

**KWAZULU-NATAL
DEPARTMENT OF HEALTH**



**MADADENI PROVINCIAL
HOSPITAL
SERVICE COMMITMENT CHARTER**

1. Background

The mandate of the KwaZulu Natal Department of Health is to render health services in the province of KwaZulu Natal. This Service Commitment Charter is also aligned to the service delivery commitments made in the KwaZulu Natal Provincial Citizens Charter.

2. Our Vision

To be the best Regional Hospital in KwaZulu Natal in partnership with the community that we serve.

3. Our Mission

We are committed to providing a quality and comprehensive Regional specialist health service with the a District hospital component based on the primary health care approach in the spirit of Ubuntu to all persons in need of such care by:

Identifying and meeting the needs of our clients within the frame-work of the National and Provincial Health policies.

- Promoting "Partnership in health" with the community.
- Training and developing our staff.
- Making optimal use of our resources.
- Constantly measuring and improving our standards.
- Ensuring a safe and secure environment for all.

4. Our Core Values

- Commitment to excellence
- Honest, openness and trustworthiness
- Outcome orientated
- Innovative
- Cost effectiveness
- Entrepreneurship

5. Where to find us?

You will find Madadeni Provincial Hospital on the corner of Nkosi Albert Luthuli & Isilo uDinuzulu Street. F0001, Section 6, Madadeni.

6. Senior Management Team

Hospital Manager	Mr T. A. Mtshali
Medial Manager	Dr H.A.Hlela
Human Resource Manager	Mr W.E.V.Mngomezulu
Finance manager	Mr M.R.Ntuli
Systems manager	Mr S.O.Mkhize
Nursing manager	Mrs H.S.L.Khanyi

7. Our services

- Outpatient Department Services
 1. Audio visual and speech therapy
 2. Crisis Care Centre
 3. Dental Clinic (Monday to Friday)
 4. Gate Clinic
 5. Gynae outpatient - SOPD (Fridays from 7H00)
 6. Medical outpatient - MOPD (Available everyday)
 7. Ophthalmic Clinic / Eye Clinic (Available everyday from 07H00)
 8. Orthopaedic outpatient (Tuesdays 08H00 - 15H00)
 9. Occupational Health Unit - OHU
 10. Paediatrics Out Patient Dept - POPD (Available everyday)
 11. Surgical Out Patient Dept - SOPD (Mondays and Thursday 07H00 - 12H00)
 12. Urology Services (Monday 11H00-13H00 and Thursdays 07H00-10H00)
 13. Wound / Stoma Clinic
- General Section
 1. Burns Unit
 2. Isolation Ward
 3. Medical Wards

4. Orthopaedic Wards
5. Surgical Wards
6. Paediatric Wards
7. Urology Wards

- Obstetrics and Gynae

1. Admission Ward
2. Ante Natal Ward
3. Birth registration service
4. Family Planning
5. Gynaecology Ward
6. Labour Ward
7. Neonatal Ward
8. Post Natal Ward

- TB Services

1. TB Outpatient
2. TB Wards

- Intensive Care Unit

- Operating Theatre

- Mental Health Care Services

1. Child mental health services
2. Psychiatric outpatient services
3. Psychiatric inpatient services
4. Acute Unit
5. Medium term
6. Long term unit
7. Intellectual disability

8. Forensic services
 - Radiology Services
1. C.T. scan
2. X-Ray
3. Ultrasound
 - Social Work Services
 - Support Services
1. Blood Bank
2. Medical Laboratory
3. Pharmacy
4. Physiotherapy
5. Occupational therapy
6. Dietician
 - V.C.T. Department (Voluntary Counseling and Testing)
 - Clinical Psychology
 - Mortuary

8. BATHO PELE PRINCIPLES

In delivering services to our clients, the hospital will ensure that we adhere to Batho Pele principles:

- A. CONSULTATION – Citizens will be consulted about the level and quality of the public services they receive and, wherever possible, will be given a choice about the services that are offered.
- B. SEERVICE STANDARDS – Citizens will be told, what level and quality of public service they will receive so that they are aware of what to expect. These standards will be set at a level that is demanding yet realistic.
- C. ACCESS – All citizens will have equal access to the services to which they are entitled to.
- D. COURTESY – Citizens will be treated with courtesy and consideration.
- E. INFORMATION – Citizens will be given full and accurate information about the public services they are entitled to receive.

- F. OPENNESS AND TRANSPARENCY – Citizens will be given information on how the three spheres of government and the various departments’ function, as well as the cost of the services provided.
- G. REDRESS: DEALING WITH COMPLAINTS – If the promised standard of service is not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made, citizens will receive a sympathetic, positive response.
- H. VALUE FOR MONEY – Public service will be provided economically and efficiently in order to give citizens the best possible value for money.
- I. ENCOURAGING INNOVATION AND REWARDING EXCELLENCE – The department will ensure that an environment conducive to the delivery of services is created to enhance the capacity of their personnel to deliver good services.
- J. SERVICE DELIVERY IMPACT – The department will measure and report regularly, using the sum total of all Batho Pele initiatives, the impact of the Batho Pele based service delivery on the lives of the citizens of KwaZulu-Natal, in the first three years and, thereafter every five years.
- K. LEADERSHIP AND STRATEGIC DIRECTION – all the leaders in the service delivery chain will provide direction, create alignment, engage staff, create effective partnerships and demonstrate ethical and sound values.

9. Complaints Procedure

These are the procedural steps that you; our client/member of the community can follow when you feel you have not been treated accordingly while you were visiting the hospital.

1. Alert the person in charge of a unit/ward that you are dissatisfied with.
2. Make that you take down the name and the surname of the person you complaining about in order to ensure that when you do complain, the supervisor knows who to directly deal with.
3. If you are not satisfied with the way your complain is being handler, please ask for the Public Relations Officer who will transfer the complaint to responsible manager for investigation, depending on the nature of the complaint.
4. The Public Relations Officer will update you about the outcome of the investigation within fourteen working days depending on the seriousness of the complaint.
5. If you are not satisfied with your way complaint was resolved, you have a right to take the matter for the further investigation by the senior authorities.

NB: If the need arises, you will be asked to write a letter detailing your complaint and post it to the address below:

Mr G.N.P.Dube

Public Relations Officer

Private Bag X 6642

Newcastle

2940

E-mail: gcina.dube@kznhealth.gov.za

Tel: 034-328 8043 Fax: 034 -329 1595

10. If you wish to contact the Hospital

When you write to us, please write to:

The Hospital CEO

Mr T.A. Mtshali

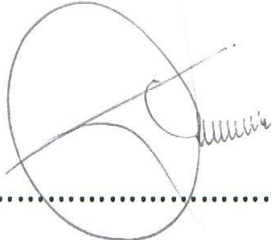
Private Bag X 6642

Newcastle

2940

E-mail: thami.mtshali@kznhealth.gov.za

Tel: 034 328 8042 Fax: 034 329 1595



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Hospital CEO