

Keynote address by Health MEC Sello Lehari during the Klerksdorp-Tshepong Hospital Complex Excellence Awards ceremony held at City on a Hill Church in Klerksdorp 21 November 2024.

ACKNOWLEDGEMENTS

Master of ceremonies,
Stand-in SG / Chief Director for Dr Kenneth Kaunda District Health Services, Mr Philemon Maboe
Acting DDG for Regional, Tertiary and Specialised Hospitals / CEO of the Klerksdorp/Tshepong Hospital Complex, Mr Thulani Madonsela,
Other executive managers of the department in attendance,
Chairperson and members of the Hospital Board,
Clinical managers and other programmes managers of the Klerksdorp/Tshepong Hospital Complex,
Valued employees including doctors, nurses and others in the administration support of the hospital,
Distinguished guests,

Ladies and Gentlemen,

INTRODUCTION

Good evening

Thank you very much for affording me this opportunity to address this audience of exceptional people, managers and employees of a facility that has become the centre of excellence in our province, Klerksdorp/Tshepong Hospital Complex. As our country celebrates 30 years of democracy, we can pride ourselves of many successes that we attained over the years through this hospital.

PURPOSE OF THE AWARDS

We are here to award employees, units and teams of this hospital for their excellence of service and when we talk about excellence awards, it is befitting that we mention that,

- It is in this hospital that the North West Province was able to perform its first ever heart operation
- The province was the first to cure extreme drug resistance TB
- The province was also able to register its first ever cleft lip and palate operation in Klerksdorp-Tshepong Hospital Complex.

There are many other examples of healthcare service excellence that this hospital has been able to register over the years. This speaks volume about the commitment of both the management and employees of the hospital to service excellence and it is encouraging and moral boasting to award and celebrate where it's due.

The awards honours in appreciation and celebration the commitment displayed by the entire pool of the personnel, the hospital business units, teams and individuals who contributed tremendously to the achievements of this tertiary hospital.

The awards therefore recognises the fact that our workers, health professionals and the admin support spend sleepless nights, and work tirelessly to advance the health interest of our communities. Surely you deserve recognition and you deserve to be awarded where you have excelled.

Master of ceremonies, we have a dynamic workforce and I am happy to realise that the management of the hospital has ensured that the categories for the awards incorporate everybody. I recognise the categories which are contested as follows:

- Best department
- Best medical
- Best nursing
- Best administration
- Best auxiliary/ support services and the
- CEO Awards

It is my hope that our employees in this hospital will be motivated by these awards and be encouraged to further our drive to modernise the Public Service for the better. A modernised public service seeks to deliver services in a cost-effective and timely manner, while ensuring the highest level of quality.

THE ROLE OF THE DEPARTMENT

As the Department of Health, we have a responsibility to support our facilities to achieve this mandate and this is evident in our state of the art medical equipment and transformed public servants that we find at Klerksdorp/Tshepong Hospital Complex.

I am confident that these awards will not only motivate our officials to focus on quality service delivery, but, more importantly, to continually upgrade customer service delivery so as to meet the increasing expectations of citizens of the North West Province.

In this era, public servants need to be re-focused around the needs of the public rather than those who provide such services. Members of the public want services which are easily accessible, reliable and which provide them with a wide choice. They want to be treated with respect. They want to benefit from services, which are flexible enough to suit their convenience. The principles outlined in the framework for Performance Management will provide an added impetus to each unit of the hospital, to further sustain improvements for better hospital services as public services need to respond to the many challenges and growing demands of today's society.

CONCLUSION

I wish you a blissful night of the excellence awards. To those who will receive the awards, congratulations and keep it up. I believe we are all winners because even those who will not walk away

with awards tonight, they have contributed to the success of this hospital, in one way or the other. So, to those who will fall short of awards tonight, keep up the commitment and the dedication. Your service to our people goes a long way in making a difference in their lives.

In the words of Jonas Salk, I quote,
“The reward for work well done, is the opportunity to do more.”

Unquote

Let us continue with the great work.

I thank you.