

TOWNHILL TALKS



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Hospital CEO Ms ZG Mfeka

YEAR END MESSAGE FROM CEO

Health care users. Despite many adversities faced during the year, your determination, perseverance and passion for providing the best possible care to our clients is inspiring. Always note that although at times we forget to say thank you, your hand work never goes unnoticed and it is always appreciated.

The year 2014 has been filled with various activities in all components displaying our dedication in enhancing patient care at the institution. On behalf of management at Townhill Hospital I would like to take the opportunity to thank all the staff for their continued commitment and dedication to ensuring that quality services is rendered to

To the many that have retired and to those that will be leaving at the end of this month we commend your commitment to the service and we wish you all the best for the future.

It is with pleasure that we welcome all newly appointed staff and we hope that you will enjoy your stay at Townhill Hospital. At Townhill we advocate a culture of transparency, teamwork and unity.

Lastly I would like to wish all staff a very happy new year. May 2015 be a year of unmerited prosperity for both you and our institution. Keep up the all good work and keep striving for excellence.

Remember: "it always seems impossible until it's done" (Tata Madiba)

MEET THE NEW LAUNDRY MANAGER MR T N SIBIYA

Townhill talks is pleased to officially introduce our new laundry manager Mr Trevor Nhlahlaha Sibiyi.

In order to know more about him, the editor of TOWNHILL TALKS Mr Hlongwane had an interview with him. The interview went as follows.

Mr Hlongwane: how are you Mr Sibiyi?

Mr Sibiyi: I am fine and how are you my brother?

Mr Hlongwane: I am okay. Can you tell us about your self, basically who is Mr Sibiyi?

Mr Sibiyi: I am a down to earth person who believes in respecting other people, in the same token I expect other people to do like wise.

Mr Hlongwane: when did you start working for the department of health?

Mr Sibiyi: I started in 2002 at Fort Napier hospital as a laundry operator till 2007.

Mr Hlongwane: from there where to?

Mr Sibiyi: I got a promotional post of being a laundry manager at Ntunjambili Hospital in 2007 till 2014 before I moved to Townhill Hospital in the same year.

Mr Hlongwane: How was the reception when you came to Townhill ?

Mr Sibiyi: it was fantastic, a very warm reception from top management to the staff in general.

Mr Hlongwane: I am glad to hear that. What challenges have you experienced as a laundry manager?

Mr Sibiyi: The minor challenge is a delay of supplies from centrally provincial stores but we are working on it.

Mr Hlongwane: How is the relationship

between yourself and the laundry staff ?

Mr Sibiyi: It is good there is a mutual respect amongst ourselves.

Mr Hlongwane: On a personal note, are you married?

Mr Sibiyi: Yes

Mr Hlongwane: How many children?

Mr Sibiyi: I have got nine children, four boys and five girls.

Mr Hlongwane: Wow, you are a true traditional Zulu man, what message can you convey to the staff pertaining to the laundry

Mr Sibiyi: I have got an open door policy, if there are any queries regarding laundry they are at liberty to call my office.

Mr Hlongwane: It has been a pleasure talking to you

Mr Sibiyi: Thank you my brother



Mr T N Sibiyi

MESSAGE FROM OFFICE OF THE PUBLIC RELATIONS OFFICER



**Mr RT Hlongwane
Public Relations Officer**

Firstly, let me take this opportunity to convey my sincere gratitude towards all Town Hill hospital staff for their constant commitment and dedication when it comes to patient care. The hostile condition we operate under is sometimes unbearable due to the type of patients we are dealing with. Despite all those challenges you managed to keep your heads above water. The importance of treating our patients with dignity and courtesy is always emphasized in order

to ensure that the level of care that we render to our clients is of good quality. As public servants we are duty and constitutionally bound to make sure that we create that conducive environment for our clients as well as community. If we can all conform to this basic principle of safeguarding the patients rights as stipulated in patients rights charter, half of the job would have been done. In the same token our clients and the community in general have an obligation of ensuring that their rights go hand in hand with the responsibilities. That basically means they also need to give respect to the health workers in order to create that mutual relationship between the two parties. Reciprocal respect is of paramount importance to both public servant and recipient of the service. This principle of patient's rights superseding health worker's rights creates connotation that health worker's rights are inferior to patients rights. Despite all these challenges we as health workers need to ensure that we are equal to the task and demonstrate that professionalism. The quote by the late President Mandela puts it clearly when he say, "Everyone can rise above their circumstances and achieve success if they are dedicated and passionate about what they do." It is an open secret that if one is passionate

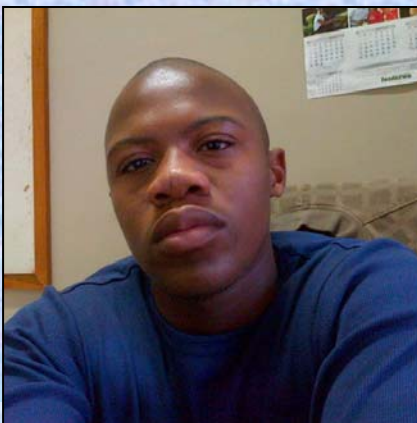
about what he is doing nothing will ever demotivate him/her instead he/she will conquer all obstacles he comes across. I know that there are so many men and women who execute their duties beyond expectation even though they are dealing with resentful patients on a daily basis. Keep it up.

Lastly, let me wish you all the best for this coming year 2015. I hope it will be the year of success and achievements for all of us. May be we had so many resolutions for 2014 and not even a single one achieved, it is not the end of the road there is still chance to try again. This reminds me of Mandela's quote, "Do not judge me by my success, judge me by how many times I fell down and got back up again"

I would not be doing justice if I fail to congratulate Mr Mathura and Mr Mgbhozi for getting promotional posts of being operational managers, well done guys.

As always there are also those difficult times in life as we lost some colleagues due to death, May their souls rest in peace.

Mr RT Hlongwane-Hospital PRO



**Mr Lungelo Mkhize—PRO
In-service trainee.**

For I know the plans I have for you," declares the LORD, "plans to prosper you and not to harm you, plans to give you hope and a future (Jeremiah 29:11)

My name is Lungelo Mkhize, a third year Student at DUT in the field of Public Relations Management.

I have had the utmost privilege of serving at the Town Hill Hospital as the PRO's Intern, under the supervision of Mr R.T Hlongwane the hospitals PR Officer and have learnt all the important basics of performing the duties of a Public Relations Officer in a Health Institution.

Looking back on my journey in life thus far, it has not been easy. I have faced many trails and tribulations; like everyone else, that were unexpected and not likely tolerable. It is now; that I have learnt that indeed everything happens for a reason and that the future does depend on what we face in the present. So it is the same trails and misfortunes that led me to the place I am today, and there is no other place I would rather be than here at the Town Hill Hospital.

WORD OF THANKS

With the Vietnamese motto, "*When you eat fruit, think of the person who planted the tree*" I would initially like

to thank my Supervisor and Guide Mr R T Hlongwane, a wonderful and refined Public Relations Officer, I have learnt a lot from him and can boldly say he has successfully prepared me to explore the field of Public Relations with ease and life in general "how to think, talk and behave like a man". I would then like to thank Hospital management and each and everyone in the hospital, for playing their unique part in planting the tree.

At the verge of completing my training here at Town Hill Hospital I would like to once again express gratitude to God for having made Town Hill Hospital a part of my future, it has been a joy working amongst the people here - from the Workshop, Stores to the Wards and more especially the Admin department.

Looking back on the tears makes one laugh but I never thought that looking back on the laughs would make one cry. I will miss this Blissful environment and the angels that dwell upon

TOWN HILL HOSPITAL MENTAL AWARENESS CAMPAIGN (MIND YOUR HEALTH)



(From Left to Right) Nurse FP Bhengu, A Boucher and ML Jali entering one of the house-

The theme for 2014 Mental Awareness month is "Mind your Health". A focus of this year's theme was to create a motivational effort that will create a public recognition in regards to the importance of mental health and to the overall health and wellness around us.

As psychiatric institution we took upon ourselves to ensure that we do something in order to educate the public about the Mental illness and substance abuse.

It is a pity that most of people suffering from mental illness are still being discriminated against. It is for this reason our government is embarking on ensuring that people are well educated when it comes to mental illness.

On 29 October 2014 Town Hill Hospital management led by hospital CEO Ms ZG Mfeka and Provincial Deputy Manager for Mental Health Specialized Services Mrs. L Mkize staff decided to take this campaign to Sobantu village where residents were educated on mental illness. The campaign was in a form of door to door.

During the campaign 31 house holds were reached and people were offered an opportunity to ask any questions pertaining to mental illness.

Warm reception we received from residents was superb and they commended the hospital for its

efforts of reaching to the community. We were divided into five groups and each group had its own leader.

Various challenges surfaced during the campaign as we were told that there are some family members who have got some symptoms of mental illness but are in denial and they refuse to seek assistance from professional health officials.

The hospital will gather all information obtained from the campaign and try to address those challenges by sending health professionals to those households

Lastly, Town Hill Hospital management would like to extend its sincere appreciation to all those men and women who devoted their precious time and efforts in order to make a difference to the society. Despite that sunny day you displayed the true commitment of being a public servant who is prepared to serve the needy and desperate segment of our society. Once again your hard efforts to make a difference to the members of the society is acknowledged. Lastly, let me take this opportunity to thank all managers and supervisors for releasing their staff to be part of this campaign. Let us work hand in hand with our government to ensure that we indeed make difference in our communities.



Hospital CEO Ms ZG Mfeka together with hospital staff going to one of the households



(From Left to Right) Nurse Zuma, Mnyandu , Mr Ngema and Mr nurse Sithole during the campaign.

Batho Pele Workshop - People First - Abantu Phambili



Townhill staff had a role play, practicing the Batho Pele principles.

Townhill Hospital Batho Pele workshop was held on the 17th of September 2014 for all Townhill staff. The Batho Pele Workshop is conducted to disseminate or teach every employee the eleven Batho Pele principles which are required by the patients' rights. The objective of this workshop is to maximize the level of care and to ensure that the public servants offer a perfected service to the best of their ability, which can be achieved by changing behaviours and attitudes of public servants.

The workshop was held at the Play House and was scheduled to start at 10:00am. The workshop was opened and introductions were done, all those who were present were welcomed, everyone was then asked of their expectations of the workshop. Before the presentation we had our first task which was explaining the six priority areas, and was done by Ms T.Nzama with the help of every one who was present.

We had a presentation which seamlessly clarified; what Batho Pele means, the vision of Batho Pele, the policy and the objectives of it. We had a DVD play where Former minister of Public Service and Administration Ms Lindiwe Sisulu explained the importance and significance of practicing Batho Pele principles as public servants to improve service delivery in a fair and peaceful manner. After the presentation the staff had to work together and create a role play, which puts all the Batho Pele principles in action. The workshop does not only help to maximize the level of good service delivery but also indirectly creates unity, friendly behavior between staff members, sharing and respect each others ideas.

The workshop was indeed a success and we would like to extend our sincere thanks to all those who availed themselves and participated in the workshop.

I am quite optimistic that the information and knowledge staff members got from the workshop will go a long way in terms of assisting our staff members to maximize the level of care to our

customers. The basic principle of treating our patients as customers one must consider the following facets.

Listen to a patient, pay attention to their needs.

Treat patients with consideration, respect and courtesy.

Make sure the level and quality of services are of the highest possible standard.

Provide patients with good information on services available.

Allow patients to ask questions and respond honestly.

Apologise if there is a need to do so.



Part of the role play displayed by the staff during Batho Pele workshop

This reminds me of one of the quotes from the unknown source which reads as follows: "To my customer I may not have an answer, but I will find it, I may not have the time, but I will make". Basically this quote teaches us that being a public servants means that we will do our utmost best to ensure that our patients and members of society are always treated with respect and are happy with the services being rendered by us.

The other reads as follows: "The quality of our work depends on the quality of our people" This means that we as public servants are dedicated and committed, obviously the level of service that we will render to the community will be of high standard.

Thanks to those men and women who take into all accounts all BOTHO PELE principles when rendering services to our patients as well as to community in general.

For those who attended the workshop, I hope that they went back to their respective departments and implement all what they have learnt from the workshop. Remember the meaning of **BATHO PELE "PEOPLE FIRST"**

IF YOU STRIKE A WOMAN, YOU STRIKE A ROCK (WATHINTABAFAZI)



Town Hill Hospital staff together with Umsunduzi FET students on action during the march against women abuse.

She also issued a stern warning to those old men who impregnate young girls that they will face full might of the law as they are destroying the future of the children.

The President for Umsunduzi FET SRC Ms Siwe Dube criticized those men who continue to assault defenseless women and urged government to be tough on those culprits. Town Hill Hospital Social worker Ms Zanele Mthembu gave some few hints to the women as to how to notice an abusive men." A man who dictates as to how you should dress, who demands sex even if you are not interested who chooses friends for you is abusive", says Ms Mthembu. Ms Mthembu also warned women not withdraw cases after opening cases against their counterparts who abuse them.

Every year on 9 August we celebrate Women's Day in South Africa, a public holiday that pays tribute to the women of our nation: Mothers, Wives, Sisters and Daughters who fought tirelessly against the tyranny of apartheid government.. The likes of Lillian Ngoyi, Helen Josephs, Sophia Williams-De Bryn were amongst the leaders of the march which was attended by more than 20 thousands of women from all walks of life. The main objective of the march was to say no to the carrying of the pass and other apartheid laws. After the dawn of democracy the month of August was declared as the women's month in order to honour the women of 1956. Despite all rights enjoyed by women of this country after democracy they still continue to be victims of various circumstances.

This scourge of women abuse cannot be solely be solved by our government alone but it needs the involvement of the whole society hence this is a societal problem. It is for this reason on 27 August 2014 Town Hill Hospital staff organized a march against women abuse. The march started at Royal Show grounds to the City Hall. The march was just an awareness campaign against women abuse.

The march was also attended by the manager for Youth, Gender and Transformation in the province Mrs. Z Hlatshwayo who commended South African government for its efforts to uplift the women of this country by ensuring the fundamental women rights are upheld. "Women are now occupying high positions in our government, says Mrs Hlatshwayo. She warned those men who do not support their children that the government will not be lenient on them.



Front row from Right: Ms S Dube, Ms Z Mthembu, FET student, Mrs. Z Hlatshwayo and hospital CEO Ms ZG Mfeka

Hospital CEO Ms Mfeka told the audience that Town Hill Hospital admits lots women who are psychologically affected due to various circumstances they face either at the work place or at home. She also commended hospital staff and FET students for their campaign against this scourge. She urged FET students to continue to partner with Townhill hospital in activities that are of beneficial to the community.

In conclusion let me take this opportunity to convey my commendations to all staff members as well as FET students for being part of that awareness campaign. We hope that such campaign made a difference in other people's lives.

FEED BACK FROM THE COMMUNITY

1. Keep up the good work you are doing and may god bless you all according to your hearts desires.
Very high excellence by all the staff. Highly professional and caring.
 2. A very big thanks to all the nurses, if it were not for you guys I do not think I'd be ready for my adventure into my new life - a new beginning. I have really enjoyed my stay at north park and all the people I have met - Nonhlanhla, Charlene, Zama, Thandeka, John, Clinton, Reddy, Desiree and all the other nurses, you have made a great impact in my life.
 3. This place is so clean, the floor is shining there is no dust, the toilets are clean and odour-free - "ama cleaners to keep up the good work". Staff are very caring and kind, services are very good and you get help as soon as possible.
 4. Everything went well, there are a lot of thing I leant about myself, I did not know that I am special and I am strong. The psychotherapy and life skills helped me a lot.
 5. The OPD reception area is clean tidy and organized at all times, the nurses are friendly and it is really great to know the nurses really care. It is so good to know that there are still nurse out there who really care for their patients and not their salaries.
 6. Thank you for attending to my complaint about the toilets, I would like to thank you so much that the toilets are 100% clean. "well done guys, keep up the good work."
 7. Bekumnandi ukuhlala eNorth Park ngoba abasebenzi Bakhona bakuphatha kahle. Ngiyabonga.
 8. Thank you for all your help, caring and understanding, I feel a lot better and ready for the life out there. I will most be so greatful to phone and give good news. I hope you all the best and please do not forget me. I love u all so much and you will be in my heart, prayer all the time.
 9. Thank you to each and everyone of you. You all made my stay pleasant and extremely gratifying. Keep doing what you are doing. To the RN's Rakhee and Zama the two of you were exceptional. Thank you from the bottom of my heart.
 10. Exceptionally friendly and helpful staff at all sections visited. Very impressive buildings and secure surrounding. God bless you all.
 11. Staff is very understanding, good listeners , motivating and caring.
 12. Hats off to the staff. I never expected the excellent care that I received. Thank you so much.
 13. Ngiyabonga kakhulu ngokuthola usizo enorthpark. Ngisizakale kakhulu, ngiphatheke kahle nabasebenzi bakhona, kuothando nesinekenempathobawufundele umsebenzi wabo. Nize nibekezele njalo nothndo lwenu ngiyabonga kakhulu.
 14. Ngiyabonga impatho neservice delivery nendlela abasebenzi abazinikela ngayo emsebenzini. Bayahloni-pha although sikhubazeke ngokomqondo.
 15. It is only a pleasure to come here, always treated courteously respectfully. Our Thanks to pharmacy staff.
- Regards
16. Day staff nurses, Keep up the good work you are doing and May God bless you according to your hearts desires.
Night staff nurses: You too should keep up the good work but I think you should have a meeting with regards to night rules because you have different rules and it is really confusing to patents.
- God bless you all.
17. Staff at CAU and Pharmacy are friendly and helpful making your visits pleasant. The surroundings are beautiful and so pleasant.
 18. Thank you for the friendly helpful staff and doctors, thanks for the cold water provided to drink, thanks for taking care of the old buildings and grounds, thanks for the DBT group and psychologists, thanks for keeping this place going against all odds. Thanks for the good security team and for all who work here to make this place safe and pleasant as possible and for all the help. Thank you, Thank you, Thank you.
 19. The hospital is very clean and the staff are very polite and cheerful . This is the only hospital that I have been too, that staff are polite and on their toes and are very helpful. The doctors are very good and patient and they listen to a person. I am very pleased with the treatment I am getting from Dr Mbhatha and Mr Larry Tooke.
 20. I enjoyed my stay at North Park very much. I want to compliment all staff of North Park for their friendly manner, how everything comes together and the way you are one big family, everyone doing their own thing by making this place a success. I have learned a lot and I think I will be able to handle my problems better in the future. Thank you to all the staff.

FAREWELL FUNCTIONS FOR OUR COLLEGUES



From L to R: Mr Van Der Berg, Mrs. Van Der Berg, Mr. Makhubu and Ms M Salzwedel

It is true that in this world there is time for arrival and time for departure. Between the two there is one that most people hate so much, departure. But that depends on what kind of relationship that person made throughout the association with the people. There are people in this planet who make more enemies than friends and visa versa. But with regards to our four staff members who left the service towards the end of this year, I do not know whether to say it was the time to celebrate or cry. I am saying this because there were mixed feelings amongst staff members about their departure.

The staff bided farewell to four of our valuable staff members who left towards the end of this year. Our senior housekeeper Mrs. Van der Berg left the service on the 28 of November 2014. Surprisingly the whole farewell function was organized by her (children) general orderlies and housekeepers. All the speakers praised Mrs. Van der Berg for her big heart and generosity. The hall was full into capacity to bid farewell to this old lady who has served the department for 26 years. Some gifts were given to her together with the birthday cake as she was also born during the month of December. One of the general orderlies Mrs. Mbambo praised Mrs. Van der Berg

for being a mother, mentor, leader and motivator to them. Even if you have a problem, she listens to you attentively and take decision that will benefit all parties, says Mrs. Mbambo.

Another valuable member who left the services during the month of July is professional nurse Guest. Nurse Guest has served the department for thirty years. The nurses thanked nurse Guest for her leadership and her dedication throughout her service. The nurses admitted that they learnt a lot from her. All speakers agreed on one thing that Sr Guests has been an asset to the institution.

Again on 28 November 2014, linen staff bided farewell to two of its members who have both respectively served the department for thirty six years. Various speakers commended Mr B.M.Mdladla and Ms M.V. Duma for their passion and dedication for work. They commended them for respecting their job and supervisors and by taking their jobs seriously. They promised to follow their steps by keeping the standard high as they left it. They all agreed that linen department will never be the same without them.



Sister Guest together Dr Brummer, social worker L Syfret and some of the Town hill hospital retired staff members



Mr. B.M.Mdladla and Ms M.V.Duma thanking the staff for organizing such stunning farewell party. Both of them left one message for the staff to ensure that they should continue respecting their work as well as their supervisor. They also thanked God for keeping them thus far.



NEW BROOM SWEEPS CLEAN



Ms. Khethiwe Khanyile
(Professional Nurse)



Mrs. Mngadi
(Professional Nurse)



Mr. Ndumiso Zondi
(HRD Practitioner)



Mrs. Fezeka Mzimela
(Professional Nurse)



Ms. Zodwa Sibiya
(Nursing Assistant)



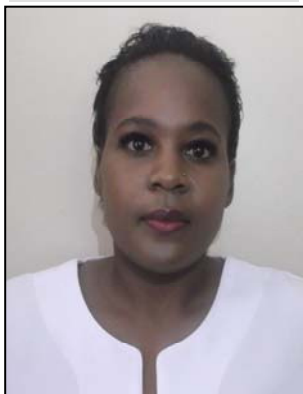
Ms. Phindile Mbhele
(Professional Nurse)



Mrs. Andrea Roux
(Secretary, Head of
Clinical Unit)



Ms. Nokuthula Chule
(Nursing Assistant)



Ms. Makgantso Monareng
(Professional Nurse)



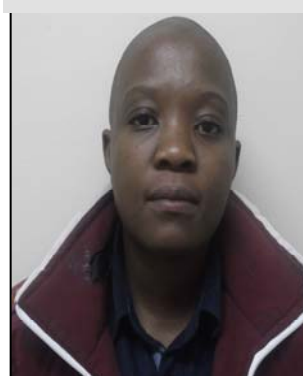
Mrs. Zama Jila
(Nursing Assistant)



Ms. Ntombi Nkabini
(Nursing Assistant)



Mr. Avela Mjajubana
(Professional Nurse)



Ms. Nompumelelo Khumalo
(Professional Nurse)



Mrs. Nomusa Diaho
(Professional Nurse)



Mr. Sibiya
(Laundry Manager)



Ms. Pearl Brown
(Switch Board Operator)