

Transnet-Phelophepa

Bringing hope to those who need it most



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Foreword

Roche's strong heritage of commitment to help improve people's lives is central to our company's mission.

In that spirit, our corporate sponsorship goes beyond more conventional models by focusing on sustainability, collaboration and innovation. Our goal of developing medicines and diagnostics which provide clear medical benefit is just one aspect of improving healthcare for those in need. We know that to have an enduring impact on social challenges we need to work with others. This means engaging as a real partner in the local communities where we offer our support to help develop long-term solutions.

Roche is especially proud to be the main external sponsor for Transnet-Phelophepa, a service that brings healthcare and education to remote communities throughout South Africa. We are also pleased to be working with the philanthropic arm of South Africa's largest state-owned freight transportation and logistics company, the Transnet Foundation.

With its standards of high quality and expanding capacity, Phelophepa achieves remarkable reach and impact. Beyond bringing basic, affordable healthcare and other services throughout rural areas, the conviction driving Phelophepa is that healthy people will build healthy communities, which in turn will build a healthier, more cohesive, South Africa. Through unswerving dedication and hard work, this initiative has, quite deservedly, become known worldwide as the "Train of Hope."

Roche is confident that the Phelophepa mobile primary health centres will make a lasting and meaningful difference in people's lives for many years to come, and it was with great pleasure that we were able to support the launch of the second Phelophepa train in 2012, ensuring even more people from South Africa will benefit annually from this essential effort. We look forward to working with the extended Phelophepa team as they continue to deliver their promise of health, knowledge and goodwill, from town to town and patient to patient.

Yours faithfully,



SEVERIN SCHWAN, CEO





Phelophepa – South Africa’s train of hope

Phelophepa I

In the rural communities of countries with limited resources, healthcare clinics are often scarce. Many people have to travel huge distances to access even the most basic healthcare for themselves and their families and as a result, miss out on vital care. Phelophepa, which translated means ‘good, clean health’, is a unique mobile healthcare clinic that utilises the existing rail network and travels to remote communities in South Africa where there is often only a single doctor for up to 5,000 people. Phelophepa I, which first took to the rails in 1994, comprises 18 coaches providing facilities to conduct general health, dental and eye checks and to dispense medicines for diagnosed conditions. In addition to these essential health services, individual counselling sessions and group workshops to help people to cope with psychological issues (such as stress and depression) are offered.

The train also expands its reach by providing education on general health issues including nutrition, hygiene and dental health to members of the local communities which the train visits.

Phelophepa II – expanding the service

Phelophepa II, the second mobile healthcare clinic for the service, was launched in 2012 to bring healthcare to an even greater number of patients each year. Combined with the first train, Phelophepa II will effectively double the capacity of the service and is

also equipped with specialised wheelchair accessibility and enhanced technology, to bring the best possible service to patients in South Africa.

Phelophepa’s journey from vision to reality

Phelophepa is owned and operated by Transnet Limited, South Africa’s biggest state-owned freight transportation and logistics company. It started life in 1993 with three refurbished and equipped railway coaches. The ‘Eye Train’ as it was then known, funded and co-managed by Transnet and pioneered by Professor Jannie Ferreira of the Optometry Department at the University of Johannesburg, provided eye care to the rural communities of South Africa. However, it soon became clear that there was a dire need for a more comprehensive healthcare solution for the remote South African communities and from this need, Phelophepa was born.

Transnet Foundation Manager for Health, Lynette Coetzee, has worked tirelessly to make the vision of the train a reality, by getting Phelophepa on the rails in 1994. Since then, under her careful watch, it grew from three coaches to 18, and then in 2012 from one train to two, significantly increasing the range of services that it can offer to patients. Ultimately for Lynette and the team behind the train, Phelophepa is about improving not just the health of the individuals but the health of the communities and, in the long run, contribute to a healthier and more productive South Africa.

Phelophepa Timeline

- 1993 – *The ‘Eye Train’, with three carriages, makes its first journey*
- 1994 – *Phelophepa takes to the rails and Roche steps aboard as a main sponsor*
- 2001 – *The health clinic is renamed the Roche Health Clinic*
- 2003-06 – *HIV/AIDS awareness programmes reach millions of people*
- 2008 – *Phelophepa receives UN recognition for improving delivery of services*
- 2009 – *The train grows to its current length of 18 coaches*
- 2009 – *Established cancer health awareness service, including screening, staff training, patient counselling and education*
- 2010 – *The Roche Health Clinic undergoes a full refurbishment*
- 2012 – *Phelophepa II launches in South Africa, doubling healthcare capacity for the service*

How Roche stepped aboard the ‘train of hope’

Roche’s support of Phelophepa dates back to 1994 when Roche South Africa started to fund the salary of a nurse to work in the train’s general health clinic. From this, Transnet and Roche went on to build a true long-term partnership which has continued to evolve, including the refurbishment of the first train in 2010 and the launch of Phelophepa II in 2012. Today, Roche has full responsibility for the continuing operation of the general health clinic, named the Roche Health Clinic, on both trains.

In addition to paying the salaries of the clinic staff, maintaining equipment and providing educational materials for distribution, Roche funds outreach by staff to surrounding villages and schools while the train is at the station. Roche also sponsors the pharmacy coach of the trains which each have some 100,000 items of medicine in stock and fill in 26,000 prescriptions every year. As well as dispensing medicines, the staff of the pharmacy coaches are also on hand to provide expert advice and support.

Several additional sponsors support certain facilities and services on Phelophepa, for example Colgate partially sponsors the dental clinic while numerous others provide monetary and non-monetary resource support.



“Phelophepa is important to us because we don’t have money, we don’t have medical aid.”

Tsimba, Phelophepa patient

Screening programmes

In recent years, the work of the Roche Health Clinic has been expanded to include more specialist services with a focus on screening and prevention. Today, in addition to receiving medical care for existing ailments, people visiting the clinic can be screened for diabetes, hypertension and certain types of cancer. Free Pap smears (cervical cancer and human papilloma virus test) and prostate checks can be carried out in a special tent set up on the railway platform at some stops.

Roche funded the initial training of three nurses to carry out this important service on Phelophepa and provides on-going support to ensure that health screening and disease prevention are available to the communities wherever the train stops.

Disease prevention and education

Improving health in the communities visited by the Phelophepa service begins with knowledge gained through education. The Roche Health Clinics and pharmacy coaches on the two trains play a vital role in achieving this. For example, Roche has sponsored the development of cancer education booklets in both Zulu and English. These booklets are distributed to visitors to the trains and shared with people in local communities. In this way members of each community can share their knowledge and help to expand the reach of the service.

Case Study: Small things can make huge differences

School visits are an important part of every stop made by the trains. By providing diagnosis and treatment of common childhood ear problems, the Phelophepa team is able to make a real difference. On a typical school visit, the team will ask the teachers to identify any children who they think may have hearing difficulties. Hearing problems are often caused by infections or inflammation which, if left untreated for too long, could lead to serious hearing impairments, deafness or even brain damage. By examining the children and providing appropriate medicines the team are able to treat these problems early with the aim of preventing lasting damage. Before leaving the school, the clinic staff will explain to the teacher how to continue the treatment for as long as necessary and the teacher will then pass on this important information to the children and their parents. An ear examination and a bottle of medicine may seem like a small thing, but they could make an enormous difference to the future of a child.

“It has been a great experience to be on the train for two weeks. I’ve learnt about different diagnoses and diseases and how to treat them. I have also learnt about different cultures. It has been a great opportunity.”

Bulelwa Peto, a student volunteer from the Thuto Bophelo nursing academy

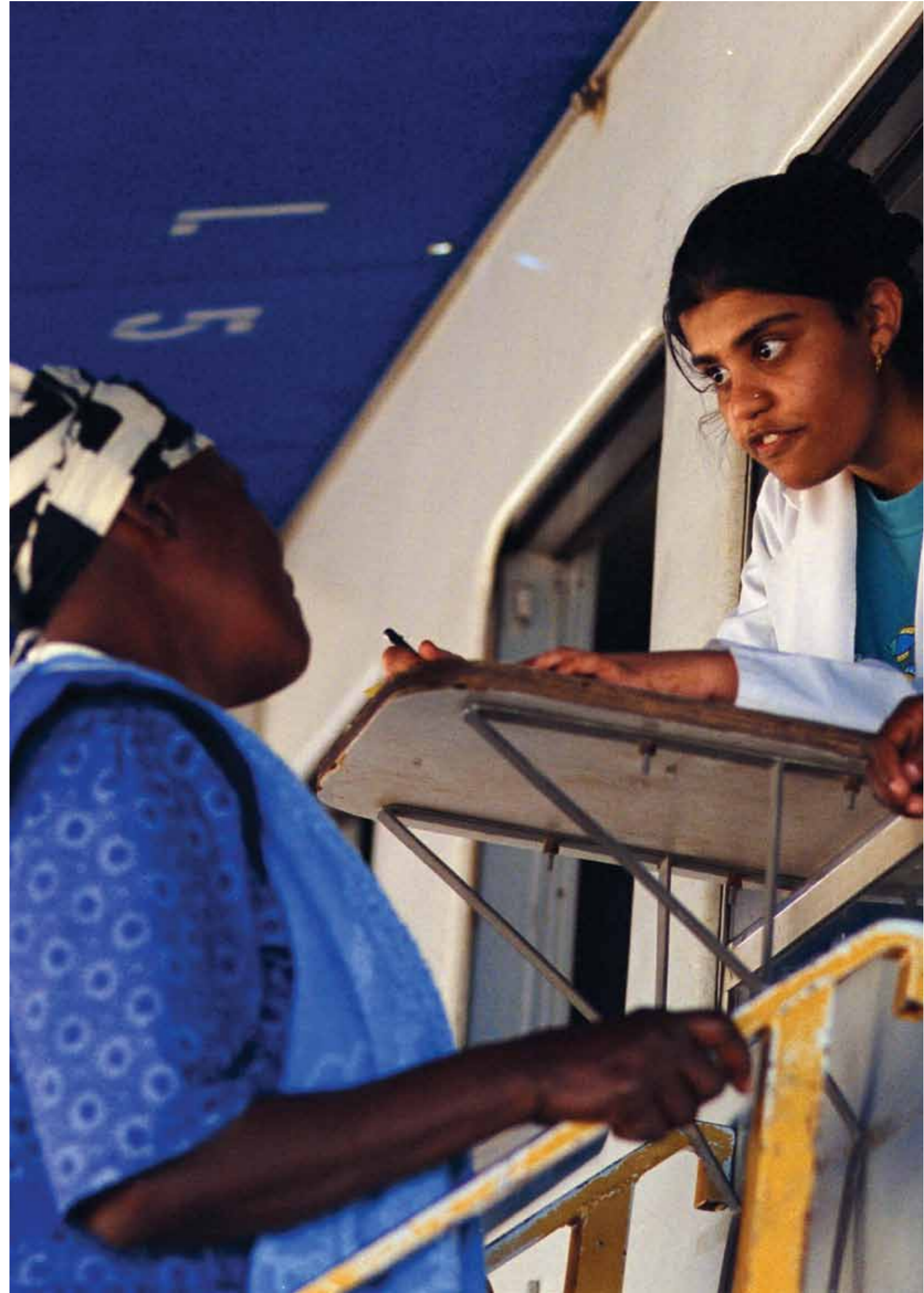
The doctors, nurses, pharmacists and optometrists of the future

From its earliest days, pharmacy, nursing, dental and ophthalmology student volunteers have been integral to Phelophepa, and over the years hundreds of these healthcare profession student volunteers have benefitted from the experience of this busy health care clinic.

The volunteers work closely with the permanent staff to diagnose and treat patients and to carry out health screening. They gain valuable hands on experience of everything from diabetes testing to treating eye and ear infections and providing advice to patients with chronic conditions. The broad range of symptoms and conditions that they encounter provides them with learning opportunities that are simply not available in the universities and city hospitals.

The students also play an important role in vital community outreach and education activities, from running educational puppet shows in schools to teach children about good hygiene practices, to speaking to traditional healers about different approaches to managing the diseases in their communities. In turn, the students benefit greatly from the opportunity to put into practice what they have learnt in the classroom and to gain real-life experience of working in a busy clinic environment.

This broad range of real life experience will help to ensure that the South African doctors and nurses of the future have a sound understanding of the realities and challenges of healthcare delivery in the rural communities in which so many South Africans live.





Phelophepa at a glance

What it is

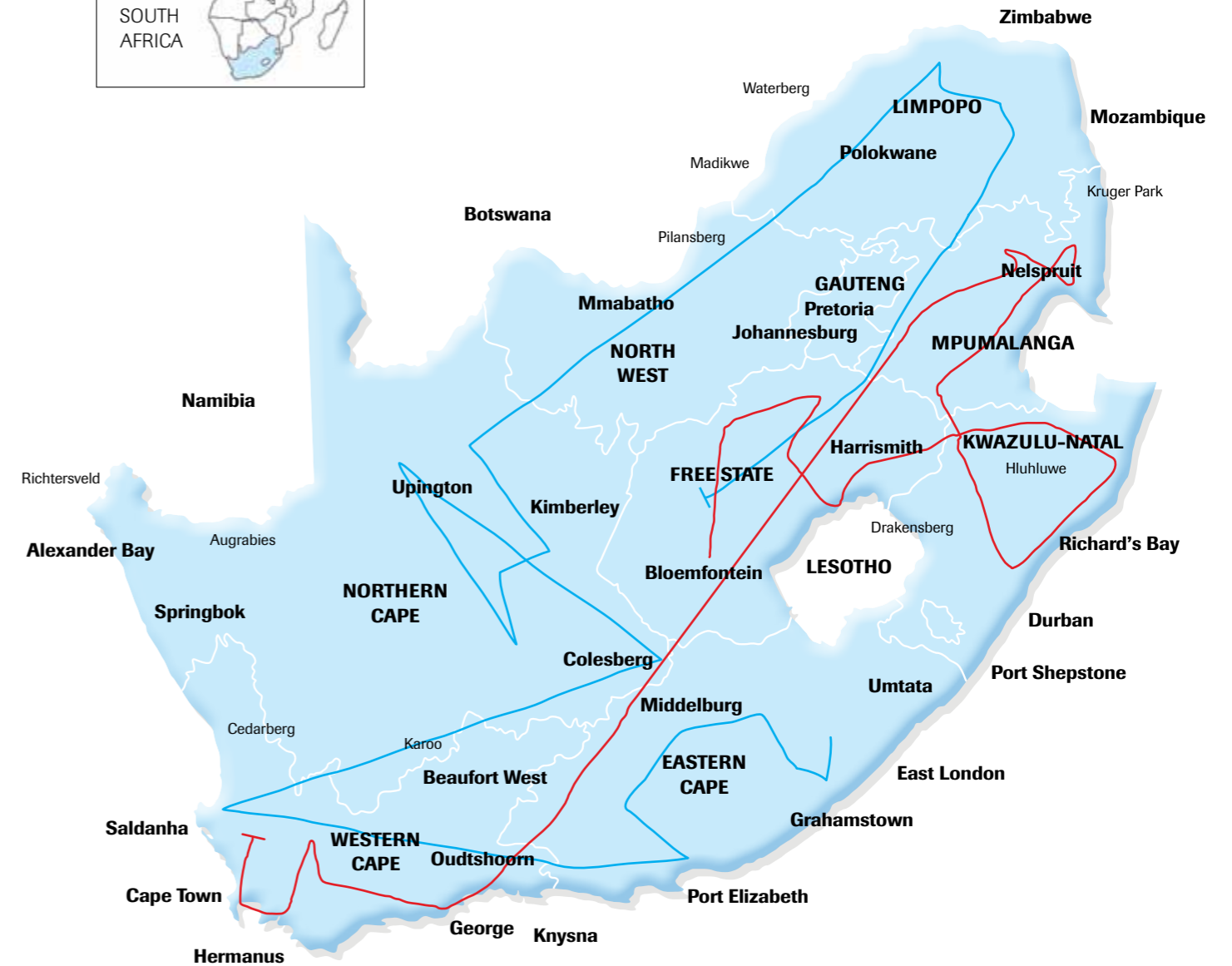
- *Phelophepa and Phelophepa II each have 18 coaches, and combined are over 780 metres in length and 13,500 tonnes in weight*
- *They travel for 38 weeks of the year visiting a different community every week*
- *They are each operated by around 20 resident staff and supported by up to 40 South African student volunteers*
- *At every stop the clinic team visits schools and villages to deliver vital health checks, medicines and education to children.*

On board and beyond: The main services provided by the Phelophepa team

- *General health and hygiene education*
- *Screening for diabetes, high blood pressure, cervical (Pap) and prostate cancer*
- *Pharmacy and medicine dispensary*
- *Dental clinic and health education including school visits and provision of toothbrushes to children*
- *Eye clinic, including optician and service for producing glasses*
- *Psychological care and counselling*
- *School health services*
- *Education clinic training local health workers and educators*

What it has achieved

- *Over 5.5 million people have been reached since 1994 through general health screening, HIV/AIDS awareness initiatives, health education and counselling outreach services*
- *The two mobile healthcare clinics see an average of over 375,000 patients a year, issuing them with over 68,000 prescriptions*
- *Over 20,000 student doctors and nurses have had the opportunity to hone their skills on Phelophepa to date.*
- *The Roche Health Clinic teams visit around 25,000 schools a year, providing screening and health education, alongside specific diabetes and eye testing.*
- *Each year close to 600 volunteers selected by their communities are educated on general health.*
- *Transnet Foundation received the 2008 United Nations Public Service Award in the 'Improving the delivery of services' category for its support of the Phelophepa initiative.*



Phelophepa I and II travel for 38 weeks of the year, using two different routes to reach remote areas of South Africa.



“Through all the services that we provide... we strive to create healthier, better informed communities.”

Dr Lynette Coetzee, Transnet Foundation's Senior Manager for Health

Leaving better informed communities in its tracks

Demand for Phelophepa's services is high and currently the trains are only able to visit most of the communities on their route once a year. It is critical that the positive effects of the trains last for much longer than the week for which they stop in each station. As a result, there is a strong emphasis on education and empowerment in all of the programme's activities. This reflects Roche's commitment to supporting lasting solutions for healthcare in developing nations.

The legacy of every stop that the Phelophepa services make is increased awareness of common health issues within the remote communities which they visit. It is hoped that this will lead to more people presenting for examination and, consequently, a greater chance that they will receive the treatment that they need. Furthermore, by offering education and training in basic health and hygiene, the programme spreads an important message about the responsibility that people have not only for their own health, but that of their families, neighbours and communities.

The trains are dedicated to education and invite representatives of every community along their route to attend a course designed to give them a

good grounding in basic health and hygiene and to encourage them to share their knowledge widely. The course covers personal hygiene, infections, non-infectious diseases, nutrition, family health, child care and first aid and it is designed to be accessible to all, even those who are not literate. It also recognises the important role that traditional healers can play within rural communities and healers are invited to participate in the course.

Case Study: *Leaving lasting change*

The inhabitants of one village visited by the trains had suffered from repeated bouts of serious illness. The team identified the cause of this as the stream behind the village huts that the villagers were using both as a latrine and as a source of drinking water. The Phelophepa staff explained the connection to the villagers and discussed what could be done to improve the cleanliness of the stream's water. Two years later, the team returned to the village to find the stream clean and the villagers' health greatly improved. This is just one example of the type of lasting change and local empowerment which the programme is designed to support.

Enhancing the Phelophepa service

The 2010 refurbishment of the Roche Health Clinic on Phelophepa couldn't have come at a better time. Public service strikes meant that many clinics and hospitals were either completely closed or running a significantly reduced service, making healthcare even less accessible than usual.

The new and improved coach on the first train made its first journey while the strikes were in full swing. The improvements increased the amount of space available for examinations, increasing privacy and making it easier for parents to accompany their children to the examination rooms, as well as making the facilities more accessible to wheelchair users. In addition, the mobile health care clinics are equipped with vital facilities, including oxygen canisters, to enhance the care of patients who arrive at the train in a critical condition.

Etheline Mgoli, the former Manager of the Roche Health Clinic says of the refurbishment: *“It promptly started benefitting patients; we had a patient here who was pregnant and due for delivery. Because of the strikes she couldn't get help at a clinic and she couldn't get help at the hospital. We were her only solace, the only place she could come to.”*

Services have been enhanced even further when Phelophepa II was launched in 2012, enabling even more people to access the benefits that Phelophepa offers.

“Transnet greatly appreciates the support which Roche has granted to both Phelophepa I and Phelophepa II over all these years. The Roche Health Clinic is a central part of the train to provide a wide range of services to those who otherwise would have little access to such healthcare.”

Dr Lynette Coetzee, Transnet Foundation's Senior Manager for Health

A long-term partnership

Roche has a long-standing commitment to finding solutions to health challenges in developing countries. Rather than simply providing donations, we establish long-term partnerships which enable us to combine our skills and resources with those of other – public and private – organisations to deliver sustainable outputs. With Phelophepa, we work in close partnership with Transnet, other sponsors, healthcare professionals, students, and community members to achieve results which exceed anything that we could achieve alone.

Dr Lynette Coetzee, Transnet Foundation's Senior Manager for Health, says of her partnership between Roche and Phelophepa: *“We have been partnering with Roche since 1994 and in that time, we have grown together, they have grown their support and we have grown our train and the services that we provide. They have come on board with gusto, a passion and with a commitment to say ‘what can we do to help’? It's not often that you get such a sponsor. We don't always go to them and ask for money – we very often go to them and ask for advice.”*

The view from on-board

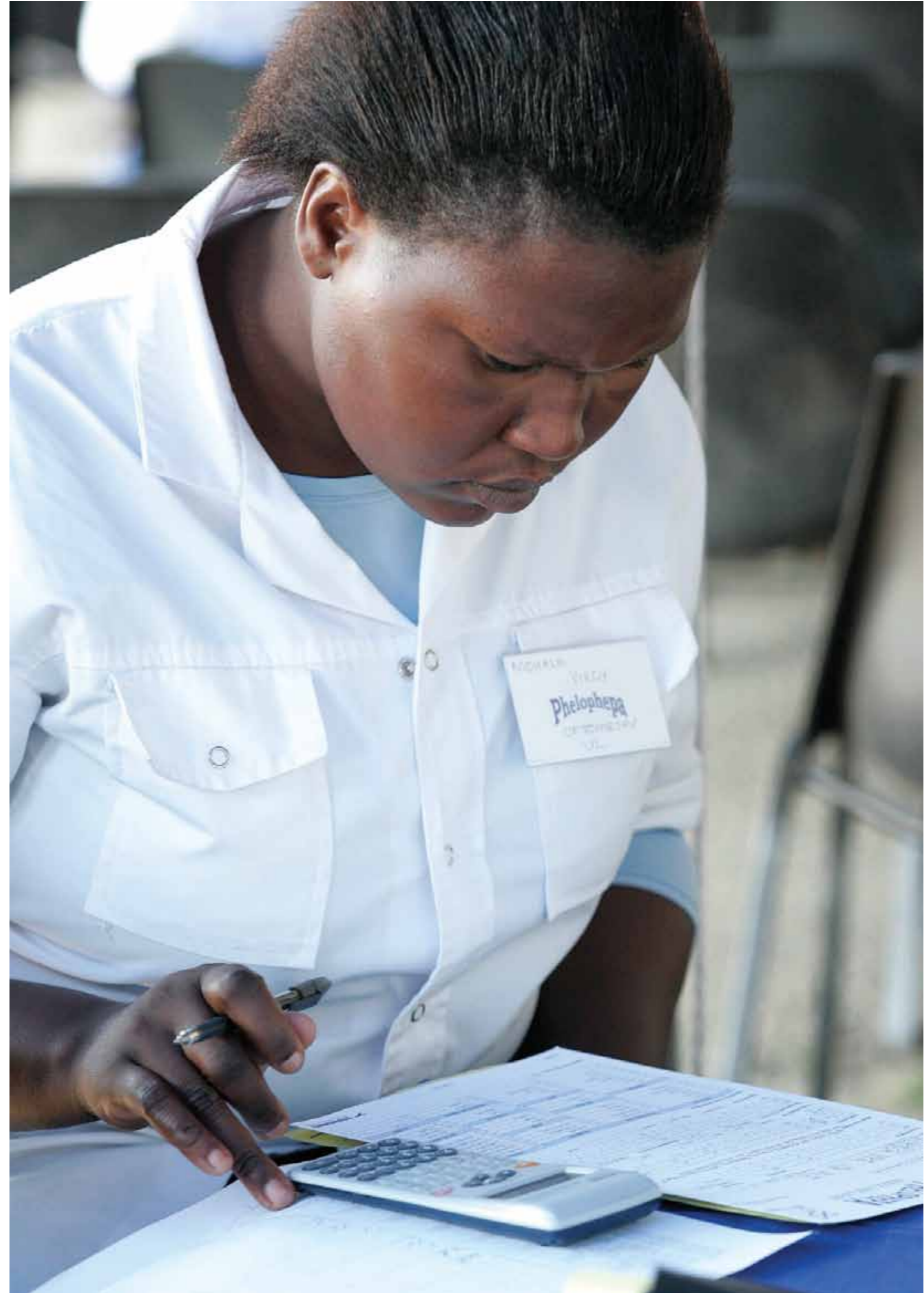
A Transnet employee from the age of 17, Dr Lynette Coetzee is the driving force behind Phelophepa and has been integral to the initiative from its very first day. She provides some insight into what motivates her: *“The health services that we offer on board the train are only part of the story”,* explains Lynette. *“The broader mission of Phelophepa is that its message and its good works will go forth, that healthy individuals will build healthy families and communities and that healthy communities will build a healthy nation.”*

Sister Thabisile Makhaye, Manager of the Roche Health Clinic, brings remarkable passion and enthusiasm to her role. Among her many responsibilities is overseeing the screening services which are a relatively new addition to the clinic's capabilities. *“We have a Pap clinic which we operate wherever we are,”* explains Thabisile. *“We do Pap smears for ladies which can identify those who have cancer of the cervix or who are at risk of the disease... It is much better for a patient to be diagnosed early, before the actual cancer is there. When we see the signs of cancer we can refer the patient. For men we can offer a Prostate Serum Antigen test to screen for signs of prostate cancer. The patients are very responsive to these screening activities because of the explanations we give them and the privacy we can offer to conduct the test – they have such confidence in us.”*

When it comes to diabetes and blood pressure screening, Thabisile knows that it's important not to let anyone slip through the net. She describes the clinic's approach: *“Patients come to Phelophepa with various ailments – from minor injuries to dental problems – and we test every single one of them who is over the age of 14 for diabetes and high blood pressure free of charge. You'd be surprised how many diabetics we identify every day through this intensive screening regime,”* she adds.

Further information

- www.roche.com/society
- <http://react.roche.com/health-care-train>
- www.transnetfoundation.co.za



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