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Health  
PROVINCE OF KWAZULU-NATAL



**GJ Crookes Pharmacy Celebrated One year community outreach Anniversary at the Gandhi Nagar Crèche**

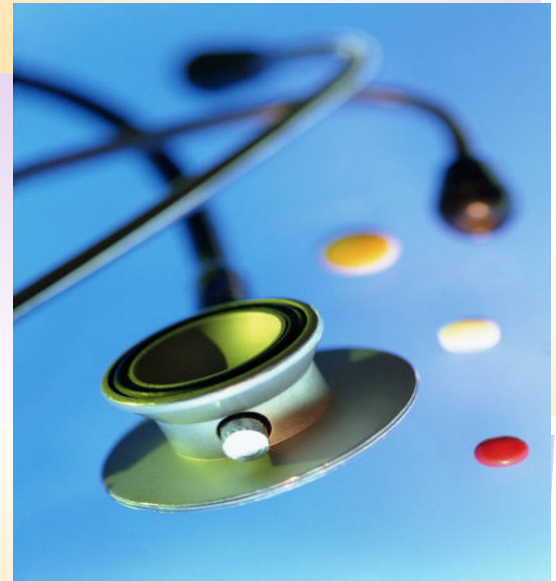
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## ONE YEAR CELEBRATION OF THE PHARMACY ZENZELE PROJECT AT GANDHI NAGER CRETCHE

The GJ Crookes Pharmacy Team, Hospital Management and PHC Management Celebrated a One year anniversary of the Gandhi Nagar Pharmacy Outreach Program. Mrs. Nyawo Greeted the Gandhi Nagar Community and said “we are so happy that on this day we have reached this milestone of twelve months of outreach service delivery”. She thanked the MSH (NGO) for support, she also thanked Mrs Pillay and her team, for the good work that they have done, including Pastor Steven, Geetha and Sushuela. She said that the outreach makes it easy for clients to collect their medication and be clinically assessed. She also highlighted the MASEA achievement that was received by Pharmacy, because of this program. Mrs. Nyawo appealed to the community to make use of this mobile clinic, which should decrease the congestion of our clients at the clinics and Hospital. The community was reminded of the reason for the establishment of the Gandhi Nagar Outreach Project. The reason for this outreach was due to an overflow of clients at the Hospital and Umzinto Clinic. On Tuesdays there is a Hypetension clinic and Wednesdays is diabetic clinic which are the busiest days at the hospital. The GJ Crookes Gateway clinic patient numbers have also decreased. Mrs. Pillay attended the Pharmaceutical Leadership and Development program(PLDP), and embarked on a primary healthcare quality improvement initiative. The focus was on the management of patients’ chronic treatment that is dispensed at the hospital and issued at the PHC clinic. Umzinto PHC clinic was chosen, due to its patient numbers and many challenges.

The outcome was to reduce patient waiting times for collection of chronic medication and to reduce the number of queries of uncollected medication packs, both at the Hospital and the clinic. The project was well received by all pharmacy and chronic nursing staff, and everyone adopted the ‘zenzele ’spirit- take initiative. The project, highlighted many areas for improvement in the procedures and processes of chronic management. The innovation further led to the opening of the Ghandi Nagar and Amahlongwa outreach centers where patients were decanted from the overcrowded Umzinto, and Scottburgh clinics respectively. This assisted patients by bringing the service closer to their homes, eliminating transport costs and reducing their time for collection of chronic medication. This service was further supported by a nursing sister to optimize patient care at these facilities.



The project was fun and hard work, involving all role players. The focus was on patient quality care and with no intention of a reward. This initiative improved working relationships amongst all role players and encouraged active participation. The lesson learnt – 5 C's – cooperation, coordination, communication, collaboration and commitment – together we all can achieve much more, and the team proved just that.

A meeting was held with the stakeholders and , Jane proposed “why don't we open a satellite clinic at Gandhi Nagar Creche” being a large community which has+ - 700 houses. Bishop G Pillay, Mr P Pillay and Mrs. N Pillay the pharmacy manager and Jane Naidoo met and negotiated an appropriate site for this project and the creche site was identified and Amahlongwa was identified as the next outreach site. The initial registration for Gandhi Nagar patients began on the 4<sup>th</sup> of May 2013.

The first cluster was on the 20<sup>th</sup> of May 2013.

The clinic is held every Monday of the month from 08h00 to 11h00am. Jerrell Naidoo and Mondli Radebe are currently running the Gandhi Nagar Outreach every week assisted by Pastor Steven, Geetha Maharaj and Sushila Deeplal. The clinic at the moment is for Gandhi residents only.

Mrs Pillay thanked the community for availing themselves, she thanked the pharmacy team (**“The A Team”**) for being committed and thanked Jane for standing with this initiative, Mrs Pillay will be working with Ndelu to ensure that this initiative will continue by having a staff nurse that does vital signs and staff to distribute medication.

Gail Mkhele came with Bright Phiri from Management Sciences for Health (MSH) the NGO from Pretoria. She said they met with Naleeni when they were at the leadership camp and pharmacy was devising ways for the community to access medication. She thanked the GJ Management, PHC and Pharmacy and the volunteers.

Mrs. Ndelu took the platform and thanked Naleeni for the hard work she has done with this Mobile clinic for chronic medication. Mrs. Ndelu highlighted how difficult it is for chronic patients to attend Umzinto clinic. She also highlighted that we cannot rely on the home based care, that's why it's important that people come on the date in which the clinic takes place. She confirmed that there has been staff appointed to do vital signs at the mobile clinic.



Clients were warned to take their medication correctly so that they do not go to the hospital every second week because if the Doctor notices that the medication is not working, they will eventually change the medication prescription.

Mr P Pillay explained how they granted permission for the use of Gandhi Nagar Cretche for the project by the pharmacy to distribute medication to the community.

Bishop Geoffrey Pillay made a special thanks to the pharmacy team, Mrs Ndelu, Pastor Steven for his Commitment and the hospital management for buying into the idea. Jane said, it was only the pharmacy idea, however the idea worked well with the community involved. She asked the community to make use of this opportunity.

Jerrell thanked the community, the Pharmacy Manager and Senior Management for allowing Jane, Jolanda and Anudha to work with this initiative, and that they are looking forward to having more mobile clinics with the community

Pastor Harry gave a closing prayer

