



health

Department:

Health

PROVINCE OF KWAZULU-NATAL

# TOWNHILL TALKS

Issue 16

Newsletter Date

January– June 2015



TOWNHILL HOSPITAL

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## MESSAGE FROM THE CEO'S OFFICE



**Hospital CEO Ms. ZG Mfeka**

We are already in the middle of the calendar. It feels like New Year's eve was just yesterday. The year started smoothly and there were no major negative incidents. Most of us came back from the holidays safe and sound. Losing our Occupational Health nurse in March was a big loss and also the alarming passing of the young and enthusiastic BS Makhathini who was a General Orderly. Best wishes is extended to the retired staff and to them I say "thank you for your unabated commitment and not to compromise service delivery. You kept on ensuring that the hospital is highly acclaimed and comply to the National Core Standards"

We also appreciate the successful completion of refurbishment process to the hospital buildings. I would like to thank our in-service staff for their social cohesion efforts in promoting unity. As the accounting officer of this institution I wish to state that my office is always opened for all those who want to communicate with me. Let us take this institution to the higher level but that will only be realized if we work as a team. Let me also welcome all those brothers and sisters who have recently joined Townhill hospital family. You are most welcome and I am certain that you will not regret your decision of choosing Townhill hospital as your second home. To all those who have been given an opportunity to further their careers I wish to say to "Sky is the limit". This is a golden opportunity that comes once in a lifetime. The success and failure of Townhill hospital is in the hands of its employees. Let us all strive for success in order to be a winning team.

Let me take this opportunity to convey my sincere gratitude and appreciation towards Townhill hospital staff for their efforts of ensuring that our MHCUs receive the top class service they deserve. This emanates from the patient surveys conducted throughout the hospital which confirms that they are indeed at the most loving and caring hands of our employees. This reminds me of the words from one of the words from one of the ancient philosopher by the name of Plato who said "Good people do not need laws to tell them to act responsible, but bad people will find a way around the laws" You are part of those public servants who do not need to tell them to act responsibly. Please continue with your good work even if no one watches you. With regards to our clients, I wish to urge them to work hand in hand with us in order to create that conducive environment which will benefit all parties. As the matter of fact we need each other as no one would be able to survive without



**PRO Mr R.T Hlongwane**

other. Having said that I wish to precisely state that we as the hospital accept the views and opinions of the public because we are here for you. The complaints are also welcome as no one is saint but the primary objective of the complaint should be constructive rather than destructive. My office commits itself that all complaints, compliments as well as suggestions will be taken seriously. Even though complaints are welcome but I recommend that the complainant should approach the Operational manager of the ward or supervisor of that department before approaching my office. We are always there for you.



**Ms L Ndawonde PRO in-serve**

My Name is Londeka Ndawonde I was born at Umkhambathini area near Camperdown, I studied Public Relations and was fortunate to get in service training at Townhill Hospital. I started on the 5<sup>th</sup>

January 2015 to me it is a great honour to be here in this hospital as it is one of the big institutions as it consist of various departments. At Townhill Hospital I have learnt so much not just to build up good publicity of the organization but to solve each and every complain received, no matter how complicated or light it is being attended to, which proves that Townhill Hospital PRO Mr Hlongwane serves the community according to the Batho Pele principles. I have learnt from this that when ever you do your work do it to the best of your ability. My experience in working with my mentor Mr Hlongwane is that in a work environment there should be the spirit of togetherness. Being part of the organizing committee I was so humbled by the fact that even the views of myself as the in-service trainee were taken seriously. I have also learnt a lot as to how to organize an event from a zero budget but still becomes a massive success. I have also learnt how to approach the business people to sponsor your events which is sometimes very challenging. As the matter of fact I do not regret to be part of this wonderful team as I am learning a lot from my mentor. Being part of the complaints committee member also taught me a lot, from how to approach the complaint, how to handle an aggressive complainant and how to respond to the complainant. I am so glad to be part of this winning team. Once again thank you so much for this valuable opportunity you offered me.



## TOWNHILL HOSPITAL OPEN DAY –OPENNESS AND TRANSPARENCY



**Hospital CEO Ms ZG Mfeka welcoming the audience**

According to the public service commission led by Professor Mzilankatha Sangweni, “in order to effectively and successfully implement the principle of openness and transparency. It is imperative that officials involved have a clear and shared understanding of principle . “he continues to say that such an understanding of principle would create a sound basis for development or sound strategies for a implementation.

It is for this reason Townhill Hospital embraces all Batho Pele principles including openness and transparency as required by the constitution of this country. Openness and transparency dictates that the members of the community should be informed of all services rendered by the Government departments. As part of government department Townhill Hospital put this principle into practice by ensuring that it organizes an Open Day in order to inform all our stakeholders particularly the public about services rendered by the facility. The main objective was to maintain and

strengthens the relationship between the institution and all its stakeholders. The said event was held on 18 March 2015 within Hospital premises. Members of the community as well as local high school learners were invited to the event.

Hospital CEO Ms ZG Mfeka welcomed the audience and officially opened the event. She commended everyone for their attendance and making this day a success. She was followed by Operation Manager Ms G Masikane with the purpose of the day who told the audience that the main objective of the event is to maintain good relationship between the institution and the public “ the objective of the event is to inform you of services rendered by the Townhill Hospital” say Ms Masikane. She emphasized that Townhill Hospital has an open door policy for the members of the public.

Acting CEO from Umngeni Hospital Mrs Zondi told the audience about services offered by Umngeni in order to distinguish the services offered by the three Hospitals, i.e. Townhill Hospital ,Fort Napier, Umngeni Hospital . Assistant Nursing Manager Mr Mthethwa from Fort Napier did the same thing to differentiate the services offered by Fort Napier hospital.

Townhill social worker Ms N Msimang and Townhill Hospital psychologist Ms R Chidzonga explained their role when it comes to psychiatric patient management . Our human resource Manager Mr Zulu told the audience about career opportunities available within Health departments and bursaries.

Our ex patient Ms Leteba praised the Hospital staff for their caring attitude and courtesy during her stay in the Hospital. Mr Hlongwane Hospital PRO explained the procedure that should be followed when one wants to lodge the complaint. Assistant Nursing Manager Ms Mkize closed the event by thanking all

stakeholders including the audience for their participation and involvement. It is an open secret that this event would not have been a success without our generous sponsors such as Umndeni meats, Willowton oil, Save Rite supermarket, Dipsons Wholes sellers, True Fruits. The support of the staff during fundraising projects also played a vital role in as far as the success of the event is concerned. The credit also goes to various wards and departments for organizing stalls on the day. Hospital choristers added that special ingredients to the entire event. Thanks to our sister institutions such as Fort Napier, Umngeni, for their valuable information as well as Townhill SAPS. Most importantly there were men and women who worked tirelessly to ensure that this event becomes a massive success, the event committee, well done guys for your stunning job, you deserve a big round of applaud How can I forget our programme director Mr K Ruthanum for directing the programme so diligently.



**SAPS member Mr Maharaj explaining their role with regards to psychiatric patient management.**



**THE FOLLOWING PICTURES TELL THE ENTIRE STORY**



**People enjoying themselves during the event**



**CAU ward staff talking to one of the community members during viewing of stalls**



**Zibukezulu high school learners entertaining audience with music**



**Lunch was served after the event**



**Townhill hospital choir at its best during the event entertaining the audience**



## EMPOWERING OUR YOUTH WITH KNOWLEDGE



**Social worker Ms Z Mthembu and Ms N Gabela Occupational therapist with the Carter High School Learners.**

There is a belief that if a person is well informed they are in a position to take a well informed decision compared to a person not empowered with knowledge. There is also saying that “knowledge is power”, Others believe that for any country to prosper it need to invest on the youth who are always regarded as future leaders of any country. In order to achieve that, youth needs to be correctly guided in order to take a well informed decision in future. It is for this reason on the 24 April 2015 Townhill Hospital invited learners from local high schools to learn more about careers that they might choose to pursue when they further their education at tertiary institutions.

Amongst Disciplines that were identified for learners were Psychology, Social work services, Occupational therapy and Psychiatry. An Official from that each Discipline was requested to explain to the learners what criteria one need to possess if he or she wants to pursue that career. During the process the learners were offered an opportunity to ask any question pertaining to that subject. Mrs J Sutherlands our psychologist told learner that one of the characteristics of a good psychologists is that he/she should be empathetic to the victims. “The psychologist does not take a decision for the victim but instead let the victim take the decision as to how to come up with the best possible solution”, Says Mrs Sunderland. She also emphasized that it is very important to understand the cultural background of the victims as it plays a very vital role in communicating with the victim. The learners were also told that psychology can only be done at universities.

Our Occupational Therapy Mrs C West and Ms N Gabela told learners that there are still so many job opportunities for Occupational therapist in south Africa. The main task of the Occupational therapist is to ensure that when patient gets discharged he/she is able to make a living without depending on the handout. In other word the patient are taught on how to do things for themselves after being discharged. ‘You can only do Occupational therapy in universities only’ says Mrs C West.

Social workers Ms Zanele Mthembu and Ms Tile Khuselwa assured learners that they will never regret if they follow this career as there are still job opportunities out there. They told them that to be a good social worker you need to be a people’s person and be able to understand culture of each and every individual you are dealing with.

Dr Shabalala who is a psychiatrist emphasized to the learners that you do not need to be a genius in order to be a doctor but all what you need to do is to work extra hard. He said that commitment, dedication and passion are the primary requirements of this career. He said that if you are so genius you rather go for engineering.

Our M&E Mr Hadebe explained to learners the categories of nursing varying from Nursing assistant, staff nurse and professional nurses and their scope of practice. He advised learners that people must not opt for nursing as the last option if you do not have passion for it.



**Hospital PRO and some of Carter High school learners**



## PEOPLE FIRST "ABANTU PHAMBILI"



Hospital PRO Mr Hlongwane doing a presentation during the workshop

On the 4th of February 2015 Townhill Hospital held a Batho Pele workshop in order to ensure that all Hospital employees are familiar with the Batho Pele principles and apply them to improve service delivery.

Staff enjoyed the workshop as they were requested to demonstrate all Batho Pele principles in a form of a role play.

The role play could be a negative or positive side of service delivery. The workshop was facilitated by hospital Public Relations Officer and Quality Assurance Manager

My office would like to convey sincere gratitude to all supervisors and managers of various wards and department for releasing the staff to attend the workshop.

To all employees who attended the workshop, this demonstrates that indeed you are prepared to improve the service delivery which we must all embrace as our primary objective.

The practice of Batho Pele principles should be our daily lives at work environment. We will continue to preach this gospel of People First up until it is heard and thoroughly implemented. Without any doubt we are reaping rewards for practising these principles, this manifests itself through compliments we receive from the patients and members of the community at large.

Of course we are not saint, as human beings we will make mistakes here and there, but let us strive for maximum good service delivery. I salute those who try their level best to treat our patients with care, courtesy and dignity, please keep up that sterling job. The next workshop of this nature will be held in July 2015



This is one of the role plays performed on the day where one of the senior citizens coming for our services

## TOWNHILL HOSPITAL SHINES AT THE 2014/15



Townhill hospital team with MEC for KZN Health Dr S Dhlomo, District Manager Mrs Zuma Mkhonza and District IPC Mrs Khumalo after winning the award

Townhill hospital attended the MASEA Awards on the 15th May 2015. It was a glittering ceremony held at the urban ICC. Townhill hospital won an award for Service EXCELLENCE THROUGH Innovation and Best Practice for the Infection Prevention and Control project. Infection Prevention and Control Project 2014/15 including various elements:  
The introduction of the strongest link challenge: the use of games, competitions, cross words puzzles etc. to educate staff and to promote infection prevention and control especially standard precautions through fun and inter-activeness.



NEW BROOM SWEEPS CLEAN—WELCOME TO TOWNHILL HOSPITAL



Ms N Chule \_ EN



Ms N Mahlase \_PN



Ms Z Dlamini \_ PN



Ms B Mngomezulu\_ PN



Ms N Dlamini \_ PN



Ms B.B Mgube\_EN



Ms N Sokhela \_EN



Ms B Ngubane\_ENA



Ms N Mahlase\_ENA



Ms R Gharib\_PN



Ms L.B Zimase \_ PN



Ms P.H Luthulu \_EN



Ms C.G Zuma\_ NA



Ms N.N Nene PN



Ms S.N Nene \_PN



Ms P Mkhize \_PN



Ms M.T Khoza\_ ENA



Ms M Zakwe \_PN



Ms S.N Mthalane\_ ENA



Ms N.F Ngubane\_ENA



Ms E.F Diko \_ PN



Ms N Gabela\_OT



Mr T.M Zondi\_PN



Mr S.C Makhanya\_ ENA



# HEALTHY MIND IN A HEALTHY BODY EQUATE TO HEALTHY HUMAN BEING



A fitness trainer from Virgin Active leading Townhill hospital staff on exercising, they showed a lot of interest in exercising. The fitness trainer advised the staff to remain health by exercising every day

Healthy lifestyle is one of the main priorities for the National Department of Health Minister Dr Aaron Motsoaledi and KZN Health MEC Dr Dhlomo in order to ensure that south Africa is a healthy nation. Both minister Motsoaledi and Dhlomo are of the view that most of the so called "amahlalakhona" can be prevented if people live a healthy life style like doing a lot of physical exercise, avoid smoking, eat healthy, drink a lot of water, no too much salt in your food and avoiding too much sugar. They also believe that prevention is much cheaper than cure as it costs the department a lot of resources to cure a disease as compared to prevent it. Many people agree with this notion, for example how much do you pay for exercising? The answer would be probably "nothing". It is for this reason the department of health has EAP who are assigned to ensure that the department of health employees lead by example by ensuring that they regularly engage in physical exercise and sports. Our EAP Mr

Mthimkhulu knows exactly how important it is for us as Townhill Hospital employees to remain fit and healthy in order to reduce the Absenteeism rate. He set aside 26 of February 2015 as the day for all sports codes and invited virgin active fitness trainers to assist in gymnasium. The sports codes included soccer, netball, volleyball, umlabalaba. The wards and departments played with each other. The overall winners for both soccer and netball were awarded with a floating trophy that they will keep for the period of a year. What



**Soccer teams in action**



**Volleyball was also part of the games for the day**

impressed me on the day is that people came in numbers to be part of

that event and showed a lot of interest by participating in various sports activities of the day. Do not be deceived by these adverts you always see on media which sometimes have got those side effects. If

you want to loose weight just go for gym, eat healthy and drink a lot of water. How much do you pay for that?



Human Resource soccer team led by their manager Mr Zulu tried their level best to reach the soccer finals. Go back to your drawing board guys



**Indigenous games were also part of activities of the day**