

MEDIA RELEASE:
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KZN Health MEC, Dr Sibongiseni Dhlomo, congratulates Mseleni hospital for wining gold in the 3rd National Batho Pele Awards

KWAZULU-NATAL MEC for Health, Dr Sibongiseni Dhlomo, has heaped praise on the staff and management of Mseleni Hospital, in the Mkhanyakude District, for winning gold in the National Batho Pele Excellence Awards, held in Gauteng yesterday (13 November 2015).

The hospital won Best Batho Pele Team of the Year.

The Batho Pele Awards serve to recognise public servants who are selfless, dedicated, committed and who go the extra mile in servicing the citizens. Eligible to public servants across the three spheres of government, the awards seek to entrench the transformation and professionalisation of the public service. They reward excellent service delivery and recognise the contribution by public servants across government in their service delivery improvement initiatives.

The theme for the 2015 awards was "Batho Pele, putting People first", which affirms government's position of putting citizens in the forefront of service delivery improvement initiatives, in line with the vision of the Ministry of Public Service and Administration.

The criteria includes:

- Excellence in service delivery improvement in the particular area of operation;
- Commitment by individuals or Government institutions to implementing the ethos of Batho Pele principles;
- Demonstrating principles of good governance and leadership;
- Demonstrating tangible service delivery improvement to citizens, accompanied by customer satisfaction;
- Demonstration of tangible impact of service towards service beneficiaries as well as improving organisational performance;
- The project must be fully operational, sustainable, and lessons must be easily replicable.

Located in a remote part of Northern KwaZulu-Natal, about 60km from the border of Mozambique, Mseleni Hospital's stated mission it to deliver holistic, high quality comprehensive health care to the community through preventive, promotive, curative and rehabilitative levels of Primary Health Care.

It offers a package of services which includes, among others, Anti-Retroviral Treatment, Dental Clinic, Family planning, Hip replacement, Laboratory Services, MCWHC Services, Medical Male Circumcision, Mortuary services, Nurse Training services, Obstetrics and Gynaecological, Occupational Therapy, Paediatrics, Ophthalmic Services, Orthopaedics, Pharmacy, Prevention of Mother-To-Child-Transmission, Telemedicine, Theatre and Sterilizing Department, X – Ray and Ultra Sound.

Reacting to the hospital's gold award, MEC Dhlomo said: "I wish to congratulate the staff and management of Mseleni Hospital for this remarkable feat by a rural hospital at national level. This great achievement could only have been the result of sacrifice and selfless dedication towards service excellence. What is great about these awards is that they are based on people's experience of our institutions. We very proud of what this hospital has achieved, and wish that the staff and management at our institutions far and wide could take a leaf from Mseleni Hospital, and replicate this winning formula for the benefit of our people."

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