



**health**

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

**THE NORTH**

**NEWS**

# **NORTHDALE HOSPITAL**

December 2019

## **Dear Colleagues**

Another year has come to an end, and this past year can be summarized in few words:

Though we had many challenges, we made significant progress.

I thank you all for your continuous commitment and hard work that you do to deliver our goals and achieve our purpose – caring about others when they need it most.



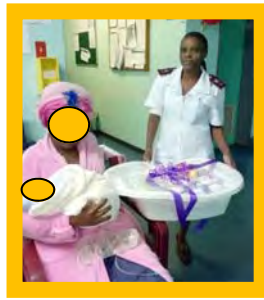
**Mrs. B.C Maphanga**

**Northdale Hospital CEO**

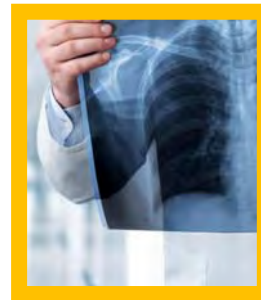
**Page 2 for full message of the CEO**



World Aids Day 2019



New Year's day new born



Radiography Day 2019



16 Day of Activism against violence

### **Emergency numbers**

Ambulance: 112 or 10177

Call Centre: 0800 00 51 33

Police: 10111

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Despite severe constraints in terms of human resources, you have risen above these challenges. It is the combined efforts of all of us together that have made the past challenging year a successful one. The management of the institution and I personally appreciate and thank each and every one of you for the great work that you do, day in and day out.

As we embark on a new year, it will bring its own mix of success and challenges, but our direction is clear. We know what we must do and there is good reason to believe that we are moving forward. With all the effort that we will put together, there will be no turning back.

In the New Year, we shall put more effort and gear our focus to give more emphasis on quality of care and continuous quality improvement.

To conclude, once again, I thank each and every one of you for your dedicated services to this institution. I have no doubt that you all will continue to put in your hard work. Together we can achieve the best of standards and make this institute the most trusted name for those who seek care from us. The public has great expectation from us. They are aware of all good things that we do and also they are ever ready to criticize any shortcomings that we have. Our strength would be to stand up for those criticisms and collectively reach those expectations. All eyes are watching us!

I wish you and your families a very happy and prosperous new year.

**Thank you.**

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# 12 Newborns delivered at Northdale Hospital during beginning of a new decade.

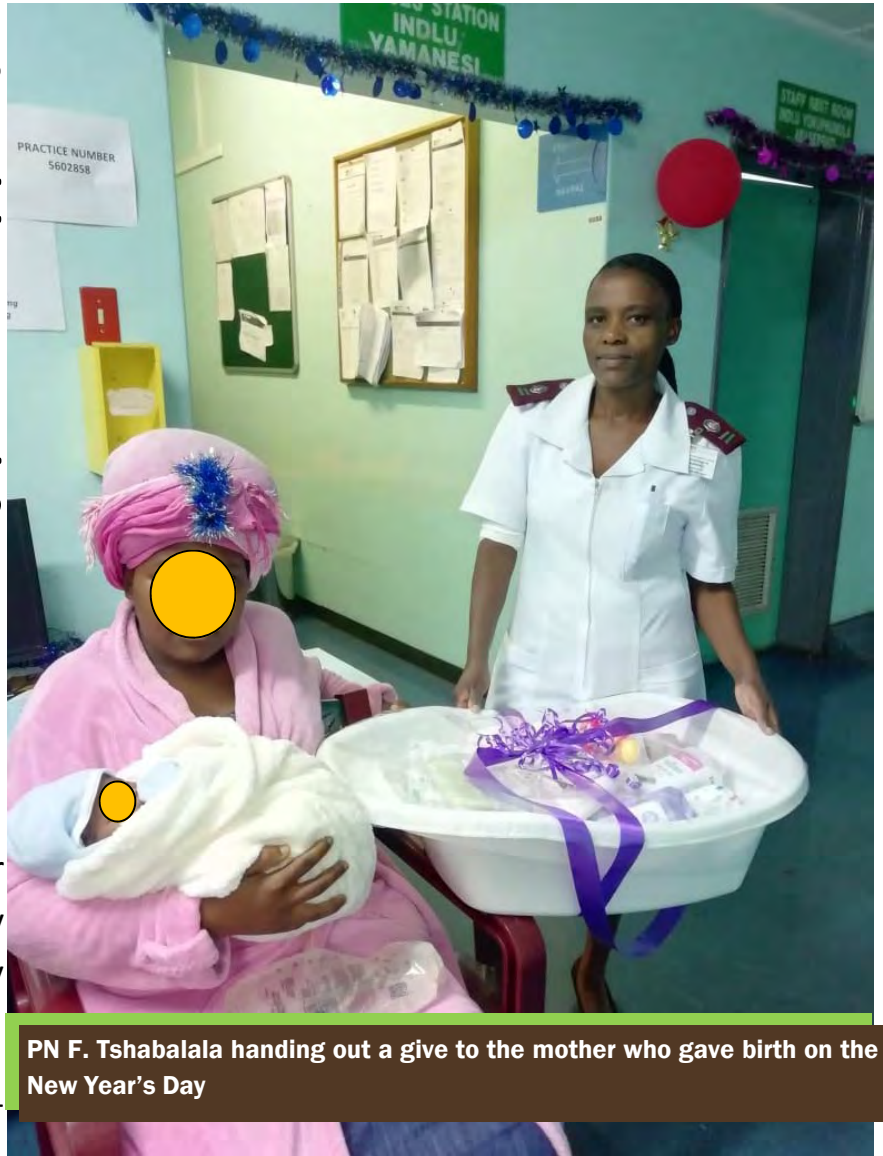
During the beginning of a New Year 2020 Northdale Hospital maternity ward delivered 12 babies successfully and no complications were reported.

On the New Year's Eve the hospital delivered seven boys and five girls.

The first baby to embark the life journey was delivered at 00h01 and it was a healthy boy child.

On the Christmas day 25<sup>th</sup> of December, fifteen babies were delivered. Out of the fifteen babies there were eleven boys and four girls. Before the Christmas Day and New Year's Eve the staff from maternity wards came together and did fundraising to get funds to buy gifts for newborns expected on Christmas Day and New Year's Day. Maternity staff had an activity to recognize the birth of New Year's babies with showering gifts.

All babies were born healthy and mothers were happy with their babies. Mothers were also given health education about importance of breast feeding during the first months of babies' life and the importance of taking care of their babies.



PN F. Tshabalala handing out a give to the mother who gave birth on the New Year's Day

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# World Aids Day 2019

Themba lethu Wellness Clinic celebrated World Aids Day 2019. This day is commemorated each year on the 1st of December and is an opportunity for every community to unite in the fight against HIV, show support for people living with HIV and remember those who have died.

Pastor Mthandeni Nxele graced the function with opening prayer. He indicated that as a religious leaders in the community they have an important role to play in supporting emotions of those affected by HIV. Pastor M. Nxele mentioned that the religious community has come a long way in partnering with Government to fight against HIV.

Themba lethu Clinic is a wellness Centre at Northdale hospital; this clinic has programmes which support people living with HIV. There are Non-Governmental Organization works in partnership with Themba lethu Wellness to provide programmes such as Youth Friendly Clinic, Viral Load Priority Clinic and Organ Sailor Clinic.

Ms. N. Ntombela a patient from Sobantu who attends Themba lethu Wellness clinic shared a story about what the clinic had done for her. She mentioned that she has been living with HIV for 28 years and she's been attending the clinic for 12 years without experiencing any problem. Ntombela has recognized the effort of Themba lethu staff in servicing the community.

She encouraged everyone to become a friend with health facilities and do HIV & TB screenings regularly. Dr Mbaya and ANM Mr. S Pillay lit candles to commemorate World Aids Day officially.

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# DO NOT PROTECT ABUSERS, REPORT THEM



On the 6<sup>th</sup> of December 2019 Northdale Hospital worked in partnership with external stakeholders and hosted a 16 Days of Activism against Woman and Child Abuse campaign. The campaign held in ward 34 – Eastwood Community Centre.

The participants were from SAPS, HST, LIFELINE, FAMSA, TB HIV CARE, Umsunduzi Municipality and Eastwood community. The event started with a march from local garage to Eastwood Hall. Participants during the march were carrying placards communicating different messages in support of stopping abuse against woman and children's.

Stakeholders from different organizations shared presentations on various aspects about Gender Based Violence. The Theme of the day was **Enough is Enough**. When Sister S. Julius addressed the community she urged woman who were attending the event to stop protecting abusers, instead they should report them to relevant authorities.

While the event was continuing, the outreach team from Northdale Hospital was offering various screening services to the community. People were screened for HIV and TB, Prostate Cancer, Cervical Cancer and Breast Cancer and patients were also initiated on ART.

Candle lighting ceremony was also held as a sign of acknowledging victims of Gender Based Violence.

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# DENTAL DEPARTMENT AT NORTHDALE HOSPITAL USE CONSULTS TO BRING CHANGE TO COMMUNITY



**STANDING - FROM LEFT: S.D NAIDOO, M.P NTULI, C. WHITE, D.J HOLDER**

**SEATED - FROM LEFT: DR. R. RAMBARUM, S. MKHIZE, DR. P. RAMNARAIN, DR. T. GATHIRAM, DR. N. BACHU**

The relief of pain and sepsis is the primary goal for oral health care professionals that are employed in the public sector. Northdale hospital is a district hospital with a dental clinic operating from 07h30 to 16h00. A majority of South Africans are suffers from gum disease, bed breath and toothache but do not receive proper dental treatment.

The hospital provides the following services:

- Oral health education
- Scale and polish
- Dental restorations
- Minor oral surgery
- Maxillofacial surgery offered by surgeons form Greys hospital

The clinicians at dental clinic are committed to attend to every patient who has issues related to their oral health care; however the institution is currently facing challenges regarding the unavailability of Xylotox E80-A (injection with adrenaline). Adrenaline is required for procedures such as dental extractions, root planning, restoration and minor oral surgery. Although there is a challenge all patients that presenting for dental treatment at Northdale hospital are attended to with a consultation and a treatment plan is formulated for each patient. Dental patients are encouraged to come in for a consultation irrespective of whether the Xylotox E-80 is available or not.

The dental department is using each consultation with patient to bring change to community so that they can make informed decisions regarding their oral health care.


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# World Radiography Day

## 2019

### PATIENT CARE in RADIOGRAPHY

The 8<sup>th</sup> of November has been declared as World Radiography Day. It is an annual international initiative which is intended to raise awareness and interest in radiography. The 2019 theme for World Radiography Day was the role of imaging in sport and sports injuries.

Northdale Hospital radiology department commemorated -

this day by promoting radiography as a career, as a vital contribution to modern healthcare, and as an opportunity to increase public awareness of diagnostic imaging and radiation therapy. On this day staff from radiology department took an initiative and visited wards and waiting areas.

There were little party packs handed out to the paediatric ward patients. Patients in waiting area were able to browse the posters on display and were also educated about the role and importance of radiography in healthcare.

This day was celebrated with success.



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# NORTHDALE HOSPITAL HOSTED A PRAYER



Rev. V. M Thabethe



On the 5<sup>th</sup> of December 2019, Northdale hospital hosted a year end prayer. The prayer was held at Northdale hospital cafeteria and it was attended by staff from the hospital. Every Thursday afternoon the staff assembled and had a prayer to rebuild their spiritual emotions. This exercise took place under the programme of wellness in the institution.

Rev. V. M Thabethe who is a leader of the spiritual structure in the institution highlighted the importance of religious programmes in the workplace. He indicated that employees are facing many challenges in life which sometimes affect their performance at work. He added that as a spiritual structure in the institution they have a responsibility to pray for those employees in the workplace and care to their spiritual needs.

This prayer was hosted with success and employees were happy about the function.

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FORM TO LODGE A COMPLAINT OR RECORD A COMPLIMENT OR SUGGESTION

Date completed 06/01/2020

Ref no (office use)

Do you want to: Complain  Give a compliment  Make a suggestion

**Details of the person lodging a complaint or recording a compliment or suggestion**

Surname: NDLOVU  
 First Name: LONDIWE  
 Contact details:  
 Cell number: 014 618 75 85 / 031 275 1820  
 Postal address: 2281 FABRICE EAST MIDVALE  
 Physical address:  
 E-mail address: londiwendlovu24@gmail.com

If you were admitted, the ward number:  
 Hospital or clinic file number:

**If you are lodging a complaint on behalf of someone else, please complete the following:**

Relation to the patient, e.g. mother, etc.: FATHER  
 Patient's Surname: DERRICK  
 Patient's First Name: NDLOVU  
 Contact details of the patient:  
 Cell number: 0711 091 275  
 Postal address:  
 Physical address:  
 E-mail address:  
 If patient was admitted, the ward number: SAME AS ABOVE  
 Patient's hospital or clinic file number: G WARD

Please describe the incident or give a compliment or make a suggestion.  
 \* Where possible also record the staff involved and department where the incident took place.

Date on which the incident took place: 06/01/2020

ENROLLED NURSE N.N. MKHIZE who was on duty on this day was a very great helper with a smile and very pleasant. She assisted my father who was admitted on the 31/12/19 at this ward but he was discharged and not given any letter for follow up and discharge summary was also not fulfilled but she didn't hesitate or shift a blame all what we asked her. AND out of she even apologise. I would like to state that she is an awesome worker who got the good service keep the staff like her we really appreciate it. !!!

Signature of person lodging the complaint or recording a (compliment) or suggestion: [Signature]

Signature of patient: D.K. NDLOVU

Annexure A: Specifications for complaint, compliment and suggestion boxes

I wish she can be acknowledge of her good work.

COMPLIMENTS FROM PATIENTS

Northdale Hospital PRO

From: Sagri Acharrie <sagriacharie@gmail.com>  
 Sent: 09 January 2020 04:18 PM  
 To: Northdale Hospital PRO  
 Subject: Good Nursing staff today in MOPD

Goodafternoon

I visited MOPD today with my mum Mrs Selverani Acharrie. The Indian Staff Nurse with short hair (in a Bob) I didn't see her name was excellent and is ALWAYS kind and helpful to the patients. We went to Room 2 and the Black tall Nurse working there too was very good and very kind. (I didn't get her name too). The 2 nurses taking BP's were also very good.... We came in at 4.30am and finished at 9....

But.... Your PHARMACY Assistance was very POOR..... We sat for 1 and a half hours waiting for medication. When we were leaving at 10.40 the chairs in pharmacy were occupied.

I know there were very Bad Ugly reports about Northdale Hospital in the past and from my visits now with my mum I can see you are improving which is so Good .... There is still room for improvement.. To the lovely Indian Staff Nurse and the lovely Black Nurse thank you for the Excellent work and showing your kindness and care towards yr patients.

Thank you  
 Miss S. Acharrie

COMPLIMENTS FROM PATIENTS



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COMPILED BY

**PUBLIC RELATIONS OFFICE  
NORTHDALE HOSPITAL**

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**Pietermaritzburg**

**3200**

**POSTAL ADDRESS:**

**Private Bag X9006**

**Pietermaritzburg**

**3200**

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