



# Townhill Talks

## MESSAGE FROM THE OFFICE OF THE CHIEF EXECUTIVE OFFICER

### Greetings

Time fly, doesn't? not long ago we were celebrating Christmas and ushering in a new year. Now, we are in a new financial year and almost half way through with the calendar year. What does this mean? It means that we need to work harder in terms of achieving the goals we set for ourselves at the beginning of the year if we do not want to be found wanting, come the end of the year.

We should be grateful to the health care workers during this time in this country. South Africa is moving towards establishment of National Health Insurance (NHI). NHI will be South African version of Universal Health Coverage which will ensure that health will be available to all, irrespective of socio - economic status. As far as health is concerned, all will be equal, unlike what is happening currently where people in higher socio-economic status have more access to health care. According to the statistics, South Africa is spending about 8.5% of its GDP on health. However, the outcomes/returns of health do not match the amount spent. Many Sub-Sahara countries which spend far less money on health care have better outcomes / returns than South Africa. The status quo , which makes difficult for poor people to access health , is blamed for this situation. It is hoped that NHI will improve the status of health of many people because access to health will be improved.. We should be excited that such a big thing happen during our time as health care workers.

In terms of performance , we did well in many areas. However, we continue to struggle with efficiency indicators , especially Bed Utilization Rate (BUR) . In order to resolve this long standing problem a Rationalization of services Indaba was convened and went well. Although the resolutions taken at that Indaba have not been implemented , one is hopeful that the resolutions will have positive impacts. Through making bed utilization part of the morning agenda a noticeable improvement has already been noticed.

As Townhill hospital, we are ecstatic that our ECT department was reopened. I will not be doing justice if I do not thank Greys hospital management , more especially Dr Zane Farima, for its generous and continuous support. Townhill hospital did not need to appoint the anaesthetist because Greys hospital is assisting us in



**Hospital CEO Mr N.R.Hadebe**

that department. I guess that is what neighbours are for, assisting each other.

On a sad note , the management was devastated by the death of two of the hospital staff members. The names of the two staff members that departed from this world are NA GV Dladla and EN BC Khanyile. Both of them had not been well for time. They will always missed by their loved ones and by us, Townhill hospital May their soul rest in peace.

Let us continue to work together for the benefit of our Mental Health Care Users and the community in general.

Thank you

Mr N.R.Hadebe

# TOWNHILL HOSPITAL EMPOWERS LEARNERS



## SHAYABANTU HIGH SCHOOL ON A TAKE A GIRL CHILD TO WORK PROGRAMME

For any country to prosper it needs to invest a lot in its youth by empowering it with various skills and knowledge. In a South African context we have got a lot of learners who finish their matric sometimes not knowing what to do after finishing their matric.

The issue of empowering our youth including our learners does not only depend on the department of education but we all have to play our part. It is for this reason on the 19<sup>th</sup> of February 2019 Townhill hospital invited learners from Shayabantu high school to expose them in various disciplines.

Social worker Mrs Zanele Mthembu told learners that if you want to be a social worker you need to be a people's person and be able to demonstrate that good understanding of what the person is going through. She also said that being a social worker you need to love people and enjoy working with them. If your passion is about being an office bound person, social worker is not for you said Ms Mthembu".

She warned learners about these fly by night schools private schools which promise to offer social work courses. "You can only do social work course at universities nowhere else, she said". Ms Mthembu advised the learners that if they want to pursue this course they do not need to be money driven but have passionate about it.



Dr Shabalala advised learners that if they want to pursue the medical field they need to have mathematics and science in their matric certificate. He explained to learners what psychiatrists is all about. He told them that psychiatrists are the doctors who specialize in psychiatry as there are different types of doctors. "These are the doctors who deal with psychiatric problems of people, he said". He assured learners that those who want to follow this path will never regret it, "it is very interesting career, emphasized doctor Shabalala".

Occupational therapist Ms Nomfundo Gabela told learners that the main aim of the occupational therapist is to help people to regain self confidence and to be able to act independently inspite of physical, work and play activities. " All these therapist use a problem

solving approach by assessing patients' physical and mental abilities, Ms Gabela said" She said that in this way problems that may affect the way in which patients are able to care for themselves, hold down a job, attend school or participate in games or sports and utilize their leisure time, are identified. She emphasized that the job opportunity are very good after qualifying as an occupational therapist. She advised them to make sure that they have mats and science in their matric certificate as well.

Psychologist Ms Rumbidzai Chidzonga asked learners what comes to their minds when one talks about psychologists. Learners came out with all sorts of responses which some were more relevant to psychologist. She eventually explained to them what is it that we are talking about if we are talking about psychologist. Ms Chidzonga told learners that psychologists focuses extensively on psychotherapy and treating emotional and mental suffering in patients with behavioral intervention.

Pharmacist Ms Lungi Phiri told learners that pharmacist is the person who is responsible for dispensing medication and also control the stock. Ms Phiri also advised that if you are a pharmacist you must also monitor the trend of dispensing medication as some patients might abuse the system especially when it comes to antibiotics. She said some patients tends to use antibiotics for other purposes rather than intended purposes." As pharmacists you must be able to monitor that, she said"

Our Huma Resource officer Ms Thembeke Ngcobo Dlamini talked about bursaries being offered by department of health. She said the department only offers these bursaries to specific fields depending on the need

of those particular fields on that particular time. She told them that the forms for bursaries are available in health facilities.

She also told learners that if you have been offered the bursaries and completed your study you must serve the department for the specific period of time before you can apply outside the department.



**L TO R Social Worker Ms Mthembu and Psychologist Ms Chidzonga**



**Left to right Pharmacist Ms Lungi Phiri, Human Resource Officer Ms Thembeke Ngcobo Dlamini, Occupational Therapist Ms Nomfundo Gabela and bottom right Psychiatrist Dr Sha-**





# TOWNHILL TAKES SERVICE TO THE PEOPLE



**INFECTION PREVENTION AND CONTROL SR HLONGWANE WITH THE EMPLOYEES OF TRU-FRUIT**

Gone are those days where health officials are office bound instead of going to the people and empower them about health related issues. The old saying “Prevention is better than cure” is still relevant to those people who are so conscious about their health status.

The main objective of the outreach is not only about educating the public about health issues but is also about making sure that people know their health status as early as possible.

Sometimes an early awareness of certain diagnosis makes it easier for the health workers to cure it and sometimes you do not even have to cure it but just to change lifestyle can make a huge difference. For instance, if one has been diagnosed with blood pressure at an early stage, one might not need to take medication for it, but to change lifestyle like eating healthy, avoid smoking and do some physical exercises might make a difference.

This is the main reason Townhill hospital IPC team led by Sr Hlongwane visited Tru-Fruit on 7 February 2019 to educate and Tru-Fruit staff healthy life style and also do basic health screening for all employees. The service

Provided on the day were basic health screening, Health talk, condom distribution and HIV testing and screening provided were blood pressure, pulse, diabetic screening, BMI and Pulmonary TB screening.

Tru – fruit management was so thankful to Townhill hospital management and IPC team for such free services offered to them and requested that this relationship between the two parties continues.

Lastly, Townhill hospital management would like to thank IPC team for taking the services to the people and serve our people with pride.



**TOWNHILL TEAM DOING HELTH SCREENING TO THE EMPLOYEESS**



# DEPARTMENT OF HEALTH PROVINCIAL LEADERSHIP VISITS TOWNHILL HOSPITAL



**Townhill hospital management together with Chief Director Mrs T Ngcobo for hospital management services and Mr S Dlamini who is a chief director for Labour Relation Office**

Townhill hospital was visited by senior management of the department of health (MANCO) on the 11th of March 2019. The Manco was led by Acting Head of Health Dr Gumede. It was one of the highlights of the year. MANCO took a decision to hold some of its meetings in hospital / facilities in order to better understand the prevailing circumstances in hospitals. Townhill hospital was probably the third hospital to be visited by MANCO.

When there is a MANCO visit the first thing that happen is the tour of the hospital. That is exactly what happened on that day. It is unfortunate that because of time the MANCO did not see many areas of the hospital. However, the few areas that the MANCO saw, it was impressed. The areas that were seen by MANCO was Impala G, ECT department and hillside E. The achievements were also brought to the attention of the MANCO and good account of Townhill hospital presented also presented

The questions that might be asked is how the MANCO visit benefit the hospital. The challenges facing the hospital were elevated to the highest decision making body of the department as well as commitments to resolve the challenges were made to the EXCO.



**Operational Manager Bridget Zondi outlining the operation of the acute ward to the MANCO team during the ward visit.**



**Provincial leadership led by Acting Head for Department of health Dr Gumede together with hospital management on hospital tour.**



# ELECTROCONVULSIVE THERAPY DEPARTMENT STAFF



**ECT staff with hospital CEO Mr N.R Hadebe during the inspection of the department**

There are two reasons which compelled the EXCO to discontinue the ECT services. Our ECT machine was condemned and the process of procuring a new one took longer. Further more, the process of procuring a new machine was out of the hospital' hands. Secondly, There was no nursing staff for ECT department when the necessary equipment had been procured. A motivation to employ nursing staff for that department was not successful.

As the management had to look inwards in terms of finding the nursing staff in order to open the ect department. After weighing many different options, the management decided to combine the two psych-geriatric wards into one. By combining the two wards the hospital was going to be able to "save" many nurses. The excess nurses were used to re-open the ECT department.

The hospital management would like to acknowledge the positive contribution of operational managers Mr Chetty, Zondi and others who contributed to the re-opening of this department. Operational Managers Chetty and Zondi were in charge of the two psycho-geriatric wards and when the idea of combining the wards was suggested to them they accepted it and made it happen. The combination of two psycho-geriatric wards is not a perfect solution and we should be realistic and admit that problems will happen but we hope that they will be solved. Another person who needs to be

is operational Manager Bridget Zondi who was a caretaker manager of ECT department for a long time before it was opened. We also acknowledge the role played by the psychiatrists in the whole process.

Without Greys hospital assistance, especially Dr Zane Farina, the ECT department will not have been re-opened. Townhill hospital did not employ an anaesthetist because Greys hospital is providing us with an anaesthetist every time an ECT procedure is done. Dr Zane Farina also played a big role during preparations to re-open the department. Grey's hospital also further helped us by training the nursing staff that would work in the ECT department. We are indebted to Grey's hospital as far as ECT department is concerned.

ECT department has not been operational for a long time but already there is a heart warming story that needs to be highlighted. There is one patient in one of our acute wards that was not responding to conventional treatment. For a long time the patient in question was kept in seclusion because he could not get along with other fellow patients. However, since and because of starting the ECT treatment, this patient has been moved out of permanent seclusion because he has shown much improvement. There was a lot of investment that was made in the ECT department.



# TOWNHILL HOSPITAL NEW MONITORING AND EVALUATION MANAGER

Townhill Hospital Management Staff and Hospital board would like to welcome Mr Mzwandlile Zondo as our new Monitoring and Evaluation Manager.

Mr Zondo started at Townhill Hospital on the 2<sup>nd</sup> of May 2019. Mr Zondo got his matric at Sakhisizwe High School, thereafter he trained as a Professional Nurse at Edendale Nursing College. In 2005 he joined UMgungundlovu District where



**Mr M Zondo Monitoring and Evaluation Manager**

he worked as a Professional Nurse in 2006 he worked as a Senior Professional Nurse at Townhill Hospital till 2007. From 2008 to 2011 he worked at Appelsbosch District Hospital as Chief Professional Nurse. He joined UMgungundlovu Health District as a Clinical upgrading and building coordinator till 2015.

On the same year he was employed by Northdale District Hospital as Monitoring and Evaluation Manager before joining Townhill Psychiatric Hospital.

Hospital Management wished to assure Mr Zondo that it will support him in executing his duties as Monitoring and Evaluation of Townhill Hospital. Management would like to appeal to all Townhill Hospital Staff to support him.

Mr Zondo also conveyed his sincere gratitude to Townhill Hospital Management for offering him such an opportunity. He promised to ensure that he will do everything in his power to take Townhill Hospital to the next level. Townhill hospital management and the staff commit themselves to support Mr Zondo with everything he needs in executing his duties.

# TOWNHILL HOSPITAL SCOOPS SOME AWARD AT THE MASEA AWARD 2018/19



## TOWNHILL HOSPITAL COMPLAINTS COMMITTEE MEMBERS

One of the Batho Pele principles “Encouraging Innovation and Rewarding Excellence” states that those employees who work well and make a difference should be recognized and rewarded for their dedication in rendering good service delivery to our clients.

KZN department of health under leadership of MEC Dhlomo leads example by ensuring that they reward all those men, women as well as health institutions who have excelled in service delivery during 2018/19 MEC’s Annual Service Excellence Award. Townhill hospital management, staff and hospital board are so pleased that Townhill hospital managed to be amongst the recipients of the awards. Townhill hospital got second place on National Core Standard under specialized psychiatric hospitals and also received certificate of commendation for best performance complaints resolution.

Thanks to Townhill hospital staff who played a vital role in ensuring that the hospital is amongst one of the best performing hospital in the province. These achievements could no have been achieved without the dedication and commitment of the hospital staff. Even though we have achieved such stunning job but there is still room for improvement and hope next time we will get first place on National Core Standard under specialized psychiatric hospital. With regards to certificate of commendation for best performance complaints resolution, credit should go to the complaints committee members for their contribution in ensuring that all complaints are resolved within 25 working days as prescribed by the complaints management policy. Credit should also go to all supervisors, particularly operational managers for being so cooperative during the investigations of the complaints. Let us continue with that spirit of teamwork and take Townhill hospital to the next level.



# THH TAKES PART AT THE UMGUNGUNDLOVU DISTRICT TOURNAMENT



THH Soccer team from back left to right (Sanele Ngcobo, Nhlanhla Sibiyi, Star Mncibi, Ayanda Ngidi, Melusi Mdakane, Nxele Lindani, front row from left to right (Khanya Ngema, Thabo Ngcobo, Siya Gwala, Mvikeli Nguse and Muzi Kunene

An annual UMGungundlovu District Tournament was held on the 05<sup>th</sup> April 2019 Townhill hospital soccer team was part of the tournament . Our boys represented the hospital so well and they managed to reach the semifinal where they lost on penalties to Imbalenhle PHC. The full time score was 0-0 before they went for penalty shootout.

Unfortunately Townhill Hospital does not have a Netball team but some of our girls through love of the game joined Imbalenhle netball team. The netball team even performed better and they were finalist where they logged horns with Umngeni hospital netball team. Unfortunately they lost to Umngeni and they became runners up Townhill hospital management would like to congratulate our soccer team for representing TownHill in this prestigious tournament. The management also convey their gratitude towards our girls for being part of Imbalenhle Netball team.

On the 10th April 2019 Imbalenhle CHC CEO Mrs XNT Mtunzi and the Netball team presented the Trophy to Townhill hospital management.



IMBALENHLE TOGETHER WITH TOWNHILL NETBALL TEAM





## ACKNOWLEDGEMENTS



**Hospital CEO Mr NR Hadebe**



**PRO In-service Trainee Mrs Ncalane**



**PRO Mr RT Hlongwane**



**health**

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