



# Mr R Reddy, CEO



The echoes of yesteryears clanging bells heralding the advent of the 2006 have not yet abated and we ready to enter the year 2007.

Time has been unfair to us. We have not even begun to grasp the challenges we are faced with and it's time to produce the outcomes. The long awaited Murchison Clinic has been commissioned during June/July. Clinic's patient numbers are rapidly increasing whilst there is a concurrent drop in OPD numbers at the institution.

The organogram at the institution has grown enormously. Fast tracking of the employment equity plan has facilitated addressing areas where more representatives appointments are needed. Much needs to be done to provide oppor-

tunities for the physically challenged.

The "new" Medical Manager's enthusiasm is boundless and initiatives in re organizing and restructuring services, paving the way for some exciting challenges. A number of deputy medical managers have been appointed. The institution is empowering managers and supervisors to comprehensively take cognizance of their responsibilities in managing as opposed to channeling. In this regard there is increased number of sessions involving stake holders in workshops and in service training.

The scheduled completion date for the new administration block will have been long gone by the time this correspondence is circulated. However we can

look forward to better and improved facilities next year.

Thanks and appreciation to all those that have contributed towards making the Awards day function a success.

Its time again to say both Thank you and goodbye to our community services personnel. You have done us proud with your dedicated work through out the year. We want to extend our prayers to you as you go out searching for greener pastures in the new year. We welcome all the new ones who joined us in 2007.

I would like to take this opportunity of thanking all staff for their efforts through out the year.

We trust the good Lord will continue to bless us with His help and guidance.

## From Public Relations Officers's Desk

I have been appointed to serve this hospital as a Public Relations Officer in July 2006. I have been around for about six months and it feels as if I have worked and known Murchison Hospital all my life.

Number of activities were planned which I could say they were successfully co-

ordinated .

That would not have happened if it wasn't for your support. Your assistance in everything that was done was much appreciated . Nangomso ningadinwa ukungisekela .

I would like to thank management for giving me stage

to perform . I hope I didn't let you down.

This is my first issue of newsletter at Murchison . I hope you will find it much interesting to read as it was for me to compile.

This is the powerful tool which can be used to cascade information to all employees. Make highly use of it.

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### Special points of interest:

- Repetition of history
- Long awaited clinic in full operation
- Merry Christmas from CEO
- No more sleepless night
- Quality service is our motive

# Murchison Gateway clinic

01 July 2006 was a historical day at Murchison hospital whereby a long awaited gateway clinic was opened.

The clinic is situated few metres from the hospital on main Harding road at kwa Maveshe area under Induna u Dladla.

When the clinic was opened it operated 5 days a week from 07h30—16h30. As from 01 December the clinic is in operation all week days and holidays from 07h30—16h30. Our main aim is for the clinic to run 7 days and 24 hours. This will be hopefully achieved in the near future.

The clinic offers the following services: Minor ailments, Family planning, An-

tenatal clinic, Baby clinic (immunization) and VCT counseling. Later services including Chronic illnesses (epilepsy, asthma) will be added. At present patients with chronic illnesses are still attended to in the hospital OPD during specific clinic days.

The clinic is free of charge no fees are payable. We appeal to the community to utilize this clinic to its utmost capacity.

As from 01 October 2006 the hospital started accepting patients strictly on referral basis either from clinic or private doctors. Only emergencies are accepted in Casualty after hours.



Side view of Murchison Gateway clinic

Look out for more information on this Clinic in the next issue.

# Quality / Awards Day

On 07 December 2006 we had Quality Day whereby all employees who go an extra mile in service delivery were awarded. This day shows appreciation from management and supervisors that hard work done by people is seen and appreciated.

There were different categories which were awarded :

Long service award, Batho Pele People, Departmental quality improvement projects, Abet learners, Infection control adhering departments, housekeeping awards for the cleanest departments, best community service doctor and therapist, etc.

**Pictures tell this story better: .**



Staff members who have served the department for 20 years and more were given long service awards by Mr Gumede from HR



Ms Mokoatle Won the price of being the best Abet Achiever for 2006. Mrs Cele gave her trophy and the certificate.



ALL HEAD OF WARDS AND MATRONS: THEY DID IT AGAIN—THEY WON



**Above:** Community Service Therapist and Doctor. Ms Seema and Dr Ackerman. Their performance in service delivery was voted as the best.



Female ward staff is multi talented. They are very good in performing art the skill was shown during their QIP presentation.

*Absent yourself from work, shame your department. "Nursing Management won the first price on quality improvement project. Their Absenteeism's presentation won*



Our own song birds Mrs Busi Gabishe and Mrs Mbanjwa

Reminder to all wards and departments

Batho Pele People for January should be written on BP boards and those names forwarded to the PRO for records.

# Meet our new EAP Practitioner

## What is EAP

EAP is a worksite based program designed to assist in the early identification and resolution of productivity problems associated with employees impaired by personal concerns but not limited to health, marital, family, financial problems, alcohol, drug, legal, emotional stress or other personal concerns which may adversely affect employee's job performance.

## Objective

With this program the department of health wants to demonstrate its concern for the emotional and social wellbeing of its most valuable assets, employees through this program. As we all know at some stage in our careers we find ourselves surrounded by problems of which some we manage to solve on our own and unfortunate others we can't. Those problems can negatively affect our work performance, but through EAP, one can be provided the kind of help to solve per-

sonal and work related problems.

## Confidentiality

The EAP practitioner is bound by ethics to maintain confidentiality, which means every case will be treated with stricter confidentiality. No manager, supervisor, staff member or any other senior person will be allowed to discuss any employees problems. However a supervisor will be told that an employee is attending EAP program

## Referral procedure

An employee can access the EAP in 3 ways: self referral, informal referral and formal referral by a supervisor. With self referral an employee experiencing personal and social problems can approach the EAP practitioner directly. Informal referral on advise of another person and employee may seek assistance from the EAP Practitioner. However with formal referral, and employee maybe referred to EAP Practitioner for assessment or coun-

seling by his or her supervisor if the supervisor is concerned about a decline in performance, attitude or behavior.

There is no cost for utilizing the services of EAP practitioner, however if you are referred to external service providers such as rehabilitation centres, attorney etc, such cost are incurred by the employee. It is important to remember that an employees job security or promotional opportunities will not be jeopardize by a request for help through the EAP. The objective of the program is not to terminate the employment of troubled employees. The program policy will not alter or supplement existing procedures for correcting unsatisfactory performance and will not be a basis in its self, for discipline

On the right:  
Mr Nkosinathi  
Magudulela  
EAP Practitioner



# Land hand over Agreement

It was a joyous day on 24 November 2006 when Nkosi Ndwalane of kwa Ndwalane tribal authority legally signed an agreement with our hospital of the additional land. This land was formally handed over by Mr Dladla the local induna who stood for Ndabezitha Ndwalane.

This function was graced by ndabezitha's cabinet



MR DLADLA AND MR REDDY



NDABEZITHA'S CABINET

Deneo reading the agreement certificate to all in attendance



*After so many years. History repeated itself when Murchison hospital and Nkosi of kwa Ndwalane made land agreement said Dr TP Gilpin : on the left*



Mr Dladla handing over land agreement certificate to Mr Reddy and Dr Gilpin



THESE ARE FARMERS WHO DONATED WITH THEIR GARDENS WITH MATRON MDLULI AND NDUNA DLADLA



MS D MOKOENA, MR DLADLA AND MATRON MDLULI



PART OF LAND GIVEN TO THE HOSPITAL

Lot of activities have happened in our institution . Pictures below will show those activities more than words could say. We would like to thank People and organizations who have made generous donations to our hospital . Your gifts and emotional support you gave to our patients was appreciated. We are looking forward to your assistance in 2007



Creston College Learners from Port Shepstone designed beautiful baby comforters and donated crayons and books to colour . Celeste received those gifts .



Mr & Mrs Reddy - CEO taking a well deserved break after preparing a huge lunch meal for supervisors. Thank that was a wonderful lunch we had I'm looking forward to 2007's lunch



Mr Reddy- CEO with a Team from East Coast Radio.



Women's institute organization donated Pajamas to Paediatric ward . Sr Memela and Mrs Madlala received the donations



Some of supervisors and doctors ready to eat during CEO's lunch.



Above picture & on the right: Teddy Bear knitters Organization led by Mrs Wendy gave wonderful Christmas lunch to children in Paeds ward.



Yibo laba baculi abazocula kwi kwaya yesibhedlela kungekudala. Ngabezwa kahle bayashaya.



Above : These two families donated baby clothes to maternity



It's hard to say goodbye to the one you love. U Matron Mdluli ungathi usho njalo ku Sister Mbali of Maternity



Below: Hibberdene Methodist church visited maternity ward

**New appointments**  
 Congratulations and welcome to Murchison Hospital. I guarantee you all that your stay with us will be a long and fruitful one. I'll tell you why on the next issue , remind me

We would like to remember some of our staff members who could not see this year to the end with us. We pray for their souls to rest in peace and for their families to be courageous and strong.

Few of our staff members left us due to promotions. You've made us to be proud. Where ever you are let the Murchison light prevails. We always ensure that our employees are well equipped to face the challenges out there.

**EZEMIDLALO**

Last year we played numerous friendly matches with different teams. It's my pleasure to announce that our players never lost even one game . Ngiyasola ukuthi ama Champions alo nyaka for soccer and netball yithi. If you want to prove this you are welcome

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