


MUNICIPAL COUNCIL OF MANZINI		
QUALITY MANAGEMENT SYSTEM	Doc Ref No.	TC-ADMIN-FRM-033
	Revision Status	Issue 01
OFFICIAL SPEECHES	Revision Date	29.06.2021
	Approved By	Chief Executive Officer




**WELCOME REMARKS BY HIS WORSHIP THE MAYOR, COUNCILLOR  
GOODWILL DLAMINI, DURING THE CELEBRATION OF WORLD PATIENT  
SAFETY DAY**

**Date:** 23<sup>rd</sup> October 2024    **Venue:** Millennium Park    **Time:** 08:30am

- **PROGRAMME DIRECTOR**
- **REPRESENTATIVE OF THE MANZINI REGIONAL ADMINISTRATOR**
- **MANZINI NORTH MEMBER OF PARLIAMENT**
- **DEPUTY DIRECTOR OF HEALTH SERVICES, DR BONGIWE MALINGA**
- **ESTEEMED PARTNERS PRESENT**
- **ESTEEMED HEALTHCARE PROFESSIONALS PRESENT**
- **PATIENTS AND CAREGIVERS PRESENT**
- **DISTINGUISHED GUESTS**
- **MEMBERS OF THE MEDIA**
- **LADIES AND GENTLEMEN**
  
- **GREETINGS TO YOU ALL.**
  
- MAY I START BY EXPRESSING MY SINCERE GRATITUDE FOR BEING INVITED TO SAY A FEW REMARKS IN THIS IMPORTANT EVENT. MAY I ALSO THANK YOU FOR CHOOSING THE CITY OF MANZINI TO HOST THIS IMPORTANT OCCASION.
  
- PROGRAMME DIRECTOR; I WOULD LIKE TO STATE, FROM THE ONSET, THAT AS A MUNICIPALITY WE REMAIN GRATEFUL FOR THE GREAT PARTNERSHIP THAT WE HAVE WITH THE MINISTRY OF


MUNICIPAL COUNCIL OF MANZINI		
QUALITY MANAGEMENT SYSTEM	Doc Ref No.	TC-ADMIN-FRM-033
	Revision Status	Issue 01
OFFICIAL SPEECHES	Revision Date	29.06.2021
	Approved By	Chief Executive Officer



HEALTH TOWARDS OPERATIONALISATION OF THE MANZINI FILTER CLINIC. THE CLINIC STANDS OUT IN TERMS OF THE QUALITY OF SERVICE RENDERED BECAUSE OF THE GREAT CARE AND DEDICATION FROM THE HEALTHCARE PROFESSIONALS WHO ARE DEPLOYED BY THE MINISTRY OF HEALTH TO SERVE IN IT.


- AS THE CITY MAYOR, I AM PROUD TO STAND BEFORE YOU AND SAY THAT CITIZENS OF MANZINI AND SURROUNDING AREAS ARE HAPPY WITH THE SERVICE QUALITY THAT THEY RECEIVE FROM THE FILTER CLINIC. THAT IS REALLY COMMENDABLE.
- PROGRAMME DIRECTOR AND ESTEEMED GUESTS PRESENT; TODAY WE GATHER TO MARK AN OCCASION OF IMMENSE SIGNIFICANCE - WORLD PATIENT SAFETY DAY – UNDER THE THEME, “IMPROVING DIAGNOSIS FOR PATIENT SAFETY”.
- I MUST SAY THAT THIS YEAR’S THEME RESONATES PROFOUNDLY WITH OUR STRATEGIC RESOLVE AS A MUNICIPALITY; TO ENHANCE THE QUALITY OF HEALTHCARE FOR ALL CITIZENS THROUGH INTEGRATED APPROACHES.

MUNICIPAL COUNCIL OF MANZINI		
QUALITY MANAGEMENT SYSTEM	Doc Ref No.	TC-ADMIN-FRM-033
	Revision Status	Issue 01
OFFICIAL SPEECHES	Revision Date	29.06.2021
	Approved By	Chief Executive Officer




- THE SLOGAN “GET IT RIGHT, MAKE IT SAFE!” ENCAPSULATES THE ESSENCE OF OUR COMMITMENT TO ENSURING THAT EVERY PATIENT WHO COMES TO THE FILTER CLINIC RECEIVES ACCURATE AND TIMELY DIAGNOSIS THAT THEY DESERVE. THIS ALSO RESONATES WITH OUR STATUS AS AN ISO 9001 QUALITY CERTIFIED MUNICIPALITY.
  
- PROGRAMME DIRECTOR; IN OUR JOURNEY TOWARDS A HEALTHIER CITIZENRY, IT IS CRITICAL THAT WE RECOGNISE THAT DIAGNOSIS IS THE CORNERSTONE OF EFFECTIVE TREATMENT.
  
- IT IS THE FIRST STEP IN A LONG PATH THAT LEADS TO RECOVERY, WELL-BEING AND, ULTIMATELY, A BETTER QUALITY OF LIFE. A CORRECT DIAGNOSIS NOT ONLY ALLEVIATES SUFFERING BUT ALSO PREVENTS UNNECESSARY COMPLICATIONS, REDUCES HEALTHCARE COSTS AND INSTILLS CONFIDENCE IN OUR HEALTHCARE SYSTEM.
  
- ON THE CONTRARY; MISDIAGNOSIS CAN LEAD TO INAPPROPRIATE TREATMENT, PROLONGED SUFFERING AND, IN SOME CASES, TRAGIC OUTCOMES.

MUNICIPAL COUNCIL OF MANZINI		
QUALITY MANAGEMENT SYSTEM	Doc Ref No.	TC-ADMIN-FRM-033
	Revision Status	Issue 01
OFFICIAL SPEECHES	Revision Date	29.06.2021
	Approved By	Chief Executive Officer



- THIS DAY CALLS ON ALL RELEVANT STAKEHOLDERS TO REFLECT ON THESE REALITIES AND REAFFIRM OUR COMMITMENT TO IMPROVING DIAGNOSTIC PRACTICES WITHIN OUR HEALTHCARE INSTITUTIONS.
  
- AS WE EMBRACE THIS THEME, LET US CONSIDER THE CRITICAL ROLE EACH OF US PLAYS IN THIS PROCESS. EVERY INDIVIDUAL, REGARDLESS OF THEIR BACKGROUND OR CIRCUMSTANCES, SHOULD HAVE ACCESS TO QUALITY HEALTHCARE SERVICES THAT PRIORITISE ACCURATE DIAGNOSIS.
  
- PROGRAMME DIRECTOR; I MUST SAY THAT THIS IS NOT JUST A HEALTHCARE ISSUE BUT A MATTER OF SOCIAL JUSTICE. I URGE ALL PLAYERS IN THE HEALTHCARE SYSTEM TO ENSURE THAT ALL HEALTH FACILITIES, FROM HOSPITALS TO CLINICS AND EVEN PHARMACEUTICALS, MAKE IT A POINT THAT THEY HIRE QUALIFIED PERSONNEL IN ORDER TO GUARANTEE ACCURACY OF PATIENT DIAGNOSIS. I OFTEN GET WORRIED WHEN I VISIT SOME OF THE PHARMACIES IN TOWN AND I AM NOT EVEN ASKED TO PRODUCE A DOCTOR'S PRESCRIPTION BEFORE BEING GIVEN MEDICATION.

MUNICIPAL COUNCIL OF MANZINI		
QUALITY MANAGEMENT SYSTEM	Doc Ref No.	TC-ADMIN-FRM-033
	Revision Status	Issue 01
OFFICIAL SPEECHES	Revision Date	29.06.2021
	Approved By	Chief Executive Officer



- WE NEED TO DEVELOP INITIATIVES THAT PRIORITISE DIAGNOSTIC IMPROVEMENT. TOGETHER, WE CAN ESTABLISH PROTOCOLS THAT PROMOTE SAFETY, REDUCE ERRORS AND ULTIMATELY ENHANCE THE PATIENT EXPERIENCE.
  
- LET US BE VIGILANT, COMPASSIONATE AND DEDICATED TO GETTING IT RIGHT FOR EVERY PATIENT WHO SEEKS OUR CARE.
  
- PROGRAMME DIRECTOR; MAY I CONCLUDE MY REMARKS BY EXPRESSING OUR SINCERE GRATITUDE TO ALL HEALTHCARE WORKERS WHO TIRELESSLY SERVE OUR CITY'S CITIZENS AND THE COUNTRY AT LARGE.
  
- YOUR COMMITMENT TO PATIENT SAFETY DOES NOT GO UNNOTICED AND IT IS TRULY INSPIRING. LET US CARRY FORWARD THE MESSAGE OF THIS DAY; NOT JUST TODAY BUT EVERY SINGLE DAY IN OUR PURSUIT OF EXCELLENCE IN HEALTHCARE.
  
- WITH THIS FEW REMARKS, I WOULD LIKE TO WELCOME ALL OF YOU TO THE VIBRANT CITY OF MANZINI AND ALSO EXPRESS OUR WISH FOR THIS EVENT TO BE THE DESIRED SUCCESS. LET US ALWAYS REMEMBER TO MAKE PATIENT SAFETY A PRIORITY FOR ALL.

MUNICIPAL COUNCIL OF MANZINI		
QUALITY MANAGEMENT SYSTEM	Doc Ref No.	TC-ADMIN-FRM-033
	Revision Status	Issue 01
OFFICIAL SPEECHES	Revision Date	29.06.2021
	Approved By	Chief Executive Officer



▪ **I THANK YOU.**

---

**END**