



**KWAZULU-NATAL PROVINCE**  
HEALTH  
REPUBLIC OF SOUTH AFRICA

# GAMALAKHE COMMUNITY HEALTH CENTRE

Official Newsletter

# GAM .INDABA NEWS

YAZI KANGCONO NGESIKHUNGO SAKHO

JAN – JUL 2023

ISSUE NO . 18



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# EDITORS NOTE



**MR LIFA RADEBE**  
**PUBLIC RELATIONS OFFICER**

year 2022/2023 my office received 51 complaints, 50 complaints were resolved and 47 complaints were resolved within 25 working days as per stipulated turnaround time.

We would like to urge our clients to bring their complaints to my office, through email and by use of suggestion boxes. We value our clients feedback hence it improves the service that we offer them .

Management of Gamalakhe Community Health Centre does not condone the behavior of staff members that treat our clients badly and consequence management will be taken against such staff.

We also understand that every citizen of this country has a right to freedom of expression could be through writing on social media however complaints that are written on social media networks like Facebook unfortunately due to patient confidentiality and department policy on management of complaint we would not be able to respond through such. Let us not be misled Gamalakhe CHC does not have an active Facebook account.

I would like to express my gratitude to all clients that took their time writing to us complementing our staff members. In the same financial year my office has received 64 compliments, which boosts our staff morale.

I would like to thank the following media houses for promoting our facility image through the positive stories that they publish. Those media houses are Ugu Eyethu newspaper and South Coast Herald. Let me not forget the local radio stations that give us slots to promote health programmes such as Ugu Youth Radio and Radio Sunny South.

**Aluta Continua !!**

**W**elcome to issue no.18 of Gam. Indaba the official newsletter of Gamalakhe Community Health Centre. Firstly, let us thank God for keeping us thus far. Inside this publication it consist of activities that took place between January 2023 until July 2023 which I believe you will enjoy reading it.

The aim of this newsletter is to inform and educate our internal and external stakeholders about the services that we offer through coordinating of events. In the previous financial

**NGESO LIKA SOMLOMO WESIKHUNGO**



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# FOREWORD FROM THE CEO

NGESO LIKA MPHATHI WESIKHUNGO

“It is with great pleasure for me to introduce this second quarter newsletter to the readers. I would like to appreciate the Communications Department for ensuring that staff and members of the community are always kept abreast with all activities within our facility.

I would also like to appreciate all staff for their daily commitments to serve our population despite all systemic challenges. However, indeed our is a calling and the Lord Almighty has trusted us with the duty to care for humanity.

In this time of the year we reflect to our activities that seek to address the following:

1. Ethics and improving staff morale.
2. Expansion of services and integration
3. Community work.

May God Bless you all”.

*Thank You!*



**DR FRANK SHONGWE  
CHIEF EXECUTIVE OFFICER**



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# PREGNANCY AWARENESS WEEK

KICK COUNTING IS IMPORTANT

Every year, Pregnancy Awareness Week is observed in February in South Africa and is aimed at raising awareness about many crucial issues surrounding pregnancy. The Gamalakhe Community Health Centre also observed the week.

Department of Health uses Pregnancy Awareness Week to strengthen education and stress important issues that promote a healthy pregnancy and safe motherhood. A healthy pregnancy requires regular check-ups.

Counting kicks in pregnancy is a way to monitor your baby. It involves expectant parents tracking their unborn baby's kicks and movements in the womb. Changes in movement patterns can sometimes indicate the foetus is under stress.

Mrs. Mashinini said knowing your baby's normal movement patterns can help you sense when something seems off. Most pregnant women will begin feeling their baby kicks around 28 weeks into pregnancy, it might be later. If you have been pregnant before you might feel your baby kick a little sooner, adding that babies move at different times and in different ways.

The time your third trimester rolls around 28 weeks of pregnancy, you should have a general sense of your baby's patterns in the womb. Discussing your baby's movements with your healthcare provider at your prenatal visits gives them insight into how your baby is developing.

Patients were also urged to keep their appointments when visiting the institution.



Mid-wives (from left) Mrs. Nonzi Mashinini and Mrs. Babongile Mditshwa .

Bottom: CNP, S.C Mvundla handing over gift to a pregnant client.



PN, Z.T Ngwabe educating patients how to count fetal movement



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# WORLD HYGIENE MONTH



**MR ALTON PANDOHE, IPC MANAGER DURING HAND WASH DEMONSTRATION**

**KEEP YOUR HANDS CLEAN!!**

The 5<sup>th</sup> of May is earmarked as a World Hand Hygiene Day and all health facilities around the world commemorate this initiative as a way of implementing a primary prevention strategy to help reduce the spread of communicable diseases, in the health facility and also in the community.

This is also a strategy that reminds the health professions on the importance of hand hygiene, when caring for the clients as this greatly reduces the rate of Healthcare Acquired Infections (HAIs).

The slogan for this year was “Accelerate Action Together”. It clearly emphasised the need to work together with our clients and all stakeholders. The aim is to reach our intended goals, a nation free of infection.

Gamalakhe CHC with the slogan in mind then focussed on empowering the one sector that has been ravaged by a sudden rise in infections viz. cholera, mumps, measles etc. In the recent months all over the country, young children were the ones who were mostly affected.

There was a need to educate parents visiting our child health department and maternity department about the importance of hand hygiene. These departments its important to be educate their clients since there will be practising more than often than any other age group.

# WORLD HYPERTENSION DAY

On May 17th, Gamalakhe CHC celebrated World Hypertension Day, which is dedicated in highlighting the importance of monitoring blood pressure and bringing global awareness to the 1 billion people living with high blood pressure worldwide. Hypertension is the number 1 risk factor for heart disease, stroke, renal complications, and premature death. Usually, high blood pressure alone does not cause any symptoms.

Fortunately, hypertension can be prevented and managed, by checking your blood pressure regularly, and through treatment.

The Department of Health urges South Africans to go for regular health screening which including for hypertension or high blood pressure. It is referred as the “silent killer” because in most cases people may show no symptoms. The Department, supported by its stakeholders in the sector join hands to commemorate World Hypertension Day (17 May) and Salt Awareness Week (15-21 May) to raise awareness about the causes and risks associated with high blood pressure and the harmful practice of excessive salt consumption. The 2023 World Hypertension Day is commemorated under the theme: “Measure Your Blood Pressure Accurately, Control It, Live Longer”, whereas the Salt Awareness Week is commemorated under “Ditch the salt for the sake of our heart”.

Hypertension is one of the most serious risk factors for death and is responsible for almost 13% of all deaths globally. In South Africa, almost 1 in 3 adults live with high blood pressure and it is responsible for 1 in every 2 strokes, and 2 in every 5 heart attacks. Hypertension mainly affects adults, however increased rates of obesity and related risk factors (including obesity, diabetes, and tobacco use) are predominant in younger persons presenting with hypertension. Uncontrolled high blood pressure raises the risk for heart disease and stroke, which are leading causes of death and disability.

On the other hand, the relationship between salt and high blood pressure has been well documented since high levels of salt intake are linked to hypertension. If it not controlled it can cause of stroke, cardiovascular disease and kidney disease etc.



Sr. H Xulu educating patients about the importance of maintaining a healthy diet.



Sr. N Mgcini engaging with patients on complications of hypertension.

Measure Your Blood Pressure Accurately, Control It, Live Longer



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# MENS CLINIC LAUNCH



**MEN FROM ENKULU AREA DURING THE LAUNCH OF MEN'S CLINIC**

**D**On the 21<sup>st</sup> and 29th June 2023 Gamalakhe Community Health Centre launched Men's Clinic at ZG Hall and ENkulu area in Gamalakhe respectively under Ray Nkonyeni municipality. The main aim behind the launch was to make men aware about the new clinic and service provision as will it help them to put their health first. Stats over the world suggests that men are less likely than women to seek and use health services and tend to be sicker when eventually seeking medical help.

In South Africa around a third of new HIV infections in 2019 were in men, while more than half of the deaths due to HIV were in men. It is a long-standing question that many health experts have been grappling with: How do we get more men to seek healthcare services?. One solution now being tried by Gamalakhe CHC is a clinic just for men.

It is high time men put their health first, this thing of men being reluctant to get screened or seek medical attention must come to an end, said Cllr. Zulu of ward 28. Praising the launch of the men's clinic as an initiative that is long-overdue, it will go a long way in encouraging men to take their health seriously and changing their behavior and attitude towards taking care of their health. Cllr Zulu added.

The other aim is to empower boys and men to lead healthy lives and will be a one-stop shop for wellness and chronic conditions screenings, HIV prevention interventions, treating sexually transmitted diseases, and offering medical male circumcision, prostate cancer screening to promote early diagnosis and treatment

The clinic will operate Monday to Friday from 07:30 – 16:00. This will create a safe, comfortable space for the client to share their health problems. Sir. Mhlophe said since the clinic operation has been operating over 2 months, we have seen an increasing number of individuals coming for screening of HIV and prostate check-ups.

**Continues on the next page**



# MENS CLINIC LAUNCH (FROM THE PREVIOUS PAGE)



**From Left: Male nurse, W.E Gwiji and Cllr . Bhekithemba Zulu of ward 28 in Gamalakhe during screening**



**From Left : Male nurse GL. Sgwebela with Inkosi Mavundla during screening**

We also counsel our clients regarding the benefits of circumcision and we have had several clients coming back for the service.

CEO, Dr Shongwe explained the benefits of men's clinic and why management has started this clinic. Inkosi Mavundla urged men residing at eNkulu and Gamalakhe to use this clinic and also to know their HIV status.



## HAPPY INTERNATIONAL NURSES DAY



**YOU ARE THE STRONGEST PILLAR OF OUR HEALTHCARE SYSTEM, AND USUALLY THE FIRST PORT OF CALL FOR OUR PATIENTS.**

**THANK YOU FOR ALL YOUR HARD WORK, COMPASSION AND DEDICATION TO SAVE LIVES.**

**YOU ARE OUR HEROES AND HEROINES. WE FULLY APPRECIATE YOU.**

**#NURSESOURFUTURE  
#LEAVENO-ONEBEHIND**



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# REFLECTING ON MADIBA'S LEGACY



**GAMALAKHE CHC STAFF VISITING OTHANDWENI CEREBRAL PALSY DAY CARE CENTRE**

**M**andela Day is an annual global celebration that takes place on 18 July to honor the life and legacy of Nelson Mandela. This day is a call to action for individuals, communities, and organizations to take time to reflect on Mandela's values and principles, and to make a positive impact in their own communities. It was also declared Nelson Mandela International Day, but as South Africans we embrace the chance to celebrate Nelson Mandela's life for the whole of July.

This year's theme was "The Legacy Lives on Through You: Climate, Food and Solidarity". The theme is a call of action to take steps in addressing climate change, food insecurity and showing solidarity with those who are most affected. On this day Gamalakhe Community Health Centre identified 2 places that were in need which were Othandweni Cerebral Palsy Day Care Centre and KwaMasinenge informal settlement after 300 people were left homeless due to fire.

The Staff from Gamalakhe Community Health Centre donated with clothing items to the community of KwaMasinenge and food items to Othandweni Care Centre. Mrs. Thembani Luvuno Centre Manager of Othandweni Cerebral Palsy Day Care, said the Centre specializes with looking after children living with disability.

The Centre started operating in 1995 and they are not receiving any support from the government. She thanked interventions made by the Gamalakhe Community Health Centre and other stakeholders who always remember them in such days like Mandela Day. Ms. Luleka Magigaba ward committee member thanked the Department of Health under Gamalakhe Community Health Centre for visiting KwaMasinenge during Mandela Day since they were affected by fire.

The number of children who are in their care kept growing each day and it is why they urged other stakeholders to also donate.

# GCHC HONORS RETIRED NURSING STAFF

RETIRED NURSING STAFF MEMBERS HONORED



Retired nursing staff members paused with their certificates of acknowledgement

In retirement, you can finally start those projects you've always dreamed of. Whether it's travel, leisure, hobbies, or family, the time is finally yours. Many active retirees join clubs, explore new hobbies, or take up old passions like art or theater to keep them social and immersed in their local community.

On the 29<sup>th</sup> June 2023 management of Gamalakhe CHC honoured all the retired staff members who were working at the health centre and surrounding clinics. These staff members retired as from 2018 up until 2023. The main aim was to commemorate them for their contribution in the Department of Health in the past years. Deputy Manager Nursing, Mrs Thoko Ntuli said she would like to thank each and every one for their dedication and contribution in providing quality health care services to the community of Gamalakhe and catchment areas. The retired nursing staff consisted of the nurses that has worked in Gamalakhe CHC

Shelly Beach Clinic, Port Edward Clinic, Margate Clinic, Braemar Clinic and Ntabeni Clinic.

The retired staff members that were awarded were P.T Mlambo (93-05-01 to 22-03-31), P.N Kuboni (96-05-01 to 23-01-31), D.S Marshal (worked from 99-04-01 to 21-03-31), P Finca (worked from 91-09-01 to 22-02-28), N.D Shinga (81-07-01 to 12-03-31), N.D Madonsela 93-06-01 to 23-06-30), M.S Zenda (11-03-01 to 21-04-30), P.B Mpisane (86-04-01 to 20-07-31) N.B Njomi (12-03-01 to 20-07-31), M Kheswa (82-12--01 to 18- 1-31, N.L Nkosiyapantsi (12-04-01 to 22-06-30) and N Menziwa (00/8/01 to 21/10/31.

The centre's CEO, Dr Frank Shongwe stated that there is no single retired staff member that had a complaint for treating a patient badly that his office and the PRO's office had to attend to. He wished them well on their retirement.



**From Left :** Mrs. Debbie Marshal former Shelly Beach Clinic Operational Manager and CEO, Dr. Frank Shongwe



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# CHC BIDs FAREWELL TO MRS P KUBONI



FROM RIGHT: OUTGOING ANM, MRS P KUBONI RECEIVING A GIFT FROM MS B JIYANE (CHILD HEALTH OPERATIONAL MANAGER)

**G**amalakhe CHC bids farewell to one of the long service matrons, Mrs. P Kuboni on the 21st January 2023. Mrs. Kuboni began her nursing career in 1996.

She said being a manager was very tough because sometimes other decision that were taken doesn't favor everyone. "Managing people with different personalities was even tougher" she said.

I have joined the field of nursing in late 90's and now its time to rest; and to be with my children and grandchildren is what I am looking forward too. She further said she has nothing in mind but she would love to take a holiday destination and enjoy the time that she dedicated to the nursing field.

"Although there were bad days but I am leaving this field with happy memories. I hope patients attending Gamalakhe Community Health Centre especially Child Health and Maternity will always be treated with courtesy by the staff that I am leaving behind" she added.



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# PICTURES : COMPLEMENTED STAFF MEMBERS BY PATIENTS



**COMPLEMENTED OPD STAFF MEMBERS**



**COMPLEMENTED CHILD HEALTH STAFF MEMBERS**



**COMPLEMENTED MARTENITY DEPARTMENT STAFF MEMBERS**



# CLIENT LETTERS...

LET'S HEAR WHAT THEY SAY ABOUT US !!

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: 11/05/23 Ref no: 17A-PD-411

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: J. Heyneke  
First Name: J. Heyneke  
Cell number: 072 811 9951  
Postal address: 1990 Uvanga Drive  
Physical address: Uvanga, Heyneke@gmail.com  
E-mail address: maternity

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

Relation to the patient, e.g. mother, etc.: father of daughter  
Patient's Surname: Nicole  
Patient's First Name: Nicole  
Cell number: 062 813 1781  
Postal address: 1990 Uvanga Drive  
Physical address: 1990 Uvanga Drive  
E-mail address: Maternity

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: 11/05/23

Such a caring & understanding group of ladies. They took excellent care of the birth of my daughter. I would like to thank all the Sisters & Doctors who were involved, & our daughters. This day will be remembered for an eternity.

Signature of person lodging the complaint: [Signature]  
Signature of patient: [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: 05/01/23 Ref no: 151-SIQ-BL

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: MZOTHO  
First Name: MUSANENKOSI  
Cell number: 072 898 5673  
Postal address: LOT 116  
Physical address: G. AMALALHE  
E-mail address: musanenkosi10@gmail.com

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

Relation to the patient, e.g. mother, etc.: UNCLE  
Patient's Surname: MZOTHO  
Patient's First Name: MZOTHO  
Cell number: N/A  
Postal address: N/A  
Physical address: N/A  
E-mail address: N/A

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:

NGIFISA UKUNCOMA URULTU NOTHANDO BASSO  
OLUPHELE ENGLUNIKWE NUDR BASSO  
BENGILETHC UMSHANA WAMI OKHUBAZEKILE  
UMBALI NGMAYIBONGA KAKHULU INDELELA ASIPHATHE  
UNGATO, UNIBUNTU, UYAMUKA UMUNTU ISIKHATHI SAKHE,  
UYALALELA AND UYACHAZA

UNGUBEKE NOYIKHO UNGASHINTSHI DOKOTELA

THANK YOU

Signature of person lodging the complaint: [Signature]  
Signature of patient: [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: 25/03/2023 Ref no: 1ER-405-119

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: KHOWA  
First Name: DOREEN  
Cell number: 072 139 21 25  
Postal address: Box 1650 PRT SHEPSTONE  
Physical address: MUTHAZWE HLOPIE ROAD  
E-mail address: DOREEN.KHOWA56@gmail.com

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

Relation to the patient, e.g. mother, etc.: CASUALTY  
Patient's Surname: [Blank]  
Patient's First Name: [Blank]  
Cell number: [Blank]  
Postal address: [Blank]  
Physical address: [Blank]  
E-mail address: [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: 29/12/2022

I had a broken wrist and a thumb finger on my right hand. The OT they couldn't help because of some reason. The doctor took me to Casualty and there I met this special guy. He said he was Mr Hlangwa. Hlangwa treated me with great respect. He listened without any complaint. He has good communication skills, sense of humour and total respect.

Thanks up for him.

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



# ACKNOWLEDGEMENTS

## EDITORIAL TEAM



**MR L.L RADEBE**  
**PUBLIC RELATIONS OFFICER**  
**WRITER, DESIGNER, EDITOR &**  
**PHOTOGRAPHER**



**DR. P.F SHONGWE**  
**CHIEF EXECUTIVE OFFICER**  
**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](mailto:lifa.radebe@kznhealth.gov.za) or

Call us on 039 318 2354

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



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