



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

GAMALAKHE
COMMUNITY HEALTH CENTRE

GAM. INDABA

NEWS

YAZI KANGCONO NGESIKHUNGO SAKHO

OCT – DEC 2020



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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: 17 Nov 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: Gumma
First Name: Phmelle
Contact details: Cell number: 0635876130
Postal address: BOX 796 PORT EDWAR
Physical address: PORT EDWAR
E-mail address: Phmelle.gumma@gmail.com
Service area (e.g ward no, reception, pharmacy):
Hospital or clinic file number: PRN 129-4351984

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

Relation to the patient, e.g. mother, etc.: Aunt
Patient's Surname: MANDRAB
Patient's First Name: THEMBSI
Contact details of the patient: Cell number: 0785959593
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'm the niece of the patient we've been coming here for months now but my first impression was that PR Manya MR LIFA RADEBE. I'm in awe of him he was definitely down for this job he treats everyone with outmost respect attends to the patients & check up on them he doesn't sit in his office or lazy around he goes up & down in this hosp. And then there is gorgeous so ever selfless DR MKEE. She deserves a medal. She's been my Aunt's doctor since from the beginning until the end. I salute these two they are Amazing

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

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: 26-11-2020 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: Nezar
First Name: Hemiena
Contact details: Cell number: 073 087 5965
Postal address: 13 Revera Crescent Uvango
Physical address:
E-mail address:
Service area (e.g ward no, reception, pharmacy): X-Ray
Hospital or clinic file number: 550711

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:

Service very, very good

UKA ISIKHALAZO NOMA BHALISA/REKHODA ISINCOMO NOMA ISIPHAKAMISO

Usuku lokugcwaliswa: Ukukhulazwa Inombolo yereferensi (ikwaziwe ngokuzibonisa)

Ngabe ufuna: Ukukhulazwa Ukuncoma Ukwenza isiphakamiso

Imininingwane yomuntu ofaka isikhhalazo noma obhala / orekhoda isincomo noma isiphakamiso

Igama: Mkhona Mandla
Inombolo yeselula: 083 861 3114 / 073 035 7669
Ikheli Leposi: Ruvu Street Farm
Kunye ne e-mail address:
Uma wawulalawe esibhedlela, inombolo yewodi lasemtholampilo:
Uma ufaka isikhhalazo egameni lomunye umuntu, sicela ugcwaliswa okulandelayo: 166 765 2817

Ukubelwane nesiguli, isb. umama, njll.
Isibongo Sasiguli:
Igama Lesiguli:
Imininingwane yokukhulama yesiguli:
Inombolo yeselula:
Ikheli Leposi:
Ikheli Lendawo:
Kunye ne e-mail address:
Inombolo yefayili lesiguli lasesibhedlela noma lasemtholampilo:

Sicela uchaze isikhhalazo noma unikeze isincomo noma wenze isiphakamiso.
* Lapho kukwenzeka khona bhalisa/rekhoda nababenzisi ababandakanyekayo kanye nomnyango lapho isikhhalazo senzeke khona.

Usuku okwenzeka ngalo isikhhalazo:

ndiyancama indlela abakwazingayo ukunakakela abantu. Mina bandinga waphuzi kakhile anapilisi kodwa bandisiile bandaisa ngobungori bengokukhona. USister mkhutha ku Cotancelling Upholite, Lhinesize the. Belinyukile Igcuwane lam 1-19800 manje lehlile, ndiyabanga Ag nighutake ninsira nabanye abakuhlelwe.

ENKOSI

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: 07/11/2020 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: NQULU LINGA
First Name: Bandle Pearl
Contact details: Cell number: 063 249 4490
Postal address:
Physical address:
E-mail address:
Service area (e.g ward no, reception, pharmacy): Maternity 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:

the sisters were very helpful since the morning until the next day. so what they did to me must do it to other also. I gave birth very right thanks to them and their patience.

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: 15/12/20

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: Mlambe
First Name: Mlambe
Cell number: 0734294737
Postal address: 18 Kent Road, MANABA
Physical address: Mlambe@gmail.com
E-mail address: Mlambe@gmail.com
Service area (e.g ward no, reception, pharmacy): Rehab
Hospital or clinic file number: GAMALACHE

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

Relation to the patient, e.g. mother, etc.: MOTHER
Patient's Surname: Mlambe
Patient's First Name: ZAVALE
Cell number: 0734294737
Postal address: 18 Kent Road Manaba
Physical address: 18 Kent Road Manaba
E-mail address: 18 Kent Road Manaba
Service area (e.g ward no, reception, pharmacy): GAMALACHE
Patient's hospital or clinic file number: GAMALACHE

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: 15/12/20

Nincoma umsebenzi omhle, nokukhathala kuka Ms Visser, umama ene Parkinson umkhethe kakuhle e kakhulu ngexesha abe alithathileyo akasihlalisini mininzi yanke, sigabulela ngabantu abafana naye

FAKA ISIKHALAZO NOMA BHALISA/REKHODA ISINCOMO NOMA ISIPHAKAMISO

Usuku lokugcwalisa: 19-12-2020

Inombolo yereferensi: 166 768 2817

Ngabe ufuna: Ukukhalaza Ukuncoma Ukwenza isiphakamiso

Iminingwane yomuntu ofaka isikhalazo noma obhala / orekhoda isincomo noma isiphakamiso

Igama: Myekwa Mandisa
Yokuxhumana: 083 861 3114 / 073 035 7669
Kunye ne-mail address: Riversroad Farm

Uma wawulalwase esibhedlela, inombolo yewodi lasemtholampilo: 166 768 2817

Uma ufaka isikhalazo egameni lomunye umuntu, sicela ugcwalise okulandelayo:

Ubudlelwane nesiguli, isb. umama, njll. Sibongo Sesiguli: Igama Lesiguli: Iminingwane yokuxhumana yesiguli: Inombolo yeselula: Ikhele Leposi: Ikhele Lendawo: Kunye ne e-mail address: Uma isiguli sasalalwase 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: ndiyancama indlela abakwazingayo ukunakakela abantu nna bendinga waphuzi kakhulu anapilisi kodwa bandisiile bendawisa ngobungozi bengelakela. USister mkhuhla kuCancelling kipholile, Linesizotho. Belinyurike Igcuzwane lamu li-19800 manje lehlile, ndiyabanga Ag nighutake nsize nabanye abak hulekwe. ENKOSI

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: 02/11/2020

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: Babu
First Name: Babu
Cell number: 071 998 7900
Postal address: Maternity ward 25
Physical address: Gamalache 1249
E-mail address: Maternity ward
Service area (e.g ward no, reception, pharmacy): Maternity ward
Hospital or clinic file number: N/A

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

Relation to the patient, e.g. mother, etc.: N/A
Patient's Surname: N/A
Patient's First Name: N/A
Cell number: N/A
Postal address: N/A
Physical address: N/A
E-mail address: N/A
Service area (e.g ward no, reception, pharmacy): N/A
Patient's hospital or clinic file number: 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: 02/11/2020

Maternity clinic in Gamalache is working all the their Nurses even assistants with respect to patients, love, joy and happiness to every patients. They take all their times even the time to go to launch time is spending to the patients is working hard like the one of them Sister Ngwane
Thank you keep it up.
B. Taba
Signature of person lodging the complaint

B. Taba
Signature of patient

FAKA ISIKHALAZO NOMA BHALISA/REKHODA ISINCOMO NOMA ISIPHAKAMISO

Usuku lokugcwalisa: 19-12-2020

Inombolo yereferensi: 166 768 2817

Ngabe ufuna: Ukukhalaza Ukuncoma Ukwenza isiphakamiso

Iminingwane yomuntu ofaka isikhalazo noma obhala / orekhoda isincomo noma isiphakamiso

Igama: Shangece
Yokuxhumana: 064 888 1655
Kunye ne-mail address: PO Box 487 RAMSGATE 4295
Sunduzi location ward 29

Uma wawulalwase esibhedlela, inombolo yewodi lasemtholampilo: 166 768 2817

Uma ufaka isikhalazo egameni lomunye umuntu, sicela ugcwalise okulandelayo:

Ubudlelwane nesiguli, isb. umama, njll. Sibongo Sesiguli: Igama Lesiguli: Iminingwane yokuxhumana yesiguli: Inombolo yeselula: Ikhele Leposi: Ikhele Lendawo: Kunye ne e-mail address: Uma isiguli sasalalwase 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: 15-12-2020
Ngiphathake kakhulu ngenkathi ngifika, akukho okubi okwenzekile



WORLD AIDS DAY

World Aids Day is celebrated every 1st 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 virus. Gamalakhe Community Health Centre had a successful event on the 3rd of December 2020. This year's theme was "We are in this together. Checka Impilo".

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.

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 we have to work together to create an AIDS free generation. Ms. Nombulelo Mpfana our chronic patient gave testimonial during the event as she educated patients about the importance of being compliant on the treatment. She further stated that she begin treatment in the late 90s and even now she is still compliance and she is living healthy lifestyle. Sr. Xulu educated patients about the importance of protecting themselves by using condoms even if there are both HIV positive with their partners. Patients were encouraged to care for their wellbeing by getting tested, practice safe sex and taking treatment.

The message in the four candles during World Aids Day symbolizes love, hope, light and faith. ■



Clients holding candles during prayer



During candle lighting



Ms. N Mpfana during her testimonial

LEGISLATURE VISIT



Facility CEO, Dr. Shongwe (right) with the Health Portfolio Committee during walkabouts

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 centered legislature". In respect of ensuring effective public participation, the Legislature conducts the Taking Legislature to the People (TLTP) programme.

On the 25th June 2020 Gamalakhe CHC was visited by the KZN Health Portfolio Committee led by Ms. Majola. Portfolio Committee embarked on the oversight inspections at health institutions as part of improving health services offered to people of KZN.

The purpose was to ensure that all health care facilities in KwaZulu -Natal are compliant in dealing with COVID 19. The Committee was welcomed by the District Director Mrs. N Mkhize and CEO, Dr P.F Shongwe. There were addressed on the current status on COVID 19 since the first case in Ugu was discovered at Gamalakhe CHC.

After walkabout the committee was pleased with the facility preparedness on COVID 19 and the operations of the entire CHC. ■

GAM. INDABA

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KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA



KwaZulu-Natal Department of Health



KZN Department of Health



kznhealth



@kznhealth

**GROWING
KWAZULU-NATAL
TOGETHER**

MENTAL HEALTH DAY



OPD nursing staff during opening remarks

Mental Health Day is commemorated on the 10th October is aimed at creating public awareness to make issues related to mental health a global priority. Mental disorders comprise a broad range of problems with different symptoms. However they are generally characterized by some combination of abnormal thoughts, emotions behavior and relationships with others. This year's theme was 'Mental Health for all' and on the 10th October 2020 Gamalake CHC joined the country in commemorated this day.

The CHC urged communities and families to join the Department in its efforts to further strengthen the mental health system. This year's Mental Health Day is commemorated in the midst of the COVID 19 pandemic which has brought about a lot of physical, mental and socioeconomic anguish to all people countrywide.

This day is also used to combat stigma and discrimination against those living with mental disorders. During this day we call upon each one of us to undertake and contribute towards the prevention of mental disorders as they are preventable. We must also ensure that people living with mental health can access good quality care to enable them to live with dignity. During health education Sr. Miya spoke about the signs of mental health problems and further educated patients about the importance of being compliance on taking medication.

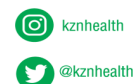
Since the outbreak of COVID 19 many people have suffered mental health problems and disorders such as stress, depression, anxiety due to immediate impact of the pandemic which include loss of family members and loss of income and physical isolation to contain the possible spread of the pandemic to their loved ones. ■

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KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA



**GROWING
KWAZULU-NATAL
TOGETHER**

AWARDING OF STAFF



CASUALTY DEPARTMENT STAFF



MARTENITY WARD STAFF RECEIVING THE CERTIFICATE FROM THE CEO



OPD DEPARTMENT STAFF RECEIVING CERTIFICATE FROM THE CEO

The purpose of the awarding of staff was the CEO initiative in order to entrench the professionalization of the public service to recognise, reward and acknowledged staff members who are performing beyond their call of duty and to encourage excellence in the work place.

The public service thrives towards a culture orientation which is aimed at fostering appropriate behaviour, attitudes and work ethics through reinforcing the Batho Pele ethos. These ethos demand of the public servants to be citizen-service centric through visible demonstration of the work ethics and values espoused in the Constitution and the Public Service Charter.

Amid the ongoing devastating COVID –19 pandemic , brave public servants continued to demonstrate the spirit of Batho Pele and rolled their sleeves to serve clients selflessly, putting their lives in the process. The certificate came from the compliments that are submitted by our clients to the PR & Communications section and suggestions boxes.

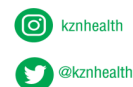
It is worth mentioning that the conceptualisation of the CEO's awards was that it would provide the leverage needed to move clinicians away from bureaucracy culture of an inward focus on red tape and a don't care attitude. ■

07

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KWAZULU-NATAL PROVINCE
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**GROWING
KWAZULU-NATAL
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PHOTO GALLERY



Staff members paused for photo as month of September is Heritage Month



Sr. Miya live on air during radio slot on Mental Health in Radio Sunny South



HCF End Year prayer



Sergeant Xaba from Gamalakhe SAPS engaging with clients during 16 days of activism



Systems Managers in Ugu Health District bid farewell to Mr. Kunene (seated)



PRO, Mr. Radebe (red shirt) visited Gamalakhe taxi ranks to disseminate IEC material on COVID 19



PHOTO GALLERY



Patient Administration team receiving certificate from the CEO, Dr. Shongwe



Sr. Ndovela from Child Health receiving a certificate from the CEO, Dr. Shongwe



Rehab team paused with certificates from the CEO's office



Dental Department and Eye Clinic paused with certificates

DID YOU KNOW



Vaccines save FIVE lives every minute

The eradication of smallpox through vaccination saves an estimated 5 million lives every year

If a vaccine had not eradicated smallpox, someone would now die from the disease every 6 seconds of every day.



SYSTEMS MANAGER'S FAREWELL

The journey in the public service came to an end for Mr. Hamilton Kunene (former)Systems Manager on the 31st January 2020. Mr. Kunene who had been 32 years in service. Mr. Kunene served Gamalakhe CHC as Systems Manager as from July 2012 until his last day in office .

It was bitter sweet day as the Gamalakhe CHC management and Clinics Operational Managers bid farewell to Mr. Kunene affectionately known as “Mr. K” who had retired from the long service. CEO, Dr. Shongwe and other colleagues spoke of how dedicated Mr. Kunene was and also ensuring that clinics are looked after.

Mrs. Ndwendwe handing over the token of appreciation said “we would like to thank Mr. Kunene for the support from his component and also ensuring that the clinics maintain gold status on ideal clinic. I wish you all the success for the future”.

Mr. Kunene stated that he started working in the department while he was a young boy in his early 20s and he has learnt a lot within the years he spent in the department . He further said he appreciated having had the opportunity to work with everyone and thanked the support he had over the years . ■



Goodbye Mr. Kunene!!



Receiving a token of appreciation from PHC ANM, Mrs. Ndwendwe



Receiving a token of appreciation from the CEO, Dr. Shongwe

ACKNOWLEDGEMENTS



MR. L.L. RADEBE
PUBLIC RELATIONS OFFICER
(PUBLISHER, WRITER, DESIGNER
& PHOTOGRAPHER)



DR. P.F SHONGWE
CHIEF EXECUTIVE OFFICER
(EDITOR)



MS NOMAGUGU SIMELANE-ZULU
MEC FOR HEALTH

LOCATE AND SEEK TREATMENT IN A COVID-19 HEALTH FACILITY NEAR YOU

Have You just Tested Positive for COVID-19?

Don't be Alarmed,
here is what you
need to do.

Quickly get hold of a designated COVID-19 facility which is best equipped to render professional healthcare services for either Quarantine or Isolation programme.

UGU DISTRICT
083 501 2387 / 066 492 2377

It really is in our hands to defeat Coronavirus.



KWAZULU-NATAL PROVINCE
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