



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

SERVICE COMMITMENT CHARTER

WHO ARE WE:

Wentworth hospital is a district hospital (level 1). Our catchment areas are as follows: Hillary, Seaview, Wentworth, Austerville, Yellowwood Park, Chesterville, Cato Manor, Bluff, Clairwood, Montclair, Jacobs, Lamontville, Umbilo, Woodlands and Merebank.

We operate using a referral system with patients being referred via their local clinics or regional hospitals.

SERVICES PROVIDED:

Accident and Emergency services (24 Hours)

Dietetics

Occupational Therapy

Physiotherapy

Psychiatric services

Psychology

Social work

ARV (Masibambisane) clinic

TB Clinic

Dental

Mental Health Clinic

Mother and Child Services

Pharmacy

X-Ray

Choice of Termination of

Pregnancy (CTOP)

Medical Out Patients department (MOPD)

Male Medical Circumcision (MMC)

CORE VALUES

Respect

Transparency

Loyalty

Teamwork

Commitment

Work Ethics

OBJECTIVES

To achieve optimal a health care status for all persons within our catchment area and our immediate neighborhood. To render a high convalescent and rehabilitative service based on the primary healthcare approach within the District health system.

QUERIES/COMPLAINTS:

Walk in and telephonic complaints receive immediate response.

Complaints needing investigations will take up to 25 working days.

If we cannot deal with your query immediately you will be kept informed of the ongoing investigation.

COMPLAINTS COMMITTEE

The Complaints Committee of Wentworth Hospital is a non-partisan structure, which deals with complaints of all nature, from all the stakeholders of the hospital.

This is done to ensure effective service delivery, quality healthcare, for all patients attending institution and to all who visit the hospital

HOW TO LODGE A COMPLAINT

Clients are requested to put their complaints in writing. These complaints can be addressed for the attention of the public relations officer (PRO) . An internal investigation will be conducted and the complainant will be informed of the outcome.

You are welcomed, as a receiver of our services to tell us what you think about our standards and whether we are meeting them. We also welcome compliments and any other comments that you may have about our services and how we can improve.

Comments can be directed to the Public Relations Officer on the following email address:
carol.dlamini@kznhealth.gov.za

Or on the following contact details

Tel - (031)460 5000

Fax - (031)468 9654

Wentworth Hospital

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uMnyango Wezempilo. Department van Gesondheid

Fighting Disease, Fighting Poverty, Giving Hope