



TOWNHILL TALKS

NEWS

DECEMBER 2023

MESSAGE FROM THE OFFICE OF THE CEO



Greetings

We are at the beginning of a brand new year. We are happy that we managed to survive the challenges of 2024. As we focus on the new year, let's not forget our departed former employees. Condolences to their families, friends and colleagues. We congratulate those that have retired.

The year that we have just started is an interesting year. It is a year of elections. Political analysts term the election year a "Silly season". Whichever party win the elections, it will have to come up with new strategic framework. We are hoping that the elections and the results thereafter will not polarize our nation and the will of the majority will be respected. The world need a united South Africa despite the fact that she is a pluralistic country.

It is also an interesting year for Town Hill hospital (THH). It is the final year for our strategic plan. We will wait for the new government to come up with it's new strategic objectives/plan before we can craft our new strategic plan. It is important to have a clear easy to understand strategic plan because

a well crafted strategic plan. It give everyone who work in THH a sense of direction.

As THH, we have a big reason to celebrate. Renovations of Hillside's block is finished. The remaining ward was re-opened in October. I feel like someone who has been running a Comrades Marathon and finished before the cut-off time at 17h30. The completion of that project will help THH to increase it's BUR. The completion of the project has enabled us to finally re-engineer our services. All of Hillside's wards are now acute wards. What has been done will go a long way in reducing the waiting times for patients in district hospital waiting to be admitted in THH. In the entire country, there is a shortage of facilities that are rendering acute psychiatric care, hence, THH role is important.

Moving forward, we will need patience from our staff and patients. THH is going to be turned into a big construction site. At least, three (3) big projects will be done this calendar year. Consultants for those projects have been appointed and are hard at work. Department of Public Works will be renovating the Uitsig block. The Uitsig block has been leaking for some time because of having a flat roof. The problem was exacerbated by the heavy rains that happen early last year. The repairs were supposed to be done soon but we all know that wheels of government take time to start moving. Nevertheless, I am happy that something is happening. Another big project is the building of a multi-purpose centre. This project involve replacing all the amenities that we lost when Office Park moved into THH. The last project is the project to Rehabilitate our Roads, Build Covered Parking for staff & Upgrade Entrances. I must warn staff that they are unlikely to see tangible results any-time soon. This project, alone, is estimated to take 55 months.

I will not be doing justice if I do not pay tribute to the organizing team of our Quality day event. This team has been able to prepare and host a Quality day event, something we last have more than five years! The team started working hard three months in advance of the event. The diligence, dedication, creativity of the team was there for everyone to see. Quality awards are a good way of rewarding & acknowledging staff that does well. It is a positive re-inforcement and a strong message that say congratulation for doing well! We hope that everyone who work in THH will be inspired to excel wherever he is. The comments about this event has been very constructive. As I always mention, quality improvement is for everyone and our dear patients are the beneficiaries.

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TOWNHILL HOSPITAL EXCELLENCY CELEBRATION

One of the main assets of any entity are the employees which means that without this asset an entity can never be able to flourish. Having this asset alone is not good enough. The success of any organisation with demotivated employees is very bleak as opposed to a very motivated employees. The employees should feel that they are indeed part of the organisation and they expect to be treated as such. Surely, there is a difference between being treated as an employee and being treated as part of the organisation.

The organisation can amongst other things acknowledge their employees as part of organisation by ensuring that they reward them for their hard work and effort,

It is for this reason that the department of health has earmarked November month as a quality month. The primary objective of this quality month is to acknowledge, appreciate and say thank to all those who have put an extra effort in delivering a top notch service to our people.

We as Townhill hospital had our own quality day on the 17th of November 2023 where we were acknowledging our employees and departments for their achievements and commitment.

The day started with the opening prayer by Mrs B Mbambo followed by the purpose of the day which was done by our hospital CEO Mr Hadebe. Sr F Shange was tasked with the introduction of our guest speaker Provincial Quality Assurance Director Mrs J Ngubane and our Medical Manager Dr Luthuli was assigned to give a vote of thanks.

Different categories were awarded with both trophies and certificates. The winners were as follows: Best three departments in IPC were outpatient department, Impala H and Impala H. Best three departments in quality were Hillside D, Outpatient department, Impala G, Uitsig A, Uitsig G/H and Impala H. Outstanding achievement award for innovation and best practice was awarded to Child and Adolescent Unit, Clinical education and Training Unit. The best manager was won by Operational Manager A Theophilus. Mr B Marrillier was awarded with best front line delivery employee of the year. Compassion care was won by professional nurse BP Mngomezulu and professional nurse V Heynes. Our Service providers like Cleaning, Catering, Security and Garden and Grounds services also got certificates for special awards of appreciation.

Special appreciation should go to the organising committee which worked tirelessly in ensuring that this day becomes a success. Members of the committee were Sr Unwin, Sr Shange, Mr Hlongwane Sr John, Sr Pirbanandan, Sr DN Dlamini, Ms K Mapula and Ms P Zakwe normally known as Mfinyezi. The committee managed to fundraise the amount of R11 200 Also a very big thank you to our sponsors, namely, Save Hyper, MTN, Dr Govindasamy, Dr Ramnanan, Ms Mngoma, Mrs R Wormington. AMN T Luthuli also contributed immensely during the fundraising campaign, our hospital choir which entertained the audience, our photographer Mr Ngema as well as professional nurse Gwala for PA system and everyone who contributed one way or another towards the event.



Hospital CEO Mr Hadebe handing over certificate for Compassionate Care to the winner Professional nurse BP Mngomezulu with her Supervisor Operational Manager Mavangwe. On the far left is our nursing Manager Ms T Dlamini.

QUALITY DAY PHOTO GALLERY



QUALITY DAY PHOTO GALLERY



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MEC FOR KZN HEALTH VISITS TOWNHILL HOSPITAL

Townhill hospital was so privileged to be visited by Honourable MEC Nomagugu Simelane even though it was an unannounced visit. What was so fascinating about the visit was that it was not a fault finding mission, but it was all about getting the first hand information which will reflect the true picture of the hospital condition.

Her first stop was our outpatient department (OPD) where she interacted with the patients in order to elicit their experience about the services they receive from the staff. She further interacted with OPD staff to find out about their challenges.

Thereafter she went to various wards and departments where again she interacted with staff members and patients.

MEC was so impressed with the feedback she got both from our patients as well as the staff. She encouraged staff members to ensure that they take care of our patients precisely because they need us.

She also interacted with hospital management which was led by Dr Luthuli who was an Acting CEO on the day. Dr Luthuli told MEC that Townhill hospital is no exception from other hospital when it comes to general challenges faced by KZN health department. "Even though there are some challenges here and there, there is a lot of improvement when it comes to infrastructure, Said Dr Luthuli". He was referring to wards which have been recently renovated.

MEC also raised some concerns pertaining to challenges encountered by some health facilities regarding psychiatrists. Our medical manager Dr Luthuli told MEC that there are some outreaches conducted by our psychiatrist aimed at assisting some health facilities with regards to mental illness.



MEC for KZN Health Honourable Nomagugu Simelane on walkabouts during Townhill hospital visit



MEC Simelane together with UMgungundlovu Acting District Director Dr MT Zulu



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KZN HEALTH CHAT

On the 6th of October 2023, MEC for KZN health Ms Nomagugu Simelane was at Townhill hospital as part of KZN health chat which aims to empower people of KwaZulu Natal about all health related matters.

This programme forms part of ensuring that the department is in constant contact with all its stakeholders. It also provides an opportunity to the people of this province to call and speak to MEC or guest speaker of the day.

As Townhill hospital we felt so honoured to be part of this provincial programme where our Clinical Medical Manager Dr Luthuli was the guest speaker of the day where he went at length explaining issues pertaining to mental illness



Townhill hospital clinical manager Dr Luthuli being interviewed by Head O Communications Mr N

Manager Dr Luthuli was the guest speaker of the day where he went at length explaining issues pertaining to mental illness. Dr Luthuli explained that no one is immune to mental illness irrespective of your social standing within the community. "We can all be affected by the mental illness one way or another" said Dr Luthuli. He said symptoms of mental illness varies depending on what mental illness one is suffering from. He made an example of schizophrenia symptoms cannot be the same as mood disorder symptoms, same applies to personality disorder symptoms cannot be the same as bipolar symptoms and the list goes. Dr Luthuli advised that when you notice a behavioural change to a person all of a sudden like being aggressive, withdrawal signs like isolating him/herself, finding hard to fall asleep showing signs of suicidal etc. That person should try to seek medical assistance as a matter of urgency. He also explained the process of getting admitted at Townhill hospital. The first step to assist such person is to take him/her to the nearest hospital and explain to the medical staff his/her condition. If he/she meets the criteria for 72 hour observation he/she will then be admitted for seventy two hours to determine if indeed he/she needs mental illness management.. It will then be up to their finding which will determine if they refer him/her to Townhill hospital. If the person has got those aggressiveness behaviour, South African Police Services (SAPS) should be called to take that person to the nearest hospital.

Dr Luthuli advised that those who can financially afford to take affected person to the private psychologist can do so and the psychologist can refer him/her to Townhill hospital. He explained this process precisely because Townhill hospital only takes referrals from the referring hospital or private psychologists.

He even went further to urge member of the public to treat people with mental illness with respect, dignity and courtesy. He emphasized this point due to the fact that from time to time these there are those perceptions that people living with mental illness sometimes feel that they are the black sheep within the family. He even made an example that our social workers have got a hard time looking for placement for the discharged mental health care users who have got no where to go after being discharge. Not because they do not have families but precisely because their families do not want to take them back. Unfortunately most of the placement are full which takes lengthy time to get one. Whilst the social workers are still waiting for the availability of the space, the hospital continues to look after that patient which leads to long queue of patients waiting to be transferred to Townhill hospital. This is one of the reason as to why the referring hospitals are complaining that they have got so many mental ill patients waiting to be transferred to Townhill hospital. Others go as far as believing that Townhill hospital management does not want to admit their patients. Dr Luthuli made it clear that by law we are not allowed to discharge our patients when they do not have a place to go to.

He also made a reference of mental health care users who get social grants from government but he/she does not benefit from it. He warned that such practices is a crime because the grant is meant to assist the mental ill person for survival.. He was stressing all these issues in order to ensure that we take care of these people as they are also protected by the bill of rights like any other South African citizen.

Family members were also urged to provide both moral and physical support to the mental health care users who are taking medication for mental illness in order to prevent the relapse of people due to the lack of support structures. This point was raised because as hospital we received a number of readmission due to various reasons including lack of support structures.

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BE FINANCIALLY WISE



Mr Zain Khan from ASISA Foundation Wage Wise educating our staff members about financial management

Financial management is one of the critical skills required to manage your finances. As much as we believe that we know how to manage our finances. Sometimes we need people who have got more advanced financial management expertise to guide us as to how to manage our finances.

Thanks to our Employee Assistance Practitioner (EAP) Mr Mthimkhulu for inviting Mr Zain Khan who is a financial adviser at ASISA Foundation Wage Wise.

Mr Khan empowered staff members with the skills to manage our financial affairs. He cautioned staff members about purchasing things that we can live without

simple because we want to catch up with the status. He advised that we must be able to differentiate between wants and the needs. "We can live without wants but we cannot live without needs", said Mr Khan. He also emphasized the importance of saving for rainy days to avoid to rush to loan sharks during emergency times. Mr Khan reminded the audience that we must have an annuity retirement plan in order to compliment our salary when we are on retirement.



Part of the audience during Townhill hospital financial workshop



CELEBRATING OUR CULTURAL DIVERSITY

South African heritage day reminds us that we are indeed Africans irrespective race, colour creed or religion. We might be black, white, Indians or coloured but what matters most is that we are all South Africans and we are proud about that.

The primary objective of this day which is celebrated every year in September is to ensure that our cultural diversity remain relevant even during these modern days.

Normally, the culture is determined by how we do things, how we dress, how we speak, how we communicate, how we raise our children, the types of food we eat and it is also determined by our religion and beliefs as well as how we celebrate. But most importantly it reminds us who we are, where do we come from and where we are going.

Of course, we are not living in a static world. Things change from time to time due to economic and social factors which leads to cultural intertwined.

It is for this reason Townhill hospital also celebrated this day on the 27th of September 2023. People were requested to wear their traditional attires, bring their traditional foods, organise some traditional songs as well as traditional dances. There were also some cultural plays and dramas which were performed on the day. All these activities reminded us of who we are and where we come from and most importantly reminded us that we are indeed proudly South Africans.

A special thanks should goes to all those department who performed on that day which include Food Services, Human Resources and Housekeeping departments. We will not be doing justice if we fail to thank our programme directors Mrs M Salzwedel and Mr B Booth for directing our programme so professionally.



Part of the attendees of Townhill hospital heritage day



(From Left to Right) Ms N Zaca, Mr K Ngema Mr S Mthimkhulu Mrs M Salzwedel and Mr booth



HERITAGE DAY PHOTO GALLERY



ACKNOWLEDGEMENT OF WOMEN'S MONTH

One of the national days being commemorated by South African citizens is the 9th of August of every year. This is the day that was created through the struggle of women of this country who were against the apartheid system.

The primary objective of this national day which serves as the national holiday in our calendar is the constant reminder of the struggle of women.

We all agree that the struggle of 1956 women is too different from the nowadays women. The 1956 women were fighting for the political freedom as opposed to nowadays women who are fighting for all sorts of social ills like gender based violence against women and children, leadership positions which are still reserved for men and to be given the same status as men counterpart etc. South African women believe that political freedom alone is not good enough if they are still under siege.

They believe that the liberation struggle that was led by the likes of Mama Lillian Ngoyi, Helen Joseph, Albertina Sisulu Sophia William De Bruyn etc. was the foundation of the women struggle.

As Townhill hospital, even though we did not host any women's event in 2023 in commemoration of this day, but we urged women to wear doek in order to honour this day.

The wearing of doek by the women according to the African culture is the sign of a respect. Those who follow African cultures will know what does that mean.

It is heart-breaking that despite all the government efforts to try and protect the women, they are still subjected to such brutality which undermines the reputation and dignity of the women within the society.

South Africa is one of the very few countries in the world with cabinet ministry of women and children which falls directly under the presidency. This signals that our government is taking the issue of women and children very seriously.

Despite all these efforts women of this country are still victims of all



(From left Right) Mrs P Zaca, Ms B Ngcobo, Ms S Zulu, Ms N Makhathini and Ms G Mbhele

abuse. Their challenges are not only limited to the social ills they encounter on a daily basis but they are also boardroom battles. Women are still fighting tooth and nail with both private and public sector to be given the same status when it comes to leadership positions.

The perception right now is that the leadership of the private sector is predominantly white men and in the public sector is dominated by black men. If indeed this perception is correct then how does one reconcile with the fact that women are the majority as opposed their men counterpart.

Unfortunately, these challenges are not only limited within the South African borders but it is a global issue where you find that men still dominate when it comes to all sorts of leadership. The practical example is that how many countries have got women presidents. The stats will you that most counties globally are led by men.

These are some of the challenges women of this country and the world are still facing. They can only win this battle only if the mindset of men changes. The fact is that there is nothing man can do and woman cannot but it is just the matter of attitude towards women.

Challenges facing women of this country need all stakeholder, government, private sector non governmental organisation, civil society and most importantly individuals to play their roles

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FOOD SERVICES DEPARTMENT SURVEY



Townhill hospital CEO Mr Hadebe with Provincial Nutrition department officials as well as Townhill hospital Food Services Department staff.

On the 14th of September 2023 Townhill hospital was audited by National department of health nutrition directorate. The primary objective of the assessment was to assess the quality of food being given to our Mental Health Care Users.

According to the department of health, what matters most is the quality of food given to our patients as opposed to the quality. Same applies with the services rendered to our patients. It is also not about the services but it is all about the quality of services rendered to them.

That is why at some stage members of the community appreciate the services offered to them by the government but they often complain of the standard or quality of those services.

The department of health always emphasizes the importance of healthy lifestyle which amongst other things include healthy eating. In fact it is not about eating but it is all about the quality of food that you eat.

It is for this reason the department of health consists of this nutrition directorate which is tasked to assess the quality level of food provided to our patients. As a department of health we have got that constitutional obligation to ensure we strike that balance between medical treatment and the nutrition.

The assessment seeks to find out if the approved or signed off by the hospital CEO, whether it suit the client profile, whether it is nutritionally analysed by the dietician, whether the menu has got good colour combination etc.

According to the nutrition directorate, the menu should be culturally acceptable to patients and this should be supported

by Patient Meal Satisfaction Survey reports not older than three months, every meal or menu should be nutritionally analysed by the dietician, the menu should have good colour combination with the exception of meals like maas and pap, no expired food/stock should be in the food services unit.

These are some of the requirements which the Food Services Department should comply with in order to ensure that the quality of food served to our patient is of high standard.

The quality of food does not apply at the department of health level but it should also be applied at our own households. Healthy eating is not a choice but it is a matter of must for every human being. You can conform with all types of healthy life style but if you omit good diet in your menu then it will defeat the whole purpose

Healthy eating should also be complimented by other forms of healthy lifestyle like gym, refrain from smoking, avoid alcohol and drinking enough water.

We would not be doing justice if we fail to commend Townhill hospital Food Services Department staff for getting 96.4% on these audits. The Provincial nutrition department also commended the efforts of Townhill hospital food services Department but warned that there is still room for improvement.

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Our Acting Monitoring and Evaluation Manager (M&E) Sr Shange and quality assurance manager Sr Unwin together with our in-service trainees from Human Resources and Procurement departments.

Consultation is one of the most important principle of Batho Pele which provides an opportunity for both service provider and the end user to be on the same page when it comes to service delivery.

This exercise is done through patient experience of care (PEC) which is conducted annually during the second quarter of the financial year. Patient Experience of Care (PEC) is one of the measures used in determining the level of care being rendered to our clients. It also provides an opportunity to our clients to give us the feedback as to how they feel about the level of services.

Townhill hospital conducted its own PEC on the 14th, 15th and 16th of August 2023. The survey team was led by our Quality Assurance Manager Sr Unwin, Acting Monitoring and Evaluation Manager Sr Shange as well as Public Relations Officer Mr Hlongwane.

The standard procedure is that the survey should be carried out by independent people who have got no interest in the facility in order to avoid the possibility of biasness. These people need to be trained first in order to familiarize them with the whole process.

In our case we utilise our in-service trainees from various department like Human Resources, Procurements etc. Thank you so much to our In-service trainees for helping in achieving this exercise.



Our in-service trainees interacting with our Mental Health Care Users during the PEC.



TOWNHILL HOSPITAL WELLNESS DAY



Admin soccer team which competed with the teams from various other departments

Townhill hospital held a Wellness day on the 4th of October 2023. The event was organised by our Employee Assistance Practitioner Mr S Mthimkhulu. The primary objective of such events was to create an awareness about healthy living.

Various activities like sports, aerobics, counselling and testing (HCT) checking of blood pressure, cholesterol as well as seven kilometre walking were part of activities performed on the day. Other stakeholders who were part of the event were Metropolitan, Assupol and Old Mutual.

Mr Mthimkhulu in the capacity of being EAP always encourages staff members to live a healthy life style in order to ensure that they are physically fit. Particularly we as employees of the depart-



Physical activities like gym were part of the activities of the day

ment of health need to be exemplary to other people and lead by example. We would not be doing justice if we do not commend Metropolitan for sponsoring Townhill hospital soccer team with a soccer kit.

Mr Mthimkhulu would also like to thank all those who participated in the event



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