



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Townhill Hospital

NEWS

July to September 2019

Townhill Talks

MESSAGE FROM THE OFFICE OF THE CHIEF EXECUTIVE OFFICER

Season's greeting.

We thank god for having been with us from the beginning of the year until thus far! A year is a long time and we should be grateful if when it end we are still standing. I am happy that we have been able to achieve of the targets that we have set fir ourselves.

When we started 2019 Office Park was under construction and Iris Marwick College was still part of Town Hill hospital. Now Iris Marwick college has relocated to Grey's college and the staff that used to occupy Capital Towers relocated to Grey's college and the staff that used to occupy Capital Towers building are our neighbours. I know it is strange to have Office park and it comes with challenges but I appeal to everyone to regard them as part of big Town Hill hospital family. As people who are sharing the same space we need to co-exist. The fact of the matter is that we need each other now. One is forced to raise this matter because of what happened in the past which seem to be affecting the present.

2019 has been a difficult year for government employees, in general, and for employees of KZN health, in particular. The financial environment in which we are working deteriorated instead of getting better. The big monster of moratorium on filling posts remained with us in 2019. Our department is still struggling financially. Our staff are overwhelmed because some of them are doing the work that need to be done by two or three employees because of the hospital inability to fill the vacant posts.

The performance indicators of the hospital are satisfactory. Personally, I have been impressed with the way we have been able to turn our BUR around. Town Hill hospital, historically, has been struggle with this indicator. Based on the numbers, it is my belief that town hill hospital has turned a corner. Everything come at a price, though. It has been noticed that with the increase of BUR there has been increase in PSI's. (Patient Safety Incidents). It is not only PSI's that are increasing. The number of assaults on our staff by patients has also increased probably because of increased BUR. The assaults of patients is a big concern to the management, so is the assault of the staff by patients. One efficiency indicator that we should be concerned about is Expenditure Per PDE. Although there has been slight decrease but it still remains high. It is one of the challenges that we need to tackle in the coming year.



Hospital CEO Mr N.R.Hadebe

Lastly, we will like to pay tribute to our former staff members who departed from this world. EN Khanyile, BC and NA Dladla, GV left us this year but the role they played in this hospital is not forgotten. It is also a great pleasure to welcome Operational Manager Luthuli, Dr Xulu, NA Mnguni, EN Mbona and Mr Mjali. These employees joined Town Hill hospital I 2019. may their presence here be a blessing to patients and staff!

As we wrap 2019, let us be responsible. Let us abstain from alcohol or, at least , use it moderately. The rule is that we must be moderate and not over indulge. For those that will be travelling, drive safely. On behalf of management allow me to wish you a good festive season and prosperous 2020!

TOWNHILL HOSPITAL CELEBRATES WOMEN'S MONTH



PARTS OF TOWNHILL HOSPITAL WOMEN WHO WERE WEARING HEAD WRAPS IN ORDER TO COMMEMORATE WOMEN'S MONTH

Every year in August, our country marks Women's month. We also pay tribute to the more than 20 000 women who marched to the Union building on 09th of August 1956 in protest against the pass laws for women. That was a system meant to control women even further and reduce them to less human being at the mercy of men.

To commemorate the women's month of 2019 Townhill hospital requested all Townhill hospital women to wear head wraps every Wednesdays and Fridays during the month of **August** in order to acknowledge this day. The response was very positive as most women heeded the call by wearing head wraps as per request. Thanks, to Sr Zondo who was championing this campaign and we are so fortunate to have a person who is as passionate about gender issues as she is.

Townhill Talks also took an opportunity to interview some women employees about how do they feel about this women' month. As much as we would have loved to interview as many women as possible but we believe that most of the issues raised by the interviewed women truly represent the feelings of most South African women.

Amongst issues raised by those who were interviewed were gender based violence, patriarchy and insufficient women in managerial and strategic positions in both public and private sector. As much as they raised some challenges facing women of this country but to some extent they acknowledged the stride made by the government to empower women. They also agreed that ,at least ,women now enjoy privileges which were only reserved for men only before. But they were also honest to point it out that women should not entirely depend on government to do things for them but they must play a vital role to ensure that their rights are protected.

ENOUGH IS ENOUGH



Some of Townhill hospital women who were wearing black attire in solidarity of all women and children who suffered and died through gender based violence

The plight of women and children abuse is one of the biggest challenge facing our government. Indeed the government has initiated and implemented all sorts of programmes aimed at eradicating this scourge . But what is most fascinating is that South African women are not folding their arms and wait for the government to do everything for them. They have taken it upon themselves to say enough is enough.

Townhill hospital women also raised their hands and said enough is enough. They said the abuse of women and children should stop now. They said men should instead protect them as opposed to abuse them. They said real men do not abuse. They said women and children are also human beings. They said women deserves to be loved. They pleaded with men to hear their cry.

They communicated this message by wearing black dresses which according to African culture or believe is a sign of mourning. Thanks to Sr Zondo who is so passionate about gender based issues for leading this campaign and encouraging Townhill hospital women to play their part in this campaign. Sr Zondo encouraged women to fight this scourge wherever they are. "You do not have to be personally affected before you take a stand, said Sr Zondo

Sr Zondo told women that the pain of any woman who suffers from the abuse of man is a pain of all women. She said that women should learn to share their pains and develop the sense of solidarity. "Gone are those days where our parents used to say emendweni kuyabekezelwa even if you become a punching bag, she said. She also advised women to report such cases and stop this believe that who is going to put food on the table if ubaba get arrested. She said that abuse starts small like verbal abuse, next time becomes slap and finally death. She advised that no matter how small it is, it should never be tolerated.

Maybe we should thank all those women who heeded the call of Sr Zondo. Let us hope that one day such campaigns as well as programmes put in place by our government will bear some fruits. But at the end of the day it is our responsibility as parents especially fathers to educate our boys to respect women. Even though our government has got that constitutional responsibility to ensure that women and children are safe but we as parents also have got that parental responsibility to do the same. Parents must never outsource that responsibility to the government alone but must play their part as well. At the end of the day real men do not abuse.

THIS IS WHAT WOMEN HAD TO SAY ABOUT WOMEN'S MONTH

PRO: What are the challenges facing women of this country?

Mrs Hlongwane: I believe that women of this country are still not yet adequately represented at the workplace, especially in management positions. Women continue to suffer at the hands of the so-called husbands and boyfriends. The story of women being killed and assaulted by their partners is still a major challenge that needs to be tackled at all cost. Police officers still need to be properly trained in order to deal with the women victims.

PRO: Do you think the government is doing enough to empower women?

Mrs Hlongwane: The government is trying its level best to empower women but more needs to be done.

PRO: Do you think our government is prioritizing the issue of women?

Mrs Hlongwane: There are some laws protecting women of this country but women still continue to suffer from social ills like physical and sexual abuse.

PRO: How can you compare the struggle of 1956 and women of today?

Mrs Hlongwane: The difference is that women of 1956 were fighting a different battle compared to the challenges facing women of today. Back then, woman was regarded as someone who belongs to the kitchen, raise children, etc. But today there are some inroads that have been achieved even though still more needs to be done.



Mrs Nokuthula Hlongwane

PRO: Do you think women support each other when it comes to their struggle?

Mrs Hlongwane: Unfortunately, sometimes we, as women, pull each other down and do not support each other. Before we can say government needs to prioritize the issue of women we as women need to speak in one voice and stop criticizing each other. Sometimes men can appreciate women and the women will do something opposite.

PRO: What is the message that you can send to other women out there?



Ms Thembeke Dlamini-Ngcobo

PRO: What does the women's month of August mean to you as a woman of this country?

Ms Dlamini: This month reminds us as people of South Africa that we must never forget the struggle of 1956 women and also continue from where they left off.

PRO: Do you think our government has done enough to empower women of this country?

Thembeke Dlamini: I think the government is trying its level best to empower women especially in the public sector even though more still needs to be done.

PRO: There is some school of thought from some women that women abusive and sexual cases should be handled by female officers at the police station. What is your take on that?

Thembeke Dlamini: I think that is a good idea because it is easy to express yourself freely when you talk to a woman as compared to when you talk to a man.

PRO: Do you think women abuse cases get the priority they deserve from the police station?

Ms Dlamini: Even though I have never reported any case to the police station but I think such cases get some sort of priorities since the government had a ministry for Women, youth and persons with disability.

PRO: What message can you send to all women out there who are in an abusive relationship?

Thembeke: I cannot decide for women who are in an abusive relationship. My advice is that a person who is in an abusive relationship should have eyes to see if she is in an abusive relationship. I cannot tell her to leave or stay because tomorrow she might end up blaming me for advising her to leave her boyfriend / husband. She must make up her mind and take a decision that she believes is right for her.



Ms Busisiwe Vilakazi

PRO: Are you happy with the way the government is managing the social ills facing women of this country?

Vilakazi: Not entirely happy but the government is trying to play its role.

PRO: There is that perception amongst women themselves that they do not support each other but instead they bring each other down. What is your take on that?

Vilakazi: I think they do support each other.

PRO: Do you think women of this country have been empowered or capacitated enough to deal with the social ills facing them.

Vilakazi: I think so even though there is still a long way to go.

PRO: What advice can you give to someone who is in an abusive relationship?

Vilakazi: The answer is straight forward; she must get out of that relationship before it

PRO: Since the dawn of democracy, do you think government has done enough to fight patriarchy?

PHUMZILE: There are some visible achievements when it comes to that. For example women of this country have a say on the affairs of the country. If you look at the public sector, women occupy strategic positions which were reserved for men before.

PRO: With regards to police officers who are tasked to handle sexual assault cases reported by women, do you think this task should be assigned to female police officers only?

Phumzile: To me gender is not an issue here. The most important thing is that any officer who has been given such task should handle it with sympathy irrespective of gender.

PRO: What message can you convey to women who are involved in an abusive relationship?

PHUMZILE: They need to talk about it openly. They must stop bottling up things and seek advice. Gone are those days where such cases are not reported simply because the father is the bread winner at home.

PRO: Do you think women support each other when it comes challenges facing women?

PHUMZILE: Definitely not, sometimes, you hear some women saying they rather be supervised by men rather women. That shows that we do not appreciate and support each other.



Ms Phumzile Ngomane

PRO: What does women's month mean to you?

Zondo: it means how we as women have been mis-empowered by the government. But now women have got some rights which are protected by the constitution of this country, women also got job opportunities like their counterparts. They also occupy leaderships positions especially in the public sector.

PRO: Do you think Government is doing enough to empower women?

Zondo: Government is doing it level best to empower the women and flourish. but I would like to see more help centers for abused women.

PRO: Do you think in nowadays women are doing enough as compared to 1956 women to fight for their rights?

Zondo: The challenges that were faced in 1956 women are different from the challenges that are facing nowadays women. The social ills like gender based violence are some of the issues that are facing women of today

PRO: What is the main message that you can convey to other women?



Ms Purity Zondo

Zondo: I would like to advise the women not to break each other but instead we fight for each others crown.

Quote: A women is like a tea bag. You never know how strong she is until she gets in hot water— Margaret Thatcher.

Quote: If you want something said, ask a man. If you want something done ask a women— Margaret Thatcher .

OUR HERITAGE, OUR CULTURE, OUR NATION



Part of the audience which participated in the heritage day

Heritage day is one of the South African national days which is aimed at encouraging people of South Africa to celebrate their culture and traditions. South Africa is one of the countries with rich cultural diversity which makes us a rainbow nation. This day is held on the 24th of September every year. During this month all South Africans are encouraged to celebrate this day.

As Townhill hospital we also celebrated this day in order to show case our cultural activities.

The day started with a prayer by Mrs Phume Khanyile and she also led the national anthem.

Hospital CEO, Mr Hadebe, welcomed the audience and he outlined the purpose of the day. He told audience that heritage day is a very important day in the South African history. He reminded the house that prior to 1994 cultures of other nations were referred as inferior compared to other cultures. After 1994 that changed and all cultures were given the same status, irrespective of whether you are black, white Indian or Coloured. The main objective of such day is to unite the nation and acknowledge all cultures and practices of different groups. It is for this reason SA has got eleven official languages. He urged

everyone present to try to learn and respect other peoples cultures and traditions in order to build one nation with cultural diversity.

As we are all aware that SA is facing this scourge of children and women abuse, it would have been unjustified as Townhill hospital men to miss such valuable opportunity to say to the public enough is enough, let us stop this craziness of abusing children and women. All men were requested to go to the stage with the placards and made a pledge that as Townhill hospital men, they will never contribute to this abuse of women and children.

Sr Zondo briefed the house about the culture and traditions of the coloured community. She clarified that in fact there is no specific culture for the Coloured community as they embrace both African and western cultures.

It would have been unfair again not to acknowledge one outstanding male and female who excelled in traditional attire. The panel of three judges (Sr Zondo, Mrs M Motsoeneng and Ms Philisiwe Mthethwa) was set up to identify one male and female. Mr M Mkhize and Ms N.P.Mango were

Chosen and cake was given as a token of appreciation for their traditional attire. Ms Philisiwe Mthethwa and Ncamsile Mtolo were also awarded for supporting our fundraising campaigns for the whole three months.

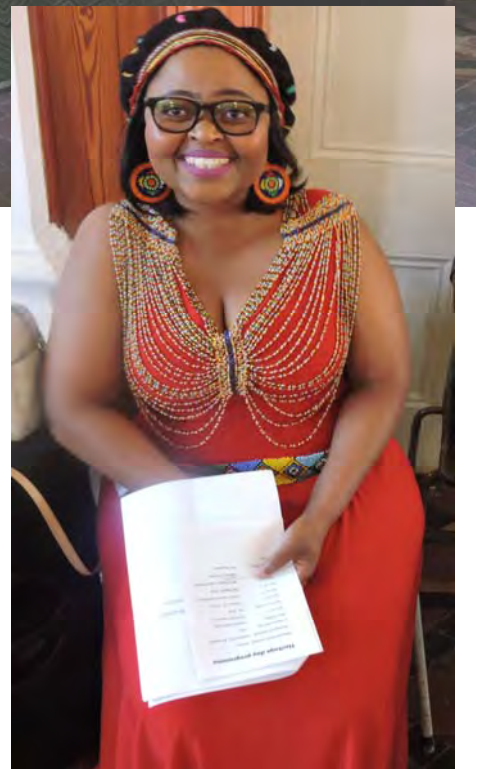
Thereafter traditional food was served which included ujeqe, inyama yenhloko, breyani, as well as potjie. The above dishes represented black, indian and white and coloured communities. It would have been unfair not to thank our sponsors which include, Derby place butchery, Liberty Life. Thanks to psychology department, Dr Govindsamy, nursing manager Mr Ntombela for their financial contribution. People who supported our fundraising campaigns as well as the event organizing team. An event cannot be an event without entertainment. Thanks to Sukuma Comprehensive high school, workshop staff for indlamu and HR department for the play. The entire audience which made an event possible as well as Sr Hlongwane for directing the programme so professionally, Ngwane, Masumpa you made an event alive and entertaining.

HERITAGE DAY GALLERY



FIGHTING DISEASE

HERITAGE DAY GALLERY



FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE

TOWNHILL HELPING HAND INITIATIVE 2019

Every year the women of the workplace provincial committee encourage that all facilities within the department of health take on a project that will assist in the development of others. This year the Townhill Women in the workplace embarked on sanitary pads drive for girl children at Georgetown High School. This school is situated in the local area known as Edendale. This area was adopted earlier this year by Townhill Hospital during the Mandela 67 minutes campaign.

The drive began during August Women's month. Initially, the target was to collect sanitary pads for the grade 12 class. The aim was to distribute the pads to the grade 12 learners whilst addressing key areas affecting a grade 12 learners, specifically mental health and youth development issues. The response to the drive was phenomenal. The sanitary pads collected over a two month period were sufficient to cover all grade 12 learners in the

school. Staff at Townhill hospital did not only donate pads but donated enough to-

make a pamper hamper for the learners. These hampers were put together by volunteers of Townhill hospital during their lunch time. It included a pack of pads, snacks, grooming items and educational material on physical wellness, eating well and coping with stressors.

Ms Sthombe Gumede gave a motivating speech where she shared her life story about peer pressure and being goal orientated. She encouraged the young ladies to make sure that they give of their best as study opportunities present themselves. Addressing the young boys at the school about respect for women and issues related to youth and development., Mr. Zondi emphasized the need for boys to understand that they are to protect and shield their sisters within the community. He also spoke to the young boys about how to cope with peer pressure, bullying and handling possibly negative situations without a fight. This was particularly relevant following the stabbings and killings that have been occurring lately in the local schools. The boys in the school verbalized that they needed assistance with forming a group that would help them discuss issues relevant to their needs



Principal psychologist Ms S Mngoma addressing the learners



From Left to Right: Mrs B Mbambo, Ms S Mngoma, Mrs N Hlongwane, Mrs p Zondo Mr S Mthimkhulu, Ms s Gumede and Mr B Zondi



Georgetown high school learners listening attentively to Ms S Gumede during helping hand initiative

TOWNHILL HOSPITAL MANDELA DAY



Part of the audience that attended Townhill hospital Mandela day commemoration

During the month of July Townhill Hospital reached out to the Edendale Community area as part of the Mandela 67 minutes. The staff at Townhill Hospital collected funds from the supervisors and managers which was used to purchase items to make soup for the community. The aim of the outreach was to engage and establish a relationship with the community. Sr Hlongwane (IPC Coordinator) addressed the community on Rabies and TB. The team attending to the community also answered questions relevant to mental health. The ward Counselor Mr Mtuza Mkhize was also in attendance. He reinforced the need for the community to adhere to the message that was delivered.

Townhill hospital management encourages all Townhill hospital staff members to be part of this yearly event. Management believes that this is the only way of honouring UTata Mandela for his sacrifice for the people of this beautiful country. As public servants, we are duty bound to constantly communicate with the members of the public through such indicatives. Such exercise enhances the relationship between government institutions and the community at large. We hope that next year we will be able to reach more communities members through the honour of our former president



Townhill hospital team during 67 minutes Mandela day

OPD STAFF COMMEMORATE HERITAGE DAY



Outpatient department staff organized their heritage day.

Outpatient department staff under leadership of Sr Ramlucken organized their own departmental heritage day since they were unable to attend the main as they could not compromise the service delivery in their department.

They commemorated this day by wearing the traditional attire of another culture. In order to show some respect, understanding and social cohesion. The focus of the day was for staff to use the traditional attire of another culture and to prepare a dish of one's choice from the chosen culture.

The day was a huge success with all staff having a new found respect for traditional attire and food. This exercise will also promote the team work amongst outpatient department staff. Well done OPD staff.



Some of traditional food that was prepared by outpatient department staff on the day

OUTPATIENT DEPARTMENT COMMEMORATE WOMEN'S MONTH



Outpatient staff together with some of the mental health care users during commemoration of women's month (Maharaj on the far right)

Outpatient department staff also celebrated this auspicious month by providing morning tea and scones for geriatric mental health care users. Thanks to Sr Ramlucken who used her own personal money to buy tea and scones for our mental health care users.

Our users thanked OPD staff for their generosity as they were not expecting to be provided with such breakfast particularly from staff members. The leader is always expected to lead by example and this is exactly what Sr Ramlucken did. These are some of the people we can proudly say they have got passion for our clients. We encourage such spirit to prevail to all public servants to go over and above their normal duty without expecting anything in return. Once again ,thank you so mush Sr Ramlucken showing Ubuntu to our clients!

WE SALUTE OUR HEROINES FOR THEIR BRAVERY

It is not all lost as some people believe that public servants are people who do not care about the needs of their clients. But the truth is there are so many men and women within the public sector who are still dedicated and committed to serve their clients with pride and courtesy. Some even go to an extent of risking their lives in order to save or assist their clients.

This dedication and commitment has been proven by Townhill hospital nurses who are working at Impala G and H. They risked their lives in order to rescue the mental health care user who was trapped within the burning seclusion room. Even though the seclusion room was at that time full of smoke and could not even see the mental health care user, they never hesitated to go inside and try to look for the patient.

They tried couple of times looking for the patient but could not succeed due to smoke that was inside the seclusion room. But they never gave up until they managed to find the patient.

Indeed you guys went over and above your normal duty by risking your lives in order to save the innocent life that that could have been lost. You did not only

saved the life of our patient but you also rescued Townhill hospital and department from being in a crisis. Townhill hospital management would like to convey their sincere gratitude to all Impala G and H staff who were working during that night for demonstrating what is it that we are talking about if we talk about a calling. Calling is not just a word of mouth but it is an action and that is exactly what you did.



Sr C.P.U Smith and nurse N.P. Sokhela who rescued the MHCU with the assistance of other nursing staff.

OUTPATIENT DEPARTMENT TEAM BUILDING



On the 26 July 2019, outpatient department staff attended a team building at high Stake in Cato ridge. During that team building staff engaged in various activities that contributed to increasing teamwork skills, which included participating in paintball and zip lining.

Outpatient staff utilized the opportunity to reach out to members of the public and promote mental health awareness amongst teams from the private sector.

The OPD staff is definitely committed to making a difference, and have now adopted their own symbol which will make them identifiable wherever they are.

Thanks to Sr Ramlucken who is always encouraging her staff to engage in such activities in order to get rid of burnout. Thanks for leading from the front.

Outpatient department staff during the team building at High Stakes in Cato Ridge

FEEDBACK FROM OUR PATIENTS

I would like to compliment that we are treated with respect, the food is nice and always on time. Orientation is done almost every day and is very affirmative, climate meetings are very helpful our concerns are treated with urgency and addressed quickly.

I would like to formally thank Clinton for his endless support and kindness towards me even in my worst states I believe that my recovery is possible, so from the bottom of my soul I thank you.

I would like to raise thumbs up for Mr Mkhize's kind service which is in line with the Batho Pele principles together with the national health care act. keep it up public

I want to thank the entire staff of Townhill Hospital especially the ones in Uitsig A ward for everything they did to my mom they took a good care on her with everything.

We are treated with respect and the staff takes very good care of us. The food is nice and is almost on time everyday. Orientation is done almost everyday and is very informative, as well as the climate meeting is very helpful. Our concerns are treated with

I would like to say from all the government pharmacist and clinics in PMB I have visited THH got the best and friendly staff members well done keep up the good work.

I would like to compliment operational manager Mr. Denzel Chatty for his good work in the ward because there is a big difference on how Andrew is treated after the letter she wrote.

I would like to express my gratitude to OPD staff for a positive attitude

To: Mrs N.B Zondi, Mrs Diko, Miss Mango, Mrs F Lutchman and all the other Nurses.

You've been amazing nurses to us and I want you to know that we love you so much, to us you like mothers, friends you give us good advise with hope, faith and comfort us in life

Thank you may god bless you so much keep up the good work ,

I would like to extend my gratitude to the whole hospital, our rooms were always clean, always ate in clean plates,, the food was always enough for us. The whole hospital is clean. The government is really doing a good job. Big ups.

I would also like to thank Lezelle for being such a good safety representative, and she is very kind lady. God bless her

ACKNOWLEDGEMENTS



Hospital CEO Mr NR Hadebe



PRO Mr RT Hlongwane



health

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