

EZASEDORMER

USUKU LOKUQWASHISA NGESIFO SOFUBA

Usuku lomhla zinhlanu ku-April 2005 lwaluhlelelwe ukufundisa umphakathi wase Sydenham, Asherville, Clare Estate nezinye izindawo ezin-gomakhelwane mayelana nesifo sofuba. Loluhlelo lo-kufundisa umphakathi lwaluhlelelwe ukugcizelela ukuthi singasinqoba isifo so-fuba uma sisiza umphakathi ekuqondeni ngalesi sifo, ek-wazini izimpawu futhi bathole nosizo kanti okunye okusem-qoka kunakho konke wu-kuphuza ngendlela eyiyo amaphilisi osuke unikwe wona.



Mr V. Masuku
DOTS Volunteer

kulomcimbi, anconywa kakhulu ngomse-benzi abawenzela umpha-kathi, lokhu kwakuhambisana nesiqubulo salonyaka esithi "FRONTLINE T.B CARERS." Ekhulumela amavolontiya umnumzane V Masuku wa-chaza ukuthi uhlelo lwabo lusebenza kanjani nanobun-zima abahlangabezana nabo kulomsebenzi. "Kwesinye isik-hathi kuze kudingeke sithengele abagulayo ukudla sisebenzisa imali yethu ukuze sibasize ngezidingo zabo zem-pilo" kuqhuba yena uMnun-zane Masuku.

Amalungu aqavile omphakathi ayekhona ngalolosuku, ukubala nje abambalwa, u-Chief Whip B.J Buthelezi (Ethekwini Mu-nicipality), uMnumzane J Baig (Ikhansela lase Sydenham), amaphoyisa ase- Syden-ham nomphakathi wawukhona ngobun-ingi bawo. Ukhansela Baig wancoma kakhulu umsebenzi owenziwa yisibhedlela l-King George ekulweni nalesisifo nezin-dlela ezisetshenziswayo ukufundisa um-phakathi.

"Omunye ngamunye wethu angenza okuthile ngokubhehetheka kwalesi sifo, ngokuthi sikwazi ukubona abantu abanalesisifo, sibayise emtholampilo oseduz-ane, nanokuthi labo abane T.B badle amaphilisi ngendlela efanele" kusho uM-numzane S Masondo (Provincial T.B co-ordinator). Uma konke lokhu okungen-hla kungenziwa amalunga omphakathi, umphumela kungaba ukuthi abantu banga lapheka futhi kungaphela ukub-hebhetheka kwesifo sofuba.

Amavolontiya (DOTS) nawo ayekhona

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KGV TO ROLL OUT-ARV'S

King George V Hospital is now one of eight Hospitals that have been ac-credited to roll-out ARV'S. The pro-gramme will initially be for in-patients and staff members as presently the institution is a specialised referral Hos-pital.

The institution is eager to roll-out im-mediately but the process is a lengthy one, and it does not necessarily mean that all in-patients



AIDS HELPLINE
☎ 0800-012-322

and staff that are HIV posi-tive will be placed on the ARV programme. It will all depend on the CD 4 count.

Staff members who wants treatment must report to the staff clinic for counsel-ling and testing.

"Are you at risk of suffering from hypertension?"

Read more about this on page 5

FROM THE FINANCE DEPARTMENT

King George V Hospital receives a budget from the Provincial Government every financial year, which start in April, and ends in March. The money that is given to us must be divided into two sections:



Mr M.G. Winter
Finance & Systems
Manager

1. Personell (Staff salaries, Benefits, etc)
2. Goods and Services (Medicines, Equipment, Workshop, etc)

Our budget expenditure must be aligned with the strategic goals of the department of health, which are to provide appropriate

and cost effective curative care and also to provide information, education and actions to prevent the occurrence of disease.

This year's budget allocation amounted to R122 445 000 of which:
R78420 000 was for personnel and
R44025 000 was for Good and Services
R122 445 00= Total

Included in this amount are the conditional grants from national health for HIV/AIDS etc.

Under no circumstances are we permitted to overspend!!!!!!!

SIBUSISIWE ISANDLA ESIPHAYO KUNESAMUKELAYO

Isibhedlela I- King George sibusisiwe kulenyanga edlule ngokunikelelwa amabhayibheli ngosizo luka Mfundisi Stanley Naidoo wenkonzo iNew Hope Fellowship.

Akukona okokuqala ukuthi iziguli zakulesi sibhedlela zithole umnikelo waloluhlobo, nanyakenye lenkonzo yanikeza iziguli amabhayibheli, yangagcina



Ms Z. Mntambo (P.R.O.)
receiving bibles from
Pastor S. Naidoo

lapho yaze yazibusisa nangenkonzo.

Ubudlelwano bethu nalelibandla busukela kwesinye seziguli esalashwa lapha ekhaya esingu- Mnumzane Danny Naidoo, owabe esebuya nebandla lakhe ukuzoshumayeza iziguli ukuba zithembele enkosini ngesikhathi zisalashwa.

Abaphathi besibhedlela badlulisa ukubonga kwabo ngaloluxhaso.

GOING BEYOND THE CALL OF DUTY

We all have job descriptions that are guiding tool of the exact duties that one must perform on their daily jobs. Supervisors constantly receives comments from their subordinates that "this is not part of my job"

Surprisingly in this institution we still have personnel that go beyond the call of duty, Nurse Bathoko Shange, Sister Dudu Ndlovu and the team are always there when the institution needs them. All the decorations for the institutional events are done by these staff members. They use their own decorating material and sometimes they have to use their own resources to buy accessories needed for the decorations. Most of all they don't expect any rewards, they do this out of the goodness of their hearts.

The management and staff of King George appreciate all your hard work, ladies keep up the good work.

All other hard workers will be continuously recognised on the service excellence award ceremony and articles of this nature will always be printed in this publication.



Ms Bathoko Shange & Ms
Dudu Ndlovu

THE OLD, BUT NEW HUMAN RESOURCES DEPARTMENT

The Human Resources Department has been re-structured to suit the changing needs of all the employees, and for this department to excel even more on their service delivery, the Human Resources personnel will have three specialist sections as follows:

1. **Human Resources Practices** – this subdivision will deal with all service conditions e.g. Appointments, Leave, Issuing of payslips, etc.
2. **Human Resources planning and development** – this division will concentrate on staff development e.g. skills development.
3. **Staff Relations** – this division will focus on labour relations e.g. disciplines etc.

For each subdivision you can contact the following:

HUMAN RESOURCES MANAGER

Mr T G Ntshingila

HUMAN RESOURCES PRACTICE

1. Mrs I Thambiran
2. Mr T.G Xulu
3. Mrs A Peramaul
4. Mr L S Naidoo
5. Miss S Hariparsad
6. Mr L Rathmasamy
7. Mrs E C Verster

HUMAN RESOURCES PLANNING AND DEVELOPMENT

1. Mrs D Rajhune
2. Mr M C Gumede

HUMAN RESOURCES STAFF RELATIONS

1. Mr N P D Dlamini
2. Mr S Pooran

SKILLS DEVELOPMENT PROGRAMME

Empowering staff is one of the priorities of King George V Hospital management, this is evident through the comprehensive skills development programme for the institution.

There's an ongoing orientation for new and old staff members that is conducted by various departments. With the growing number of people who are affected and infected by HIV/AIDS pandemic the institution has an ongoing HIV/AIDS training programme for employees.

The skills development is there to assist employees work efficiently, as they are educated on all various scope of their work e.g. Hospital ethics, wound care and cultural diversity, to mention the few.

Staff education levels are also being improved, as

six employees passed their Matric last year. This year we are seeing a growth in number of staff members who have registered for Matric as it has risen to 18 students. In addition one Administration Clerk enrolled for an Office Administration course and two Pharmacy Assistants did a Post Pharmacy Course.

The skills development programme caters for all and it takes into account the importance of being literate. The institution boasts a strong Abet programme with 28 students who are being taught level 1 and 2 Communication in English and level 1 and 2 – Numeracy in English.

There's so much that has been achieved through the skills development programme, but the institution is still planning to develop the staff even further.

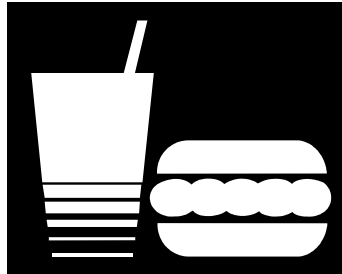
STRONG LIVES ARE MOTIVATED BY DYNAMIC PURPOSES

A HELPING HAND FROM SANZEF

Wednesday will never be the same at King George V Hospital for orthopaedic patients. This is due to the South African National Zakah Fund (SANZEF) that will be donating tea and sandwiches to patients for the whole year (2005).

This outpatient clinic sees patients from all corners of Kwazulu Natal, who are transported by ambulances early in the morning and picked up in the afternoon.

This programme has already started and is of great help to patients "we were starving whilst waiting for the transport back home" said Mr Mabaso, patient from Madadeni.



"We are a non-profit faith based socio-welfare and educational organisation that strives to facilitate the empowerment of individuals and families," said Ms Rashida Patel - development co-ordinator.

The SANZEF organisation has come at King George V Hospital at the right time to provide eats for those who are in need. Programmes of this kind are much appreciated by the Hospital staff and the clients that we serve. It actually enhances the spirit of Batho Pele.

HOW TO ACHIEVE EXCEPTIONAL CUSTOMER SERVICE

In seven seconds of contact, a customer forms the impression about you and your institution or organisation. From these impression she/he is able to make one of three decisions, Dislike, Like and Indifferent. It is therefore very very important to create a professional customer relationship from the very first contact as they always say "First Impression lasts."

We should take into perspective that all customers have a need and an expectation for good service, which means that they must:

- Feel welcomed
- Receive efficient and reliable service
- Be understood
- Feel comfortable
- Receive assistance
- Feel important
- Be recognised
- Be respected

Everyone is responsible for providing good customer service, from the highest ranking person to the lowest, as this will contribute to the reputation of the organisation.

There are various things that can cause dissatisfaction or satisfaction to customers; some of the most important factors include the manner of approach, facial expression and most importantly our attitudes. Your attitude towards the customer influences your behaviour and affects everyone who comes into contact with you, so we must be very careful with our attitudes.

**"First
impression
lasts"**

By: Social Work Department

INGABE UYAWAZI YINI UMGOMO WESHUMINANYE KA BATHO PELE?

UBUHOLI NOMHLAHLANDLELA

Ubuholi bubalulekile kunoma iyiphi inhlango. Abaholi bahlahla indlela bese behola ngokuba yisibonelo esihle



emphakathini. Abaholi bethu baphoqekele ukuba badale isimo esifaneleyo esikhuthaza umoya wokusungula. Abaholi abahle bacebisa abantu abasebenza nabo ngendlela zokuba basebenze ngokubambisana baze bafeze imigomo yabo ndawonye.

King George V Hospital

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We're on the web:
www.kznhealth.gov.za/kinggeorgevhospital.htm

Something to laugh about.....

There was a preacher whose wife was expecting a baby so he went to the congregation and asked for a raise. After much consideration and discussion, they passed a rule that whenever the preacher's family expanded, so would his paycheque. After 6 children, this started to get expensive and the congregation decided to hold another meeting to discuss the preacher's salary. There was much yelling and bickering about how much the clergyman's additional children were costing the church. Finally, the Preacher got up and spoke to the crowd, "Children are a gift from God," he said. Silence fell on the congregation. In the back of the room, a little old lady stood up and in her frail voice said, "Rain is also a gift from God, but when we get too much, we wear raincoats." And the congregation said, "Amen"

ARE YOU AT RISK?

An incorrect diet is one of the most important causes of hypertension. However, there are several other factors that may contribute and increase your risk of heart attack and stroke. These are:

- **Obesity.** Overweight or obese people are more likely to develop high blood pressure.
- **Eating too much salt.** A high salt intake increases blood pressure in some people.
- **Drinking too much alcohol.** Heavy and regular use of alcohol can dramatically increase blood pressure.
- **Lack of physical activity.** An inactive lifestyle makes it easier to gain weight and increase the chance of high blood pressure.
- **Smoking.** Smoking is potentially lethal for everyone, but is poison for the hypertensive. Tobacco accelerates heart rate and contracts blood vessels, worsening the problem
- **Oral contraceptives.** A woman taking oral contraceptives is more likely to develop high blood pressure if she's overweight, has had high blood pressure during or has mild kidney disease.
- **Medication.** Some medication can also raise blood pressure and/or interfere with the effectiveness of antihypertensive drugs. People with high blood pressure should advise their doctor of all the prescribed and over-the-counter medicines they're taking. These include such drugs as steroids, non-steroidal anti-inflammatory drugs (NSAIDs), nasal decongestants and other cold remedies and diet pills.
- **Diabetes mellitus, gout and kidney disease.** People with these conditions are more likely to have high blood pressure.
- **Ageing.** Blood pressure tends to increase with age. Men have a greater risk of high blood pressure than women until age 55 when their respective risks are similar. At age 75 and older, women are more likely to develop high blood pressure than men.
- **Menopause.** Post-menopausal women have a higher risk.
- **Heredity.** People whose parents have high blood pressure are more likely to develop it than those with parents who don't
- **Cadmium and other heavy metals.** Cadmium is an important cause of hypertension and is found, among others, in cigarettes. As a result, cigarette smokers have high cadmium levels, due to the cumulative long-term intake from cigarette smoke. One can also get from second-hand smoke.