



September 2005

IMPORTANT

PLEASE BRING THE FOLLOWING ITEMS

NIGHT DRESS OR GOWNS

TOILETRIES

ID BOOK

PENSION CARD

MEDICAL AID CARD

CONTACT NUMBERS OF NEXT OF KIN

VISITING HOURS

Sunday - Saturdays

10H00 11H30

14H00 16H00

• **19H30 20H30**

Inside this issue:

<i>Imiyalelo</i>	2
<i>New face</i>	3
<i>Hleka no Sister Mjoli</i>	4
<i>Service standards</i>	5
<i>What's on</i>	6
<i>life in the Forest</i>	7
<i>Complaints</i>	8

Take girl Child to work

Take girl child to work initiative was held on the 25 August 2005 at St. Apollinaris Hospital. Three high schools were identified, Son-yongwana High School, Centocow High School, Lashman High School. Each high School had to release 5 learners to attend this initiative at. Girls were warm welcomed by Hospital Manager Mrs. N.C. Thekiso and had an opportunity to have hands on in different departments of the institution. They were divided according to their career



Mbanjwa Nozipho at Laboratory

ambitions i.e. Pharmacists, Doctors, Nurses, Counselors, Radiographers, Accountants, Stores, Human Resource and Medical Technologists.

At 1p.m. it was feedback session of their experiences and were asked to share their learning with

their fellow students. It was at this session where Hospital Manager Mrs. N.C. Thekiso gave talk about HIV/AIDS further encouraged them to abstain and remain focused until they reach their dream. Nozipho Mbanjwa from

Leshman High School said, “ Ngithanda ukubonga lelithuba elingaka lokuthi sivuleke amehlo, isibhedlela sisinike ulwazi ngemisebengi nemi-fundaze etholakalayo. Sengizokwazi engikuthandayo ngempela. Later girls were served with delicious meal and given bag packs, pencil cases and transported back to their schools.

Welcome note from Hospital Manager

Welcome to everybody who will be reading our newsletter . We thank the almighty God that we are still together though we have lost some few friends and colleagues. We are half way to the end of the financial year. Let us review our achievements for this year. The ramps next to pharmacy, Shower for the sleep over

visitors, Refurbishment of nursery, Painting of mortuary, Reduction of waiting times at OPD, Increased signage, Appointment of Unit Managers, Upgrading of Doctors residence, Painting of Kilmun Clinic, Conversion of benches to chairs at OPD, gateway

clinic and visitors., Appointment of Medical Officer, H.R. Manager, Principal Medical Officer, Senior Pharmacist etc. We are also preparing for Premiers Good Governance Awards and Baby Friendly Assessment Let us give ourselves a big clap of hands for all our achievements everybody has contributed. Well done!!

Intokozo iletha ithemba kwabasweleyo

The winter warmth campaign at St. Apollinaris hospital

Injabulo ibiphuphuma kogogo, no mama ngenkathi ithimba lakwa East Coast Radio nelakwa I-talk Cellular lini-kezela ngezingubo emphakathi wase Centocow. Umkhankaso we Winter Warmth oqale njengoba kungena ubusika uhambe waze wafinyelela ezintabeni zase St. Apollinaris Hospital, imindeni eminingi ithole izingubo njengoba sibona omame besina emvakokuthola izingubo ezivela kwi South African Red Cross Air Mercy, East Coast



Bagiya baphindelela omame bethokozela izingubo

Radio, Rotary nabe Gift of Givers. “Ngiswele imilomo ezinkulungwane ukubonga njengoba ngihlala nabazukulu abasikhombisa onina

abangasekhoyo, lezingubo zizosisiza kakhulu futhi zibafudumeza emakhazeni abantwana kusho uNkosikazi Shezi.

Infection Control Column

Infection control is seen to be just another task that can be delegated to someone else. According to Ziady and Small “every person working in the health care environment is responsible for infection control. The task is not reserved for a specific health worker, infection is of the primary function of every person coming into contact with person who are in need of care (Ziady i.e & Small 2004:p1)

So our task as infection control department are up to date as far as infection control is concerned. we formulated policies, reviewed the exciting quos and we are ensuring that they are understood by all staff members and we are ensuring that they are implemented. Our main aim is to protect our patients, our staff, visitors community and the environment. By Mr. G.M. Tshaka Infection Control Co-ordinator In God We trust

Imiyalelo yaseFamasi

***Ngenzenjani emuva kokubona udokotela sengifuna imithi?**

Thatha ifayela / ikhadi lakho ulise efamasi ufike ulifake ebhokisini elise-duze nomnyango

***Wenzenjani umuntu uma ezolanda imithi yakhe yanyanga zonke?**

Uma usuyibhadalile imali yakho komabhalane uzonikwa ifayela lakho bese ulithatha ulise e Famasi ulifake

ebhokisini.

Linda ezitulweni ezin-gaphandle kuze kubizwe igama lakho.

***Yimiphi imithi ongeke uyithole e St. Apollinaris Hospital?**

Imithi efana ne Panado, imithi yokurabha, wokukhwehlela, nokunye angeke uyinikwe uma usuphinda okwesibili.

***Unikwa kanjani imithi yakho?**

uSokhemisi ubhala igama lakho nokuthi uyithathe kanjani imithi nezinto okufanele uziqaphele.

***Ngenzenjani Ngemithi emidala?**

Imithi emidala isiyin- gozi enkulu kuwe in- gaku bulala yithathe yonke uyilethe efamasi

***Kungabe kufanele ngilande imithi yami**

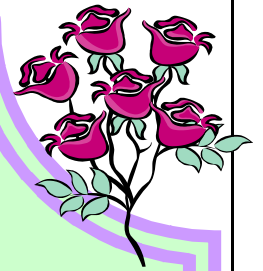
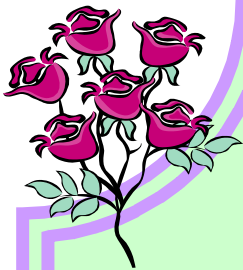
ngosuku olubhaliwe ekhadini lami?

Imithi yakho ungayilanda ezin- sukwini ezintathu engakapheli amaphilisi noma ezinsukwini ezimbili ephelile

***Ngenzenjani uma nginesikhalazo?**

Kukhona ibhokisi elimhlophe lezikhalazo amaphepha okub- hala aseduze kwalo cela oko- kuloba kumsizi wase famasi.

***Ngenzenjani uma ngifuna izeluleko kumphathi wase pharmacy?**



A Warm Welcome

To all newly appointed staff members

The Management is welcoming all staff members who have commenced duties on 01st June 2005 & congratulating them for taking up these promotional positions, Thank you very much for



Mrs. N.P. Khwela from Ugu North. Thanks to St. Apollinaris management and staff for their warm, friendly welcome and looking to a pleasant and long stay with them as a team.



Ms. N.R. Njobe –Assistant Nursing Manager. I feel very good to be here and thankful to St. Apollinaris Management for giving me this opportunity, hope we will work hand in hand form good team.. Thank you

choosing our institution

Nursing Assistant

Mr. S.A. Luthuli

Ms. M. V. Mtuli

Ms. N.R. Malinga

Enrolled Nurse (Qulashe)

Gwala J.J

Duma B.M.

Assistant Nurse Managers

Njobe N.R

Khwela N.P.

Qulashe T.P.N

Ngwabeni T.T

Nursing Assistant

Nxumalo P.N.

Mthembu P.Z.



Ms. N.V. Mtuli



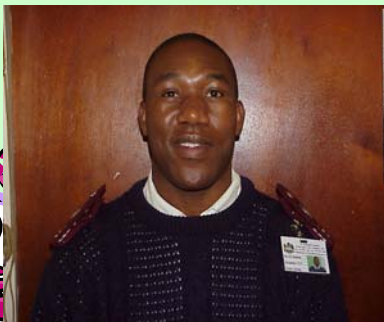
Mr. G.W. Tshaka

Staff members can congratulate them when they meet with them

or visit them at working station.

By Hospital Management-

Mrs. N.C. Thekiso



Mr. B. Shabalala



Mr. D. Ndwandwe



Mr. S.L. Luthuli Nursing Assistant



HLEKA NO SISTER

Marriage:

Friend: How many women do you believe must a man marry?
Sister Mjoli: 16

Friend: Why?

Sister Mjoli: Because the priest says 4 richer, 4 poorer, 4 better and worse

.DEATH OF HIS MOTHER:

Sister Mjoli: (crying) the doctor called, Mom's dead.

Friend: condolences, my friend.

(After 2 minutes) Sister Mjoli cries even louder

Friend: what now?

Sister Mjoli: my sister just called, her mom died too!

Sister Mjoli ATTENDING A MEETING:

Colleague: Sorry I'm late. I got stuck in an elevator for 4 hrs because of a power failure.

Sister Mjoli: That's alright, me too...I got stuck on the escalator for 3 hrs.

Spelling lesson:

Sister Mjoli's Son: Dad, what is the spelling of successful....is it one c or two c?

Sister Mjoli: Make it three c to be sure

CHATTING WITH HER FRIEND:

Friend: How was the tape you borrowed from me, is it Ok?

Sister Mjoli: What do you mean ok, I thought it's a horror film. I didn't see any picture.

Friend: What tape did you take anyway?

Sister Mjoli: Head Cleaner.

AT AN ATM MACHINE:

Friend: What are you looking at?

Sister Mjoli: I know your PIN no., hee, hee.

Friend: Alright, what is my PIN no. if



you saw it?

Sister Mjoli: four asterisks (****)!

WHILE IN A DRUG STORE:

Sister Mjoli: I'd like some vitamins for my grandson.

Clerk: Mam, vitamin A, B or C?

Sister Mjoli: Any will do, my grandson doesn't know the alphabet yet!!

Sister Mjoli WHILE IN GRADE SCHOOL:

Teacher: What is 5 plus 4?

Sister Mjoli: 9

Teacher: What is 4 plus 5?

Sister Mjoli: Are you trying to fool me, you've just twisted the figure, the answer is 6!!

There was this couple that had been married for 20 years. Every time they made love the husband always insisted on shutting off the light.

Well, after 20 years the wife felt this was ridiculous. She figured she would break him out of this crazy habit. So one night, while they were in the middle of a wild, screaming, romantic session, she turned on the lights.

She looked down... and saw her husband was holding a battery-operated pleasure device... a vibrator!

She went completely ballistic. "You impotent b*st*rd,"

She screamed at him, "how could you be lying to me all of these years? You better explain yourself!" The husband looks her straight in the eyes and says calmly:

"I'll explain the toy... you explain the kids."

A bit of laughter to cheer up your day.

Jim and Mary were both patients in a Mental Hospital. One day, while they were walking past the hospital swimming pool, Jim suddenly jumped into the deep end. He sank like a stone to the bottom and stayed there.

Mary promptly jumped in to save him. She swam to the bottom and pulled Jim out. The medical director became aware of Mary's heroic act and he immediately ordered her to be discharged from the hospital, as he now considered her to be mentally stable.

When he went to tell her the news, he said, "Mary, I have good news & bad news. The good news is you're being discharged because you were able to jump in and save the life of another patient, so I believe you've regained your senses.

The bad news is that Jim, the patient you saved, hung himself in the bathroom with the belt of his robe. I am so sorry, but he's dead."

Mary replied, "He didn't hang himself, I put him there to dry."

PHAWULANI BO NAKHU KONAKALA !

Mhluphe Umfazi(finish and klaar).

2 Mdlise, ezwe wena wedwa vo!

3. Akalahle bonke abangane bakhe.

4. Mfihlele inombolo yakho yase-Bank.

5. Makahlale egqoko iphinifa

6. Uma kwenzeka uphunyuka

(ushipha), makaxolise yena, hayi wena

ndoda yamadoda.

7. Umholo wakhe makawunike wena wonke, wazini ngemali yena.

8. Angaphinde aye kubo.

9. Unina, uyise, abafowabo bangalubhadi kwakho futhi bangazi nokuthi nihlalaphi.

10. Ukudla makungezi kuwena sekuphakiwe—akeze namabhodwe phambi kwakho.

11. Uma sikuvakashele thina bangani bakho akabaleke azivalele ekamelweni size sihambe.

12. Angajwayeli ukusineka.

13. Kufanele akubize ngoBaba ngasonke isikhathi.

Departments Service Standards.

Laboratory Service Standard

1. All patients will be treated with dignity.
2. All staff members respect patient confidentiality about illness.
3. The laboratory opens at 07h30 and closes at 16h00 Monday to Friday.
4. The laboratory opens on Saturdays / Public Holidays from 08h00 to 12h00 for emergencies only.
5. Technologists or Auxiliary Service officers who can be identified by name process all patients sample.
6. Staff monitor that all results are delivered promptly to wards and doctors.
7. All abnormal and urgent results are phoned to doctors and wards and recorded in the phoning register.
8. The laboratory is ensuring quality of results by participating in internal and external quality assurance programs.
9. Universal precautions are adhered when processing all patient samples.
10. Complaints and Compliments box is placed in front of the laboratory for all comments and checked by laboratory staff.

Compiled by :Mr MH Baijnath
(Laboratory Manager)

PHARMACY SERVICE STANDARDS

1. Staff members do not disclose information about patients illness.
 2. Patients are not going to wait for more than one hour.
 3. Patients are always served by qualified pharmacist /pharmacist assistant all the time.
 4. The pharmacy open at 7:30 am and closes at 04h00 pm during working days.
 5. Patients will always get their medication on time.
 6. Medication brought back by the patients will not be re-used at all.
 7. Names for staff on call will be displayed on the door.
 8. Any complain about medication is dealt with immediately.
 9. All patients are treated equally, irrespective of race, friends, relatives and colleagues.
 10. Staff to wear name badge all the time.
- SIGNATURE : _____ CAPACITY: _____
DATE : _____ REVIEW :

IZINGA LOKUSEBENZA E-FAMASI

1. ABASENZI ABAZIDALULI IZIMFIHLO ZEZIGULI KANYE NEZIFO EZIBAPHETHE.
 2. IZIGULI ANGEKE ZILINDE KUZE KUPHELE IHORA ZINGA-KANCEDWA.
 3. IZIGULI ZIHLALA ZINCEDWA NGABASEBENZI ABAQEQESHIWE NGOKWANELE.
 4. I-FAMASI IVULWA NGO-7H30 EKUSENI IZE IVALWE NGO 4H00 NTAMBAMA NGEZINSUKU ZOKUSEBENZA.
 5. IZIGULI ZIZOHLALA ZITHOLA IMITHI YAZO NGESIKHATHI.
 6. IMITHI ELETHWA YIZIGULI SEYIBUYA EMAKHAYA ANGEKE IPHINDE ISETSHENZISWE.
 7. AMAGAMA WABASEBENZI ABHALIWE AMNYANGO.
 8. ZONKE IZIKHALO EZIPHATHELENE NEMITHI ZIXAZULULWA NGOKUSHESHA.
 9. ZONKE IZIGULI ZIPATHWA NGOKULINGANAYO, NGAPHANDLE KWEBALA, ABANGANI, IZIHLOBO, KANYE NOZAKWETHU.
 10. ABASEBENZI BAQGOKA IZIQGEBHEZANA EZINAMAGAMA AZO NGASOSONKE ISIKHATHI.
- UKUSAYINA: ISIKHUNDLA:
PHARMACY MANAGER
USUKU: 31/01/2005 USUKU LOKU-VUSELELA: 25/01/2006

TRANSPORT SECTION

Transport department is a component that operates under the administration section, under the control of Administrative Officer for Systems Mr. T.C. Cele. Our core functions are to maintain all the institution's vehicles, & to meet all the trips requirements. This section is made up of a team of two (2) Drivers & one (1) Transport Officer.

1. We will ensure that all vehicles are in a good working condition, if any fault is discovered / reported we will attend to it **within an hour** by:
If the repairs are going to be done on the vehicle, we will report the fault to first auto, to obtain the name of the merchant to send the vehicle to & the reference number. All this information is recorded.
Before the vehicle is taken for repairs the matter is reported to the Supervisor. Then the vehicle is taken to the Merchant for quotations, the Merchant communicate with the first auto for the price. First auto then sends us the addendum for approval of the availability of funds.
2. After a period of **2 days** the vehicle sent for repairs, the follow up is done quoting the reference obtained.
3. All trips requested are attended to within **an hour**. We allocate vehicles following the internal policy i.e. combining the trips, or canceling trips to meetings, workshops, courses if we are short of drivers or vehicles. We never cancel trips for people with appointments with patients / clients like mobile clinic etc, those are our priority trips.
4. We update all our clients on the decisions taken **prior to** the date of his / her trip
5. If we are short of the drivers we do request the person requested to be transported to drive if he / she has the drivers' license & the authority to drive government vehicles.
6. People with drivers licenses are assessed for a good track record of driving before being granted the authority to use government vehicles.
7. For trips over the weekends / public holidays we request the authority to use government vehicles **before the date of the trip** from Head Office by faxing the letter of request. Then the follow up is done after an hour.
8. When the phone rings it will be answered within **six (6) rings**
9. When you write to us we will respond to your letter **within 10 working days**.
10. If you lodge a written complaint we will attend to it within **10 working days** if it is a verbal or telephonic complaint it will be attended to **as soon as possible**.
11. When you come to our office for any enquiry or service you will be attended to **within 10 minutes**

Hours of service

Monday to Friday
07:30 a.m. to 16:00 p.m.
Lunch
13:00 p.m. to 13:30 p.m.
Contact Details

Tel No. 039-8331045/55 ext 238
Fax No. 039-8331062

What's on

New Appointments—Additions to Page 3

ENA's

Malinga N.R.

Enrolled Nurses

Gwala R.I &
Duma B.M

C.P.N—Oulashe Clinic

Ngwabeni T.T.

Nursing Assistant (through bursary studies—from General Orderlies—posts)

Nxumalo P.N

Mthembu P.Z.

Resignations

Mkhwnazi T.F

Ngcobo B.E

Ukachukwu F.C

Ngwane N.A.

Makaula C.N.

*Dangazele B.
Joka B.*

*Mbizo N.
Gantshe F.
Ntseke Q.V.
Parker K.S.*

Imiphefumulo yabo mayiphumule Ngokuthola.

1. *uMama uNVL Khohli uSista obe-sebenza eOPD*
2. *uNkosazana Thobeka Sofunza—uMabhalane kaMenenja yesibhedlela.*
3. *Nonhlanhla Khuboni— G.O*
Amazwi enduduzo kwizihlobo kanye nabangane : Amahubo 139 vesi 16
Amehlo akho angibona ngiseyihlule; zonke izinsuku zami zalotshwa encwadini yakho, zanqunywa kungakafiki nolulodwa kuzo.

UNkulunkulu akalenzi iphutha, akozeli akalali konke okwenzekayo kusuke kuwuhlelo lwakhe thina esingenamandla wokulumisa.



Meet our hospital Chaplain Pastor Stuurman, who was officially appointed by the Ministers office to serve District 43.. He visits' the hospital every Wednesday to render spiritual healing to staff and patients. To ensure that intervention and religious pro-



Medical Students from University of Cape Town at St. Apollinaris

Medical student from University of Cape Town spent a week at St. Apollinaris Hospital doing non-medical duties just general work. The aim was to empower them with strength. On first day task was to paint diabetic clinic, & Security office. Workshop department was impressed about their job because there were no gaps identified behind.



Workshop staff members Renovating Maternity –necessary



Fairwell Mr. C.S. Kheswa Human Resource Manager and family, said the Hospital Manager Mrs. N.C. Thekiso and staff.



ULOZOLO—St. Apollinaris Choir participated in KZN Department of Health's 2005 Choral Festival

Ngomhlaka 14 Septemba kwakunomqhudlwano wamakhwaya ezibhedlela ezahlukeni zakwaZulu-Natal ethekweni eholo iDLI. Nesibhedlela sethu asisincinyane ngoba salibamba iqhaza kulomncintiswano. Laliphekwe ngempela ikhwaya—falalala zivuma “ingoma phezu kodonga lomlambo” - leyo kwaba yingoma okwakuncintiswana ngayo bese—ke ileso naleso sibhedlela sishaya eyesibili esizikhethelwe yona. Iyashaywa ingoma lapha ngiyakutshela wena kwakudela uMakhasana waba lukhuni ngempela umsebenzi wamajaji. Phambili ngomculo wamakhwaya ngoba lento isusa (i stress).

Life in the Forest

Hi folks

Our faith in the Hospital has been tested, the mood has been terrible. We are still trying to come into terms with the sudden passing on of our beloved sister, colleague and a friend the late Miss T Sofunza. Sitting there in my forest accommodation thinking of the role this character has played in this stage play I felt that sharing this story of Mayonnaise Jar and 2 cups of coffee will be more fitting to help us realise what life has for us, and how we ought to live.

When things in your life seem almost too much to handle, when 24 hours in a day are not enough, remember the mayonnaise jar and the 2 cups of coffee.

A professor stood before his philosophy class and had some items in front of him. When the class began, wordlessly, he picked up a very large and empty mayonnaise jar and proceeded to fill it with golf balls. He then asked the students if the jar was full. They agreed that it was.

The professor then picked up a box of pebbles and poured them into the jar. He shook the jar lightly. The pebbles rolled into the open areas between the golf balls. He then asked the students again if the jar was full. They agreed it was.

The professor next picked up a box of sand and poured it into

the jar. Of course, the sand filled up everything else. He asked once more if the jar was full. The students responded with a unanimous "yes."



The professor then produced two cups of coffee from under the table and poured the entire contents into the jar, effectively filling the empty space between the sand. The students laughed.

"Now," said the professor, as the laughter subsided, "I want you to recognize that this jar represents your life. The golf balls are the important things -

- God
- Family
- Your children
- Your health
- Your friends,
- and your favourite passions -
- things that if everything else was lost and only they remained, your life would still be full.

The pebbles are the other things that matter like your job, your house, and your car. The sand is everything else -- the small stuff.

"If you put the sand into the jar first," he continued, "there is

no room for the pebbles or the golf balls. The same goes for life. If you spend all your time and energy on the small stuff, you will never have room for the things that are important to you.

Pay attention to the things that are critical to your happiness.
Play with your children.
Take time to get medical checkups.
Take your partner out to dinner.
Play with one another.
There will always be time to clean the house and fix the disposal."

Take care of the golf balls first -- the things that really matter. Set your priorities. The rest is just sand."

One of the students raised her hand and inquired what the coffee represented. The professor smiled. "I'm glad you asked. It just goes to show you that no matter how full your life may seem, there's always room for a cup of coffee with a friend."

To the staff of St Apollinaris and friends of Miss Sofunza I say Life is a stage play in our case one actress has been phased out for her role in this episode has been closed but for us **the show goes on.**

Complaints, Compliments, Suggestion from Clients

Uma unezikhalazo, imibono, izincomo ngesibhedlela thintana nomxhumanisi wesibhedlela u Mr. Thami Chizama kulenamba elandelayo- 039 833 1045 noma faka Isikhalazo sakho ebhokisini lezikhalazo ngiyabonga.

Izikhalo

Sinenkinga nodo-
kotela sifika
ekuseni sihlale
emabhentshini
kuze kushone
ilanga .
Onesikhalo
uZenzile Linda

Ngikhala ngabodo-
kotela. Ngifike ngo
8 ekuseni kuze
kubekube manje
angikabonani no
dokotela.
*Akazishongo igama
lakhe umuntu ofake
isikhalo*

We have a problem
about doctors I ar-
rived here early in
the morning no
help . I would like
to know why this is
happening.
by: Nokwanda
Jama

I waited for long
hours in this hospi-
tal ,I did not get
help then I decided
to go back to work
because I ab-

Izincomo

Sister Sejoeseng keep
it up. I'm happy about
your service. by: Vuy-
ani Qhinoba

Ngithanda ukubonga
amanesi asebenza e
ward 7. Ningiphathele
kahle umtanami.
Ngingu Beatrice Zulu.

I was treated well at
ward 7 please keep it
up. God bless you.
By Nomvuyo Mban-
jwa.

I'm a regular customer
in this hospital and I
would like to compli-
ment staff members
from ward 1 where I
was admitted from the
15 to 20. Sister Mkhulisi and sister Pinky took good care of me . Ethembeni staff and counselors you are very good keep up excellent job.
By: Mrs. Tholakele Memela Bulwer.

Imibono / Iziphakamiso

Bayasebenza im-
pela kodwa sicela
baphakamise izin-
yawo benza kan-
cane abantu baze
bashiywe izimoto
ezibaphindisa
emakhaya.
Isaga esithi abantu
phambili sibona-
kala kancane.
Uma kungenzeka
uhulumeni
makaqashe phela
Ngingu S.L.
Mbanjwa
wase Khukhulela.

**You are welcome to
Complain,
Compliment,
Suggest,through
rights channels,
Complains Form,
Verbal or writing
and insert it in sug-
gestion boxes
placed in various
departments or di-
rect to Public Rela-
tions Officer Mr.
Thami Chizama
Thank you.**