



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# TOWNHILL TALKS

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**Hospital CEO Ms ZG Mfeka**

This year reminded me of year 2005 when the institution was visited by the late Minister Dr Manto Tshabalala Msimang who's visit initiated infrastructure improvements at the facility. Early this year the institution was visited by the then Deputy Minister Gwen Ramokgopa, Deputy Minister B Thomson and Deputy Director

## MESSAGE FROM THE CEO'S OFFICE

General Dr Carter. A lot of issues were discussed and some of them have been resolved to date and others are in the process of being resolved. As hospital management we rely on each and every Town Hill Hospital staff member to have such challenges resolved.

Let me also take this opportunity to invite all staff members to ensure that Town Hill Hospital takes part in advancing the goals of the department such as National Core Standard and Make Me Look Like The Hospital. The hostile condition we are working under at Town Hill Hospital due to type of clients we serve puts our lives at risk particularly the nursing personnel who are in direct contact with them on a daily basis.

Let us continue keeping the spirit of togetherness despite the challenges we encounter on a daily basis. Together we can make Town Hill a winning hospital. As Hospital management we have an open door policy to discuss any issues pertaining to the service delivery. This door is opened to every member of this hospital irrespective of his/her status.

Let me take this opportunity to urge the Facility Improvement Team (FIT) to continue with the self assessment in order to prepare for the district assessment.

Let us keep our eyes on the ball to improve the service delivery and accomplish the mission of the department. Lastly, on behalf of the hospital management, let me extend our deepest gratitude to all of you for the hard work, dedication, passion and commitment you have shown towards service delivery. Keep up the good work!

## QUALITY CORNER

I just want to extend my gratitude to all Townhill staff members for the support, teamwork and positive attitude towards quality care. It is beyond a doubt that quality of work starts at the main security gate right up to the top management. Every employee should take charge and be innovative and proactive in the departments they are working for.

I would like to thank the Facility Improvement Team and Quality Assurance team members as well as Operational Managers and Department supervisors for their warm welcome and co-operation when the team is conducting audits.

In conclusion I want to emphasize that when audits are being conducted, they are not done to find faults and penalize anybody, but they help us identify challenges and pave a way to address and rectify those challenges in order to comply with the National Core Standard.

**A PINCH OF TEAMWORK AND A PINCH OF POSITIVE ATTITUDE = EXCELLENT SERVICE DELIVERY.**



**Quality Assurance Manager Ms T Nzama**

Due to teamwork and positive attitude, our National Core Standard are as follows :Baseline **71%**

**2013: 73%**

Current: **83%**

Six priority areas (MMLLH) **85%**

Clinical audits **97%**



## AWARENESS CAMPAIGN ON DRUG ABUSE



**Townhill Hospital staff together with the Swayimane School principal (wearing a striped tie and a white shirt) Mr Lembethe**

Jessica Taylor continued on the effects of drugs and mentioned that drugs destroy one's future and affects school performance. There is no future in drug use. All your dreams have got potential of becoming doomed if you are abusing drugs.

Ms Khuselwa Tile told learners that there are some organizations that can be contacted if one wishes to find assistance. The following organizations can be contacted for help if there is anyone who needs assistance;- Sanca, Famsa, Social Workers, SAPS and lifeline. "No matter how far you have gone in the wrong road, turn back".

The awareness was well received by the teachers. It was also confirmed that many school children drop out of school due to drug problems. The Principal of the school also commended us for the well planned program which he said came at the right time and was very informative.

Townhill Hospital decided to conduct an Awareness Campaign on drug abuse in rural schools. The Hospital identified the need to reach out to disadvantaged schools because most of our MHCUs come from rural areas. Most of these MHCUs abuse drugs more especially dagga because they have easier access to it. Many people still use dagga as a belief that it has medicinal properties.

The statistics indicate that most of our patients have Substance Induced Psychosis and unfortunately majority of these are high school learners.

The aim of the awareness was to educate learners about the dangers of drug use, the effects of drugs on mental health and to ensure them that there is help for those who want to get assistance in terms of drug abuse.

Mr Nursoo, our Psychologist mentioned that peer pressure can push one into drug use. He encouraged the learners to choose their friends carefully. Doctor Mtshemla gave a fascinating talk on the effects of drugs on mental health. Drugs interfere with the chemicals on the brain and cause mental disturbances. Drugs are also addictive and the safest way is to not use them at all. **The learners were all attentive and quiet as they listened to the important facts Doctor Mtshemla had to say. Learners need to know about the effects of drugs**



**Townhill Hospital Doctor Mtshemla giving the learners of Swayimane High School a talk on the effects of drugs on mental health.**

The learners were also given an opportunity to ask any questions pertinent to the drug abuse. Amongst questions asked were "Is it true that dagga will officially be allowed to be used in SA for healing cancer? Dr Mtshemla responded by telling them that this is not official and the government has not taken any decision yet. She advised the learners to continue staying away from drugs including dagga. "You better not even start using drugs as it is extremely difficult to quit them" said Dr Mtshemla. We hope learners gained a lot from this campaign.



## TOWNHILL HOSPITAL SWIMMING GALA

The annual Swimming Gala was held for the Townhill Mental Health Care Units (MHCUs) on Wednesday 26 February 2014. This forms part of the annual Therapeutic Events Programme run by the OT department. This event was open to our Mental Health Care Users and staff and was an exciting, fun-filled day with a total of 108(58%) MHCUs attending.

Although this event generally also includes putt putt for the MHCUs who are unable to swim; due to maintenance taking place to the putt putt course, we were unable to include this activity in the event. Due to this we chose to also include volleyball, swing ball as well as lawn bowls. The event was scheduled from 09: 00 – 12: 00 hours and took place by the hospital's crystal clear swimming pool and adjoining sports field.



**The winning ward, Impala G, with their trophy.**

These special events are planned for our mental health care users in order to improve their quality of life and to facilitate appropriate social skills as part of their rehabilitation programme and therapeutic care, as well as to make their stay at Townhill Hospital as pleasant an experience as possible.

A special thank you is dedicated to all staff members who are always there to motivate and cheer up Mental Health Care users during the event. This makes a lot of difference as MHCUs feel that their participation is valued and important.

Special thanks to all Occupational Therapy Department for taking care of our Mental Health Care user's wellbeing by keeping them fit and healthy through such physical activities

The next scheduled therapeutic event will be our Soccer Day planned for May 2014.



**Mental Health Care Users showcasing with their swimming talent during the event.**

A variety of swimming races were planned for the MHCUs, including Freestyle, Breast stroke, Back stroke, Relay, Pyjama race, Potato and spoon race, Polystyrene board race, Sack race, Pool noodle race and lastly Tennis ball race. 1st, 2nd and 3rd place prizes were given for each event for our Mental Health Care Users. Snack packs consisting of chips, sweets, ice lollies and biscuits as well as juice were provided during the tea break.

The Occupational therapy department would like to extend sincere thanks to all the wards who put in amazing effort to participate and assisted in making the event the success that it was. In addition thanks should be given to all departments who assisted OT with the event related requests which were all dealt with quickly and efficiently making it easy to run the event on the day.



**Female MHCUs taking part in the potato and spoon**



## PEOPLE FIRST “ABANTU PHAMBILI”



Part of the audience discussing Batho Pele principles

The most important people to any organizations are its customers. Without customers the business closes down. The only reason why public servants have jobs is to serve the people with pride, dignity and respect. It therefore makes sense to spend more money and efforts on ensuring that we have satisfied clients, as they are our priority.

In South Africa the emphasis is on serving the people. This is in line with the motto of the public services which states “Services to the people”

The main objective of the Batho Pele was to transform the Public Service Delivery. This includes changing the mindsets of the public servants towards the public.

It is for this reason all government departments are expected to train their employees on Batho Pele which will lead to changing of attitudes of the public towards public servants.

As part of government department, Town Hill Hospital conducted Batho Pele workshop on the 22 January 2014 to ensure the best service delivery as required by the Public Service Act.

The workshop was jointly conducted by the hospital Public Relations Officer and the Quality Assurance Manager. The staff was requested to indicate what they expect from the workshop. Thereafter they were requested to mention all Batho Pele Principles and explain what each and every principle stands for.

Various role plays showcasing the application of Batho Pele principles by the staff reflecting both negative and positive sides of the service delivery.

The Public Relations’ office would like to thank all

staff members for their participation and showing their willingness to improve service delivery. The fact of the matter is the reputation of the hospital depends entirely on good employees.

Once again let me take this opportunity to remind all Town Hill hospital staff that the main objective of Batho Pele is to change the culture/behaviour and attitudes of the staff, to deepen the understanding of BP as a service delivery policy and to motivate the staff to go beyond their call of duty.

We salute all those men and women who treat our clients with care, dignity, respect and courtesy, and to those who are still alleged to have treated our clients with disrespect and discourtesy, we are quite optimistic that one day they will change for the better. “To my clients, I may not have an answer, but I will find it, I may not have time, but I will make it”



A Role Play on how the public servants should treat their clients was presented by the above public servants.



Sr Dlamini reading leading the role play of her group



## TOWNHILL HOSPITAL MOVES FOR HEALTH

### AN EXCITING DAY FOR THE STAFF

On Wednesday the 16th of April 2014 Townhill hospital staff took part in a health awareness programme organized by the hospital's Employee Assistant Programme Practitioner (EAPP). This programme aimed at motivating the staff to exercise and lead a healthy lifestyle so that they live longer. Move for health is a government initiative to prevent burn-out( employees over-working themselves) and create balance between work and "play".

It was a cold winter Wednesday but even the weather could not stand in the way of our very eager staff members who took part in the Move for Health program here at Townhill Hospital. The day started with light warm-up exercises at the parking lot followed by a power walk from Town Hill Hospital to Virgin active. Spirits were high and everybody was excited about



**The staff outside the Admin ready to begin the power walk to Virgin Active**



**The staff doing aerobic exercises with an instructor.**

The staff was also allowed to use other gym equipment at virgin active if they desired to. It was exciting to see that some of our staff members wanted to become members at virgin active. Move for health was a very successful program. It was informative and also enjoyable. The staff had a lot of fun and gained knowledge. It is always refreshing to be outside of the office once in a while. Our bodies are our temples and nobody can take care of them besides us, so it is in us to make sure we are healthy and strong to prevent illness and to live longer. There is no price for health. No limit of investment for your body. Remember that taking care of your body now has greater rewards for you when you are older. Start now by changing the way you eat, walk more, join a gym if you can afford it or jog once in a while. Spend less time just lounging around and more time being active around the house. The health workers should lead the way of healthy living before the community follows and this is exactly what THH staff did. **MOVE FOR HEALTH.**

the activities of the day.

On arrival at Virgin active ,a thirty minute aerobics class had been organized for the staff. With enthusiasm and determination the staff managed to complete their aerobics class, some could barely walk but everybody thoroughly enjoyed themselves.

Virgin active kindly provided healthy snacks for the staff to enjoy while manager(Odwa) of Virgin Active advised the staff of the importance of healthy living and of exercising. The staff were allowed to ask Odwa any questions about health or Virgin active. Odwa raised some really important points about exercising. "People should not think of exercising as a method of losing weight only but to adopt it as a lifestyle, a stress releaser, a way to socialize and also a way to prolong life." Says Odwa.



**Mr Mthimkhulu(EAP) and Odwa, the Manager at Virgin Active**



**IPC DEPARTMENT: STRIVING FOR SERVICE EXCELLENCE**



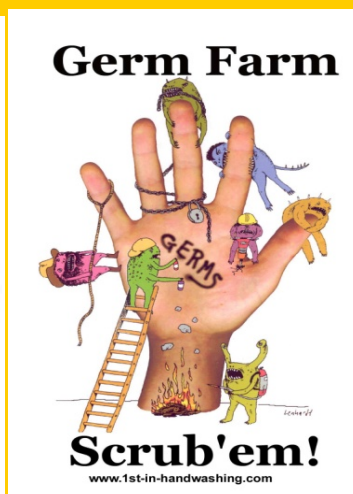
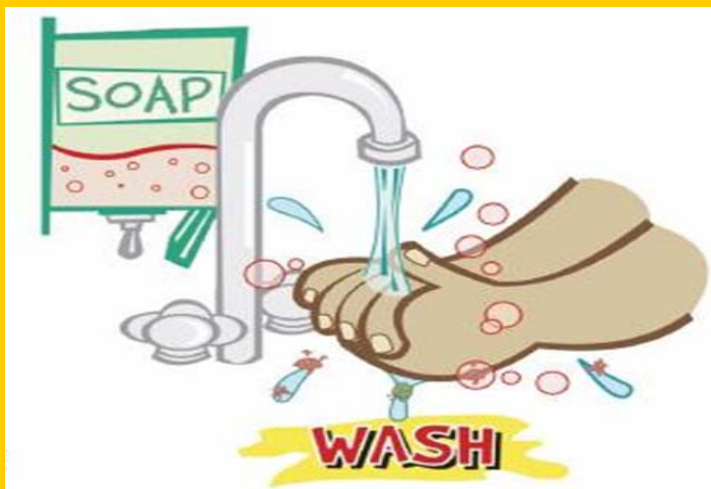
health

Department:  
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**TOWNHILL HOSPITAL INFECTION PREVENTION & CONTROL REPORT  
JANUARY 2014-JUNE 2014**

**DEDICATED TO SERVICE EXCELLENCE**



**CLEAN HANDS SAVES LIVES**

**C<sub>2</sub>C**

**COMMITTED TO CHANGE**



## IPC DEPARTMENT: STRIVING FOR SERVICE EXCELLENCE

### MESSAGE FROM THE CLINICAL PROGRAM COORDINATOR FOR INFECTION AND PREVENTION



**Townhill Hospital IPC, Mr Keith Rathanum**

Infection Control within the hospital has become a team effort, with the focus being on improving patient care and creating a safe environment not only for our clients but also for staff, students and visitors. The first five months of the year has seen many infection control activities take place. We have seen the launch of a surveillance guide and a risk management guide as well the commencement of an IPC risk assessment that will run from January to December 2014.

The in-service training program has been modified to include many different activities to improve participation in infection control. "A knowledgeable nation is a healthy nation". Our 'adopt a school program' has been running very well and we aim to work harder to reach even more people out there. Our clean care safe project and safe space project has seen good results to date.



Our Adopted school—Edendale Primary was visited in March 2014 for a talk on oral health.

We recently began the Hand Washing Ambassador Program in order to promote hand washing compliance within the institution and we have established our Antibiotic Stewardship Committee to prevent the misuse of antibiotics and to prevent antimicrobial resistance. Like all areas we face a number of challenges that hinder us from achieving 100% quality care, but we aim to always strive for the best that we can be. The Infection Control and Occupational Health department work together to ensure that quality care and control is maintained and that updated information is always available.

**IT TAKES JUST 5 MOMENTS TO CHANGE THE WORLD. CLEAN YOUR HANDS, STOP THE SPREAD OF DRUG RESISTANT GERMS!**



**GREENHILL PRIMARY SCHOOL  
PROMOTION OF CHILD PROTECTION  
WEEK AND THE BRING OUR GIRLS BACK  
CAMPAIGN**

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## A DAY TO CELEBRATE OUR “ANGELS”

The 4<sup>th</sup> of June was solely dedicated to celebrate our “angels”, the nurses here at Townhill Hospital. The hospital management saw it necessary to show appreciation to the people that play a pivotal role in the running of the hospital. The day was graced with our wonderful nursing staff, external visitors from other institutions, an official from the DPSA and our two guest speakers.

The programme director opened the ceremony at ten thirty in the morning followed by an opening prayer to ask the Almighty to bless the day’s activities. The mother of Townhill, Ms Mfeka welcomed all the guests present at this event followed by joyous music from the hospital choir. The purpose of the day was done by our own ANM Ms. M.B. Dlamini who emphasized the importance of this day as well as the nurses in general.

A speech about how public servants ought to pride themselves in whatever they do was given by Chief Director from DPSA Mrs Watson who travelled all the way from Pretoria to attend this event. The winner of the Cecilia Makiwane national award in 2011, Ms P Z Mkhize, also motivated our staff with a speech she gave on participating in community health as a nurse and working beyond working hours. Our guest speaker from Richmond Hospital, Mr Ntombela delivered a well-thought speech on nursing as a definition and also analyzed the theme of the day. He gave us some interesting facts about nursing and shared his experience in the nursing field with us. He even opened the floor for any questions from our audience.



**Mrs Babara Watson from the DPSA gave an encouraging speech on how public servants ought to pride themselves on the work they do.**

The event would not have been a success without the generous sponsorship from Nehawu, PSA and Hospersa who were also given a slot



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

To remind the nurses of the Importance of this event. Professional nurse Mehlape and Mzila were the most presentable nurse’s of the day as they were elected by independent judges from Fort Napier Hospital. Nursing Manager Mrs. Ngcobo and her Deputy Mrs Jugmohan looked at various aspects of nursing etiquette that should be possessed by nurses.

It would be injustice for me not to extend our gratitude towards all the sponsors of this event. The likes of Motor City, Mndeni Meats, Watloo butchery, Nehawu, PSA, Hospersa, Willowton Oil, Eastwood

Secondary Principal and his deputy Mrs L. Mentory, Dipsons Wholesalers, our principal psychologists Ms S Mngoma as well our hospital board chairperson Mr B Madlala played a major role in as far as the success of this event is concerned. Hospital management would also like to thank our sister institutions Fort Napier, Greys, Richmond and Northdale hospitals for honouring our invitation. Indeed we felt honoured by your presence. The hospital choristers entertained the audience with their sweet melody which added that extra ingredient to the event as well as the staff which supported the event. Most importantly the events organizing committee for putting together such a stunning event. The ceremony ended up with the nurses pledge and the candle which was led by nurse Mehlape.

We truly did show appreciation to our “angels”. Nurses give comfort, compassion and care for the nation. They are truly a force for change– A vital resource for health.

**Fighting Disease, Fighting Poverty, Giving Hope**





**A MESSAGE FROM THE PUBLIC RELATION OFFICER IN-SERVICE TRAINEE**

It has been an honor working under the supervision of Mr Hlongwane. I have learnt a lot about work etiquette, the type of personality a PRO must adopt or have in order to serve, respect for all colleagues and above all generosity. Public Relations is about managing the external and internal communications of an organization through strategic management. I have been awarded the opportunity to apply this definition to realism here at Townhill Hospital. The atmosphere at Townhill Hospital makes working here a bliss. Everybody is friendly and greeting one another has become part of the hospitals culture.

**MS. THEMBELIHLE MKHIZE**

My name is Thembelihle Mkhize. I was born in Durban KwaMashu Polie Clinic. I grew up in Elandskop in a small village called Zondi Store. I am currently doing my final year in Public Relations at the Durban University of Technology. I was fortunate enough to get an in-service training at Townhill Hospital where I began in February 2014 to date. My experience so far has been eye opening. It is one thing to master the theory aspect of Public Relations but it is another to practise it. The practical part of this career path is exciting, adventurous and most importantly gratifying.

I would like to thank Townhill hospital management for awarding me such an opportunity, because honestly without their go-ahead, I would have not been able to do my in-service training. I would also like to thank my mentor, Mr Hlongwane for taking me under his wing and allowing me the chance to work alongside him. I plan on working hard, with ambition and drive in order to attain good results and leave a mark here at Townhill Hospital. I believe that with my theory background of Public Relations, together with this experience, I will be ready to tackle the Public Relations field. My message to everybody is that if you are going to walk with GOD on new levels, you cannot be afraid of heights, TRUST where GOD is taking you because GOD is love, and love is real. My personal motto in life is, **EAT, PRAY and LOVE.**



**MS. FIKILE MASIKANE**

Yes its me again Fikile Masikane from Sobantu. I have been a Public Relations in-service trainee at Townhill Hospital since from January 2013 and I will leave on the 30<sup>th</sup> of June 2014. Unfortunately this is my last addition of Townhill Talks.

It has been a great experience to be part of such exciting, fun filled hospital. I have worked with different people from different levels and have gained full

understanding of how various departments interact as the National Core Standard stresses the issue of team work where all departments must pull to one direction as a team in order to comply with the National Core Standard. I even had the opportunity to be part of the Batho Pelé workshop where the staff is trained on all the Batho Pele principals and now I am aware of the changes that our Government is bringing to our general hospital and I believe it is up to us to change our perception.

I would like to thank the Hospital Management for such an amazing opportunity together with every one I have met and worked with, it has been a wonderful journey and you all amazing at what you do.

Lastly I would like to thank Mr Hlongwane who has been my mentor, my ambassador. He has helped me put my theory knowledge into practice and I must say I have gained confidence personally and professionally. I am proud to say I am a fully trained/experienced PRP and I am ready for the corporate world. Ngiyabonga Mr Hlongwane (Ngwane elihle). Until we meet again!



**You do not have to be great to start BUT you have to start to be GREAT.**



KZN MEC for Health Dr S Dhlomo believes to ensure that people live longer and healthier they should embrace in all healthy living activities like exercise, eating a healthy balanced diet and refraining from substance abuse. With this in mind, the MEC always encourages all KZN citizens to participate in healthy activities like comrades marathon in order to keep themselves fit and healthy.

He particularly urges all employees of the department of health to lead by example by being part of such physical activities.

The Comrades Marathon is the world's oldest and largest ultra-marathon run over a distance of approximately 90 km |

As Town Hill Hospital we are so proud to continue to be represented in this international and world's biggest marathon event by Mr Narinsamy Naidoo affectionately known as JR. Mr Naidoo participated in the comrades for the 12th time this year. Mr. Naidoo prefers the up run compared to the down run. This year he took 10 hours 23 minutes and managed to get a bronze medal. He trains three times a week. Mr Naidoo would like to see more Town Hill Hospital staff participating in this event, not only for winning the race but to complete the race.

**Congratulation JR**



**MR NAIDOO AS HE ENTERS HIS LAST LAPS OF THE RACE. WHAT AN ACHIEVEMENT. We Salute you JR.**

**HISTORY OF CAMRADES MARATHON:** It all begin with a young British lad, Vic Clapman, who emigrated to South Africa, working as an ambulance man and engine driver during Anglo-Bore War (1899-1902). He did hugely long forced marches across East Africa at the end of the war, he asked the league of Comrades of the Great War if



**Mr Naidoo determined to complete the marathon**

he could stage the race as a memorial to his fallen comrades. After refusing for years, the league finally relented and the first race was run on Empire Day 24 May 1921, starting in PMB.

There were 34 runners and the race was won by Bill Rowan in a time of 8 hours and 59 minutes. Frances Hayward was the first woman to run, in 1923, although she was not allowed to enter officially. The first foreigners joined the race in 1962 when four British runners arrived. In 1975, the race was finally officially opened to all, allowing women and people of all races to take part.

Today thousands of runners from across the world, flock to KwaZulu-Natal to test their mettle. In 2010, the race achieved a Guinness World Record as the world's biggest ultra marathon when a staggering field of 23,568 started the race and 14,343 runners completed the race within the 12-hour cut-off time.



## FEEDBACK FROM THE COMMUNITY AND MENTAL HEALTH CARE USERS

Exceptional, friendly and helpful staff members at all times in all sections united.

They have very impressive buildings and safe surroundings.

God bless you

OPD area has never been so tidy and organized in all the time that I have been a patient here, Well done!

I always find the Nurses very friendly and it is great to know that Nurses genuinely care. The other day I came for my appointment and Sister Ramlakin came straight to me and asked how I was, now that is genuine nursing care and concern, thank you.

It is so good to know there are still nurses out there who care about their patients and not their salaries.

There staff here are friendly also the waiting times are reasonable. It is clean and conducive for any client /patient.

Thank you keep it up!

Ngiphatheke kahle bangiyalisisile ukuba ngiqhubeke nokudla amaphilisi uma sengingaphandle. Impatho ibiyinhle ngampela

Very good manner of staff efficiently and over all success.

Thank you

Every time I come and collect my medication the service is fast and friendly. Keep it up it is a great pleasure to be a patient at Townhill Hospital.  
Thank you for every thing.

Thank you for all you help, care and understanding. I feel a lot better and ready for the life out there.

You guys are great help and triggered my eyes and life. I will forever be so grateful to phone and give you good news.

I wish you al the best and please remember me!

I love you all so much and you will be in my heart, prayer all the time.

Bekumnandi ukuhlala e North Park ngoba abasebenzi bakhona bakuphatha kahle.

Thank you

Thank you to each and every one of you. You all make my stay pleasant and extremely grateful for that. Keep doing what you are doing.

To my Professional Nurses Ralchee and Zama the two of you were exceptional. Thank you from the bottom of my heart.

I enjoyed my stay at North Park very much. I want to compliment all staff of North Park for their friendly manner how they treated me.

It is amazing how everything comes together and the way you are one big family every one doing their thing by making this place a success. I have learned a lot and helped me to feel more positive and I think I would be able to handle my problems better in the future.  
Thank you to all the staff.



**NEW BROOM SWEEPS CLEAN- WELCOME TO TOWNHILL HOSPITAL**



**MS Z.P SIBIYA**



**MS P.N NKABINI**



**MS S.S NGCOBO**



**MS M.N NONGQAYI**



**MR P.N NDLOVU**



**MS L.C HLONGWANE**



**MR A MJAUBANE**



**MR N NGCOBO**