

# NEWS BULLETIN

Official Newsletter of the Gauteng Department of Health

09 JULY 2023



*This marks a significant milestone on our commitment to providing quality healthcare services to the residents of townships, informal settlements and hostels (TISH). It is a testament to our unwavering dedication to address the healthcare disparities and ensure that every member of our community has access to essential medical services.*

**~MEC Nkomo-Ralehoko**

## Opening of Finetown Clinic broadens healthcare services

Communities of Finetown, Ennerdale, Lenasia South, Meriting, Phumlamqashi, Majazana and Mountain View could not contain their excitement on Thursday (06 July) afternoon when Finetown Clinic once again opened its doors to provide services to them.

The Gauteng MEC for Health and Wellness Nomantu Nkomo-Ralehoko said the opening of the facility was a fulfilment of the commitment she made during the tabling of the 2023/24 budget vote.

"This marks a significant milestone on our commitment to providing quality healthcare services to the residents of townships, informal settlements and hostels (TISH). It is a testament to our unwavering dedication to address the healthcare disparities and ensure that every member of our community has access to essential medical services.

"This is your facility, look after it with pride so that you can preserve it to continue receiving services from it many years from now. The healthcare workers who will be stationed here will serve you with a smile to show that we are happy to provide you with needed services," explained MEC Nkomo-Ralehoko to the community members in attendance.

The state-of-the-art facility, build by the Gauteng Department of Infrastructure Development on behalf of the Gauteng Department of Health, boasts various primary healthcare services such as emergency, acute care, chronic care, mother and child, HIV and TB treatment, Optometry, Oral Health, Family Planning, Rehabilitation (Physio, Occupational Health Audiology and Speech therapy), Podiatry, Youth services, School health, Dispensary, Dietetic and Social work.

In addition to the provision of healthcare services, the clinic will serve as a hub for health education and promotion. By focusing on prevention and early intervention, it aims to create a healthier community that can thrive and prosper. The then clinic which was temporarily operating on multiple containers was petrol-bombed in 2010 by the local community who demanded a permanent structure. MEC Nkomo-Ralehoko reiterated and pleaded with the community to look after the facility.

"Vandalism and destruction of public infrastructure, especially something as vital as a clinic, is not only detrimental to the immediate services it provides but also undermines the progress we strive to achieve. As a government, we have invested resources, time and effort into building this clinic to serve and uplift our community. It is our duty, as responsible citizens, to protect and preserve it.

"I implore each and every member of this community to take ownership of this clinic and treat it with the utmost respect. Let us be vigilant in preventing any acts of vandalism or destruction. We must educate one another about the importance of this facility and instil a sense of pride in its existence. Together, we can create a culture of care and responsibility that will deter any harm from befalling this clinic."

Community members will no longer have to travel long distances to get healthcare services and the clinic will also lessen the patient load on nearby facilities such as Lenasia South District Hospital, Ennerdale



MEC for Health and Wellness, NomantuNkomo-Ralehoko embraced by the community of Lakeview Informal settlement while attending a TISH programme. The MEC encouraged the community to live a healthy lifestyle.

**#AsibeHealthyGP #GrowingGautengTogether**

Ext 8 and 9 clinics, Stretford Community Health Centre and Mountain View clinic.

"I am pleased that finally the clinic is operational. This will save us money as we had to travel to other facilities. It will also increase uptake of health services as the clinic is located in the community," stated Lebohlang Makena, a resident of Finetown for over 20 years.

Makena's sentiments were echoed by 61-year-old Mary Ngubane, who said that she is very pleased as they had to travel far to get chronic medication. "I so wish that our communities can use other means to express their frustrations than to destroy public property," said Ngubane.

The clinic operates from 7h00 –16h00, Monday to Friday, and is closed on weekends and public holidays.

# Forensic training now offered at community-based Ga-Rankuwa mortuary



Koketso Maraba

As part of the Gauteng MEC for Health and Wellness, Nomantu Nkomo-Ralehoko's 2023/24 budget vote commitment to strengthening health services offered by the Department through training, the Ga-Rankuwa Forensic Pathology Service (FPS) training centre was officially opened this week.

Since the establishment of the training centre, cases at Ga-Rankuwa FPS will no longer be transferred to Sefako Makgatho Health Sciences University (SMU). The students will complete their autopsy training within a community-based mortuary, thus aligning with the programme to take services to TISH (townships, informal settlements and hostel) communities

Continuous medical education for doctors and forensic officers will also take place at the centre. It will also be used to teach and train the South African Police Service (SAPS) detectives and other stakeholders in the forensic field.

MEC Nkomo-Ralehoko said that by bringing the teaching and training activities to the Ga-Rankuwa FPS, the Gauteng Department of Health (GDoH) is not only optimising resources but also fostering a closer integration between academic learning and practical application.

"This training centre is evidence to our shared commitment to advancing medical education. Here, aspiring forensic pathologists and medical professionals can develop their skills, gain practical knowledge, and refine their expertise in the field of forensic pathology.

"We aim to empower and equip students with the necessary tools and knowledge to excel in their careers. By combining our expertise and resources, we can cultivate a new generation of skilled professionals who will contribute to the field of forensic pathology and make a lasting impact on the communities they serve," said MEC Nkomo-Ralehoko.

For several years, the teaching and training activities in forensic pathology were

conducted at the facilities of the SMU. It was determined that transferring the training to the Ga-Rankuwa FSP mortuary facility would be advantageous for both the Sefako Makgatho Health Sciences University and the Ga-Rankuwa FSP. This decision allowed both parties to combine resources and create a collaborative environment that benefits both institutions.

"The workload of forensic pathologists in South Africa is very high, we are hopeful that our students will develop an interest in forensic pathology because we have the responsibility to grow our timber," explained Dr Keven Hlaise, the Chief Specialist for SMU and Ga-Rankuwa FPS.

In addition, the facility is using the new advanced digital fingerprint system for the capturing and verification of the deceased. This will reduce the number of unidentified bodies at the mortuary and will assist families to find closure following the death of a loved one.

# Rate the level of service received at your nearest healthcare centre



Are you satisfied or dissatisfied with the level of service you have been receiving at our health facilities? Take advantage of the annual Patient Experience of Care (PEC) survey to make your voice heard.

It is that time of the year where all Gauteng Department of Health (GDoH) facilities will be conducting the Patient Experience of Care (PEC) survey across service platforms.

Between July and September, patients and the public will be able to indicate their satisfaction level when it comes to services received by filling survey forms accessible at facilities. The survey is prescribed nationally through the National Guideline on conducting Patient Experience of Care Survey in Public Health Establishments.

An experience felt by patients at any health service reflects the actual service that patients received either good or bad against a patient's expectations. It should be taken into consideration that patients' expectations about the services provided at the facilities may be influenced by numerous attributes like the patient's past experiences, external influences and personal needs amongst others.

*An experience felt by patients at any health service reflects the actual service that patients received either good or bad versus a patient's expectations."*

The PEC survey focuses on various aspects including access to care or services, availability and use of medicines, patient safety, cleanliness, values and attitudes of staff and waiting times. Users of public health facilities are encouraged to enquire about the PEC survey at their attending hospital or clinic where they can be assisted to complete the survey. It must be noted that the survey is what the patient or family sees or perceives and therefore, should not be influenced

by the health care workers so that the feedback gives a correct picture which will in turn help the Department to improve and render quality health care.

It is important that patients, their families and the public express their satisfaction or dissatisfaction with the quality of healthcare services received. This can be done through the complaints process to assist the Gauteng Department of Health (GDoH) reflect and improve the provision of quality healthcare and patient experience of care to Gauteng residents.

All health establishments in the province have Complaints or Quality Assurance and Facility Managers to whom complaints can be lodged. These managers' photographs and contact details are usually displayed on the walls accessible to members of the public and patients. There are also complaints boxes in all service areas where complaints, compliments and suggestions can be dropped in.

Complaints can also be lodged through contacting the GDoH's Quality Assurance Directorate on 0800 203 886 or Email: [patientcomplaints.health@gauteng.gov.za](mailto:patientcomplaints.health@gauteng.gov.za) or SMS: 35025.



*By equipping individuals with these lifesaving skills, we are creating a network of community responders who can provide immediate assistance until professional emergency care personnel arrive, as during emergencies, every second counts."*

## Target of 2 500 first responder trainees by end of the financial year not far from reach

Koketso Maraba

The target to equip 2 500 people with required skills to respond to the commonly encountered emergencies by the end of the 2023/24 financial year is not far from reach.

This comes after the Gauteng Department of Health's (GDoH) Lebone College of Emergency Care (LCOEC) conducted the First Responder Training at Orient Hills in the West Rand, where 56 people received training on skills on how to help injured victims whilst awaiting emergency services support from qualified emergency personnel.

The residents of Orient Hills were taught how to perform CPR on victims who do not have a pulse and are not breathing, how to

assist victims when they have convulsions, management of critical wounds such as stab wounds and gunshot wounds, victims who fell from heights, victims with sprains and strains, drowning victims and victims with burns.

MEC for Health and Wellness, Nomantu Nkomo-Ralehoko outlined in the 2023/24 budget vote that the GDoH has taken a proactive approach to roll out the First Responder Training to township, informal settlements and hostel (TISH) communities as oftentimes, communities do not know how to respond to emergencies. To date, 486 people have been trained to effectively respond to medical emergencies as first responders to reduce the burden of reported avoidable emergencies.

"We understand that during emergencies, every second counts. The immediate response in critical situations can make all the difference between life and death. Therefore, we believe in the power of collective action, and by equipping individuals with these lifesaving skills, we are creating a network of community responders who can provide immediate assistance until professional emergency care personnel arrive," explained MEC Nkomo-Ralehoko to the 56 trainees at Orient Hills.

Kevin Rantsue, one of the 56 trainees said that the training is a great initiative for the communities and households in general, as they will be able to skilfully administer first aid whenever they are faced with a medical emergency.

In addition, MEC Nkomo-Ralehoko said the First Responder Training is also aimed at encouraging residents to explore and see emergency medical care as a career choice, and encouraged the trainees to visit the LCOEC website on <https://lcoec.ac.za/> for information on the enrolment process.

## As the cold front intensifies, avoid sustaining burns



Cold winter nights are still ahead of us and many people often sustain burns while trying to keep warm. Here is how you can protect yourself and loved ones.

Patients who normally present with burns at health facilities during this season attribute their wounds to heaters, fire pits, mbawulas, hot water bottles and open fires. These are some of the methods used across many homes to keep

warm. However, if not careful, a blanket, curtain or clothing can catch a spark, a mbawula can tip over or a hot water bottle can burst onto the skin.

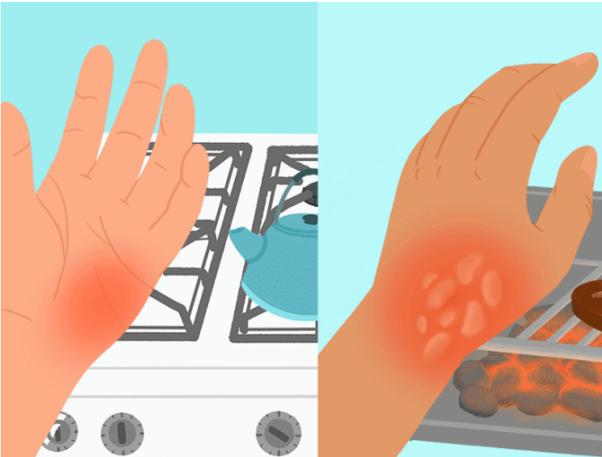
It is important that people who use candles for lighting switch them off before they sleep, and those that use gas stoves to cook and heaters to keep warm switch them off after use.

Between May and August 2022, 66 people including children sustained burns due to open fires (flame), while 194 were due to hot water, 17 due to electricity and 7 due to explosions at Chris Hani Baragwanath Academic Hospital alone. Steve Biko Academic Hospital reported 67 cases of burns from similar incidents and causes.

Dr George Mukhari Academic Hospital saw 1 294 burns cases since 2021 to date. Some of the causes include hot water, unattended candles, paraffin stove and heater, open fires and electricity, while the Tambo Memorial Hospital recorded 99 cases of burns.

Any flammable chemicals including matches and lighters must not be placed closer to the heater, candle or fire. Parents must also ensure that combustible liquid such as paraffin, lighters and matches are unreachable to children, as well as hotplates and hot water kettles.

Burns victims are encouraged to seek immediate medical attention at their local clinic or community healthcare centre, and if severe, they will be referred to a higher level of care for further management and treatment options including surgery and skin grafting.



## BURNS & FIRE SAFETY TIPS

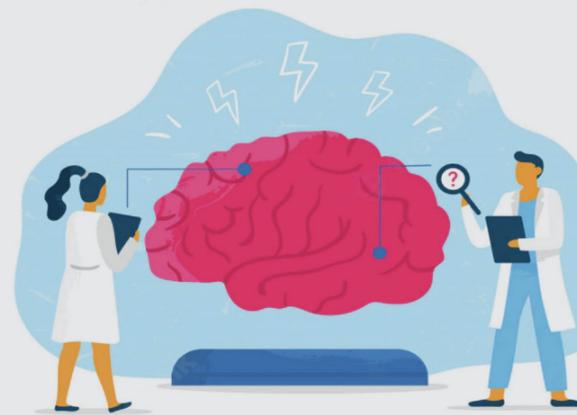
**STAY SAFE THIS COLD SEASON. FOR ANY EMERGENCIES, PLEASE CALL EMERGENCY MEDICAL SERVICES (EMS) ON: 10177 OR 112.**

**In case of burns from fire make sure to:**

- Immediately stop the burning by extinguishing the flames .
- Cool the affected area with clean cold water.
- Do not apply butter or ointments to the affected area.
- Seek medical advice from your nearest clinic or hospital.
- Keep flammable materials away from fire.
- If you catch fire, Stop, Drop, and Roll.

## What to do if you suspect that you have mental illness?

Visit your nearest clinic as the point of entry for mental health services in the province. All health facilities provide mental health services at all levels of care. The entry point is primary health care services which are accessible in all districts.



## MATTERS TO US!

Good afternoon my leadership, I hope you are good. When people are doing good things, we need to applaud. Tembisa hospital is the most beautiful institution today and so clean. I was inspired by the new and improved casualty, it is so unique and gives the private sector feel. The entrance of the hospital is now welcoming and the security are friendly. The new flooring and furniture are so welcoming. However, there is one area that also needs to be renovated, which is the Dental department. I have engaged with officials and they have committed to ensuring that renovations are done, especially the toilets used by the patients.

\*Tembisa Hospital

\* Letter grammatically edited



## QUALITY ASSURANCE CONTACT US!



For any hospital or clinic complaints please contact the Gauteng Department of Health on the 24-hour customer line on.

0800 203 886 (Toll free number)

patients.health@gauteng.gov.za or support@gauteng.gov.za

SMS : 35023



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# NASI ISPANI!

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