

WE ARE IN THIS TOGETHER



HEALTH
KwaZulu-Natal

NORTHPALE TIMES



JANUARY 2009 ISSUE

DREAM COMING TRUE
CHECK PAGE 3



NORTHPALE HOSPITAL PRO CAN BE CONTACTED ON (033) 387 9048 OR FAX (033) 387 9768 / 1328

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EDITORIAL TEAM

MR. VUSI ZULU
Ms. NOXOLO
MRS. H. GRACE

PRO
PR- INTERN
CEO'S OFFICE

EDITOR
SUB EDITOR
SUB EDITOR

SPECIAL THANKS TO

ALL STAFF MEMBERS FOR MAKING 16 DAYS OF ACTIVISM A HUGE SUCCESS AND ATTRACTIVE., CROSSROAD INTERNATIONAL, OFFICE OF INFORMATION OMBUD, ALL PATIENTS WHO TOOK THEIR TIME AND WROTE TO US, THE DISTRICT MANAGER AND THE MOUNTAINRISE SAPS.

FOR YOUR INPUTS IN OR ANY SUGGESTION ON OUR NEWSLETTERS OR ANY THING THAT CONCERNS OUR HOSPITAL SERVICES AND IMAGE PLEASE FEEL FREE TO SEE THE PRO OR CALL 033 3879048 OR E-MAIL HIM AT : Vu:umuzi.zulu@kznhealth.gov.za

PROGRESS ON THE NEW ARV PAEDIATRIC CLINIC

After on a month of receiving good news of having the Paediatric Part at Thembaletu donated by the Non-governmental Organization for doctors from Italy the SOD-TURNING ceremony was held on 21st November 2008.

This ceremony was blessed with the presence of the Soobiah family, Contractors, District Engineer, Hospital CEO and Umgungundlovu Health District Manager. Doctors from France who donated to this project will be here during the Official Opening of this Clinic next year.

I can't wait to see the smile in those little faces when this clinic is finished said the Hospital CEO Mrs. Z. Ndwandwe



From nothing to standing beautiful walls.....now we can see the direction.

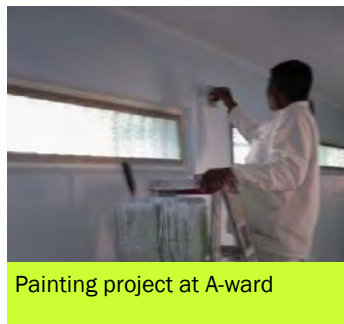
First photo : Sod-turning ceremony for a new Paediatric Clinic at Northdale Seen on the first row is the Dr. Zimu (Medical Manager) Mrs. M. Zuma-Mkhonza Umgungundlovu Health District (with a spade) and Northdale Hospital Manager Mrs. Z.I. S Ndwandwe

NEW IMPROVEMENTS FOR NORTHDALÉ HOSPITAL

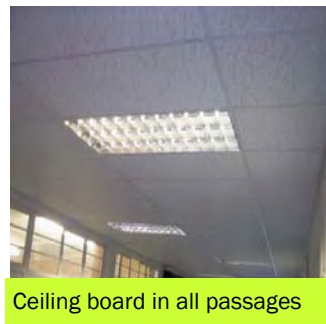
These are some of the few projects that are taking place to lift the image of Northdale Hospital, new fencing all around the Institution, Painting at A ward (Male Medical Ward) roofing of the Passage to the Staff residents and new ceiling for the passages, we have also installed information LCD screens to send out information to our service users, these screens are at the Hospital Triage/Sorting area, Main passage, MOPD and Pharmacy Outpatients area, the aim for having such screen is to make it easy for us to communicate easily with our patients and all other service users.



New fencing project



Painting project at A-ward



Ceiling board in all passages



New LCD screen for information sharing to the patients

MORE HELPING HANDS FOR NORTHDALE HOSPITAL

Sometime last year a group of Doctor's from Italy funded Northdale Hospital with a ARV Peads Clinic. On Thursday the 12th February 2009 another NGO called Crossroads International .

This group in partnership with Boxer Stores are having investment Projects whereby they give something back to communities where there are Boxer Stores.

“Boxer community investments and Crossroads Internationals has chosen Northdale Hospital for the PMB area, what we aim to seek is to provide social assistant to the peadiatric ward, should it be painting, toys, TV's etc, we know how much depressing it is to be in the hospital more especially for kids, that's why we will also be making play Court (Play area) said Mr. Malcolm Nair the Project Manager Crossroads International.

In the meeting between Mr. Nair and Hospital Management gave a brief background on the project and how its works and they then took a walk about to the Peadiatric service areas of Northdale Hospital (POPD, ARV Clinic and inpatient wards like F ward and E ward) amongst things that Northdale Hospital is going to get is Plastic Chairs, a secured play area outside



Top Right : Mr. Nair with E- ward Sister M. Govender in Charger Sister taking wards rounds,
Top Left : this is a space that will be converted to a safe and friend play area for the inpatient kids.
Bottom Left : Mrs. Z. Ndwandwe Northdale Hospital CEO and Mrs. J Webster Nursing Manager showing Mr. Nair the new building of Peads ARV Clinic
Bottom right : Sister Venketas Unit Manager at POPD giving Mr. Nair a short presentation on POPD stats and

DOCTOR PUT NORTHDALÉ HOSPITAL ON THE INTERNATIONAL MAP

In 2007 Dr. Torino was called to attend the INIONS Users meeting in Barcelona in Spain to give a talk on experiences in the use of biodegradable implants in Orthopedic trauma NDH in South Africa.

Last year 2008 December Dr. Torino was again invited to come and give a lecture in the International course about Bio Absorbable implants in Orthopedic and Traumatology by the University of Sao Paulo in Brazil.

Amongst the Topics Dr. Torino covered were: Medial VS Biodegradable, Advantages and Disadvantages Reasons for choosing this professor, When to use inion's implants, Indications & Post Operative Care Complications, Failure of implants, Tips and Tricks when using the complaints
3. Bio compatibility and Bio Mechanical properties of implants.

After that lectures he went for example case operation in Hospital / Das Clinicas
And also visited the Albert Inions

Dr. T. has been invited to do practical operations in Patients on Friday the 27th February. Dr.T. did a presentation at Grey's Hospital Lectural theatre, Certificate of International Speaker for the Course was granted and invited to be a member of Brazilian Orthopedic Association.



DR. TURINO PERFORMING THE ON PATIENT OPERATION AFTER GIVING LECTURES

This was a Fantastic experience, I operated two cases with two Professors and they there were fascinated with our experiences on the use of biodegradable implants in trauma at Northdale Hospital. The operations were performed in a theatre at the DAS CLINICAS Hospital (the biggest Hospital in Sao Paulo). I was then appointed as special member the Brazilian Orthopedic Association.

They want me to come for the congress next year. My presentation and the operation were recorded by the local TV and will be in the following day. I was granted a certificate by the University of Sao Paulo as an inter-

national speaker. I am extremely happy said Dr. Torino.

Talking to **Professor Rames Mattar Jnr** who is a head of Hand and Microsurgery Group Trauma Division Department Of Orthopedics – University Of Sao Paulo Brazil said "it was a great pleasure to have Dr. Torino here in Brazil for the course, All Brazilians Orthopedic Surgeons enjoyed your lectures and participation, we are now more encouraged to use absorbable implants and changing our Practice, We hope to have a AAOS meeting in Las Vegas next February and we hope to see you.

NEW ISSUE

MONEY MARKET

WITH CAROLINE BUTHELEZI
PRO AT CREDIT INFORMATION OMBUD

As part of complying with the National Credit Act, credit bureaux must compile and submit quarterly statistics reports to the National Credit Regulator (NCR).

The latest report released by the NCR includes figures for the period starting from June 2007 to September 2008. By end September 2008 a record of 17, 53 million credit active consumers was recorded, showing an increase from 16.78 recorded in June 2007. Of the recorded credit active consumers 59, 5 percent showed good credit record standing compared to the 63.6 percent recorded in June 2007. This shows a total decrease of 4.1 percent in the 15 month period since the introduction of the National Credit Act (NCA) in June 2007. "This percentage might not seem big and significant; however what it actually means is that almost a million **more** consumers have impaired credit records and could not stick to their payment obligations. This is a big number and does not spell good news for the industry" says Manie van Schalkwyk, Credit Information Ombudsman.

Van Schalkwyk points out some of the contributing factors to the increase in consumers with impaired credit records. "The recent economic slowdown may have been a major contributing factor. The effects of the economic slowdown saw interest rates increasing constantly up to 5 percent between June 2006 and June 2008. This factor would mean that consumers have less disposable income which could result in consumers not paying credit accounts as per agreements, thus resulting in the increase on the impaired records. Fuel, food and everyday living expenses also kept increasing which put consumers under more stressful situation.

As an organization which deals with consumers who have been affected by negative information at the credit bureau, my office has a vested interest in the report. The

report might just give us an indication on where to focus our efforts in terms of consumer education as one of our objectives. As stakeholders in the credit industry we believe that consumer education should form the cornerstone in alleviating problems arising from credit transactions. says van Schalkwyk.



MISS CAROLINE BUTHELEZI
PR CORDINATOR
OFFICE OF THE CREDIT INFORMATION
OMBUD

Looking ahead he says we might see a further decline in consumers with credit records in good standing. He point out that the industry would have to keep in mind that the markets crashed in September last year. This definitely would result in a lower demand for our exports which will result in job losses and thus consumers with no ability to pay credit accounts.

Van Schalkwyk says we as consumers still need to survive despite the economy going to the quandary and here are some proactive tips he shares with us:

1. Budget
2. Notify credit providers of any possible difficult financial situations- i.e. retrenchment
3. Make other practical payment arrangements
4. Stick to the arrangement - do not default

Part of our jurisdiction is to assist consumers who default on accounts as a result of retrenchment and have followed the steps above.

If you have followed the steps above, have rehabilitated yourself by paying the debt, you can approach our office on how to get the information removed from your record" he concluded.

The office can contacted on 0860 66 2837, ombud@creditombud.org.za. The Ombud's services are **FREE OF CHARGE**. Consumers can also get general credit information on the website on www.creditombud.org.za.



16 DAYS OF ACTIVISM AGAINST THE ABUSE ON WOMEN AND CHILDREN



NORTHDALE HOSPITAL PLEDGES: 365 DAYS OF NO VIOLENCE

The 16 days of Activism of No Violence Against Women and Children campaign is an annual event. It is a United Nations



MR VUMOH NGUBANE WAS THE PROGRAM DIRECTOR OF THE DAY

endorsed awareness raising campaign that commences on the 25th of November each year and runs through till the 10th of December.

The key commemorative dates

during the campaign serve as useful platforms for highlighting the plight of vulnerable groups that is (Women, children, the aged and the disabled) that suffer from this scourge.

25th of November – International Day for No Violence against Women

01 December – Marks World Aids Day



VOTE OF THANKS BY MRS. R MUNRO

THE OBJECTIVES OF OUR CAMPAIGN AT NORTHDALE HOSPITAL AND THE CRISIS CENTRE

- To create an awareness about Gender Based Violence and Child Abuse to our staff, patients and community.
 - To bring the 16 Days of Activism campaign home to Northdale Hospital so that every member of the staff, patients and community are educated about the scourge of violence against women and children. To emphasize its link with substance abuse and the impact gender based violence has on the infection rate of HIV and AIDS.
 - To involve men and male children as partners in the campaign for no violence against women and children.
 - To empower the staff, patients and community with information and services available to them on gender based violence.
 - To encourage staff, patients and community to speak out about gender based violence.
- Northdale Hospital pledges to 365 Days of No Violence.



REV. GOGUE BLESSING THE DAY WITH THE PRAYER

03 December – International Day for People Living with Disabilities

10 December – Marks International Human Rights Day

We at Northdale Hospital, were privileged and honoured to have the support of Management and our CEO, Mrs. Z.S.I. Ndwandwe to unite with us and display their solidarity in the struggle for no violence against women and children.



16 DAYS OF ACTIVISM AGAINST THE ABUSE ON WOMEN AND CHILDREN



The 25th November to 10 December is observed as a National 16 Days
The theme for Northdale Hospital: 365 days of no violence

The 25th November to 10 December is observed as a National 16



THE OFFICIAL OPENING LAUNCH OF 16 DAYS OF ACTIVISM IN A FORM OF CANDLE LIGHTING CEREMONY

Days *The theme for Northdale Hospital: 365 days of no violence*

On the 25th of November 2008 International Day for No Violence against women, we at Northdale Hospital hosted an Opening Ceremony to mark the 16 Days of Activism. The programme was supported by management, staff, patients, external role-players and community members. The opening address was conducted by the C.E.O. Mrs. Z.S.I. Ndwandwe followed by candle lighting, a



DR. B. NAROTHUM TALKING ABOUT RAPE DURING THE OPENING CEREMONY

human ribbon of 30 men holding white lit candles. The highlight of the ceremony was the release of three white doves by the C.E.O Mrs. Z. S. I. Ndwandwe as a symbol of peace. (refer to insert page 3 picture 26/11/08 Natal Witness).

To educate staff, patients and community, a full programme was run on 27 November 2008. We were honoured with the presence of uMgungundlovu District Manger, Mrs. M. Zuma Mkhonza who conducted the opening address for the programme. A trigger video of Matlakala's Story (Soul City Violence against Women),

set the pace for the day. The key note addresses for the day were as follows:-

- Domestic Violence and Procedure for Protection Order – Captain Ebrahim – Victim Support SAPS Mountain Rise.
- Sexual Assault – Inspector Y Dennis – Family Violence, Child Protection and Sexual Offences Unit, SAPS
- Court Preparation, Intermediary, New Sexual Offences Bill – Public Prosecutor A. Lutchman – Department of Justice. Emotional and Financial Abuse – Mrs. K. Mthethwa – Independent Gender Activist and Business Women.

The highlight of the programme was poet recital by a patient. An intimate revelation of her own experience of abuse.

Wow! what an explosion of knowledge. This programme was an absolute indication of the level of intersectorial collaboration that Northdale Hospital Crisis Centre have accomplished.

The 16 Days of Activism programme was commemorated by strategically located stalls within the institution. Daily candle lighting was conducted at these departments, namely; ARV Thembalethu Clinic, PHC, MOPD, Casualty, ANC, POPD, F Ward, E Ward and the Crisis Centre. These stalls provided ongoing patient education, basic information to staff, patients and community about available resources and contact numbers of various departments dealing with abuse for their reference. stalls)

“KNOWLEDGE IS POWER”

The abuse is rife and real,
The silence is deafening.



THE RELEASING OF WHITE DOVES AS A SYMBOL OF PEACE

**Break the Silence and be heard
 Don't look away,
 Act against abuse**



16 DAYS OF ACTIVISM AGAINST THE ABUSE ON WOMEN AND CHILDREN



NORTHDALE HOSPITAL PLEDGES: 365 DAYS OF NO VIOLENCE



**ABOVE : MR. SIMO GASA GIVING THE OPENING PRAYER.
RIGHT : MRS. JOICE WEBSTER INTRODUCING THE DISTRICT MANAGER**



MRS. M. ZUMA MKHONZA - UMGUNGUNDLOVU HEALTH DISTRICT MANAGER GIVING OPENING ADDRESS



LEFT : DR. E.N. SONI—TELLING US ABOUT THE PURPOSE OF THE DAY.....MIDDLE : CAPTAIN EBRAHIM FROM SAPS MOUNTAIN RISE TALKING ABOUT DOMESTIC VIOLENCE.....RIGHT : MRS. FRITZE MULLER FROM LIFE LINE WITH A POEM



**SISTER HUTCHINSON GIVING UKUDLA KWENDLEBE ESISASHOYO INKONDLO ETHI " TODAY I GOT FLOWERS.
RIGHT : TABLE OF IMPORTANT GUESTS : FROM LEFT ; A LUTHCHMAN, INSPECTOR. Y DENNIS, CAPTAIN ABRAHIM, F. MULLER, MRS. M. ZUMA MKHONZA AND MRS KHOSI MTHETHWA**



16 DAYS OF ACTIVISM AGAINST THE ABUSE ON WOMEN AND CHILDREN



NORTHDALE HOSPITAL PLEDGES: 365 DAYS OF NO VIOLENCE



INSPECTOR : Y DENNIS TALKING ABOUT SEXUAL ASSUALT.....MIDDLE : PUBLIC PROSECUTOR A. LUTCHMAN TAKING ABOUT COURT PREPARATION, INTERMEDIARY.....LEFT : MRS. NOMAKHOSI MTHETHWA TALKING ABOUT EMOTIONAL AND FINANCIAL ABUSE



UMPHATHI DISTRICT AKADLALI KANJALO UYAJIKA UMA ITHUBA LI-VUMA.....WAYEYIBIZA PHANSI NE CHIOR YASE NORTHDALE HOSPITALKHANDA PHANS.... KHANDA PHEZULU VUMU VUMA....AYEYE DISTRICT MANAGER YETHU AYEYE



PEOM TO EDUCATE US ABOUT ABUSE



MR. K. NAICKER GIVING INSPIRATIONAL TALK, STAFF MEMBERS BELALELE IZINKULUMO EZINOHNLONZE

MORE FRIENDLY SERVICE FOR OUR PATIENTS

Last year November, Northdale Hospital introduced two new Golf Cars that are used for internal transport purposes for patients who travel from different wards, these cars assist transporting the patients who come or go to the ARV clinic, MOPD, Casualty and so on, and also for those who are too weak to walk on their own feet's due to medical conditions. So far there are only two people who control these Cars (Bongani DLAMINI and STHEMBISO GOGE.....)



Though a lot of good has been said about the car drivers, but for Bongani who has been driving the cars who arrived at the hospital a year and a half ago believes driving these cars does not just mean for him to cruise around the hospital he still undergoes a lot of challenges that sometimes makes it very hard for him to work. "Sometimes I wish that whenever I am given a patient to

"These cars are not just used to transport only sick people, but the Hospital's aim was to help making the service better and faster, and to be a helping hand to our patients" said Bheki Vilakazi (System Management Officer) .



The patients get assistance faster when they are transported with these cars, as some X-Ray patients find it difficult to walk, the cars become very useful to them. "We love the cars and the drivers are always patient with us, as my leg is swollen I don't know what I would have done if I did not get the help" this is one of the comments made by the patient from the Q ward, Doreen Ngcobo. She continued saying 'if only these cars can be used to transport those patients who get discharged,

transport, at list a nurse must always accompany me as it sometimes it so difficult for me to control some patients, and those who have epilepsy have a tendency to faint and at most and in most times I don't know how to deal with such situations, other than that it feels wonderful to know that at the end of the day I have been able to help a patient." He also raised a wishing point that if a speed dial number can be created for him things would be much better for the nurses and the doctors at Casualty to able to excess him easily, when they need him to transport patients .

LUNGI MGWABA (PR INTERN)

CAREERS

Career CORNER
no Zanele

In this issue's Career corner we spoke to Northdale Hospital EAP Miss Zanele Khanyile

WHAT TYPE OF JOB ARE YOU DOING?

"We are helping people with the help of the development programme which falls under the wellness programme"

WHAT DOES EAP STAND FOR?

The abbreviation EAP stand for Employee Assistance Practitioner

WHAT DOES YOUR WORK INVOLVE?

It's about identifying the problems of the staff members, providing short term interventions on Health problems, Counseling, and family problems. Providing employees with help in problems whether they

are internal issues or external issues.

HOW DO YOU MAKE SURE THAT THE HELP YOU ARE PROVIDING BECOMES EFFECTIVE?

If we see that whatever help we have been giving to the patient or the employee is not enough we usually refer him or her to expert such as the professional psychologist.

HOW LONG HAVE YOU BEEN WORKING AS AN EAP OFFICER?

I have been working for four years voluntarily and two years in a permanent position

HOW DO YOU MAKE SURE THAT YOU ALWAYS KEEP PROFESSIONAL?

Its always vital for me to be confidential about the things

that i discuss with my clients, though sometimes the employees think they can use our office as a "Escape Goat" its still my duty to make sure that I stay professional at all times.

WHAT EVERY DAY LESONS DO YOU GET FROM YOUR DAILY EXPERIENCES?

This kind of job teaches me to learn to cope with different

characters of people; I seem to be getting so much exposure to dealing with different cases such as Legal cases, financial cases.

ARE YOU PLANNING TO FURTHERE YOUR STUDIES SOON?

Doing a Master's Degree will be a privilege for me as this industry requires a lot of emotional and psychological growth.



lege for me as this industry requires a lot of emotional and psychological growth.

REMEMBER IF YOU HAVE A PROBLEM CONTACT ZANELE KHANYILE OYI EAP PRACTITIONER ON HER OFFICE OPPOSITE TO THE SWITCHBOARD



A REAL MAN KNOWS CAMPAIGN



This campaign ran from the 3rd – 8th November 2008 to encourage more men to know their HIV status, many men don't want to test why? This is because some believe that if their partners tested negative they are also negative.

Men are not to be entirely blamed for the high spread of HIV/AIDS in a relationship both parties must have a clear understanding of this issue. By getting men taking part and actively involved in HIV/Aids issues will help in the fight against HIV/AIDS, Condom use is very important despite the levels of trust and other factors like pre-judgment which contribute to condoms not being used thus increase the HIV/ AIDS rate, some

men do test but fail to disclose their status to their partners because of rejection, isolation, discrimination and sad but true ignorance. More need to test and get their partners to test for a safer relationship all around. So let's all get tested and know, so we can take the appropriate steps forward to a healthier future and an AIDS free individual's. Pre-judgment does not make you a man as it is not the truth. A man needs courage to test so he can have knowledge about himself, if infected take the proper step and protect those around you.



MR. SBU MJWARA AND LUNGISANI DUBE PREPARING THE STALL, , , , , , MIDDLE : MR. TITIMA AND MJWARA WITH A REAL MAN DISCUSSING REAL MAN ISSUES.....RIGHT : MR. DUBE WITH ANOTHER REAL MAN BEZISHA KUNGADLALWA

HLEKA NATHI.....LUAGH WITH US.. ONLY IF YOU SEE IT FUNNY.

A woman awakes during the night to find that her husband was not in their bed.

She puts on her robe and goes downstairs to look for him. She finds him sitting at the kitchen table with a cup of coffee in front him. He appears deep in thought, just staring at the wall. She watches as he wipes a tear from his eye and takes a sip of coffee.

"What's the matter, dear?" she whispers as she steps into the room. "Why are you down here at this time of night?"

The husband looks up, "Do you remember 20 years ago when we were dating, and you were only 17?" he asks solemnly.

The wife is touched thinking her husband is so caring and sensitive. "Yes, I do," she replies.

The husband pauses. The words are not coming easily. "Do you remember when you father caught us in the back seat of my car?"

"Yes, I remember," says the wife, lowering herself into a chair beside him.

The husband continues..."Do you remember when he shoved a

shotgun in my face and said, "Either you marry my daughter, or I will send you to jail for 20 years".

"I remember that too", she replies softly.

He wipes another tear from his cheek and says... "I would have gotten out today!"



EMPLOYEES THAT SHINE IN THEIR WORKING STATIONS

I have been a nurse for 10 years and I am proud to have achieved the highest in my course and I received honours and my Diploma. Thank you to the Matron, Sisters of NDH and tutors of Greys College. Hard work and dedication is a stepping stone to success. My husband, children and parents have been my pillar of strength. The rest of my colleagues Sister J Barath, G Saunders, S Madonsela, R Davids congratulations, we have all done Northdale Hospital proud. Nursing is my passion and I hope to go further in my future.



SISTER AZIZA MUTHILAB – PROFESSIONAL NURSE NORTHDALÉ WHO RECEIVED BEST NURSE OF THE YEAR AWARD

MONTHLY EMPLOYEES OF THE MONTH



MISS. FIKILE NGCOBO WAS VOTED AS THE PHARMACY DEPARTMENT EMPLOYEE OF THE MONTH FOR JANUARY 2009



MISS. INGA NOHAR WAS VOTED AS THE Q- WARD EMPLOYEE OF THE MONTH FOR JANUARY 2009



THIS IS WHAT OUR SERVICE USERS THINK AND SAY ABOUT US

towards the ceaseless love and support you rendered me during my 6 days they have had I money, I could have bought a "Bank you card" accompanied by flowers, but I am sure with just pen and paper you will nevertheless understand me. I believe my quick recuperation resulted from your incessant love and support. Indeed LOVE is God & cures all I repeat, your LOVE spurred me on to new heights of recovery from especially depression, demystifying some of the fears that I had as a foreign patient in a foreign land May you all be blessed. Keep on the good work and be caring attitude I shall miss you all, for you had become family.

RECILOHE TAKAIDZA (Review)

NORTHDALE HOSPITAL
PUBLIC RELATIONS.
17/11/08.

DEAR SIR,
I WISH TO EXPRESS MY SINCERE APPRECIATION TO YOU AND YOUR STAFF FOR THE CARE GIVEN TO MY WIFE BY YOUR CASUALTY DEPT. DURING MAY OF THIS YEAR.
WORDS CANNOT DESCRIBE THE CARE OF YOUR STAFF. I AM MOST GRATEFUL AND THANKFULL.
MAY GOD CONTINUE TO BLESS YOU FOR YOUR WORK

YOURS SINCERELY
John
11 SPEARMAN RD.
MAYFIELDS
PIETERMARITZBURG

Re: Excellence in service

The manager of Northdale Hospital
Matron of Nursing

Cc Sr Sheik Sivraman, Pillay, Stuart, Dladla, Mbeje, Penimal, Rassie, Zuma, Jaenant, Julie, Madaran, Mabaso, Zwane and support staff.

Dear Sir/Madam,

I would like to commend the nursing staff of Northdale Hospital's A&E for their remarkable and superior work.

They have impressed myself and all my colleagues with their energy, attitude, thoroughness and overall professionalism.

At a time where a defeated, tired attitude seems to be the norm more times than none, it is very pleasing to encounter people and services of this quality.

Sincerely,

The Intern group '07/8

Terence Hocking
Pastoral Road
Northdale
17/10/2008

The Manager

Northdale Hospital

Cc Dr Steyn, Dr Raubenheimer, Dr Owen, Dr Gattley.

Dear Sir/Madam,

I recently brought a friend to Northdale Hospital, where she was assessed at OPD by Dr Owen, who subsequently had her admitted to one of the female medical wards, where she was managed further by Dr Raubenheimer. I was most impressed by the kindness and professionalism of these two doctors, who always seemed to take time to talk and to explain the situation.

Two weeks later I found myself in need of medical attention, and was taken to the Casualty unit, where I was seen by Dr Gattley (I hope I have spelled her name correctly) as well as Dr Steyn. Once again, the thoroughness and professionalism were evident.

At a time when one so often reads only negative reports in the media, it is pleasing and reassuring to encounter people and services of this quality.

Sincerely,

Terence Hocking
Terence Hocking

Rosewood Estate
70 Loop Street
Pietermaritzburg
19 February 2009

The Senior Nursing Service Manager
Northdale Hospital
Pietermaritzburg

Dear Madam

On Saturday the 14th at 1-30 am one of my elderly residents, who had fallen and fractured her left neck of femur, was taken to Northdale hospital, by a Netcare ambulance, and I followed, by car.

As soon as we entered the casualty department, we were welcomed, treated with the greatest consideration, and I have only high praise for the staff who were on duty. They were efficient, kind, encouraging and most helpful.

Senior male nurse Jaenath, was the first to greet us and attend to Mrs M Lewis aged 88 years. Next came Sister Elaine Rassie, and Dr Kenny. They were all patient, kind and understanding, and explained so nicely to my patient what was going to happen to her.

We were taken through to X-ray, and there again, Ben (I hope I have the correct name) could not have been more helpful, and spoke gently and with compassion to Mrs Lewis who was getting annoyed with herself, about stupidly falling in her bathroom, and causing so much trouble. He was reassuring, and told her that the break was in good position, which made her feel better.

We returned to casualty, where Dr Kenny informed me that the patient needed to be transferred to Greys hospital, and he made arrangements with Dr Bertie who was the Orthoped on duty. While waiting for Netcare to arrive, Sister Rassie and Nurse Jaenath, thoughtfully put skin traction onto Mrs Lewis, and this was used until she went to theatre yesterday.

Yours sincerely

Jane M. Porter
Jane M. Porter RN, RM

Copy to PRO manager

