



# The Northdale Times

*We're in this together!*

Vol 6.. APRIL/MAY 2007

The official Newsletter for the staff of Northdale Hospital



Mrs J Peters (*left side*) thanking the Hospital Management on acknowledging staff members who are dedicated to their work. Staff members were recognized and awarded a well done job. Also recognized were long service staff members who have been working at the institution for a period of more than 10/ 20 and 30 years

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2006 SERVICE EXCELLENCE AWARDS		Ezamalaya noZULU

I guess everyone has said it...HAPPY NEW YEAR, and the resolutions have been made, and I wonder if people are still maintaining and keeping their resolutions.

Not to cause confusion, we decided that our newsletter needs a name change. From SISONKE to THE NORTHDALÉ TIMES.

Rome was never built in one day. Our CREATOR never made and finished the universe in one day, it took HIM 7 days. As for Northdale Hospital, the change that is still going to take place, will take more than 7 days. It's been 18 months with the new Management, and it is evident that there is change, whether operational or strategic. I want to strongly indicate the importance of accepting change, that not all change is bad.

People oppose anything that will take them out of their comfort zones. People are afraid of the unknown - well that's the passage I read from "*Psychology for Dummies*" book. As service providers to the rest of the nation, we are not doing them a favour by being here. We exactly know that they greatly contribute to our monthly salaries. As evidence that there are people who are changing with the hospital, and are continuing working and doing a great job, Management recognized them, by hosting them the **Service Excellence Award Ceremony on December 13 2006**.

Executive Management, Unit Managers, their deputies, and the rest of the Extended Management team gathered on 16 March 2007, to strategically discuss and prioritise our budget, and the hospital's performance review.

Just when everyone is ready to take charge of the new year, and implement plans, etc. than the unexpected happens. In our case the natural disaster that took place on the evening of 04 March 2007. It sure did put a new spin into things. With the challenges that we already face, it just piled up, and a ward of 36 beds had to be closed. Luckily we did not have any deaths or serious injuries, but surely it was traumatizing for the patients and staff who were within the buildings. The Disaster Team, including the staff did a good job with the support we needed as staff and as the institution. It's still early in the year, but the NDH will be conquering once again... it's NEVER over till the fat lady sings...

So as we continue striving to be the best in life, let us continue to render the best services to our fellow South Africans.



### **CONTRIBUTORS**

*Andersonchris Govender, Senzo Khoza & Sports Committee, Nomvuyo Mlotshwa, the ARV CLINIC; [www.google.co.za](http://www.google.co.za), Nkululeko Zulu, [www.harpo.com](http://www.harpo.com); Social Work Dept.*

*It's **your** newsletter, tell us what you think.*

*Write a letter to the Editor and have it published.*

*You can e-mail your letter to [mbalenhle.mwandla@kznhealth.gov.za](mailto:mbalenhle.mwandla@kznhealth.gov.za)*

*OR*

*Just drop it off at CEOs office with NOMONDE or the PRO's office.*

*To discuss any ideas for the newsletter call the Editor on ext. 9048*

Throughout the country on 13 May 2007, all Mothers were thanked for all the great work they have done in raising their children. For them helping us being the man & woman that we are and we will be; there are no ways that we can pay them back but words can express how much we appreciate it. "THANK YOU MAMA!!!"

### Mother

*By Author Unknown*

I appreciate the many prayers  
you've whispered during  
the worst moments in my life,  
and the many hopes for my success  
in all that I dreamed of.  
I appreciate the kind wishes  
that would make me so happy and fulfilled,  
and the gentle words of encouragement  
that were meant to strengthen my quests.  
I appreciate the moments of sorrow  
you experienced during my failures,  
and the little gestures of kindness  
that always made me feel better.  
I appreciate your acceptance,  
your ability to understand,  
and the sincere friendship  
that always gave me such security.  
I appreciate the wisdom  
of all the lessons you taught,  
and the meaning behind the words  
"unconditional love."  
I appreciate all you've done -  
every word and gesture.  
I know you've been the best there is -  
a mother beyond all compare.  
For all you've done...*thank you, Mom.*  
For all that you are... *I love you.*

CAN YOU SPOT THE SHAPE OF A WOMAN???

## 2006 NORTHDALÉ HOSPITAL SERVICE EXCELLENCE AWARD CEREMONY...

The marquee was filled with Northdale staff members who were there to witness a first time event within the institution. Rev Dr Ndwandwe opened and blessed the ceremony.

The Nursing Manager, Mrs J. Webster informed the audience about the purpose of the day. She expressed gratitude to all staff members who were receiving their long service awards for their perseverance and dedication they have shown to the health sector. She also continued that these staff members who have been nominated for the service excellence awards have stood out in the crowd, and are stars that have shone through the dark nights.

The Executive Management presented the 20 and 30 years long service certificates.

The Chief Executive Officer, Mrs ZSI Ndwandwe acknowledged and thanked all staff who have contributed to quality healthcare service. She thanked staff who have 'survived' through the darker days within the institution.

Mrs A.N. Khathi: Deputy Manager – Quality Assurance was the guest speaker who conversed on the various Batho Pele principles. She continued on the quality initiatives that the staff members continue to implement. Khathi conveyed appreciation to the health workers that are still serving within the province and the country even though there are greener pastures elsewhere.

She commended that the institution for complying and promoting a healthy, safe, clean and relaxing environment.

The District Manager, Ms NM Zuma presented a certificate of appreciation for Northdale Hospital for the transformation, and improvement of service within the institution.

While the crowd was still at awe, the entertainment was from VOICES UNLIMITED and SPIDA BOYS.

Executive Management would like to thank the following for their contributions to quality healthcare service:

- ◆ all staff members who continue to be the sailors of the ship, through rough and calm seas. *"One does not become a skilled sailor without going through rough seas"*
- ◆ all the CEO's CHC Managers and their Executive Management team who were present on the day.

*See more pictures of the nominees and winners, of the ceremony on pg*

Once again the Wykeheim College came to visit and cheer up our patients who were spending their Easter holidays at the hospital. Mrs Webster represented Management of the institution, and thanked them for their continuous support.



Patients receiving easter egg from the scholars.



A successful, educational T.B. Awareness Day was held at Northdale Hospital on Friday 23/03/07 from 09:00 to 15:00 Hours.

Patients, Staff and the Public were educated via a walk-through of various display stands on the Prevention, Treatment and Cure of Tuberculosis.

Education of both public members and patients was done through the use of print materials: pamphlets, posters on how to detect the TB virus; healthy eating habits – types of food to eat, advice given by the Intern Dietetics students from the UKZN. This nutritional education also included the public and patients being weighed, their height taken and body mass worked out – in order to know their status regarding being underweight or overweight. The Diagnostic Imaging (X-Ray) Department exhibited X-RAYS of normal and T.B. infected lungs for the public to see the difference on infected and uninfected lungs.



A public member viewing the AFB slides through the microscope.

The Laboratory Unit exhibited POSITIVE Acid Fast Bacilli (AFB) Slides were also shown through a microscope. The Pharmacy Department displayed the T.B. DRUGS and advice, instructions on how to take them was illustrated. The T.B. TEAM also gave away 500 - 600 packs of ISOMIL (500gr) were issued to the public and patients.



After all education done on the above, the public and patients were treated to a refreshing glass of juice and fresh fruit.

Health Care worker educating the public members about the importance of visiting clinics when suspecting signs of TB.

And you thought Ante-Natal classes were only done for patients in private institutions. Well for your information it is also done for both patients and staff members who would like to be involved with it.



Participants @ P ward. Being given info by Ash & Simon from Physio



The class is presented by: Jacqui Rodgers (Senior. Physio) and Simon Sokhulu (Physio. Assistant).

Due to limited space on the ward, the class is held in one of the larger ward cubicles with the mothers.

The class roughly is an hour. It includes 30minutes interactive educational talk, followed by a fun half an hour of relaxation, breathing, circulatory, breast, and spinal mobility exercises and feedback chat. Each mother receives information pamphlets as well as an exercise program.

The classes are presented weekly: Wednesdays 10h00-11h00 on P-ward and Fridays 11h00-12h00.

The Physiotherapy Department is in charge of the programme, for more information you can contact them on **ext. 9148**.

**“A healthy, happy, fit mother = an easier pregnancy and birth and a healthy, happy baby!”**



Northdale Hospital's H.A.A.R.T clinic. The clinic will finally be opened, in a month or so. We are sure that our patients and public members who use the clinic will be much more happier, when they 'move up'. Once again the KZN Department of Health putting people first, and improving service delivery.



It is only a matter of a few weeks and the Social Work Department offices will be in full swing. It has been long overdue. The Social offices were once occupied by the Medical Records Department which has moved up to the Finance & Systems Compound.





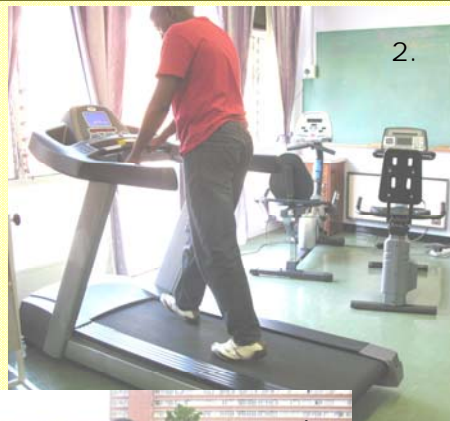


9. Umphathi sibhedlela, Nkkz ZSI Ndwandwe, Mrs T. Nene kanye no Mnuz. LV Magwaza, bethola imiklomo yabasebenzi.  
 10. Abasebenzi benikezwa izitifiketi zabo ngomsebenzi oncomekayo abawenzayo.  
 11. Iziphathimandla zicwebzelisa izindondo, zilungiselela usuku olukhulu.  
 12. Isimenywa, Nkkz Khathi - Sekelwa Mphathi: Quality Assurance.  
 13. Abaphathi bemukela isitifiketi besinikwa umphathi weZempilo eMgungundlovu District, Nksz. NM Zuma  
 14. Kwasekushodi ukuthi asine uMnuz Rama ebonga eyakhe indondo.  
 15. Izihlwele zabasebenzi zigwele etendeni, zizobungaza ngomsebenzi omuhle owenziwa ozakwabo.





1.



2.



3.



4.



5.



6.

1. Umama owathola umntwana ngosuku luka Khisimusi. Ubonakala ephiwa izipho ngabahlengikazi basegumbini lababelethayo.
2. USenzo Khoza, etshengisa imishini emisha emnyangweni wabo -Physiotherapy.
3. Iqembu lebhola laseNtunjambili
4. Bazibona bephuma ebhukwini uBona ubabone bezimisele. Iqembu lebhola lomnqakiswano laseGreytown.
5. Kwaphuma nesinedolo ukuzobukela imidlalo. uMnuz Mpisi owalimala ngesikhathi edlala.
6. Ungafunga ukuthi badlalela iqembu lePSL, kodwa kuhle ukuphupha...iqembu laseGreytown.
7. Ungalithinta yini iqembu lase Grey's uma sebephambi kwekhamera.
8. u"Skito" washesha waphuma emdlalweni ngoba elimele. Ubukeka eseluleme emi no Charde Jackson



7.



8.

Ngomhlaka 21-04-07 eNorthdale Sports Grounds kwakunguqhude manikiniki 'mnike isongo lakhe'. Izibhedlela zazishiyelana khona inkundla kwibhola likanobhuntsuzwayo kanye nebhola lomnqakiswa. Nazi izibhedlela ezaziqhudelana; Northdale Hospital, Greys Hospital, Greytown Hospital kanye neNtunjambili.

Onyakeni ophelile ebholeni lezinyawo i Ntunjambili kwaba yiyo oshampeni bendebe. Kwelomnqakiswa kwaba yiGreytown Hospital.



***Iqembu lase NDH lizivocavoca, lilungiselela ukudlala.***



Izinkundla zazilungiswe zaba sezingeni cliphezulu, kwazise phela ukuthi abaxhasi bale midlalo kwakuyiyo i-Northdale Hospital Management kanye nekomidi lezemidlalo zasesibhedlela.

Amaqembu avula inkundla atholana phezulu iqembu lasekhaya okuyi-NDH kanye ne Greytown Hospital.

Izinto azingayihambelanga kahle khona i-

***Zazibambene ngezihluthu, i Greys kanye ne Greytown ebholeni lomnqakiswa.***

NDH ngoba yaqunjwa phansi ngo 2-0 yiyo belu i-Greytown Hospital. Umdlalo owalandela waqala isikhathi sesihambile impela ngenxa yokwehluleka kweNtunjambili ukufika ngesikhathi.

Yathi uma isifikile yatholana phezulu neGreys Hospital lapho yayigoba khona uphondo iNtunjambili iwina ngo2-0. Emva kwalokho kwatholana phezulu i-NDH kanye ne Greys. Kulomdlalo zashayana zaze zabukana ingekho egoba uphondo (0-0). Kwalandela iGreytown kanye neNtunjambili, yehlulwa futhi iNtunjambili kulo mdlalo ngo3-0.

Kwaphinde kwatholana phezulu i-NDH neNtunjambili yaphindwa futhi iNtunjambili njengenhlayenza yahlulwa ngo 4-0. Lapho umgadli we-NDH uVumo Ngubane kwakusengathi uthelwe ngezibonkolo eshaya amagoli amane emdlalweni owodwa. Ngenxa yokuthi kwabe sekuhlwile umdlalo weGreys neGreytown awubange usaphela.

Kowamantombazane nakhona kwakushunqa uthuli lapho iGreys yajitholane khona phezulu neGreytown, kwaphumelela iGreytown. I Greytown yabe isiqhudelana neNtunjambili, yehlulwa iNtunjambili. Kwabe sekudlala iGreys neNtunjambili, iGreys yaphuma phambili, yehlula iNtunjambili. Okwathokozisa iqembu lebhola ukubona abahlonishwa Mrs Joyce Webster (Nursing Manager), no Mnu. B. Vilakazi (Supply Management Officer) okunguyena umphathi weqembu lase-NDH Soccer Club.



Kwakukuhle kudelile kusindwe ngobethole ngoba phela abaphathi besibhedlela babehlinzeke ngokudla okuyiziduli zabafazi neziphuzo ezipholile zingangamanzi okuphala izikhumba. Ngenxa yokungapheli kwemidlalo kwathiwa kuyobuywe kuhlelwe kabusha ukuze kubonakale izinkunzi ezizodla umhlanganiso.

*Ngalelilanga babengabona abahlengikazi, kodwa bengabalandeli beqembu lase NDH. Kusukela kwesokunxele: Nombuso Mhlongo, Mrs Joyce Webster (Nursing Manager), Ncamu Ngcobo*

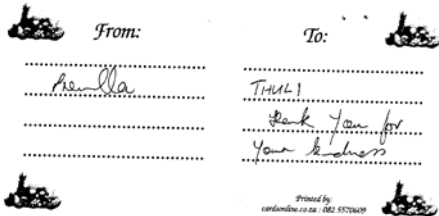
Kwaba khona inkinga lapho ibhola lomnqakiswa lingasapheli ngoba iGreytown ingasafuni ukudlala elamnqamu ne-Greys. Zasala zonke izindebe ngoba imidlalo ayiphelanga. Mina njengomgquguzeli kanye nekomidi engikulo, sidlulisa ukubonga kubaphathi besibhedlela ngokusixhasa kwabo.



*Mrs Webster eyibambe phansi ngasezosweni. Uyena owayegada ukuthi abayishisi yini inyama.*

*Ukuze ubone ezinye izthombe zalolusuku, vula ekhasini ....*

You've seen them around the wards, and other departments, staff being complemented on their effortless jobs. This page is dedicated to those staff members, and to show off to the rest of staff members what other departments are doing. So if your departments has had any complements being written, please submit a copy to the PRO, and/ your Unit Manager. These 3 letters are just a sample of what is being sent to our Management.



**Allison Homes Trust**  
~ FOR SENIOR CITIZENS ~

Chairman: Mr. W J Westwood  
Treasurer: Mr. V Biggs  
Secretary: Mrs. D. Grunewald

19<sup>th</sup> March, 2007

The Medical Superintendent  
Mrs Dwandwe  
Northdale Hospital  
Private Bag 9006  
Pietermaritzburg  
3200

Dear Madam

Allison Homes Trust would like to thank you and the staff at Northdale for being of great assistants to our residents when they visit the hospital. One person who is thought very highly of is Dr Vather he really extends himself were our old folk are concerned for his thoughtfulness and compassion shown to them. For this we thank him. The old folk think he's just great.

Yours sincerely

Queen Mary Place • King George V • Albert Allison Hoves • 488 Burger Street, Pietermaritzburg 3201  
Tel: (033) 3426009 Fax: (033)3426099

Nonprofit Organization Reference Number: 002-217 NPO

To the best pharmacy staff. After 23 years of working with the elderly and dealing with ho... it... even in England - Northdale pharmacy staff are the kindest, friendliest and most helpful. God bless you all.

Dear All,  
My sincere thanks for your wonderful support over the past three years. As you know, I have retired as Matron of Emma Barter Home. The Pharmacy manager can indeed be proud of her staff. No matter how pressurised you were, I was always treated with kindness and diligence.  
Helen Filby

15-11-06

Dr Zim, PRO

123 - Helios Rd  
Oribi Hillage.  
P.M. Bursig -  
3201.

The Medical Superintendent  
Northdale Hospital

Dear Sir I was very lucky to be given a chance to see & better by your eye clinic, on the 9-11-06 Sister Brown and her staff are phenomenal, they are truly dedicat to their profession, they go beyond the call of duty with their patients, they put you at ease when you are nervous as I was and explain every inch of the way for you. Also I must mention the theatre staff from posters to Anabars to Duden and your wonderful nursing staff. I have only ever heard complain about Northdale. But I have only praise and appreciation for your staff. At very best  
Sincerely  
Mrs. Callera Mary Barber  
Hospital No 320917

*Since the institution continuously fills in posts, there was a high number of new staff and not all could be exhibited on the **RDH Times** because of space.*

Mzolo Q.C.- Security Officer; Ngcobo M.E.- General Orderly; Kazadi K.D.- Principal Medical Officer; Mwoso J.C.- Senior Medical Officer; Ngcobo N.P.- Pharmacy Assistant Officer; Ngubane A.G.- Professional Nurse; Mseleku B.B.- Chief Professional Nurse; Nsimbi E.C.- Chief Professional Nurse; Thabede A.- Records Officer; Reddy S.- Repographic Officer; Symms SS.- Professional Nurse; Nxumalo SN.- General Orderly; Vilakazi TR.- General Orderly; Vilakazi B.- General Orderly; Ramaholi PS.- General Orderly; Mngadi TN.- General Orderly; Madonda TJ.- General Orderly; Zulu Si.- General Orderly; Ngubane Cx.- Linen Orderly; Hlengwa J.- Linen Orderly; Shelembe HP.- Linen Orderly; Chetty K.- Chief Professional Nurse; Khanyile NF.- Chief Professional Nurse; Madlala SP.- Chief Professional Nurse; Khumalo As.- Enrolled Nursing Assistant; Nhleko JJ.- Linen Orderly; Naidoo V.- Enrolled Nursing Assistant; Gwala S.- General Orderly; Magwenyana MJ.- Linen Orderly; Nkwanzana MS.- General Orderly; Ngubane PN.- General Orderly; Ngcobo ZP.- Linen Orderly; Dubazana BM.- Pharmacist; Khoza N.- Pharmacist Intern; Ngubane NP.- Food Service Aid; Buthelezi TN.- Food Service Aid; Zakwe MN.- Professional Nurse; Nkabini T.- Food Service Aid; Gumede NC.- Chief Professional Nurse; Reddy R.- Enrolled Nursing Assistant; Shayingca SE.- Finance Service Officer; Dlungel AP.- Senior Pharmacist; Stellenberg PE.- Finance Service Officer; Mkhize TM.- Enrolled Nursing Assistant; Padayachee A.- General Service Officer; Zuma C.- Senior Professional Nurse; Nyide D.- Chief Professional Nurse; Zungu SG.- Pharmacy Assistant; Rajikumar N.- Ward Clerk; Grace H.- Ward Clerk; Harripersad S.- Ward Clerk; Ntshangase NC.- Finance Service Officer; Langa UV.- Finance Service Officer; Hadebe NP.- ARV Clerk; Lephotho MP.- Clinical Orderly; Thwala SW.- Chief Professional Nurse; Luthuli MS.- Chief Professional Nurse; Zondi FT.- Chief Professional Nurse; Lebenya PC.- Senior Professional Nurse; Naidoo K.- ARV Admin Clerk; Daguza KD.- Finance Service Officer; Gasas NC.- Chief Professional Nurse

Unwind with uMAGEBA



Ngicabange kugcono nginidwebele izithombe. Phela ngesilungu kuthiwe "a picture says a thousand words"... hhayi ke ngizamile kodwa...

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www.Ca



This is called an impatient patient...

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www.CartoonStock.com



"I'm afraid the shark got your arms and legs. It's probably not a good time, but your brother's here. He needs a kidney."

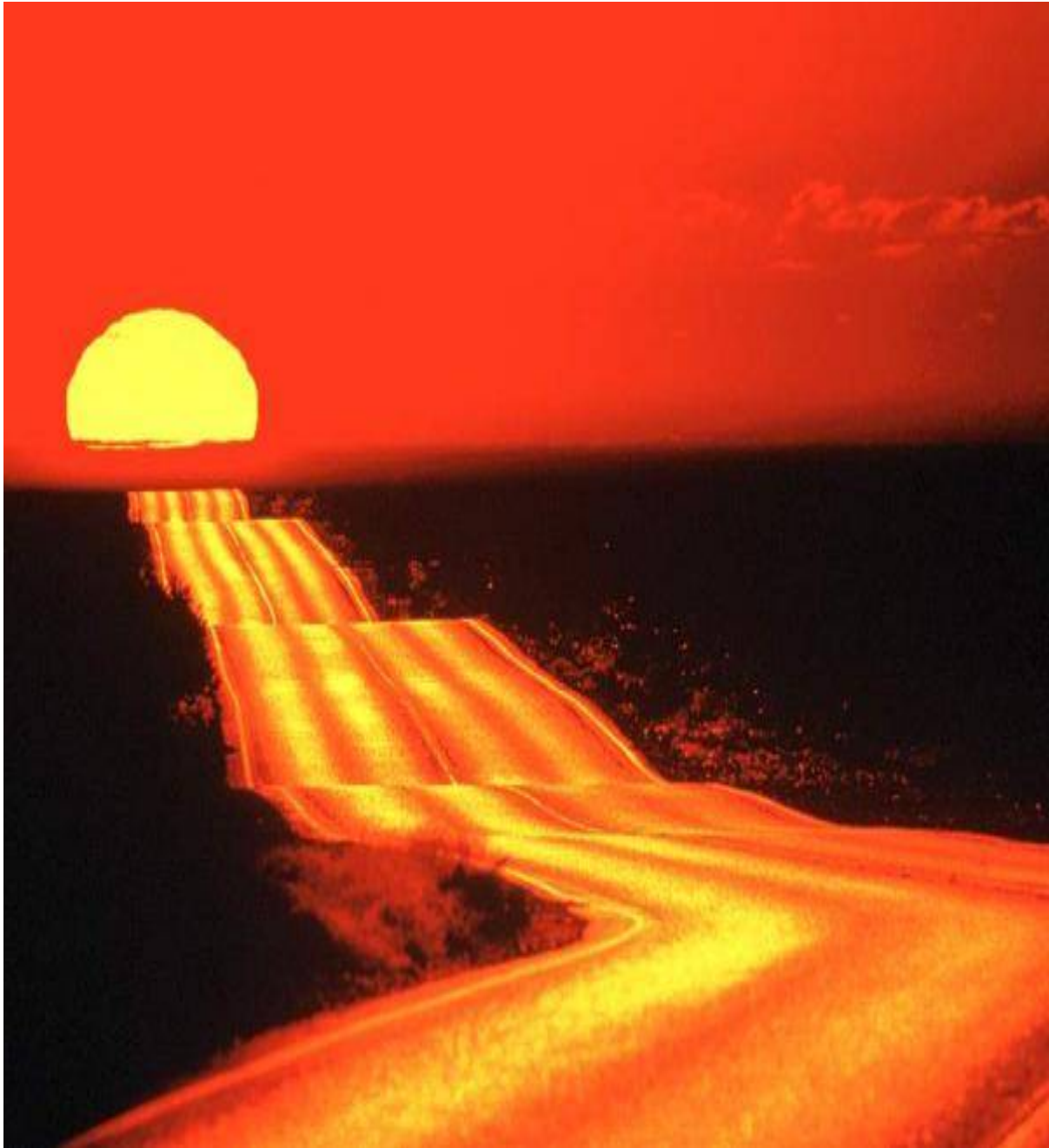


A lot of complaints would be received about the signage @ our Nursery Dept.

Hoping Dr Zimu & his team of doctors will not be using the same method...



"Uh, oh.....It doesn't look good."



*Heading into the sunset...*