



## INSIDE THIS ISSUE:

NEW X-RAY MACHINE 2

OUTREACH REPORT 3

BREAST-FEEDING 4

BREAST WEEK 5

EYE WEEK 6

EYE WEEK CONTINUES 7

PHARMACY NEWS 8

EAP LAUNCH 9

IPC WEEK 10

NHI PROJECTS 11

COMPLIMENTS 12

## FROM THE CEO'S DESK

Outcomes remain the ultimate validation of the efficiency, effectiveness and the quality of care that is rendered inside an institution.

Professor Cooradai, at a recent District Office – DOH Strategic planning session, said “ You can judge the quality of life in any location just by looking at the child mortality statistics. I believe that one can easily

judge the quality of service in any hospital by looking at the number of complaints and compliments received and at the register for adverse events. At this point, I want to encourage the PRO of Northdale Hospital Mandisa Dlamini, to remain steadfast in her initiatives to reduce complaints and increase compliments. Thus monitoring and evaluation of these.

This is also my opportunity to welcome our newly appointed Managers , Quality Assurance Manager—Mrs. Sheena Sivraman and Case Manager Mrs. Mbongeleni Ntshingila. We look forward to a long and healthy working relationship with you.

Northdale Hospital is an integral part of the NHI roll out process in the UMgungundlovu Health District. Systems are being monitored consistently and plans are being implemented to im-

prove the services that we deliver.

In September 2012 we were audited by the District Department of Health. In that audit we achieved 76 %.Following the audit plans were put in



**Mrs. FM. DuPreez**  
**Hospital CEO**

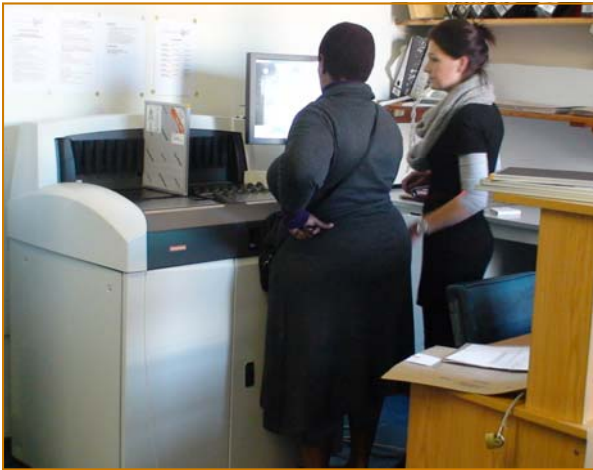
place to address the gaps identified. We were re-audited in July 2013. Our audit score in July was 78 %. The score shows that we are not fully compliant to achieve accreditation yet, but it also shows that slow and steady progress is being made to achieve full compliance. Part of the NHI accreditation process involves inspections and audits from both the District and National Department of Health. All the recommendations from these visits are implemented with the sole purpose of improving the level of care that we render.

Let us work together in the pursuit of excellence, for the benefit of our patients, as we draw closer to the end of 2013

## NEW X-RAY MACHINE

**T**he X-Ray department has been blessed with a new Care Stream CR reader machine, The new machine will enable the Radiographers with advanced technological way of processing films. This machine is computerized and require no chemicals which is very interesting and wonderful for the people that work in X-Ray.

When interviewing Mrs. Bedford—X ray Manager, she noted that her department is delighted to have such equipment.“ the machine will strengthen our communication with the doctors, we are now able to mail the diagnosis straight to the treating doc-



tors. It is real an amazing device”

NDH X Ray department sees to many clients from satellite clinics, the machine will possible give joy everybody that is using this facility.

Left: Ms. Z Hlophe and Kathleen radiographers working on a new X-Ray machine .

## GATEWAY ACHIEVEMENTS

- ◆ Extended hours of service i.e. 07H00 to 19H00 seven days a week.
- ◆ Now offers PICT ( Provider Initiated Counseling and Testing) .
- ◆ Increased number of Cervical screening from 6 to an average of 120 per month.
- ◆ Now offers IUCD insertion.
- ◆ Increased number of patients on Family Planning.

# OUT REACH REPORT

**N**orthdale Outreach Team is growing from strength to strength. The team comprises of Professional Nurses, Enrolled Nurses and Lay Counselors who are well trained on HIV and Aids related issues.

This team goes out to the communities that do not have clinics in their vicinity. They do health education, TB screening, HIV Counseling. Many malnutrition babies have been discovered in the areas that were visited by the team. Discovering malnourished babies at an early stage enables the facility to save lives. The team also participates in the Polio and Measles Campaigns. Many children got their immunization through this arrangement.

Taking services to the people has enabled Northdale Hospital to increase the number of people counseled and tested for HIV. This may enable the hospital to meet the annual HIV and Aids targets, which is 35 000 people tested and counseled a year. At the moment we setting at least the quarter of what is expected of us by the end of March next year.

With the help of the community Care Givers and dedicated staff members that forms out reach team, at least half of the target will be met.



Baby given immunization during Polio and Measles Campaign



Northdale Nurses at Hayfields Mall—where more than 20 patients were done HCT .

# BREASTFEEDING WEEK

In commemoration of breast feeding week Northdale Hospital Nursery, Antenatal and Gyne clinic staff held a very educational event for patients. On the last day of the breastfeeding week the team organized educational talks and role plays. This was just meant for patients from the Maternity departments.

The programme was well driven by Sister Ngcobo who is more like an ambassador for breastfeeding in the hospital. Demonstrations on how to breast-feed, express and store breast milk were performed by deferent departments.



HIV positive mothers were also shown how to give breast milk to their negative newborn babies.

Dietetics department was also part of the event and they gave a talk on nutritional diets for new and expecting mothers.

Mothers were kept awake—as there were number of give-aways to hand out on competition. The caliber of new mother seemed to be very clever and attentive—they were giving precise answers, thus collecting all the prizes.

WELL DONE OBSTETRIC AND GYNECOLOGY DEPARTMENTS YOUR HARD WORK DID NOT GO UNNOTICED.



Left: Hlengiwe Lwandle—doing a demonstration on how to boil breast milk without taking nutrients.





# BREASTFEEDING WEEK



**Left:** Sister FR Ngcobo with the Community Care Givers (CCG's) , who were also part of the Breastfeeding Event .

All The CCG'S have been trained on breast feeding and they are able to teach in the community .



**Left:** Sr. Low, Sr. Khanyezi and Nurse Zondi conducting the session for the questions and answers.

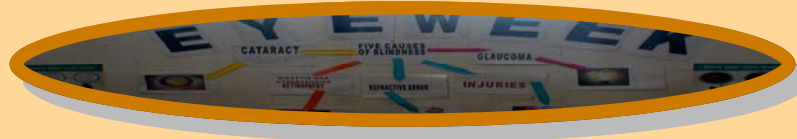
Questions were based on what was presented, said and demonstrated on the programme for the day. This session showed the team that their audience gained knowledge and can convey it to others.

**Right:** Mr. Mzi Khoza who is one of the volunteers based at Cinderella Park . In this photo he was taken receiving a prize form Sr. Mseleku, as he was able to answer on of the knowledge testing questions.

Mr. Khoza was the only male volunteer attending Breast Feeding Awareness Event. Hoping more males will join him next time!



# EYE WEEK



**I**n commemoration of the eye week, Northdale Hospital staff - Eye Clinic staff organized a very informative and eventful week. Health education was given to all out patients department by Eye clinic staff and representatives from KZN Blind and Deaf Society— Pietermaritzburg.

Dr. Narainswami and his team had Cataract marathon and it was a huge success they manage to operate on 16 patients.

Sister Brown and Matron Ndlela donated towards the purchasing of sunglasses for patients. Wearing sunglasses is vital for patient post operation, this is the health education that was given to all patients that undergo cataract surgery.

The week was well closed by a visit to Arthur Blaxall School—for children with special needs. Dr. Narainswami sponsored lunch for this school, school children were delighted about this gesture.

Patients attending the clinic were served with tea and snacks through out the week. Eye clinic staff would like to thank all patients that participated in preparing and serving of meals.



Left: A group of patients that had Cataract Surgery during eye week. In this photo they are with Dr. Narainswami—  
Ophthalmologist



## EYE WEEK—CONTINUES



**Top Left:** Doctor Narainswami with the staff of Arthur Blaxall School. The staff and learners were delighted for the gesture! Blessed is the hand that gives than the one that receives .

Khethiwe showing walking cane which is used by blind people.



TEAM from KZN Blind and Deaf Society giving health education on eye care to patients

## EAP LAUNCH



**O**n the 06th of October 2013, the EAP hosted a launch of Gender Equity and Disability forums in the workplace. Ms. Nomusa Mayeni from Diversity Management at Head Office and Bongani Shandu— Director from life changing outreach.

The purpose was to form workplace forums that will address women, men and disabled employee challenges that they are facing in the workplace and in their Social lives.

# Pharmacy News

**I**n the last issue of our newsletter we reported on infrastructure development, we noted re-vamping of Pharmacy Department. The new structure has more space—for storage and it is more convenient for staff and patients. We interviewed some patients and staff and the feed back was positive.

“The new waiting area is very pleasant and we don’t have to worry about the rain or sun.” said Mrs. Moodley who has been a Northdale patient for 20 years.

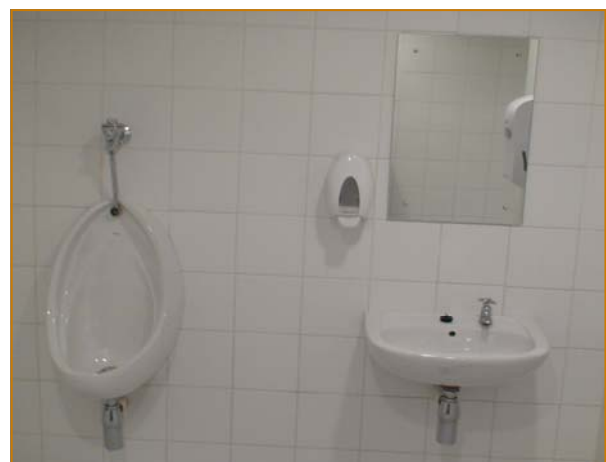
Pharmacy staff also have only the positive things to say about their new working environment. The new pharmacy manager is delighted to run such a beautiful place, with pleasant staff. Waiting time in this department has also approved drastically.



New Dispensing windows—user friendly for both patients and staff.



New sheltered waiting area with plastic chairs for patients. The area accommodates more than 200 patients.



New Ablution facility for patients in the Pharmacy. It also caters for the disabled.



# Pharmacy News

The 1– 8 of September 2013 was National Pharmacy Week. This was celebrated in a very productive way at Northdale Hospital. The Pharmacy Team conducted daily Health Education to all Out Patients Departments. The talks were based on the theme for the year— **GENERIC MEDICINES** .

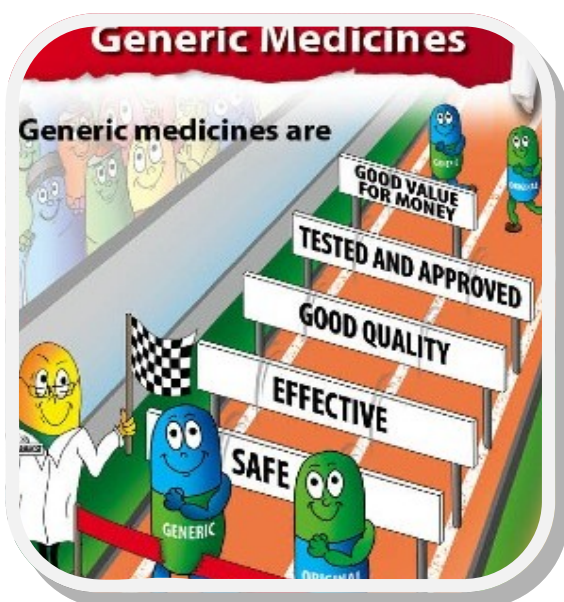
Patients were given a chance to ask questions about any kind of medication and they were given first hand information. Dr. Maistry of Family medicine gave a talk on hypertension in respect of life style modification and treatment

On the last day of the week pharmacy staff visited the Paediatric wards giving out goodie bags to the sick children. This was a lovely gesture which was enjoyed by all. The goodie bags were donated by the pharmacy team.



**Left:** Matsepo Molefe— Pharmacy Manager and Theo Ndlovu with the baby in F Ward.

**Below:** Pharmacy team distributing gift packs in F Ward, Sister Emmanuel received packs on behalf of patients.



# INFECTION CONTROL WEEK

**I**nfection Prevention and Control is one of the Six Priorities for the MEC and it is vital to monitor and implement these practices.

The 7th to 18th of October was the infection Control Week and it was commemorated by the all staff members at Northdale Hospital. Sister Zondi the IPC Manager conducted the drive to educate and sensitive clinical and non clinical staff members on Hand Wash.

Sister Zondi managed to train many categories of staff starting with the Executive Management of the hospital. The vendors that sell at the hospital gate were also taught how to wash hands, they were also given hand sanitizers . Sr. Zondi encouraged the vendors to ensure that they always wash hands and to preach this gospel to their families.



**Above:** Mrs. DuPreez CEO demonstrating correct hand wash , during Infection Control Week

**Top Left :** Sister Zondi demonstrating hand washing to the vendors.

**Bottom Left:** One of the vendors demonstrating hand wash. They made a commitment to always abide by the Infection Control Standards.



# NHI PROJECTS



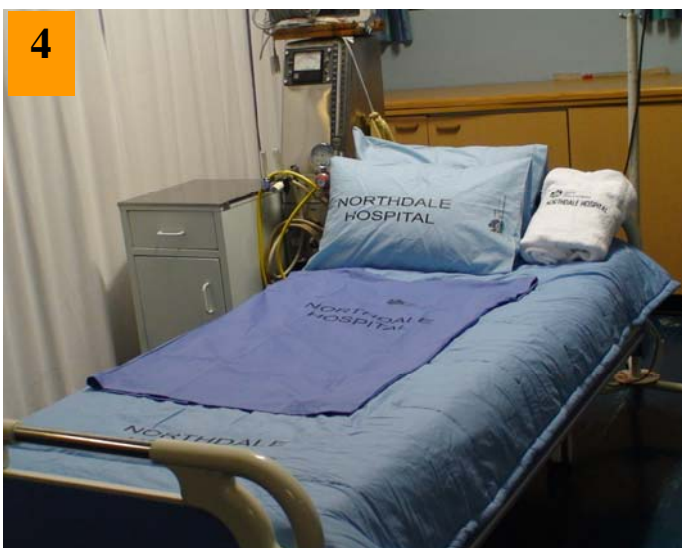
1. Hospital Board bought recliner chairs for Casualty, these will be used for patients waiting for beds.

2. Communication boards— to enhance communication with the public.

3. New Patient Gowns have been purchased.

4. New Linen which includes : Comforters, Pillow Cases and Towels .

5. Crockery and Cutlery, water jars and domes for patients.





# COMPLIMENTS

Grace Hlengiwe

From: Northdale PRO  
Sent: 31 October 2013 07:53 AM  
To: Grace Hlengiwe  
Subject: FW: Service Excellence

Please print for me

From: Bill van Eeden [mailto:billvaneeden@gmail.com]  
Sent: 30 October 2013 02:13 PM  
To: Northdale PRO  
Subject: Service Excellence

In these times when the media are crucifying our health services, it gives me very great pleasure to compliment the Northdale Hospital Eye clinic team on the professional and efficient way in which they perform their duties. My wife, Mrs. M.A. van Eeden, reference 380609, recently underwent a cataract removal and I, W.v.Z van Eeden ref 320310, had my eyesight checked. We were at all times treated with empathy and consideration by staff who displayed the utmost patience in trying situations. Throughout our visits we were given excellent treatment, as good as can be expected in any private hospital. Thank you very, very much and keep up the good work.

Yours very sincerely,  
W. v. Z. van Eeden  
Cell no 0735591759  
Residence: 270 York street,  
Greytown  
3250  
P.O. Box 243,  
Greytown, 3250.

5/11/2013  
CHIEF EXEC OFFICER  
NORTHDALE HOSPITAL  
PRIVATE BAG X9006  
PIETERMARITZBURG 3200

"WELL DONE" TO ALL AT THE  
EYE CLINIC. YOUR  
COMMITMENT IS APPRECIATED  
BY ALL PATIENTS AND  
MANAGEMENT.

To: Mrs Webster  
The Nursing Service Manager:

The May family is extremely pleased with the nursing care given to Mr. Gerald May by Sir Siphso Makhaye and the ward staff. They have always been very helpful. Mr Siphso Makhaye is also very kind, caring and willing to assist. His professional capabilities and disposition is to be commended.

We would like to express our thanks and gratitude to Mr Makhaye and also the rest of the nursing staff.

We wish him well in all his endeavors!

Thank you.

The May family.

PH: 082 926 4968

5/11/2013  
CHIEF EXEC OFFICER  
NORTHDALE HOSPITAL  
PRIVATE BAG X9006  
PIETERMARITZBURG 3200

WELL DONE  
MR MAKHAYE AND  
ALL IN  
D.WARD.

MRS DU PREEZ.

Ngabule kakhulu umama wami, useyabona, mhlaba uneminyaka ezu 87 uchosisa mihlathi, useyabona uyababula usoga kakhulu kodokotela atade bemsira ukuthi abone.

Mina ihlasile mihlathi, bengingathemba kakhulu ukuthi umama useyabona ngoba usese naminyaka ezu(6)engabona. fochwa odocar base northdale eye clinic beru impilo kamama, yashyisa izimbo ebeselilahlekile asbatlandi sibatetekele asantu asadla (n)

Phambi ase Northdale Hospital  
Eye Clinic

Phambi ngo Doctor Bonke Batorwa  
Syabonga Asiphezi, Thasile mihlathi.

5/11/2013  
CHIEF EXEC OFFICER  
NORTHDALE HOSPITAL  
PRIVATE BAG X9006  
PIETERMARITZBURG 3200

Dleaf

NGIYABONGA KAKHULU  
KUBASEBENZI BASE  
MTHOLAMPILO WAMEHLO  
NGOKUSEBENZA NGOKUZIKHANDLA

Dleaf Mrs Du Preez

Stongunusa High School  
PO Box 198  
Worburg  
3253  
30.10.13

Mphahle  
Ngizwakalis okubhulu uku  
Ganga. Ku dokotela utafu sonke  
sase Eye Clinic.

Ngendlelo ingiphathoke keke  
ngayo kusukela ngigala ukufika  
ngona. Ng banenhliziyo eyisibini  
bonke. Ungababizwe nana  
bekhuluma nawe bophakamiso  
iminyaka

Ngicela abekwenze kumina  
bakwenze nakwabanye Ningadivuna  
ngisho izenzo amaphutha  
Ngiyabonga kakhulu  
kumina  
Mrs Gerlie Mayathi

5/11/2013  
CHIEF EXEC OFFICER  
NORTHDALE HOSPITAL  
PRIVATE BAG X9006  
PIETERMARITZBURG 3200

Dleaf

Ngiyabonga kakhulu Kubasebenzi  
base mtholampilo wamehlo  
Ngokusebenza Ngokuzikhandla  
Dleaf Mrs Du Preez

## NEWLY APPOINTED MANAGERS



**MRS. SHEENA SIVRAMAN**  
**QUALITY ASSUARANCE MANAGER**



**MRS. MBONGELENI NTSHINGILA**  
**CASE MANAGER**

## MEET THE PR TEAM



**THOLOKUHLE MKHIZE**  
**INSERVICE TRAINEE—PR**



**NDUMISO MVULA**  
**INSERVICE TRAINEE—PR**

Should you wish to contact Public Relations Department with newsletter articles or any other ideas, you can contact our department on:

**NORTHDALE HOSPITAL**  
Mandisa Dlamini– PRO  
Contact Details  
Phone : 033 387 9048  
Fax: 033 397 9768  
Email: [pro.northdale@kznhealth.gov.za](mailto:pro.northdale@kznhealth.gov.za)