

**Remarks by the Acting Head of Department (HoD) at the Dr George Mukhari
Academic Hospital Annual Service Excellence Awards 2023**

09 February 2024

Programme Director

Acting CEO of Dr George Mukhari Academic Hospital, Dr. Mbara

Senior Managers of the Department

Health Professionals in our midst

Ladies and gentlemen, distinguished guests, and esteemed colleagues,

Good evening!

Tonight, we gather here to celebrate and honour the exceptional individuals and teams who have exemplified excellence and innovation in the provision of healthcare services. I am deeply honoured to address you all on this auspicious occasion.

First and foremost, I would like to express my sincere regret that our MEC for Health and Wellness, Ms. Nomantu Nkomo-Ralehoko, is unable to join us tonight due to other engagements. However, I assure you that her spirit is with us as we come together to recognise and reward the outstanding service excellence demonstrated by our dedicated colleagues.

Programme Director, these Service Excellence Awards are not just a ceremony; they are a testament to our commitment to caring for our patients and the community we serve. These awards embody the values of compassion, teamwork, and innovation that are the cornerstones of the health profession.

The profession of health is not just a career, it is a calling to serve and change lives for the better. It is important to acknowledge and appreciate excellence in public healthcare. Initiatives like these ones can inspire and motivate the staff to continue delivering high-quality care to those who rely on us for health care.

As we celebrate those who have performed with the highest standard, we must understand that service excellence is not a destination but a continuous journey. It requires perseverance, dedication, and a commitment to constant improvement.

I want to take this opportunity to commend each and every one of you for your dedication to providing exceptional healthcare services day in and day out to the community of Garankuwa and Tshwane as a whole.

Programme Director, tonight's ceremony is a culmination of months of hard work and dedication. On behalf of the MEC, allow me to congratulate each and every one of the nominees and finalists. The awards you receive tonight are a symbol of your commitment to excellence and a recognition of your outstanding achievements. Your passion, professionalism, and commitment to serve our patients and community are truly commendable.

Allow me to also extend my gratitude to all the dignitaries, sponsors, and guests who have graced us with their presence tonight. Your support and encouragement are invaluable as we strive to provide the highest standards of healthcare.

With these few words, I urge you all to continue pushing the boundaries of excellence, to embrace innovation, and to always put the needs of our patients and community at the forefront of everything we do.

Let us remember that service excellence is not an individual accomplishment but a collective effort that requires collaboration, compassion, and a commitment to continuous improvement.

Once again, congratulations to all the award winners and nominees. May your achievements inspire others to reach greater heights, and may this institution continue to be a beacon of excellence in public healthcare in Gauteng.

Thank you and enjoy the rest of the evening.