



INDABAYETHU



4th Quarter

KZN Health Department
DC 23 - Uthukela

EFFORTS TO CUT LONG QUEUES AT O.P.D.

The **booking system** has been introduced for different clinics within the hospital. What we do is, all patient files with bookings are retrieved a day before the patients come to the hospital. This is done to ensure that the files are sent to their respective destinations as quickly as possible. The staff will do, everything in their power to ensure that our clients get assistance promptly. Thus, the onus is in the clients court in ensuring that they do turn up on those days in which they have been booked. Patients are also requested to ensure that they, by 07h00 are in the hospital.

Repeat Cases (6 months)

Repeat cases that have been given 6 months to collect medication, can now collect medication at their nearest clinics. Once the six month period has lapsed, the patient will then come back to hospital to be seen by the doctor before a new six month prescription is issued by the doctor



*Patients seen queuing to get their files.
About 400 patients already waiting and yet
the time is still 8am.*

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OUR HOSPITAL MANAGER SPEAKS



Mr D.D. Dumisa - Hospital C.E.O.

Thank you very much for the support that Ladysmith Provincial Staff has given me since I joined them last year. I have recognized a big difference or improvement in the service delivery and trust that we will continue work as a team and ensure that both patients and staff are reasonably happy. God bless every staff member and I wish everyone a wonderful festive season.

FAREWELL MR. STUART



Unfortunately we had to say Goodbye to Mr Stuart who has now joined the Montobello Hospital Team as their Human Resources Manager. His stay with us was indeed a rewarding and productive one and wishing him all the best in his career and for the future ahead of him.

STAFF COMPLIMENTS

GOOD WORK REQUIRES PRAISE AND RECOGNITION ...

...That is why we have to say “Keep up the good work” to staff who during the past few months, drew positive attention from the public. Staff compliments, quoting their names and their departments have been received acknowledging their good deeds. They are:

- ◆ Sr N.C. Qwabe and company
- ◆ The I.C.U. Department Staff
- ◆ Doctors and Nurses of Ward F1
- ◆ Thembi Phewa - Nutrition Advisor
- ◆ Ms Pratisha Balbadhur - Audiology Department

“We as Nursing Department appreciate when our staff is complimented by the public. Keep up the good work and let the good spirit prevail among all patient carers. Thank you.”

Matron T. Dweku - Deputy Nursing Manager

“ASIKHULUME COLUMN”

Interviewed F.S.O.’s at O.P.D. to find out exactly how is it like working in their Department |what their challenges are? And what are their views on Long-Queues and Misfiling of patient records.



Mazwi Maseko, “I’m no stranger to large crowds, but it is challenging to serve more than 600 patients per day. Patients have to be encouraged to utilize their nearest clinics to collect repeat medication. It will be convenient for them and will save transport money. The space is not sufficient and yet the population is increasing. I hope that the Multi-Year plan can be changed to a two year plan. I also strengthen bench-marking to improve our service so that we can learn get things done speedily by using the latest technology and methods. General Orderlies are doing a great job in assisting us, they must keep up the good work and this also serves as learning experience for them in future.



Phindile Nkabinde, “Staff rotation is very important because working in OPD can be very stressful and by rotating different sections we can be able to get different experiences either than settling on the same stressful job all the time. Patients have tendency of leaving the hospital premises with their files to shorten their waiting times upon their next visits especially the H\O’s and that really becomes a big problem when we have to search everywhere for files that are not even in the hospital.”



Lizette Marx, “Working in my department is very stressful so we need proper and adequate working-conditions, like canteen, air conditioner. We are working in a very small space and short-staffed. We need to have more counters who will deal solely with services like, Pediatrics, repeat cases etc.

FESTIVE SEASON IS HERE

Uyathanda, Awuthandi isikhathi senjabulo sesifikile. Guys how are about a one day year-end Christmas Party ? If you are up to it, please give me shout on Ext 395. We’ve worked hard all year long so, let’s just for one day only, put work aside, take off our shoes and really Get Down!

Nqobile.

ABET LEARNERS



CLASS OF 2006!!!

Seen on the photo, learners and their teachers ready to board the bus and go to Escourt, Lambert Park to attend the Literacy Week Celebration - 19 September 2006.

FIRE FIGHTING IS PART OF HEALTH AND SAFETY

As from the 1st September 2006 Ladysmith provincial Hospital staff were trained in fire and smoke safety and evacuation procedures. The training was conducted with assistance from Mr D. Naidu from the Municipality. Staff members were offered theory lessons in a classroom setup about the elements of fire, how is it



spread, methods of extinguishing fire, different types of fire extinguishing mediums, the correct use of a fire hose, fire reel, and a fire blanket. After spending time in the classroom it was time for staff to demonstrate their competence in putting

down the actual fire on the outdoors. It was a very informative and life-saving lesson for staff members who attended.

BABY-BOOM!

Miss N.P. Zwane who works in O.P.D. was blessed with a healthy baby-girl on the 26th September 2006.



Nobesuthu Nkala from the Kitchen Department is also on our mothers'-to-be list

Our social worker Ms T. Khanye has just returned from maternity leave and was blessed with a baby boy "Langelihle"



Nobuhle Thungo from Registry had her baby girl safely delivered in our hospital theatre on the 2nd November 2006.



Mrs Lusiwe Spellman's baby is coming anytime from now (she's already on maternity leave). This happy mother-to-be works as Lay Counsellor in Ward 5 and Ward 7.



Another baby is on the way at the OPD, Ms B.I. Thwala is so excited as she will soon be mothering a baby.

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NEW STAFF

- ◆ Mpho Msomi - Finance Management Officer
- ◆ Ashnee Roep - Radiographer
- ◆ Sherika Maharaj - Radiographer
- ◆ Thulani Dlamini - F.S.O. @ O.P.D.
- ◆ Melta Dlamini - F.S.O. @ O.P.D.

ON A SAD NOTE...

...We say, "Lala Ngoxolo Dadewuthu", Nelisiwe Getty Hlatshwayo (Ward Clerk - Ward 7). Imisebenzi yakho emihle siyohlala njalo siyikhumbula.

STAFF PROMOTIONS

- ◆ Mr Shaffie Hoosen was promoted to Finance Management Officer Position at Addington Hospital
- ◆ Ms Lesego Florence Mosima, Jafta Carol and M.I. Mbanjwa were promoted to Finance Services Officers
- ◆ Ms Z. Jamile also got a promotion to mortuary attendant
- ◆ Ms P. Mtshali was promoted from Records Officer to Human Resources Officer
- ◆ P.P. Khumalo from Pediatrics' Department got promoted to S.P.N. Post
- ◆ T.P. Zwane from Pediatrics' Department also got promoted to S.P.N. posts
- ◆ M.F. Makhoba got an S.P.N. post
- ◆ Mthobisi Mpulo has graduated as an E.N.



Congratulations!!!

WEDDING BELLS are ringing for Ms Wendy Tarko deen! She will on 09 December 2006 tie a knot with Mr Ntuli, May God bless their marriage, like they always say "Uqaphele u-Number 3 ntombazane!"

VEGETABLE GARDEN - FIGHTING POVERTY

A vegetable garden project has started at Ladysmith Provincial Hospital. The Nutrition Advisor, Dieticians, Sr-in-charge @ PHC clinic and groundsman put their gardening skills together and started the vegetable garden at hospital premises. The main aim of having this garden is to enhance the capacity of malnourished, chronically ill patients to be self-reliant in terms of Nutrition Needs and Household Food Security.

This garden is specially designed to serve the chronically-ill, that is our T.B. Patients, HIV/AIDS patients and those needy patients identified by the Community Health Workers.



Our Groundsman, Dietician and Nutrition Advisor admiring their garden project

With the escalating rate of T.B. infected patients Ms Thembi Phewa - Nutrition Advisor invites all Chronic Diseases and CDC staff to be part of this project so that they can lend a helping hand in fighting poverty, this way patients can also benefit in acquiring gardening skills, "phela impilo iyasetshenzelwa" si-phelile isikhathi sokuthi abantu bamukele nje kuphela. Kubalulekile ukuthi siwuhulumeni nomphakathi sibambisane sibe munye ukuze zinqobeke izifo ezisihlaselayo. Kuyasijabulisa kakhulu ukuthi Abaphathi besibhedlela nabo babambisene nathi kulomkhankaso wokulwa nobubha, kusho uPhewa. This project forms part of Intersectoral Collaboration as we are together working with Department of Agriculture and Environmental Health to accomplish the same mission "Poverty Eradication".



A new-born Vegetable Garden