

MEC Dhlomo congratulates Edendale hospital for winning gold national Batho Pele (people first) Award

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EDENDALE Hospital in Pietermaritzburg has once again proven that there are rewards for those health workers who dedicate themselves to the service of their patients and the public at large. This, after scooping the Gold Award in the prestigious 5th National Batho Pele Excellence Awards, held in Boksburg, Gauteng last night.

Batho Pele (People First) is an initiative by Government which aims to enhance the quality and accessibility of government services by improving efficiency and accountability to the recipients of public goods and services. It has 11 principles, which include increased access to services, higher levels of courtesy, as well as ensuring remedial action where failures and mistakes may arise.

After the hospital had won gold in the KwaZulu-Natal Premier's Service Excellence Awards last year, MEC Dhlomo accompanied management to last night's event in Boksburg in the hope that they would take national honours. And he was not disappointed. The win by Edendale Hospital has drawn praise from MEC Dr Sibongiseni Dhlomo, who has described the hospital as a shining example of commitment to service delivery – that should be emulated by all hospitals in the province.

The hospital's competition entry highlighted its commitment towards upholding the Batho Pele principles; the community outreach work that it does as well as the many other collective and individual awards that it has amassed in recent years. Edendale Hospital has been instrumental in the establishment of 90 community gardens, which helps with cost-effective sustenance and promotes a healthy diet. The project does not only promote nutrition, but aims to reduce the number of people who default in their medication due to a lack of food.

The hospital also conducts health education visits to taverns, churches, taxi ranks, malls and tertiary institutions; and is also involved in door to door health and drug awareness campaigns in schools and at local community policy forums.

Such efforts have gone a long way towards encouraging people to prevent diseases, as opposed to relying on treatment, which can be expensive and complex.

Congratulating the hospital, an elated MEC Dhlomo said: "Indeed, our Honourable Premier, Mr Willies Mchunu, saw something with Edendale Hospital and gave us more blessings. When this hospital won gold in the KZN Premier's Excellence Award it made it eligible for nomination for the Batho Pele Awards, run by DPSA. We were excited yesterday the hospital won the gold award in this national competition. I would like to thank the management of Edendale Hospital for innovative leadership that they have displayed over the years. With Edendale Hospital, we have a Government institution that is not just the pride of the Department of Health, but the pride of the Premier. And today they are recipients of this Gold Award. It was absolutely important that I join the Edendale hospital team in Gauteng yesterday when they received the award."

