



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

PHOENIX CHC

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NEWS

Message from the CEO's Desk

May – Nov 2025

As I reflect on this past year, I am reminded once again of the incredible dedication and resilience that each of you brings to our facility Phoenix CHC. Every challenge we have faced has been met with teamwork, creativity, and determination, qualities that have certainly made me proud to lead such an exceptional group of people.

I want to share not only some of our key achievements but also my heartfelt appreciation for the role each of you plays in shaping our success.

Over the past year we have managed to attain an Excellent grading for the Office of the Health Standards Compliance Assessment and achieved Platinum Status for the Ideal Clinic Assessment. All while facing resource constraints and instability caused by the infrastructure project that made many departments nomadic.

We have also managed to implement many Quality Improvement Projects which have already reaped rewards and have achieved good results in some of our programs despite the resource constraints.

I want you all to know that your hard work does not go unnoticed. Every challenge you've faced, every deadline you've met, and every extra effort you've put in has made a palpable difference. You are not just keeping the facility moving forward, you are proving what commitment and excellence looks like, even in the most difficult circumstances.

As we close out this year and edge towards a new one, I want to remind you that it is okay to pause, to take a breath, and to care for yourselves. We cannot deliver great results if we do not also protect our own well-being. Please use the support systems available and lean on one another.

Together, we will get through periods of pressure stronger, wiser, and even more united. I am confident that no matter what lies ahead we shall overcome and thrive as a team.

I am deeply proud to work alongside such an incredible team. Thank you for everything you are doing, and for the spirit you bring to our mission every day.

Wishing you all a safe and abundantly blessed festive season and a prosperous New Year.



Dr. B. Badripersad
CEO

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Quality Day, Service Excellence and Long Service Awards Ceremony

It was a bright and spirited day at **Phoenix CHC on the 31st of October 2025** as staff gathered in the hall adorned with vibrant banners reading “*Quality is Everyone’s Responsibility*” and “*Celebrating Excellence in Service.*” The atmosphere buzzed with excitement as a day set aside not just to celebrate achievements, but to reflect on the values of commitment, compassion, and continuous improvement which keep the organization strong.

The event began with a warm welcome from the **CEO- Dr. B. Badripersad**, who reminded everyone that quality is not a department, it’s a culture. “Every smile, every record updated correctly, every patient or client attended to with respect that’s what builds our reputation,” she said. Her words resonated deeply, setting the tone for a day filled with pride and inspiration.

The guest speaker Mrs S. Ntuli (District Quality Assurance Manager) stated that Quality Day is a reminder to each one of us that excellence in service is not just a goal it is a daily commitment. Every interaction with our patients, every task we perform, and every decision we make contributes to the overall quality of care we provide. Let us use this day to celebrate our achievements, reflect on areas for improvement, and re-commit ourselves to delivering compassionate, efficient, and high-quality service. Remember, excellence is a journey, and each one of us plays a vital role in making our clinic a place where patients feel valued, cared for, and respected. Keep striving for service excellence our patients deserve nothing less!”

The presentation and awarding of **Service Excellence Awards** was done by the Senior Management Team and the District team recognizing staff who had gone above and beyond providing exceptional care and service.

Awards received for different categories were from the following departments:

- The CEO’s office
- Finance & SCM
- Nursing component
- Systems Department (Maintenance, Linen, Patient registration, Transport)
- Human Resource & Pharmacy.

Applause filled the hall as recipients stepped forward to receive their certificates and tokens of appreciation. Smiles, a few happy tears, and heartfelt cheers echoed through the room. It was more than an award ceremony; it was a celebration of human spirit and teamwork.

The audience rose in applause, acknowledging not just years of service, but a lifetime of dedication. The celebration ended with a pledge and a commitment to uphold the highest standards of quality service and to support one another to strive for excellence.



Quality Day, Service Excellence and Long Service Awards Ceremony (continue.....

Then came one of the most touching moments of the day the Long Service Awards. Colleagues who had dedicated 10, 20, 30 even 40 years of their lives to the organization were honored. As their names were called, memories flooded the room of humble beginnings, challenges faced, and victories shared.

Each award symbolized loyalty, resilience, and love for the profession.

Staff enjoyed a shared meal and laughter, the message was clear: **Quality begins with us, and excellence is our shared journey.**



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Heritage Day Celebration

On the 29th of September 2025, Phoenix CHC came alight with colour, music and flair as we celebrated **Heritage Day**. This special day gave us the opportunity to embrace South Africa's rich cultural diversity, while also strengthening the spirit of unity within our facility teams.

The day was filled with highlights, colleagues arrived dressed in beautiful traditional attire representing different cultures, while others shared delicious homemade meals that carried flair from their cultural backgrounds. The atmosphere was filled with laughter, conversations and even a few dance moves were embraced. This reminding us of the power of heritage which brings people together.

Beyond the festivities, the celebration was a chance to reflect on the values that makes our workplace relations stronger with regards to respect, inclusivity, and collaboration. Heritage Day reminded us that our differences are what make us unique, and our unity is what makes us powerful.

Thank you to everyone who participated and made the event so memorable. Together, we honor the past, celebrate the present and anticipate to share an even better future.



Senior Management Team with Staff



Traditional Buffet

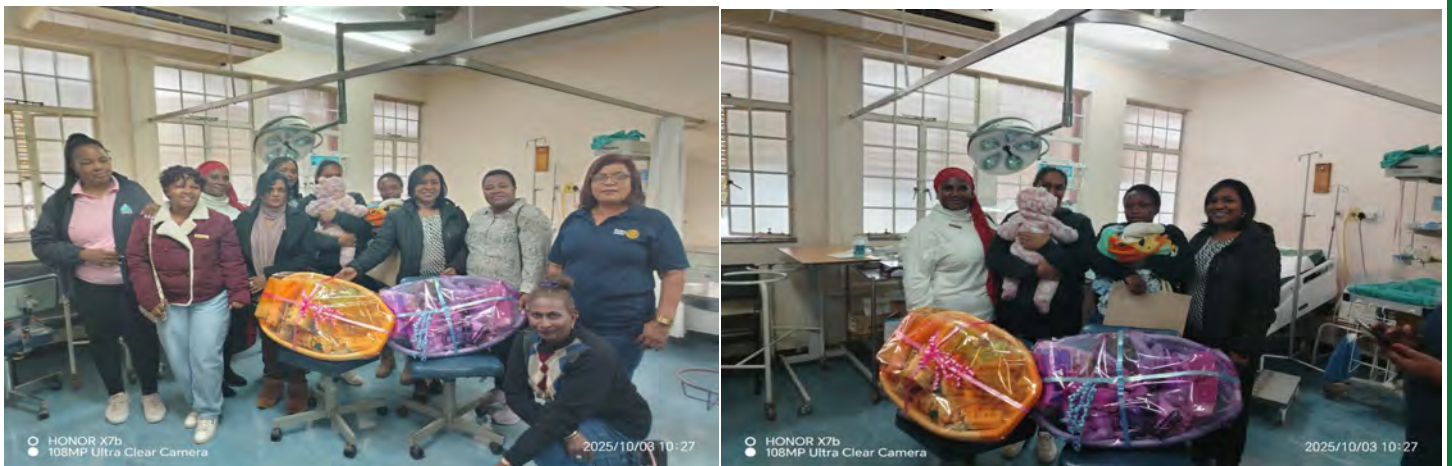


ICDM Department

Heritage Day Celebration



BABY LAYETTE HERITAGE MONTH INITIATIVE



Phoenix CHC extend their heartfelt gratitude to Phoenix Child Welfare and Family Welfare Society for their generous donation of layette packs during our Heritage Month celebrations. The welfare's support has brought comfort and joy to each mother and her new born, making a meaningful difference in their lives. This thoughtful contribution does not only meet a practical need but also reflects the spirit of Ubuntu, caring for one another and celebrating the gift of life as part of our shared heritage. Thank you for your kindness and commitment in uplifting our community.

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Phoenix CHC Polypharmacy QIP

The Pharmacy Department and Medical Officers have initiated a Polypharmacy Quality Improvement Project (QIP). The QIP seeks to address prevailing challenges of overprescribing (Polypharmacy) of medicine without any thorough review of medicine for chronic and acute patients. The current budgetary constraints have encouraged us to introspect deeply and diligently on the rationality of our prescribing and dispensing in the institution. Hence the decision to make the challenge of Polypharmacy a project in order to give it the attention it deserves.

Polypharmacy in a nutshell refers to overprescribing or irrational prescribing. This has always remained a challenge such that it has been a standing item in the agenda of the Pharmaceutical and Therapeutics committee (PTC). The project is a 6 month project that commenced from 1st of July 2025 and is due to end on the 31st December 2025. The Pharmacy Department is using a monitoring tool which is a scoreboard that scores a point for every item reduced on a prescription compared to the previous prescription. This scoreboard is being tallied daily and the top 3 scorers for the day are uploaded on the prescription WhatsApp group chat (Doctors and Pharmacist group chat) on the following day before 8am.

The doctor with the highest score for the month receives a token of appreciation and a certificate for the Best Prescriber in the category of Polypharmacy Project. The overall highest scorer at the end of the project will receive a trophy as an acknowledgement of achievement. For the month of July 2025 Dr. D. Dookhie, Community Service doctor, achieved the highest score of 20% with 314 items reduced against a total of 1550 reduced items.

An official presentation of the certificate and token of appreciation was awarded to the recipient by Polypharmacy QIP team leader Mr. S Sitharam on the 1st of August 2025 in recognition of her good effort.



Dr. D. Dookhie - August 2025 winner



Pharmacy staff



Mr. Sitharam awarding recognition award to Dr. Dookhi

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Women's day wellness program at Mt. Royal

On the 14th of August 2025 Phoenix CHC in partnership with Phoenix child welfare hosted the wellness campaign at Mt. Royal church. The aim of this program was to raise awareness about the unique health challenges that women face and promoting practices that support their overall well-being. The celebration of Women's Month carries a special emphasis for societies to continue to promote preventative care, mental health wellness and equal access to healthcare services for women of all ages. It is not only to highlight medical issues but also to encourage women to take charge of their health through knowledge, lifestyle choices, and regular screenings. Many of the health conditions that affect women such as breast cancer, reproductive health issues, heart disease etc., can be better managed or prevented by early detection and consistent care. This awareness therefore empowers women to prioritize themselves in the midst of busy life schedules where they often give care to others and not themselves.



Community from Mt Royal and in other catchment areas.

Services provided on the day:

- Primary Health Care Services
- Family Planning
- IMCI, EPI
- HIV Testing
- Pap Smear
- Chronic Services
- TB Screening
- Social Services



The community came out in numbers to support the program and the management of Phoenix CHC would like to express their appreciation to all stakeholders and to the community at large for the participation and for allowing us to have such a successful event.

Nurses Day Events



DMN Khanyile, Mr. S. Mabaso (Provincial Organizer– DENOSA) and Phoenix CHC staff

Every year, the world comes together to celebrate and honor the invaluable contributions of nurses and 2025 is no exception. Nurses' Day is observed globally on the 12th of May, provides an opportunity to reflect on the compassion, resilience, and dedication that nurses demonstrate daily.

This year's celebration carries an even greater meaning as healthcare continues to evolve in the face of technological advancements and lingering global health challenges. Nurses remain at the very heart of this transformation, embodying both professionalism and humanity. Nurses deserve recognition because they are more than just caregivers, they are the cornerstone of healthcare systems worldwide. They are often the first point of contact for patients, offering not only medical expertise but also emotional comfort and reassurance.

On the 24th of May 2025, Phoenix CHC celebrated Nurses Day. The theme of the day was “ **Our Nurses Our Future, Caring for Nurses Strengthens Economies**. The opening prayer was done by Mrs. Mhlamvu, welcoming and the purpose of the day was done by Mrs B.P Khanyile (DMN) who in her speech thanked and honoured nurses for their dedication, commitment and hard work displayed towards service delivery even during difficult times. Reciting of the nurses pledge was done by Mrs. B.P Khanyile (DMN). The guest speaker for the day was Mr. S. Mabaso whom in his speech noted that the nurses day celebration is a powerful reminder of the essential role they play in society. Nurses are healers, teachers, advocates, and leaders whose contributions go far beyond the hospital wards. Refreshments were also served on the day. Special appreciation goes to the committee members and staff who attended the function.



Nurses Day Event (Photo Gallery)



Hand Hygiene Day Event

Phoenix CHC celebrated **Hand Hygiene Day** on the 23rd of May 2025. The aim of this event was to educate health care workers on Hand Hygiene. Departments were expected to demonstrate creative stalls expressing protocols of hand hygiene. We were joined by the Senior Management Team represented by Mrs. B.P Khanyile (Deputy Nursing Manager) and Mr. M. Nkukhu (Pharmacy Manager) who were delegated to adjudicate over the departmental participants. There was a set criteria to be followed by participating departments so as to meet the requirements to which they were to be scored upon.

Participating Departments:

- ICDM
- Acute and Emergency
- Pharmacy
- HR
- Security
- Right to Care (VMMC)

Adjudication Criteria:

- Poster content objectives.
- Creativity and the size of the poster.
- My five moments - All present and clearly outlined.
- Perform the practice of hand hygiene.
- Demonstrate the relationship between healthcare associated infection and hand hygiene.

All departments received certificates of appreciation for their stalls. Sr. Mkhize (IPC Coordinator) expressed her gratitude to all department's that participated and made the event a success.



Hand Hygiene Day (Photo Gallery)



ICDM Department



Acute and Emergency



Maternity Department



HR Department



Security Department



Supply Chain Department

Open Day Event



Staff seen showcasing the Institutional services to patients

On the 16th of May 2025, The institution hosted an Open Day event where departments were marketing or showcasing their services to the community. The program commenced at 08h00 where staff were preparing their stalls for patients. The PRO (Ms. P. Majola) visited different waiting areas to inform all patients to make use of these stalls and to inform them about the event. The Senior Management Team and the SHERQ team also joined the program and were the judges of the stalls to ascertain the best performed participants.

The criteria used:

- Stall organization
- Client care
- Informative



The stalls that performed well were chosen based on the above criteria and we had 4 winners from the different department.

- 1st prize (ICDM Department)
- 2nd prize (Mental Health Department)
- 3rd prize (Acute and Emergency)
- 4th prize (Patient Registration).

Special thanks goes to the committee and staff for partaking in this event as well as to the Senior Management Team for their support in making this event a success.

PHOTO GALLERY— OPEN DAY EVENT



1st prize (ICDM)



2nd prize (Mental Health Department)

“Congratulations to all the winners”



3rd prize (Acute & Emergency)



4th prize (Patient Registration)



PHOTO GALLERY—OPEN DAY EVENT (CONT....)



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ACKNOWLEDGEMENTS

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