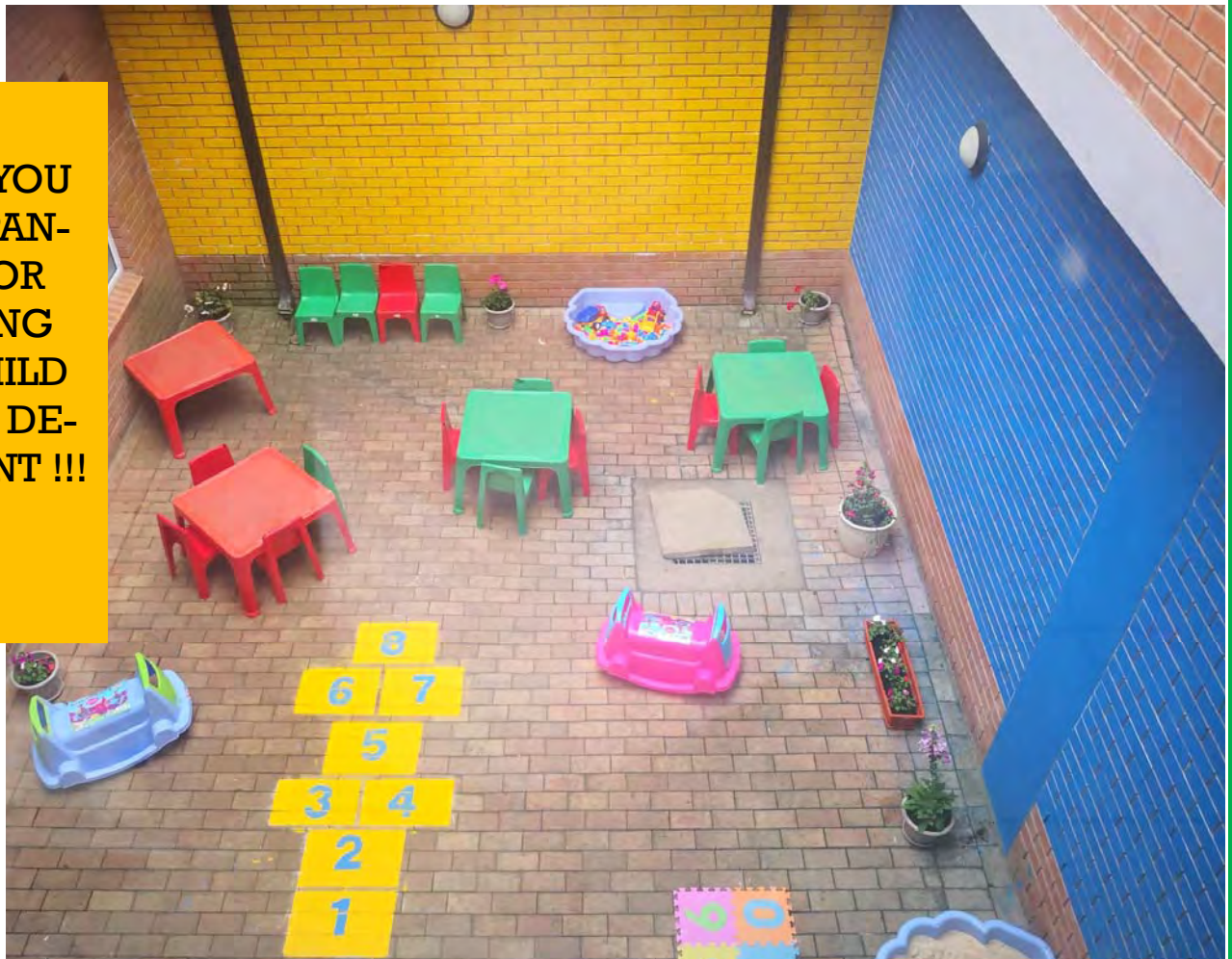


Discussions at Port Edward Clinic



Chairperson of the Health Portfolio engaging with the clients at Ntabeni Clinic.

**THANK YOU
TO DR PAN-
DAY FOR
PAINTING
OUR CHILD
HEALTH DE-
PARTMENT !!!**



16 DAYS OF ACTIVISM

According to The World Health Organisation (WHO), 12 in every 100 000 women are victims of femicide in South Africa each year – a figure which is nearly five times worse than the global average of 2.6. In September this year, in the midst of what President Cyril Ramaphosa labelled a “very dark period for us as a country”, SA Police Service's crime statistics revealed that sexual offences increased by 4.6% compared to the previous financial year.

16 Days of Activism against Gender-Based Violence is an annual international campaign that kicked off on the November 25, the International Day for the Elimination of Violence against Women, and runs until the December 10, Human Rights Day.

On the 11th December 2019 Gamalakhe Community Health Centre in partnership with Love Life and SAPS took an initiative to raise awareness and educate the youth of Gamalakhe that ending gender-based violence is possible. Let us all hold each other accountable and ensure that Gamalakhe is gender equitable and violence-free.

Our aim was to target the youth of Gamalakhe and surrounding areas since other teenagers involves themselves in abusive relationships.



UGU DISTRICT TOURNAMENTS

Ugu Health District hosted district games on the November 2019. Our Soccer team was the amongst the best teams that performed well on the day although there were runners up. First match won by 5-4 on penalties against Turton CHC after the match ended with a draw (1-1) .

They proceeded to finals by beating GJ Crooks Hospital and the score was 4-0.

On the finals there were beaten by St Andrews Hospital on penalties (4-2) after the match ended with a draw (0-0).

Our netball team played well and obtained 1st position.

Halala Mantombazane!!



GAMALAKHE CHC SOCCER TEAM

ACKNOWLEDGEMENTS



**MR. LIFA RADEBE
PRO
(PUBLISHER, WRITER
& DESIGNER)**



**DR. P.F SHONGWE
CEO
(EDITOR)**



health

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Health
PROVINCE OF KWAZULU-NATAL

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