



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

GAM. INDABA

GAMALAKHE CHC OFFICIAL NEWSLETTER

NEWS

STAY INFORMED

APRIL – JULY 2019

HANDING OVER OF MASEA AWARD TO GAMALAKHE CHC MANAGEMENT



From right: Mrs. T Mathenjwa (Ugu District Communications Manager) and Mrs. Raj Govender (Ugu District Quality Manager) handing over MASEA certificate (for Best Performance on Complaints Resolution) to Mr. M Njomi (Acting CEO), Dr M.M Kayembe (Acting Medical Manager) and Mr. L.L Radebe (PRO).



NURSES DAY
READ MORE ON PG 5

MANDELA DAY
READ MORE ON PG 05

MEN'S FORUM
READ MORE ON PG 6



FORM TO LODGE A COMPLAINT OR RECORD A COMPLIMENT OR SUGGESTION

Date completed: _____ 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: **Shusha**
First Name: **Mandisa**
Contact details:
Cell number: **084997200**
Postal address: **-**
Physical address: **-**
E-mail address: **leazelshusha@gmail.com**
Service area (e.g ward no, reception, pharmacy): **Family Planning**
Hospital or clinic file number: **940203**

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 would like to give a huge thank you to Mrs N Gwiji from Family Planning for the loving and caring assistance also for explaining everything to me step by step.

I feel the hospital is blessed to have such an employee and the community as a whole is probably glad if not more than me to have such great service.

Thank you Ma, you make speaking to health officials so much fun.

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: **24 May 2019** 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: **Ngumbela**
First Name: **Okwili Ndedwa**
Contact details:
Cell number: **076 579 6196**
Postal address: **PO Box 42008 Margate 4217**
Physical address: **2174 De Wet Street**
E-mail address: **ngumbela93@gmail.com**
Service area (e.g ward no, reception, pharmacy): **614 Counselling**
Hospital or clinic file number: **910803**

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: **20 - 24 May 2019**

I would like to give great compliments to nurse / counsellor Mrs Mkhongi. I went to her with great psychological issues and her way of supporting me and service given to me was really good. She called me to check on me. After four sessions I saw a great difference.

Thank You

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

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FORM TO LODGE A COMPLAINT OR RECORD A COMPLIMENT OR SUGGESTION

Date completed: **16 MAY** 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: **GAMBUSHE**
First Name: **THABICILE**
Contact details:
Cell number: **07890 27419**
Postal address: **P.O BOX 294**
Physical address: **MARGATE LOCATION TAPCA**
E-mail address: **THABICILE.GAMBUSHE@GMAIL.COM**
Service area (e.g ward no, reception, pharmacy): **LABOUR WARD**
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: **15/16 MAY 2019**

WOULD LOVE TO PASS OUT AN OUTSTANDING PATIENT NURSE STANDARDS SHOWN BY THE MATERNITY STAFF, WORK WELL DONE!! KEEP UP THE GOOD WORK!! NIGHT SHIFT STAFF and DAY STAFF...

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

FAKA ISIKHALAZO NOMA BHALISA/REKHODA ISINCOMO NOMA ISIPHAKAMISO

Usuku lokugcwalisa _____ **Inombolo yereferensi** (kusetsheziswa yithovisi) _____

Ngabe ufuna: Ukukhalaza Ukuncoma Ukwenza isiphakamiso

Iminingwane yomuntu ofaka isikhalazo noma obhala / orekhoda isincomo noma isiphakamiso

Isibongo: **Thabizini**
Igama: **Namuse**
Iminingwane: **Inombolo yeselula: 060 405 2595**
Yokuxhumana: **Ikheli Leposi: PO Box 18083, Gamalatha 4217**
Ikheli Lendawo: Kusa Kaba Location, Ward 27
Kunye ne-e-mail address: N/A

Uma wawulaiswe esibhedlela, inombolo yewodi
Inombolo yefayili lasesibhedlela noma lasemtholampilo: **FAN-562-3302**

Uma ufaka isikhalazo egameni lomunye umuntu, sicela ugcwalise okulandelayo:

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

Uma isiguli sasilaiswe esibhedlela, inombolo yewodi
Inombolo yefayili lesiguli lasesibhedlela noma lasemtholampilo: _____

Sicela uchaze isehlakalo noma unikeze isincomo noma wenze isiphakamiso.
* Lapho kunokwenzeka khona bhalisa/rekhoda nababandakanyekayo kanye nomnyango lapho isehlakalo zenzeke khona.

Usuku okwenzeka ngalo isehlakalo: _____

Najjisa ukubonga engekusenziswa udohotele uJoji
Dganguqala ukusetsheziswa ugenza. Ngangiyurhwe isitose kuwa wanginakehela wangi phakisa okukhadadewabo. Wangenza rami ngaxibona najjanga phelelwanga impile. Senjineninuka eminingi ngigula nodwa odohotele baka Sassa abanjniki impesheni. Najjisa gula futhi nesifo enajjasa si - uncontrollable / asitaphethi. Najjibonga...



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: 30/04/2019 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: Thubshini
First Name: Nomusa
Contact details: Cell number: 060 405 2595, Postal address: PO BOX 18083, Gamalethe 4249, Physical address: Nuzakaba Location, ward 27, E-mail address: N/A
Service area (e.g ward no, reception, pharmacy):
Hospital or clinic file number: Gamalethe PAN-512-3102

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 greet you all in Jesus name. My name is Nomusa Thubshini at Gamalethe. I want to wish to talk about doctor LE BISO DI LE BISO who break me very well. Now I asked her room to go to her room. I am not good in English but she tries to make me understand what she says. As an epileptic patient I need a kind new doctor like her.

Thanks a lot!!!

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

FAKA ISIKHALAZO NOMA BHALISA/REKHODA ISINCOMO NOMA ISIPHAKAMISO

Usuku lokugcwalisa: 20/06/2019 Inombolo yereferensi: (kusetshenziswa yihhovisi)

Ngabe ufuna: Ukukhalaza Ukuncoma Ukwenza isiphakamiso

Imininingwane yomuntu ofaka isikhalazo noma obhala / orekhoda isincomo noma isiphakamiso

Isibongo: Ngungama Andiso
Igama: Andiso
Imininingwane Yokuxhumana: Inombolo yeselula: 0803396141, Ikheli Leposi: Okulwazi Primary school, Ikheli Lendawo: P.O. Box 431, Kunye ne-mail address:

Uma wawulaliswe esibhedlela, inombolo yewodi:
Inombolo yefayili lasesibhedlela noma lasemtholampilo:

Uma ufaka isikhalazo egameni lomunye umuntu, sicela ugcwalise okulandelayo:

Ubudlelwane nesiguli, isb. umama, njll.
Isibongo Sesiguli:
Igama Lesiguli:
Imininingwane 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 isincomo noma wenze isiphakamiso.
* Lapho kunokwenzeka khona bhalisa/rekhoda nabasebenzi ababandakanyekayo kanye nomnyango lapho isehlakalo senzeke khona.

Usuku okwenzeka ngalo isehlakalo: 20/06/2019

Miss ngu Andiso Ngungama ngiphethere kakhulu ngithole lonke usizo engilindanga ngasikhothi ngiyabonga

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: 29/05/2019 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: Dettie
First Name: Kees
Contact details: Cell number: 084 407 5923, Postal address: P.O. Box 1245, Physical address: P.O. Box 1245, Ujongo, E-mail address: N/A
Service area (e.g ward no, reception, pharmacy): Reception, Doctor, Eye Clinic, Audiology
Hospital or clinic file number: 46-0111

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: 29/05/2019

This is the first time we are visiting the clinic. We are very impressed with the clinic - staff are very friendly and helpful. The processes are very clear.

Thank you for rendering excellent service.
God Bless

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

FAKA ISIKHALAZO NOMA BHALISA/REKHODA ISINCOMO NOMA ISIPHAKAMISO

Usuku lokugcwalisa: Inombolo yereferensi: (kusetshenziswa yihhovisi)

Ngabe ufuna: Ukukhalaza Ukuncoma Ukwenza isiphakamiso

Imininingwane yomuntu ofaka isikhalazo noma obhala / orekhoda isincomo noma isiphakamiso

Isibongo: Nacobo
Igama: Andiso
Imininingwane Yokuxhumana: Inombolo yeselula: 073 164 9116, Ikheli Leposi: P.O. Box 93, Ikheli Lendawo: Kunye ne-mail address:

Uma wawulaliswe esibhedlela, inombolo yewodi:
Inombolo yefayili lasesibhedlela noma lasemtholampilo:

Uma ufaka isikhalazo egameni lomunye umuntu, sicela ugcwalise okulandelayo:

Ubudlelwane nesiguli, isb. umama, njll.
Isibongo Sesiguli:
Igama Lesiguli:
Imininingwane 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 isincomo noma wenze isiphakamiso.
* Lapho kunokwenzeka khona bhalisa/rekhoda nabasebenzi ababandakanyekayo kanye nomnyango lapho isehlakalo senzeke khona.

Usuku okwenzeka ngalo isehlakalo: 28/05/2019

Miss Celp was good at me, caring and she also give me kindness

HAND WASH CAMPAIGN



From Left: Dr. M.M Kayembe (Acting Medical Manager) during the campaign at the doctors complex and next to him it's Mr. S Thibela (Dietician).

Each and every year the month of May is considered as the Hand Hygiene month and it is celebrated globally. Gamalakhe CHC commemorated this day on the 5th May 2019 and this year's slogan was "Clean care for all –it's in your hands." In 2019 trainings were done by Ms. Nkosiyapantsi (Infection and Prevention Control Nurse) in the use of hand rub and members signed pledge committing to keep their hands clean.

All staff members were trained including outsourced staff in order to promote clean care for all staff. Clean hands prevent germs from unwashed hands can be transferred to other objects, like handrails, table tops, or toys, and then transferred to another person's hands. Removing germs through hand-washing therefore helps prevent diarrhea and respiratory infections and may even help prevent skin and eye infections.

Regular handwashing, particularly before and after certain activities, is one of the best ways to remove germs, avoid getting sick, and prevent the spread of germs to others. It's quick, it's simple, and it can keep us all from getting sick. Handwashing is a win for everyone, except the germs.

NURSES DAY

Gamalakhe CHC commemorated International Nurses Day on the 12 May 2019. This is the day which is celebrated around the world in early May of each year, to mark the contributions nurses make to the society.

Dr. M.M Kayembe (Acting CEO) welcomed the guests with warm hands while Mrs. T.M.M Ntuli (Deputy Nursing Manager) outlined the purpose of the day. REV. S Shangase encouraged nurses to always uphold professionalism and empathy when serving clients in despite of the challenges they are facing. He also encouraged nurses to walk tall and live their pledge to ensure the implementation of the National Health Insurance.

He also emphasized the importance of being spiritual healed which thus leads to physical healing. The day ended with Nurses Pledge.



Mrs. T.M.M Ntuli (Deputy Nursing Manager) leads the nursing pledge.

MANDELA DAY

On the 18th July 2019 Boxer store visited Gamalakhe CHC to commemorate Mandela Day (as the late Madiba could have turned 101 years if he was still alive) with patients particular kids at Child Health and young kids visiting clinic.

Team from Boxer store brought a huge cake and team leader from Boxer Mr. Cele presented the purpose of the day. Nelson Mandela International Day is an annual international day in honor of Nelson Mandela, celebrated each year on 18 July, Mandela's birthday.

The day was officially declared by the United Nations in November 2009, with the first UN Mandela Day held on 18 July 2010.

Dr. Nelson Mandela is universally known for his contribution to liberation of South African and was the first democratically elected president and also known for his undying love of children.

No matter how small your action, *Mandela Day* is about changing the world for the better, just as Nelson Mandela did every day!!



Mrs. P .N Kuboni (ANM: Child Health & Maternity) paused with Boxer Store staff.

MEN'S FORUM



Mr. S Khawula (Chairperson for Amandla Endoda) directing the programme

Amandla 'ndoda men's forum held a successful event on the 19th July 2019. The aim of the event was to capacitate male staffs (from Gamalakhe CHC and clinics) with social issues and wellbeing.

Dr. Kayembe (Acting CEO) welcomed all present and Dr. Ngesi (Psychologist) educated men about how to behave and to protect their loves ones at all time. Mr. Thibela (Dietician) gave health education on healthy living and educated men about healthy diet.

The event ended with a pledged as men committed themselves to fight against women and child abuse.

The idea behind the launch of this forum in 2017 came after it had been realized that men were the sole contributors to family violence due to a lack of knowledge and failing to open up with their issues to seek assistance from professional practitioners.

The forum is aiming to motivate, engage, assist and inspire men to be examples of change in their community and build a society where all people who live in it, are free without fear.

The Men's Forum also looks at how men can be engaged in dealing with various social issues such as victimization of women and children, violence in families, alcohol and drug abuse and gender-based violence.

Gender based violence remains a thorny issue in rural villages, and we believe that men's forums will go a long way in shifting the mindsets of violent people.

WELLNESS DAY IN PICTURES



DURBAN SPAR MARATHON



Front row from left: Ms. C.B Cele (CNP), Mrs. I.N Miya (PN) were amongst participants (left picture) in this year's marathon.

The Durban SPAR Women's 10km race is a women's only running event that takes place on the 23rd of June 2019, from Jonsson Kings Park Stadium (Durban).

The event includes a 10km run/walk & 5km fun run. The Durban SPAR Women's 10km Challenge is a National Event as listed on the ASA National Fixture List. Our staff (Ms. C.B Cele and Mrs. I.N Miya) were also participants in the Durban Spar Marathon.

ACKNOWLEDGEMENTS



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



**DR. J.M KAYEMBE
ACTING CEO
(EDITOR)**



health

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