

St. Apollinaris Hospital – Singabenu-For The People
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***Welcome to the first issue of our
newsletter.***

**I hope you will enjoy reading this
newsletter and also hope that by
introducing this newsletter
communication between
institution and community will be
improved**

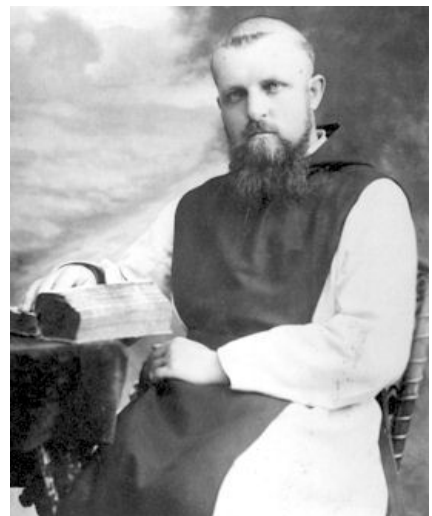
The Front of The
Hospital's Building
Picture BELOW



**I hope you
all enjoyed
Christmas
and entering
the New
Year.**

**ENJOY THE
REST OF 2003**

**The Picture of Father
Apollinaris – The Founder of this
institution**



**Issue No. : 01
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Editorial, LayOut & Design

B.B. Dlamini

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Thank You

Our Sincere thank you to all staff members who contributed towards naming our newsletter. One name was proposed 6 times by 6 different people, amongst 45 names proposed, so that name was selected to become our Newsletter's Title, that is **SINGABENU- For The People**, it is also our hospital's logo.

The Hospital Management would like to thank all staff members for the hard work that they are doing, especially the nursing staff who showed a great commitment during the times when the institution was running short of nursing staff. Without the individual and collective contributions of all, providing services would not have been possible at that time.

*May You Please Keep Up
the Good Job*

A special **Thank You** to the one who came up with that name as our hospital's logo.

Welcome

This institution is happy to welcome these following newly appointed staff members.

These following assumed duties on 1st November 2002

ENROLLED NURSING ASSISTANTS

1. Mhlongo O.Z.
2. Ngema H.B.
3. Mbatha N.D.
4. Msomi T.T.
5. Zulu E.S.
6. Mkhize N.L.

ENROLLED NURSES

1. Mthimkhulu K.P.
2. Khumalo F.P.

The picture below with a cheerful smiling faces is for other newly appointed staff members who assumed duties on 2nd January 2003. : **from left to right** :

1. **Occupational Therapist** Arabella Milford from **Pietermaritzburg**,
2. **Occupational Therapist** Karen Strachan from **Ixopo**,
3. **Community Service Officer** Talenie de Bruyn from **Pietermaritzburg**,
4. **Physiotherapist** Vicki Koch from Umhlanga – **DURBAN**, and
5. **Physiotherapist** Vareshnee Amy Lauten from Reservoir Hills **DURBAN**



Enjoy your new working sphere, meet the challenges, be the best service providers, and always strive for excellence.

ABASHONILE

Abaphathi besibhedlela
kanye nabasebenzi
bathanda ukududuza
abomndeni nezihlobo
zika Dadewethu **uNkz**
Dumisile
Rosemary
Dlamini osishiye
ngomhlaka 19
November 2002
obesebenza
esithombeni (x-ray).
Sengathi inkosi
inganisiza nithole
amazwi azoniduduza
ezwini layo
ngalesisikhathi
sobuhlungu
bokwehlukani swa.

Makalale ngoxolo
Aphumule
umphumulela wafuthi



NEW HOSPITAL MANAGEMENT STRUCTURE

Our hospital has now got the new hospital Management Structure which consists of the following people:
The Hospital Manager – Mrs. N.C. Thekiso, The Medical Manager – Dr. A. Bull, and The Nursing Manager – Ms. T.E. Kumalo.
The institution is still looking forward to the appointment of two more Managers i.e. Human Resource Manager and Financial Manager next year (2003)

NOTICES

- **Change of Telephone Extensions**

Be kindly informed of the change that has taken place to these following departments:

- **Transport Office** has moved to Workshop telephone extension number is no longer 248 it is now 238 since Monday 6th January 2003.

- **Physiotherapy Department** has moved to Transport Office telephone extension number is no longer 250 it is now 248 since Monday 6th January 2003

• Dentist Now Available

Dr. Naidoo the Dentist from Ixopo will be visiting the hospital every Wednesdays morning and he will be able to see only 40 patients commencing on the 15th January 2003.

uDokotela Naidoo ongudokotela wamazinyo uzovakashela esibhedlela njalo ngolwezithathu ekuseni uzoqala ngomhlaka 15 January 2003. Uzobona abantu abawu 40 kuphela ngosuku.

VOLUNTEERS

This institution currently has volunteers in cleaning, and administration sections.

Certain criteria was followed to recruit them. They will serve for a period of three months. 1st group in Administration Section started in November and they will finish at the end of January. The process helps community people to develop themselves and to obtain experience in different aspects of these fields.

ORPHANS CHRISTMAS PARTY AT ZAMANI CHILDREN'S CENTRE

Zamani **C**hildren's **C**entre is a place for orphans at Centocow Mission.

Orphans are not staying there, but their needs are met e.g. grants are applied for them according to their ages.

On 18th December 2002 Friends of St. Apollinaris (FOSA) made Christmas party for about 700 orphans from around Centocow.

They were fed and given Christmas presents. Young ones were provided with toys, snacks and sweets, older ones were given face-clothes, soaps, chips, & sweets.

FUN AND ENTERTAINMENT AT CHILDREN'S WARD

Ixopo **M**ethodist **C**hurch **S**unday **S**chool under the wonderful direction of Mrs. Lynne Wessels visited Children's Ward on 21st November 2002.



The dance seemed to be more interesting and exciting, look at the children gazing at the dancing group. (below)



The youngsters danced, sang and spoke with our staff and patients. Mrs. Wessels told us all about “ The Wordless Book” presented a gospel message and some of our little patients gave their hearts to Jesus!

One patient even danced with the team, and it was wonderful, children enjoyed a lot.

The Nursing Manager was also impressed, look at her smiling at the kid dancing. (below)



Ms. T.E. Kumalo – The Nursing Manager at St. Apollinaris Hospital welcomed our visitors & Sr. Gumede gave a vote of thanks.

Ms. Kumalo commented that the children’s health would improve as their spirits had been lifted by the visit. The Group then gave out chips & sweets.

Our thanks to the team.



In this ministry –STORY REPORTED BY DEBBIE ROWE

AIDS PRAYER DAY AT NGWAGWANE MADZIKANE AREA



On 19th December 2002, The community of Ngwagwane Location held AIDS Prayer Day at Local T/A hall.

The idea of the day was to bring various local churches together to pray to God that he provides the cure for AIDS.

Various Local Church Leaders + congregations, youth, and the Department of Education’s spokesperson, were invited. The attendance was very poor due to busyness for Christmas.

Hospital staff and Community Health Workers were also there to make people aware of this devastating disease.



Community Health Workers making people aware of how the HIV virus is spread among people by playing a drama.

The Drama was about a girl who had 2 sex partners. She was practicing sex intercourse with one of them but using a condom and used (ukusoma) which is a safe sex method with another one. At the end they stopped using the condom. The girl got sick and found out that she was HIV+. Her mother took her to a Sangoma who claimed that somebody did witchcraft against the girl. She then gave them medicine and advised them to cut themselves using one razor so as to become strong. She said somebody else

uses the same razor she gave to them that is why he is strong. Their drama was educative and was talking about things that are really happening amongst community & that was an easy way to teach people about how this virus is spread.



Sr. Z. Dlamini who is a CDC Sister at the Hospital made the introduction of the day, and she also played a vital role in educating people including young children about HIV / AIDS in that event.

She also talked about Voluntary Counseling and Testing (VCT) programme and encouraged people to visit the hospital so as to be tested just to know their status., because she said, once the status is known a person is taught the ways of living with HIV if he/she is tested HIV+. She said having positive attitude towards AIDS helps HIV positive people to live for a long period of time.



Sr. Dlamini talking to a group of children with the aim of finding out if they understood everything which was said about AIDS



(above) Mrs. Mildred Bekwa who is a TB SASO at the Hospital was a Guest Speaker she explicitly defined the signs and symptoms of a person who is HIV positive and also emphasized what has been said before e.g. by the drama players & by Sr. Dlamini,



(above) Sr. Dlamini handing over the trophy to Mr. Siphon Mbhele for providing correct answers on questions asked about HIV/AIDS



(above) Sr. Dlamini talking to a group of women with the aim of finding out if they understood everything which was said about AIDS

Ngwagwane Choir under the Leadership of Mr. Siphon Mbhele sang beautifully. One of their songs message was about the promotion of abstinence in order to avoid the spreading of HIV / AIDS. **(below)**



The speeches delivered and the Drama were informative and educative in such a way that everybody went out with a clear vision of what's really going on about HIV / AIDS.



(above) Mr. Vukani Zulu organized the event he is also a hospital board member representing Madzikane Area

CHRISTMAS PARTY AT THE HOSPITAL

The Management of the hospital organized a Christmas Party which was funded by (FOSA) Friends of St. Apollinaris. It was held on 19th December 2002 at 19:30 p.m.

The party itself helped people to understand one another very well as there are a lot of new faces around the institution.



(above) PROGRAMME DIRECTOR : MR. R. LANGA



Doctors entertaining people with their songs.





(above) HOSPITAL MANAGEMENT
Left to right : Ms. T.E. Kumalo –
Nursing Manager, Dr. A. Bull –
Medical Manager and Mrs. N.C.
Thekiso – Hospital Manager
enjoying themselves at the party

Motivational speeches delivered uplifted the spirits of everyone. Especially when the Hospital Manager mentioned that the hospital is going to have the Information Resource Centre. People are going to have lots of opportunities to develop themselves through using the Resource Centre, even in terms of skills development, because there will be computers in the Resource Centre.

WHAT IS ABET?

Before 1994 adult people in South Africa used to attend night schools in improving their educational standards. Teachers of those night schools were teachers who were trained to teach children. They were not trained to teach adults. So, they taught adults as children.

Many of adults who attended night schools dropped out because adults do not like to be treated and taught like children.

During political negotiations between the 1980's and early 1990's, there were also discussions on education and training.

Parties that were present in those discussions included people from business and industry, the labour movement, educationalists and NGO's. They were to devise a new education system that would address the education and training needs of the new South Africa. One of the outcomes of those discussions is ABET (Adult Basic Education and Training) policy document (1997).

ABET programme is replacing the old system of night schools. Tutors are trained by organizations such as NASA (Natal ABET Support Agency) and ABETCO learners examined by IEB (Independent Examination Board).

There are four levels in the programme: 1,2,3 and 4

- **Level 1** – covers pre-school to standard 1 or grade 0 to grade 3

- **Level 2** – covers std 2 to std 3 or grade 4 to grade 5
- **Level 3** covers std 4 to std 5 or grade 6 to grade 7
- **Level 4** covers std 6 to std 7 or grade 8 to grade 9

NB: **Level 4** of the programme is level 1 of the NQF (National Qualification Framework)

In the next issue of Singabenu you will read what is happening in this hospital with regard to the implementation of this programme (ABET) since August 2000.

Story by M.C. Sosibo

HUMAN RESOURCE OFFICE

Two officers working as Human Resource Officers Seniors. Miss. Z.R. Mbambo working with files from Alphabet A-Mhl., Mr. M.T. Dlamini working with files from alphabet MI-ZU

REPORT ON ACTIVITIES TAKEN PLACE DURING YEAR 2002 AT HUMAN RESOURCE OFFICE.

APPOINTMENTS

| Month | No. of Appointments | Category |
|-------|---------------------|------------------------|
| June | 2 | 1 A.C & 1 E/N/A. |
| July | 2 | E/N/As |
| Sept. | 1 Transfer in | Hospital Manager |
| Oct. | 8 | 3 E/N's + 5 E/N/A's |
| Nov. | 8 | 2 E/N's + 6 E/N/A's |

EXITS

| Month | No. + Category | Reason |
|-------|----------------|-----------------|
| March | 1 CSMO | Contract expiry |
| | 1 E/N | Transferred |
| April | 1 P/N | Resigned |

| | | |
|-------|----------------|----------------------------------|
| May | 1 Radiographer | Transferred |
| June | 1 S/E/N/ | Transferred |
| July | 1 M.O. | Transferred |
| | 1 E/N/A | Transferred |
| Aug. | 1 CPN | Deputy Matron Retired |
| Sept. | 1 EN | Transferred |
| | 1 SPN | Transferred |
| Oct. | 1 AO | Promotion / Transfer |
| | 8 | Resignations |
| Nov. | 1 | Resignation |
| | 1 | Death |
| Dec. | 2 CSMO | Finished their Community Service |
| | 1 Cleaner | Retired at 60 |
| | 2 | Transfers |
| | 2 | Resignations |

Reported by Ms. Z.R. Mbambo – Human Resource Officer

BATHO PELE PROGRAM

By now almost everyone in the public service is aware of what Batho Pele is all about.

At St. Apollinaris Hospital Batho Pele Committee was formed in January 2000, which consists of stakeholders that are representing different categories of staff.

The committee worked very hard making arrangements for the launch of the programme. Awareness workshops were ran for the staff which covered the following topics which were designed by the committee members: What is Batho Pele? and just the eight principles of Batho Pele.

The aim of running the workshops was just to make all staff members aware of what Batho is all about prior to the launch for the staff, because all sections / departments were required to participate in the Batho Pele principles's implementation competition during the launch for the staff.

They were going to demonstrate their activity / play to show how can they implement that particular principle in their sections / departments.

On 09 February 2000 Batho Pele program was launched for the staff,

and this type of certificates which were designed by Batho Pele Committee and signed by Hospital Administrator issued to all sections and departments that participated in the event.



On 23rd February 2000 the program was launched for both the Community and Staff.

Two members of the committee attended Batho Pele workshops on becoming Batho Pele workshops facilitators in the institution as this was Head Office's instruction. Then awareness workshops were ran since August 2000, but this is an ongoing process since there is that high turn over of staff. About 90% of staff members who were working at this institution in years 2000 / 2001 attended workshops.

The attendance was very good.

The program is also included in the orientation and induction program of the institution.

People should always familiarize themselves with the principles of Batho Pele so as to implement them in order to better the quality of service that we provide as service providers.

Few Tips on the implementation of B/P Principles:

- Improve on courtesy, always have good attitude and approach towards clients and colleagues
- Promote team spirit amongst your colleagues

WHAT IS ST. APOLLINARIS HOSPITAL DOING IN TERMS OF THE IMPLEMENTATION OF BATHO PELE PROGRAM ?

10 PRINCIPLES OF BATHO PELE PROGRAM

Consultation: Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.

- **Hospital board committee** in place since February 2000, meetings held every after 3 months and minutes kept in a file.
- **Community Health Workers + Voluntary Health Workers** available, meetings held and minutes are kept.
- **Suggestion Boxes** available and a register to record suggestions/complaints/ and recommendations. Mechanism in follow up these suggestions/complaints and recommendations made is in place and known.

- **Patient Satisfaction Survey** Conducted : hard copies of the report are kept and also available in Accreditation's Unit site in intranet.
- **Hospital's newsletter** too will be an excellent communication tool between community and the institution.
- **Notices** displayed on noticeboards, pamphlet and posters distributed.
- Reports are made on activities that are taking place in the institution and copies are given to hospital board members
- Yearly report produced containing information on how much money was spent .

Service Standards: Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.

- Service Commitment Charter available
- Signboards available
- Staff wearing name badges / identification cards

Access: All citizens should have equal access to the services to which they are entitled.

- Disabled parking available
- Mobile points available & have been increased.

Courtesy: Citizens should be treated with courtesy and consideration.

- Staff members encouraged to always have a smile on their faces and to have good attitudes towards one another and towards clients.

Information: Citizens should be given full, accurate information about the public services they are entitled to receive.

- Reports are made on activities that are taking in the institution and copies are given to hospital board members.
- Newsletter available
- Notices displayed on noticeboard, pamphlets and posters distributed.

Openness and transparency: Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.

Redress: If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when the complaints are made, citizens should receive a sympathetic, positive response.

- Suggestions available, mechanisms of handling complaints are in place and effective

Value for Money: Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

- Saving measures are applied
- Cash Flow Committee exists and minutes of meetings available.

Encouraging Innovation and Rewarding Excellence: Innovation can be new ways of providing better service, cutting costs, improving conditions, streamlining and generally making changes which tie in with the spirit of Batho Pele. It is also about rewarding the staff who "go the extra mile" in making it all happen.

- People are encouraged to be innovative in terms of Batho Pele principles implementation
- Recognition awards are done sometimes.
- Environment which is conducive to staff is created e.g. hospital choir available for those who like singing, netball and football clubs are also available etc.

Customer Impact: Impact means looking at the benefits we have provided for our customers both internal and external – it's how the nine principles link together to show how we have improved our overall service delivery and customer satisfaction. It is also about making sure that all our customers are aware of and exercising their rights in terms of the Batho Pele principles.

Thank you cards, recommendations etc. are received just to show that how our service have impacted towards clients.

There are many Batho Pele initiatives that have taken place, and they are on an ongoing process.

MPHAKATHI

Kubona bonke abasebenzisi balesisibhedlela sizocela ukuxolisa ngezimo ezibukeka zibanikeza izinkinga ngezinye izikhathi.

Abantu abaningi ezikhalweni, bakhala ngokulinda isikhathi eside lapho okubonwana khona nodokotela, isibhedlela sinenkinga esibhekene nayo maqondana no dokotela.

Lapha sinodokotela abahlanu (5) kuphela. Abathathu kulabo baqashwe ngokuphelele futhi basebenza emini kanti ababili (2) yilaba abaphuma esikoleni abakhishelwe ukusebenza emphakathini ababizwa ngokuthi bango (Community Service Officers) bona – ke bashintshana ngokusebenza ebusuku.

Laba-ke abathathu abasebenza emini kulindeleke ukuthi zonke izinsuku baqale ngokubona abantu abalalisiwe emawodini yikhona besuke bezokhipha asebekulungele ukuphuma esibhedlela bagoduke khona kusuke kuzovela izikhala zokulalisa abanye abantu emibhedeni.

Iyaqhubeka ekhasini (9)

MPHAKATHI (iyaqhutshwa)

Uma beqeda emawodini omunye wabo uya ethiyetha ayosebenza khona nakhona – ke kuya nokuthi umsebenzi wakhona ungakakanani bangaba babili abasebenza khona

Sicela umphakathi ubekezelelane nalesisimo, ngokomthetho bayashoda odokotela esinabo.

ULWAZI NGENDLELA OKUSETSHENZWA NGAYO E PHARMACY



US'fiso Zwane nguye ophethe e-famasi. Uma umphathi engekho yonke imibuzo iphendulwa ngu Nkk. Nomusa Dlamini.

Osixhumanisa ne Batho Pele e-famasi ngu Bafo Malinga.

Izindlela okuxhanyanwa ngazo nathi yilezi:

Ucingo : **039-8331045/55**

Isikhahlamezi(fax): **039-8331062**

Ikheli: **St. Apollinaris Hospital Pharmacy Section P / Bag x 206 Creighton, 3263**

UMA UQEDA UKUBONA UDOKOTELA IYA E- FAMASI UKUZE UTHOLE IMITHI YAKHO KANYE NEZELULEKO EZIFANELE.

YINI OKUFANELE UYAZI?

Sizimisele ukukunika lonke usizo oludingekayo. Ukuze ke sikunike lolusizo sidinga ukuthi ulandele imigomo ebekiwe futhi ilula kakhulu.

Amanye amakhadi ngawabantu abagula kakhulu futhi adinga isikhathi esithe ukuba side kunamanye ngoba kufuneka siqaphelise.

Ngakhoke siyakucela ukuthi usibekezelele.

ENJONGWENI YETHU YOKUKUSIZA NGENDLELA EPHUSILE KANYE NEPHAMBILI SIZOKWAZI UKUPHUMELELA NGOKUBAMBISANA.

NGENZE NJANI EMUYA KOKUBONA U-DOKOTELA SENGIFUNA UKUTHATHA IMITHI?

- Thatha ifayela yakho uyise e-famasi ufike uyifake
- ebhokisaneni eliseduze nomnyango.

KWENZEKA NJANI UMA NGIZOLANDA IMITHI YAMI YANYANGA ZONKE?

- uma usuyikhokhile imali yakho yokubhalisa komabhalane, uzonikwa ifayela lakho bese ulithatha uliyise e-famasi ulifake ebhokisaneni elisemnyango ngaphakathi.
- Lindaezitulweni ezingaphandle kuze kubizwe igama lakho

YIMIPHI IMITHI ONGEKE WAYITHOLA E ST. APOLLINARIS HOSPITAL?

- yimithi efana nama panado, umuthi wokurabha, umuthi wokukhwehlela nokunye angeke uyinikwe uma usuphinda okwesibili. Kuzodingeka ukuthi uzithengele ekhemisi

KWENZEKANI PHAKATHI EFAMASI?

SinePharmacist eyodwa nabasazi bayo abathathu

Bonke baletha imithi yeziguli ezilalisiwe kanye nezingalalisiwe. Babhala imithi, bathake eminye, Eminyebayifake ezikhwanyaneni ezincane .

UNIKWA KANJANI IMITHI YAKHO?

1. okokuqala, umsizi wase famasi uthatha yonke imithi ebhaliwe.

2. I Pharmacist ibhala igama lakho emithini nokuthi uyisebenzise kanjani kanye nezinto okumele uziqaphele.

NGENZENJANI NGEMITHI EMIDALA ESEKHAYA?

- Leyomithi seyiyingozi enkulu kuwe, seyingakubulala qobo manje – ke yithathe yonke uyilethe e-famasi

KUNGABE KUFANELE NGILANDE IMITHI YAMI NGOSUKU OLUBHALWE EKHADINI LAMI?

- Ungayilanda ezinsukwini ezintathu ingakakupheleli noma ezinsukwini ezimbili iphelile.

NGENZE NJANI UMA NGINESIKHALO / ISINCOMO / NOMA UMBONO?

- Kukhona ibhokisana elinsundu elibekwe e-famasi lazo. Amaphepha okubhala aseduze kwalo. Cela okokubhala kumsizi wasefamasi.

NGENZE NJANI UMA NGIFUNA IZELULEKO KUMPHATHI WASEFAMASI?

- Esikhathini esiningi uyatholakala, buza efasiteleni ukuze uthole ulwazi.

NGINGEZA EFAMASI NGEMPELAVIKI?

- Qaphela!, sivulela izimo eziphuthumayo kuphela. Sivula ngo 8:00 ekuseni sivale ngo 1:00 emini

Enjoy reading the newsletter. Let's meet on the next issue, hopefully it will be issued on March.

