



# GAMLINDABA NEWS

**YAZI KANGCONO NGESIKHUNGO SAKHO**

**DECEMBER 2023**



**UGU HEALTH DISTRICT AWARDS**

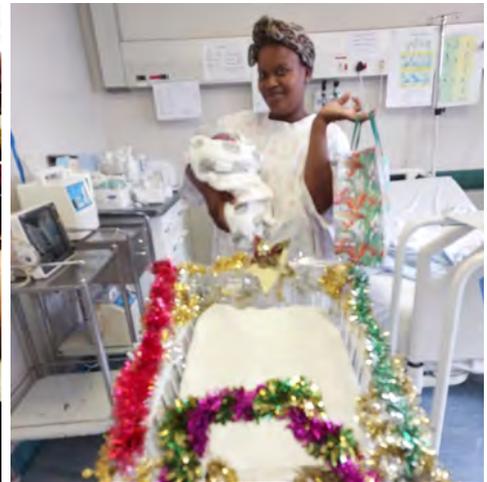
**READ MORE ON PG 10**



**AYFS LAUNCH**  
**READ MORE ON PG 4-5**



**BOWLERS VISITED THE CHC**  
**READ MORE ON PG 7**



**CHRISTMAS BABY**  
**READ MORE ON PG 9**

# CLIENTS LETTERS



**LET US HEAR WHAT THEY SAY ABOUT THE SERVICE THEY RECEIVE IN GAMALAKHE CHC !!**



FAKA ISIKHALAZO NOMA IBHALISA/REKHODA ISINCOMO NOMA ISIPHAKAMISO

Usuku lokugqwaliswa: 11/12/2023

Ngabe ufuna: Ukukhalaza  Ukuncama  Inombolo yereferensi: 118-FRT-100

Imininqwane yomuntu ofaka isikhhalazo noma obhala / orakhoda isincomo noma isiphakamiso

Isibongo: [Redacted]

Imininqwane yokuxhumana: Inombolo yeselula: [Redacted]  
Ikheli Leposi: [Redacted]  
Ikheli Lendawo: [Redacted]  
Kunye ne-e-mail address: [Redacted]

Uma wawulawele esibhedlela, inombolo yewodi: [Redacted]

Uma ufaka isikhhalazo egameni lomunye umuntu, sicela ugqwalise okulandelayo:

Umdlwebane nesiguli, ab umama, njl.

Isibongo Sesiguli: [Redacted]

Imininqwane yokuxhumana yesiguli: Inombolo yeselula: [Redacted]  
Ikheli Leposi: [Redacted]  
Ikheli Lendawo: [Redacted]  
Kunye ne e-mail address: [Redacted]

Uma isiguli sasiyalawele esibhedlela, inombolo yewodi: [Redacted]

Inombolo yefayili lesiguli lasesibhedlela noma lasemholampilo: [Redacted]

Sicela uchaze isehakalo noma unikeze isincomo noma wenze isiphakamiso.

\* Lapho kukhonzeka khona bhalisa/rekhoda nabasbenzi ababandakanyekayo kanye nomnyango lapho isehakalo senzeka khona.

Usuku okwenzeko ngalo isehakalo:

*Phaphenana Fannandi abawazi bane sibuciko ezimne bante syabonga ngihweme Njalo nalokyo*

FAKA ISIKHALAZO NOMA IBHALISA/REKHODA ISINCOMO NOMA ISIPHAKAMISO

Usuku lokugqwaliswa: 12/12/23

Ngabe ufuna: Ukukhalaza  Ukuncama  Inombolo yereferensi: 118-H84-048

Imininqwane yomuntu ofaka isikhhalazo noma obhala / orakhoda isincomo noma isiphakamiso

Isibongo: [Redacted]

Imininqwane yokuxhumana: Inombolo yeselula: [Redacted]  
Ikheli Leposi: [Redacted]  
Ikheli Lendawo: [Redacted]  
Kunye ne-e-mail address: [Redacted]

Uma wawulawele esibhedlela, inombolo yewodi: [Redacted]

Uma ufaka isikhhalazo egameni lomunye umuntu, sicela ugqwalise okulandelayo:

Umdlwebane nesiguli, ab umama, njl.

Isibongo Sesiguli: [Redacted]

Imininqwane yokuxhumana yesiguli: Inombolo yeselula: [Redacted]  
Ikheli Leposi: [Redacted]  
Ikheli Lendawo: [Redacted]  
Kunye ne e-mail address: [Redacted]

Uma isiguli sasiyalawele esibhedlela, inombolo yewodi: [Redacted]

Inombolo yefayili lesiguli lasesibhedlela noma lasemholampilo: [Redacted]

Sicela uchaze isehakalo noma unikeze isincomo noma wenze isiphakamiso.

\* Lapho kukhonzeka khona bhalisa/rekhoda nabasbenzi ababandakanyekayo kanye nomnyango lapho isehakalo senzeka khona.

Usuku okwenzeko ngalo isehakalo:

*JUST WANT TO SAY THANK YOU TO THE LADYS THAT WERE WORKING TODAY AT MATERNITY WARD IF IT WASNT FOR THEM I DONT KNOW HOW WERE I GOING TO SURVIVE THE SERVICE IS VERY GOOD WERE THEY DID TO ME I WANT BIGGER THANK YOU THANK YOU*

SSTC DIAMINI  
SSTC HLONGWA  
SSTC STHOLE

*THANK YOU GUYS*

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

Date completed: 20/12/23

Ref no: 118-UB-510

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

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

First Name: [Redacted]  
Last Name: [Redacted]  
Cell number: [Redacted]  
Postal address: [Redacted]  
Physical address: [Redacted]  
E-mail address: [Redacted]

Service area (e.g ward or clinic file number): [Redacted]

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

Patient's Surname: [Redacted]  
Patient's First Name: [Redacted]  
Contact details of the patient: [Redacted]

Please describe the complaint or give a compliment or make a suggestion.

Date on which the incident took place: 20.12.23

*In very happy with your service we have been very much satisfied with the way you have dealt with my complaint. My wife and team well done*

Signature of person lodging the complaint: [Redacted]

Signature of patient: [Redacted]

FAKA ISIKHALAZO NOMA IBHALISA/REKHODA ISINCOMO NOMA ISIPHAKAMISO

Usuku lokugqwaliswa: 11-12-23

Ngabe ufuna: Ukukhalaza  Ukuncama  Inombolo yereferensi: 118-AT3-33M

Imininqwane yomuntu ofaka isikhhalazo noma obhala / orakhoda isincomo noma isiphakamiso

Isibongo: [Redacted]

Imininqwane yokuxhumana: Inombolo yeselula: [Redacted]  
Ikheli Leposi: [Redacted]  
Ikheli Lendawo: [Redacted]  
Kunye ne-e-mail address: [Redacted]

Uma wawulawele esibhedlela, inombolo yewodi: [Redacted]

Uma ufaka isikhhalazo egameni lomunye umuntu, sicela ugqwalise okulandelayo:

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Isibongo Sesiguli: [Redacted]

Imininqwane yokuxhumana yesiguli: Inombolo yeselula: [Redacted]  
Ikheli Leposi: [Redacted]  
Ikheli Lendawo: [Redacted]  
Kunye ne e-mail address: [Redacted]

Uma isiguli sasiyalawele esibhedlela, inombolo yewodi: [Redacted]

Inombolo yefayili lesiguli lasesibhedlela noma lasemholampilo: [Redacted]

Sicela uchaze isehakalo noma unikeze isincomo noma wenze isiphakamiso.

\* Lapho kukhonzeka khona bhalisa/rekhoda nabasbenzi ababandakanyekayo kanye nomnyango lapho isehakalo senzeka khona.

Usuku okwenzeko ngalo isehakalo:

*Ndiyabulisa ngokukhulu ubucitshaba. Ndibhala natinovuyo olukhulu ngenxe ngomsebenzi wenu omhle eniwenzele umntwana wam angaphilana. Ndiyabulela kakhulu ndikwete imilomo. Nqhubeka nikwente nakwabanye. Mam bigaba nestaff sakho nali the phambili. Ozi kubayo Mrs. Ishobonga.*



# CHRISTMAS MESSAGE FROM CEO'S OFFICE

**T**his time of the year we reflect back to the year that was. In doing so we get to understand our progress towards an established vision of our sub district. Our clear sense of purpose.

Thank you to all our clients for being patient with us as we tread towards our vision. To management and staff, I want to say visions are driven by passion and dreams.

They are reflected through genuine efforts to create tangible results. At this moment, my thought turns gratefully to all our staff, clients and partners who make our vision and success possible.

I thank you for all that you do and with you all the best this holiday season and beyond. During this time of the year we take a moment to reflect on the year that is ending celebrating the successes but also acknowledges the challenges of the year. The festive season us with an opportunity to take a moment to think about those who less fortunate than ourselves.



nate than ourselves.

The sick, vulnerable and destitute who are unable to fully enjoy the festive season because of scourge of social illness.

This reality is for us as a reminder of how much change is still needed in our society and we must collectively strive to make our facility a better place for all patients.

I would like to express my appreciation and gratitude for the tireless effort of all CHC staff members who always plays an important role in improving patient's lives throughout this year.

Finally may this holiday season offer all our clients, partners and patients ever lasting joy, peace and happiness.

**Merry Christmas and a prosperous new year!!**

**Thank you !**

*Dr. Frank Shongwe*  
**CEO**



I wish all residents of KwaZulu-Natal and all our visitors a happy and safe holiday season.

As we enjoy the holidays, may we exercise caution and restraint, because our collective efforts in safe-guarding ourselves and our communities during this time is what will ensure that the festive period is one of joy and happiness for everyone.

Merry  
*Christmas*

# YOUTH SERVICES LAUNCHED



**YOUTH EMBASSADOR, MS THULISILE NDLILENI AND AYFS NURSE, STR NANDISA NGEJANE DURING THE LAUNCH**



**SIR MHLOPHE EDUCATING WITH LEANERS ON BENEFITS OF MEDICAL MALE CIRCUMCISION**

On the 3rd November 2023 Gama-lakhe CHC launched AYFS (Adolescent and youth friendly services) which will be specializes with provision of health services to youth which is between 10 years and 24 years. In an effort to decrease the rate of HIV infections, teenage pregnancy and drugs and substance abuse, Love Life, in conjunction with the KZN Department of Health, launched the Adolescents and Youth Friendly Services (AYFS) programme on 2016.

Gamalakhe High Schools were also visited in order to raise awareness even on practice of unsafe sex. Youth ambassador, Thabisile Ndleleni urged learners to focus on their school work and in building their future. She further shared her experience of being pregnancy while she was on Matric. “I had to balance a life of being a parent and a learner at the same time. It was very stressful but thanks to my mother who was always there for me in order to overcome the challenges that I faced at the time,” she said. After the programme learners joined hands in signing of the pledge in committing themselves that there won’t participate in substance abuse and unprotect sex that result to unwanted pregnancies. Youth nurse, Ms. Nandisa Ngejane said” every Friday there will be a happy hour between 3 pm—4 pm. In this hour they will be engaging on matters that are affecting youth”.

Ugu Health District AYFS Coordinator Ms. Ayesha Ndala said “Numbers indicate that a 2000 girls get infected with HIV every week, this makes it the highest rate in the world, and this programme seeks to reduce that”. The AYFS service package includes health education, counseling, male circumcision, TB screening and management, mental health and other non-clinical services concluded Ms. Ndala. Sister Nandisa Ngejane, who is heading the programme, promised exceptional service at the CHC and urged youth to come in numbers.



# AYFS LAUNCH IN PICTURES



FROM LEFT: MS NOMPILO MABA-SO WITH NELISIWE MCHUNU



FROM LEFT: MRS. NONHLANHLA NGUBANE, MS THOBILE NDLELENI AND MS NANDISA NGEJANE WITH LEARNERS FROM GAMALAKHE COMMERCIAL HIGH SCHOOL



FROM LEFT: MS AYESHA NDALA HANDING OVER GIFTS TO LEARNERS



FROM LEFT: MRS. NONHLANHLA NGUBANE, FROM BROADREACH ADDRESSING LEARNERS.



LEARNERS FROM VARIOUS SCHOOLS DURING SIGNING OF THE PLEDGE



# RETIRED NURSING STAFF HONOURED



**RETIRED NURSING STAFF MEMBERS WHO HAVE WORKED IN GAMLAKHE CHC AND THE CLINICS WITH THEIR LONG SERVICE CERTIFICATES**

**G**amalakhe CHC celebrated all retired nursing staff for their contribution to the Department of Health in previous years. All the nursing staff that had retired between 2010 upwards and had worked in Gamalakhe Clinic and the clinics such as Margate Clinic, Bhomela Clinic and Gcilima Clinic.

The main aim of the function was to commend them for their contribution in providing quality healthcare services to the community that they served. Deputy Nursing Manager said “Just remember to keep your nurse hat handy, because you never know when someone in the neighborhood seeks medical attention. I am saying this because nursing is a calling”. Their dedication has impacted so many lives and had such a positive effect, said Mrs. Ntuli.

Meanwhile, former Margate Operational Manager, Mrs. Purity Finca on her remarks said “I would like to thank the management for organizing such an amazing function to remember what we have contributed to the department especially in the field of nursing”. Mrs. Finca added that It was such a milestone and she would never thought this day will come. “I hope the nurses that are still on the field can learn a thing or two” she added.

What makes people happiest in retirement? It can vary from person to person, but there are a variety of strategies you can use to retire happily. While health conditions and living situations can change, you have many opportunities to set your own path and make the most of your retirement at every step.

# BOWLERS 4 BABIES VISITED MARTENITY WARD

**O**n the 8th November 2023 Gama-lakhe CHC was visited by Bowlers 4 Babies to distribute the 25 packs of clothes to the new mothers for their babies.

Bowlers 4 Babies was started nearly 10 years ago by Marie Forward and Wendy Walker. Initially, it was just a small group of bowling women knitting items for the babies.

Ms. Wendy Walker said “We hope to make more blankets and baby clothes so that we can make another visit The facility early next year “. This community outreach would not be possible without the faithful, continued support of our local knitters, as well as private overseas knitters”, she said. On behalf of the management Matron Nxokweni thanked Bowlers 4 Babies for choosing Gama-lakhe CHC, and said that “The donated packs will assist the new mothers that could not afford to buy clothes for their children”.

Bowler 4 Babies also supports other hospitals under Ugu Health District such as Murchison Hospital and Port Shepstone hospital.



**BACK ROW: WENDY WALKER AND SANDY FERGUSON**

**SEATED: MATRON THEMBISA NXOKWENI AND MRS NONZI MASHININI (ADM)**

**Remember:**  
**You need to take PEP within**  
**72 hours (3 days) of being**  
**exposed to HIV for it to**  
**work!**



# 16 DAYS OF ACTIVISM COMMEMORATED



**GAMALAKHE SAPS, CONSTABLE KHOFO ADDRESSING THE PATIENTS**

**T**he 16 Days of Activism Campaign is held from 25 November to 10 December every year. However, the success of this campaign rests on our daily individual and collective actions to safeguard our society against this cycle of abuse. It aims to raise awareness of the negative impact that violence and abuse have on women and children, and to rid society of abuse permanently.

On the 20 November 2023 Gamalakhe CHC celebrated this campaign under the theme Accelerating Actions to end gender-based violence & femicide: Leaving no one behind. The theme highlights the importance of ensuring an all-society and multi-faceted approach to fight GBVF. The sub-theme seeks to address barriers women face, in safely accessing water and sanitation in South Africa. The 16 Days campaign focuses on raising awareness of the devastating impact that GBVF has on women and children, and the social fabric of our society. Addressing patients, Constable Khofo from Gamalakhe SAPS, stated that women must know when is the right time to walk away from the abusive relationship. “ Even if it is a 1 slap for the first time, walk away”, she added. There are so many assault cases that are opened for abusive partners and once they have made arrest women will come back to the police station to close those cases. She also stated that children need our love, and children are even sexually assaulted by their own fathers or step fathers.

Mr. Londa Korjtas who is the Registered Councilor at Gamalakhe CHC said “ Making the decision and plan to leave an abusive relationship can seem very scary and difficult even though the way you are being treated is unacceptable. You may be experiencing trauma bonding as well, making the idea of leaving even more challenging”.

**Here are the steps to take if you're ready to leave an abusive relationship :** Be Aware of Red Flags, Find Safe Spots, Have a Code Word, Don't Use a Phone That Your Abuser Has Access To, and Don't Be Afraid to Ask for Help.

Reject and report abusers- Act and don't look away! Do not protect abusers, report them!

## FESTIVE BUNDLES OF JOY

The arrival of a new bundle of joy, is always an exciting time in general, as it signals the beginning of new life, and the endless possibilities that it offers.

Since Christmas Day was raining and according to our customary belief this is the sign of good luck for our Christmas babies. We are hopeful that the new bundle of joy will grow up to become healthy strong and bring much light and joy to the world.

Gamalakhe CHC was amongst the facilities that welcomed bundles of joy on Christmas Day. We welcomed one healthy baby girl, born to 29 year old mother, Ms. Nomonde Gcaba from Qinabout. "This was my second baby and the service was exceptional, the nurses are always smiling", she added. She was wished all the best as she begins a new journey with her precious bundle of Joy.

While addressing the media, MEC for KZN Health, Ms. Nomagugu Simelane Zulu said "our concern continues over teenage pregnancy and we are concerned that the youngest among the mothers is a 16 year old, who delivered at Niemeyer Hospital; three 17 year—old girls who gave birth at the General Justice Gizenza Mpanza Regional; Church of Scotland and at Mosvold Hospital". She also emphasized that this is not acceptable because conceiving at such a young age can be very dangerous for both mother and child.

MEC Simelane took an opportunity to express her deepest appreciation to all our healthcare workers, across all levels for working through the December holiday period. The total births in KwaZulu Natal were 255, made up of 114 boys and 141 girls.

Meanwhile, at 08h18 one baby boy was delivered on New Year's day and mother, Ms. Slindile Mzindle was wished well by management of Gamalakhe Community Health Centre.



**STAFF NURSE, MS. BONGEKILE DANCA  
AND MS. NOMONDE GCABA**

# HEALTH DISTRICT HOSTED ANNUAL AWARDS



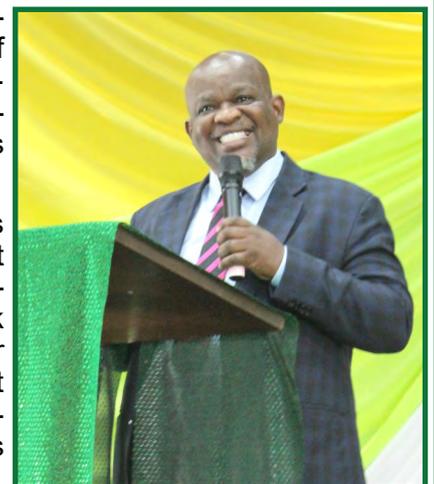
**GAMALAKHE COMMUNITY HEALTH CENTRE TEAM RECEIVING ONE OF THE ACCOLADES**

**U**gu Health District awards is an annual event where the district acknowledges facilities under Ugu Health District that have performed well in certain indicators. This was the second time the District hosted such an amazing event. The first event was in 2018 and since COVID 19 had to be put on hold. Now since COVID 19 is over, these awards will be hosted every year. The aim of these awards is to encourage innovation to all the teams. It is also helping them to work hard trying to reach the targets, knowing that they have something to look forward to at the end of the year.

On this day, Gamalakhe Community Health Centre and its clinics did not come back empty handed. GCHC won numerous accolades such as Best Management of Viral Load Suppression, Good Ideal Clinic Realization and Maintenance Practices and Best Performing Facility on CCMD. Ludimala Clinic received Best Management of Antenatal Care before 20 Weeks, Ntabeni Clinic was awarded with Best Management Long Acting Reversible Contraceptives and Mvutshini Clinic received 2 awards on Best Performing facility for Couple year Protection Rate as well as, Outstanding Performance in Management of TROA.

Honoring good performing facilities, the district wants to achieve best results and to reach all the targets as well as promote team work. Ugu Health District Director, Mrs. Linda Dlamini said “ a reward for work well done is the opportunity do more”. She further added, that teams should be encouraged to work together and compliment each other, while striving for excellence results. Dr Frank Shongwe, CEO from Gamalakhe CHC said, it is good to win awards but most important is to win together. Don't work for recognition but do work worthy of recognition”, said Dr. Shongwe. This year's Ugu Health District awards were held on the 13th December 2023.

Congratulations to all the winning facilities !!



**Motivational Speaker,  
Pastor Sgungu Shangase**

# ACKNOWLEDGEMENTS

## EDITORIAL TEAM

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## 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](mailto:lifa.radebe@kznhealth.gov.za) or

Call us on 039 318 2354

 064 338 0995 - Gamalakhe CHC



Join our Facebook page: Mr. Lifa Radebe Gamalakhe CHC PRO

Your voice means a lot to us, help us to improve the service we offer you!!



**KWAZULU-NATAL PROVINCE**  
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KwaZulu-Natal Department of Health



KZN Department of Health



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**GROWING  
KWAZULU-NATAL  
TOGETHER**