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Health
PROVINCE OF KWAZULU-NATAL

NSELENI CHC

NEWSLETTER

TEL: 035 7951 124 FAX: 035 7951 923

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BATHO PELE & NATIONAL COMPLAINTS' PROTOCOL WORK SHOP

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Nseleni CHC strives to

provide the best care,

however things may

go wrong or misun-

derstanding may arise.

In such cases users

complain and provid-

ers of health services

must respond and learn from complaints that were lodged by users. A Batho Pele workshop and

National Complaints Protocol was conducted to sensitise all Managers, Supervisors and staff

Members. In setting up a National Complaints' Protocol, the perspective of both the com-

plainant and the public health sector should be considered, i.e. as the facility must be

clear on why we need a protocol and it must be understood why complainants make their

grievances known. The key objectives the public health sector would like to attain through

the National Complaints' Protocol are as follows:

To respect the user/ patient's right to complain, to resolve problems and satisfy the concerns of the complainant, to provide a simple complaints procedure everybody will understand, to provide health service managers with a means to extract lessons on quality and to subsequently improve services for patients, to ensure fairness for staff and complainants alike, to strive for honesty and thoroughness, to avoid unnecessary litigation, to get acknowledgement, to receive an apology, to receive an explanation, to prevent recurrence, to ask for compensation or special consideration and to seek retribution.

This workshop was very fruitful to level and employees within the Centre.



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OBSTETRIC EMERGENCIES TEAM.(ESMOE) VISIT AT NSELENI CHC

These pictures were taken on the day of the visit by the National Essential steps in the management of Obstetric Emergencies (ESMOE) team. The purpose of the visit was to conduct assessments on Obstetric Emergency (Fire Drills) using the Scoring System as well as to offer assistance, support and guidance. The visit was also aimed at checking Emergency Equipment (Mannequins) supplied at ESMOE introduction in November 2012.

ACTIVITIES

The scope of activities during the visit included:

- Inspecting if the Equipment were still in good working order to use for performing Fire Drills or need to be replaced or issued to facilities that were not supplied then if identified.
- Testing of knowledge and skills of the nurses and doctors through fire drills (conducted by Dr. Marcus National ESMOE team Consultant) Address specifically identified ESMOE data quality and data flow issues in Maternity Care Facilities to ESMOE offices. Offering guidance and revision on conducting Fire Drills and the Scoring System to enhance the improvement of skills to personnel involved in Maternity Care. Nseleni CHC given new mannequin. (dolls for use during the scenario/practice in the absence of a live patient) for the improvement of the skills for mid-wives. Fire drill on Postpartum haemorrhage was done, and the drill score was 50%.



The Nseleni team The CEO Mr Nhlapo and the management, Maternity nurses and the District Office team receiving the mannequin from the National ESMOE team.



The DMN Mrs. Mavundla, National ESMOE team Member, Maternity OM and the staff appreciating the mannequin.



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Phila Mtwana activities at Ocilwane Clinic and Sokhulu Clinic

Ocilwane Clinic and Sokhulu Clinic conducted Phila Mtwana events on the same day in different venues. The aim was to remind the communities about the importance of taking a good care of their children and to utilize all Phila Mtwana sites that are available in their residential areas. Its aim is to reduce morbidity and mortality from preventable conditions: HIV, Pneumonia, diarrhoea and malnutrition. To provide comprehensive prevention and health promotion package for children at community level.

Its objective is to provide the community leadership and war room members with a simple diagnosis of the status of the children in the community, so that corrective measures may be taken when necessary. To monitor the Nutritional and Health Status of all Children under 5 years at community level on a monthly basis. To ensure early identification of children with malnutrition, diarrhoea, TB and other health conditions as early as possible and to refer for health care. To identify children who require referral for government. To improve access to preventative health services: Growth Monitoring; Oral rehydration, Breastfeeding and Immunization. EPI Screening and /or referral and other Health Services for children under 5 years. Wellness. Vitamin A supplementation to children 12 – 59 months administered 6 monthly.

HIV counseling and referral, TB screening and/or referral. Growth Monitoring. Monthly MUAC measurements to detect acute malnutrition in children 6-59 months (Moderate = MAM and Severe = SAM). Growth interpretation and Promotion using the weight for age chart of the RTHB. Oral rehydration. Assessment of Diarrhoea and Education on preparation and administration of Sugar-Salt- Solution (S-S-S) /Oral Rehydration Solution (ORS). Breastfeeding and Infant & Young Child Feeding Assessment and Counseling.

During the day there was a lot of entertainment and speeches that encourages women and guardians to take the responsibility.



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PHILA MNTWANA EVENTS

OCILWANE CLINIC PHILA MNTWANA EVENT



Izethameli zomcimbi zazifike ngobuningi bazo.



Onompilo bejabulisa izethameli ngomculo ogqugquzela ukunceliswa kwebele.



Ms. Dube, Nseleni CHC Quality Assurance Manger who delivered key note address of the day.



Umdlalo weshashalazi owawukhombisa ubudlelwano nooma ukusebenzisana phakathi kwabelaphi bendabuko Kanye nomnyango wezempilo.



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The Sokhulu Clinic hosted an Awareness day for their community, The purpose was to create an awareness of HIV and Aids, TB, and HIV in pregnancy.

It was well planned by sister Ntombela, the Operational manager for the clinic and assisted by Sister Ntuli in the pictures above. Mrs. Mdluli was the guest speak in this event



Sr. Ntuli Community outreach Nurse who invited us all to take part in this event.



The counsellor Mr. R. Msane of kwa-Sokhulu



Sr. R.N.A Ndabandaba, PHC coordinator for all 7 clinics under Nseleni CHC.



Mrs. Mdluli from uThungulu District Office, HIV AND AIDS Coordinator.



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The entertainment

Traditional dance by YF



We had entertainment from the CCGs, traditional dance from Youth Friendly, stage play from Youth friendly, as well as a solo from Fikile one of our staff members



Solo by
Fikile



Stage
play



Ccgs choir

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Young People living a Healthy Lifestyle



Sr. Nomathemba Mbatha, Youth Friendly Services Nurse and coordinator at Nseleni CHC. She was clarifying the role of Youth Friendly Services and inviting youth to utilize all the health services for youth that is available at Youth Friendly Services Clinic.



Ms. Nqobile Mkhize, Public Relations Officer in-service Trainee, sending motivational words to the young people. She also quoted some few words from Bradley Whitford "Infuse your life with action. Don't wait for it to happen. Make it happen. Make your own future. Make your own hope. Make your own love. And whatever your beliefs, honor your creator, not by passively waiting for grace to come down from upon high, but by doing what you can to make grace happen... yourself, right now, right down here on Earth."





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NEW TALENT WAS DISCOVERED DURING THE EVENT



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TAKE A GIRL CHILD TO WORK

Take a Girl Child to Work event is good practice. The purpose of this Day is to improve and promote career guidance for our girl children and to encourage individuals that there are many careers to choose from in the Department Of Health. Nseleni CHC as a PHC Facility has different working fields or careers. E.g. Doctors, Pharmacist, Dental, Nursing, Human Resources, Radiographer, Transport Officer, Administration Officers, Public Relations Officer and etc.

This event provided an opportunity to the girls to get exposure to the health facility, equipment's that are used to render services to the patients and they were given an opportunity ask questions.





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12 March 2015

NSELENI CHC WELLNESS AND HEALTHY LIFE STYLE DAY

On the 12th of March 2015 Nseleni CHC hosted Wellness and healthy lifestyle Day for the staff members, organised by Nqobile Mkhize (PRO Intern) and the Champions (events organizing Team). The main Sponsor was Old Mutual. It was a fun day for the staff members who participated on that day.

The weather was good and had everyone looking forward to having fun.

We started the day by doing a fun walk around Nseleni Township from the health canter. The attendance was great, even the oldest of our staff members participated on the fun walk and were keen on finishing the fun walk as it was a very long walk for them but they made it through.



The participants of the fun walk were ready to



The fun walk started from the Clinic Foyer

After the fun walk, everyone was active and couldn't wait to go on with the aerobics.

eJimini Fitness took lead on doing the aerobics. The aerobics gave them more energy for the day.

We had stakeholders in our mist, Gems, Buco(building material Company), Old Mutual Group Schemes, and Absa Bank.

There were indoor games played inside the Clinic Yard (find the apple, egg and spoon race, and skipping rope) , board games (chess, mlabalabala and casino cards) and massages done



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NOTHING BEATS EATING HEALTHY AND EXCERSING!!!!



Above: as we walked we were accompanied by the Ambulance



**“WE ARE CONQUERORS!!!” THE WALK WAS FINISHED EVEN BY THE
ELDERS OF OUR STAFF**

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SIYAZIVOCAVOCA!!!

**"THE SECRET TO HAVING FREE
AND OPEN MIND IS STAYING
HEALTHY AND STRESS FREE!!!!**



AEROBICS IN ACTION.



OUR BOARD GAMES



OUR STAKE HOLDERS Gems medical aid and Buco Hardware and Buildware

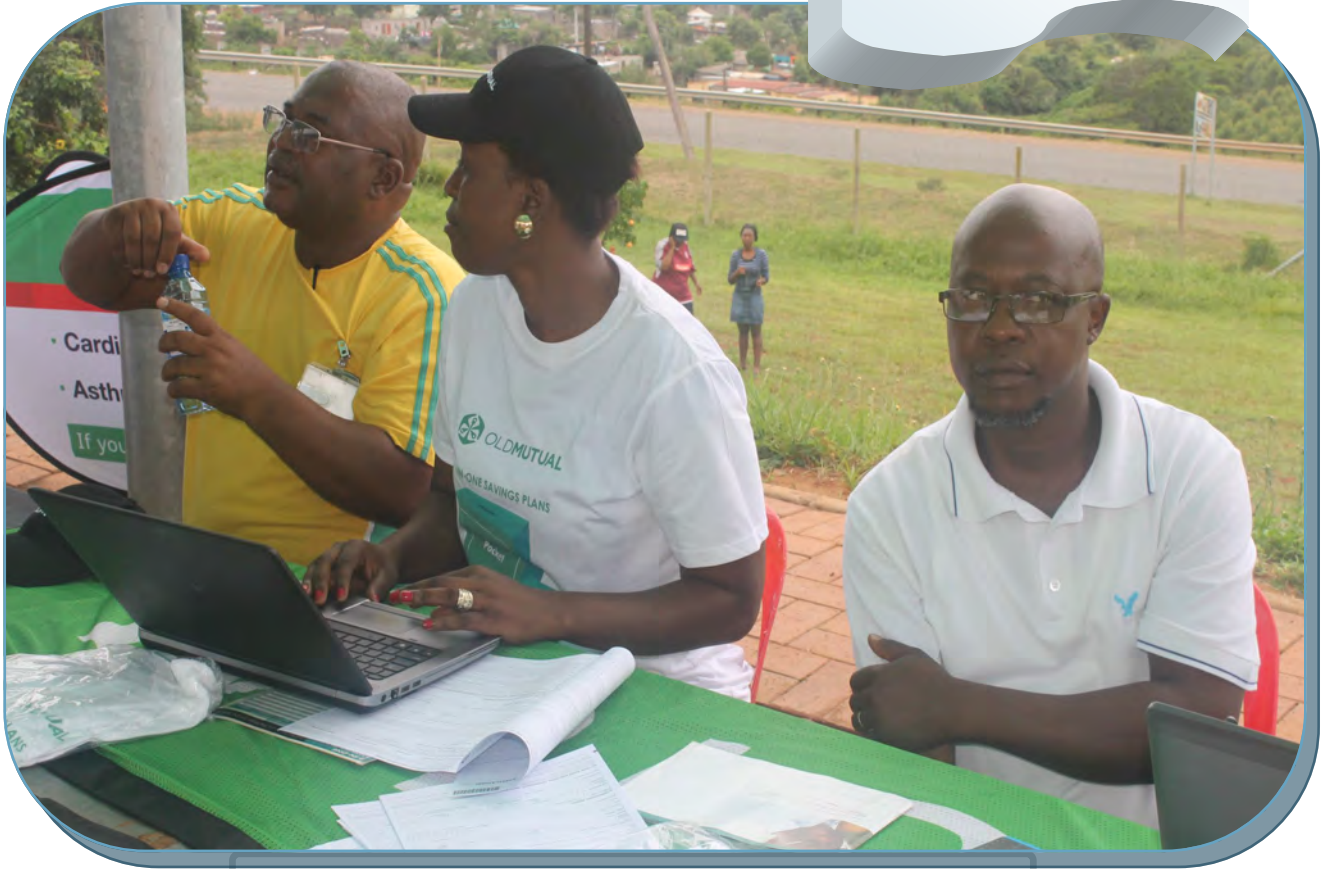




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OPENING YOUR HEART AND YOUR
MIND TO BETTER THINGS SETS
YOUR SPIRIT FREE



OUR MAIN SPONSOR OF THE DAY (OLD MUTUAL)



INDOOR GAMES: FIND THE APPLE

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THE BEST THINGS IN LIFE
ARE FREE



SKIPPING ROPE, REMINDED EVERYONE OF THEIR CHILDHOOD



STAFF MEMBERS WERE VERY HAPPY, THE DAY WAS WELL SPENT

WHAT YOU BELIEVE IS TRUE
WHAT YOU BELIEVE IS TRUE

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Children rights Program held at Nseleni Community Hall



The debriefing took place at Nseleni Community Centre whereby the team shared the purpose of the event looking and at the statistics of Children and teenage pregnancy that is being profiled. Above is uThungulu Municipality Team and Nseleni Community Health Centre CEO.



UThungulu District, Honorable Mayor Mrs. T. Mchunu as the guest speaker during the event shared her thoughts about the role of parent in the life of their children and Children Rights . Her thoughts was very constructive and motivational.



The girls that were present at this function were then given sanitary towels by uThungulu District Mayor, Mrs. T. Mchunu.

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NSELENI CHC MAN'S FURUM CONTRIBUTION IN JUNE 16 AT DONDOTHA CLINIC

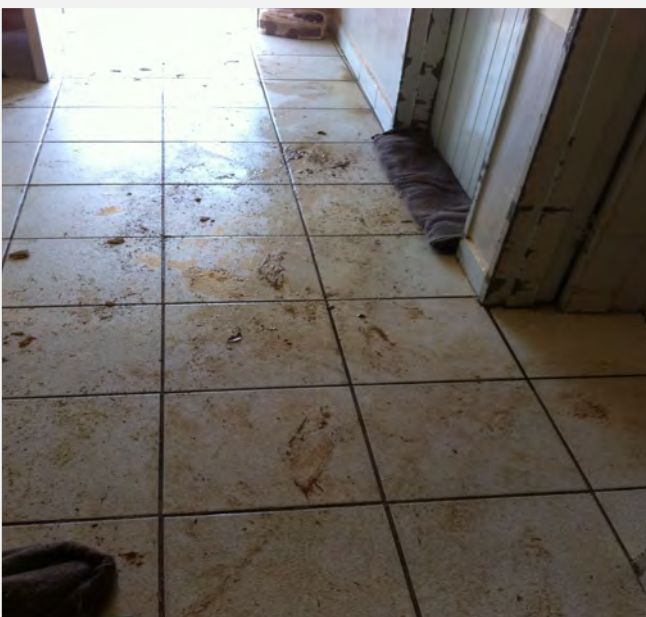
BEFORE

AFTER



BEFORE

AFTER





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NSELENI CHC MENS & women 's FORUM AT DONDOTHA CLINIC - 16TH OF JUNE 2015

SORTING AND SHINNING PROJECT



Mr. T. Nhlapho the CEO was the PRO of the day.

The Nseleni CHC 'S Men's forum, together with the Women's forum dedicated their time on the 16th of June, to improving one of the Nseleni 's facility, Dondotha Clinic.

This is part of a project that the management of Nseleni has implemented, to clean and improve the facilities under Nseleni, without any cost to the Department. The project, named Sorting and Shinning , was started by the management in May and is ongoing..

On the 16th of June, the Men's forum and the Women's forum got together with paint and brushes,

and cleaning material to re vamp Dondotha Clinic. This called for dedication and team spirit, which was evident from all those that took part.



Women at work!!!!!!!



Ezamadoda zixwaxwa ngaphansi kwezihlahla hayi eBoardroom kwa-zisephela izoso, inyama yenhloko kanye neziphuzo ezibandayo zenza amadoda akuzwe kahle okusuke kuxoxwa.

Men having lunch!!!!!!



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NSELENI CHC MENS & women's FORUM AT DONDOTHA CLINIC - 16TH OF JUNE 2015

A FAMILY THAT WORKS TOGETHER CONQUERS TOGETHER



While the men were busy painting the walls, the women were busy in the kitchen, preparing food for the men, ensuring that they had enough energy to do the work at hand. The women were also hands on with the cleaning, cleaning the floors and the windows. The staff of Dondotha were also part of the project, with nurses in their aprons, scrubbing the floors, getting their hands dirty. In all, the day was well spent, the morale was raised, team spirit was revived, and the objective was achieved. All staff that participated were in high spirits, singing and clapping, enjoying the day, while doing such an amazing job of improving Dondotha Clinic.



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