



2018 Bingara Local Health Report

Acknowledgement of Country

Bingara MPS respectfully acknowledges the Kamilaroi people as the traditional owners and custodians of the land in which our health facilities are located.

We pay our respects to the Elders, community members and the Aboriginal services who partner with us to improve health outcomes for the Aboriginal and Torres Strait Islander people in our district.

Year at a Glance

Bingara Multipurpose Service's 2017 – 2018 has been a year of many highlights and some challenges. But as always, the committed MPS team continues to provide the community with a high standard of health care and excellent patient outcomes.

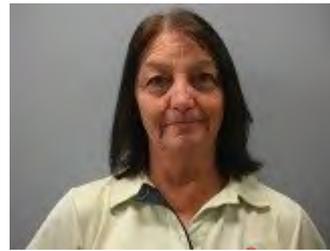
Bingara MPS is a proud part of the Hunter New England Local Health District and reaps the rewards of being part of a progressive and efficient district.

Hunter New England Local Health District is committed to supporting a culture of Excellence 'every patient, every time' which focuses on building leader and staff capability through accountability. The program has been in place for many years and continues to evolve and grow, and has had a positive impact on service provision throughout the area. Bingara MPS has been a part of this journey which has resulted in a service that is accountable to its community and strives for 'every patient, every time'.

Every month, management proactively engages, listens to, communicates with and supports staff. This provides an opportunity for management to understand the issues that are occurring at the coalface. During these discussions, staff are asked to vote for an employee of the month and reason why. At the end of the year, the team is asked to vote for an employee

of the year and the winner is announced at the Bingara Multipurpose Service Carols by Candlelight.

The 2017 winner was Diane Cobcroft. Diane has worked in support services for more than 40 years, and takes great pride in her work. Diane is an advocate for the residents and ensures that they receive the care and the services that they deserve.



Diane Cobcroft

The 2018 Winner is Kristen Rodgers. Kristen has worked at Bingara MPS for more than two years in the role of assistant in nursing. Her love for residents is very evident and she is a favourite with them for her kind and caring nature.



Kristen Rodgers

Safety huddles were an Excellence focus for 2018 and have proven to reduce the number of clinical incidents in facilities where they are practised consistently.

Safety huddles are a rapid, multidisciplinary team meeting designed to flag high-risk patients and discuss strategies for managing those patients during the shift. Safety huddles can also be a multidisciplinary review of a fall; near miss fall; or other critical incident; led by registered nurse in charge and held in

consultation with the patient. Bingara MPS holds two safety huddles a day.



We are very pleased to welcome Rani Emmins to our team in the role of new graduate registered nurse. We are so fortunate to be able to provide a pathway for our locals to progress through their nursing career. Rani is from Barraba and has worked for many years at Richardson House as an assistant in nursing while completing a university degree in nursing. She comes to us with aged care experience and the advantage of being able to work within a team and excellent time management skills. Rani will be supported by the Bingara team at all times. Welcome and enjoy the ride.



Rani and Nathan Emmins

Our Health Committee

Bingara Local Health Committee was formed in 2015 and includes the following community representatives.



Georgia Standerwick is employed by Gwydir Shire Council and is active in many community committees around Bingara. Georgia is a committee member of the Bingara Central School P&C and has two children attending the local school. She is interested in representing child and youth issues to the committee and is valuable with assisting the committee to network with Gwydir Shire Council.



John Bancroft is the President of the Bingara RSL Club, as well as a very talented singer and musician. Bingara Multipurpose Service is fortunate to have John perform regularly for the residents and the community clients. John is committed to the Bingara Men's Shed and is passionate about improving the health and well-being of the men of Bingara. John represents the interests of men's health, along with returned service men and their families.



Greg Nichols is one of the founding members of the Bingara Men's Shed. He has a keen interest in men's health and works hard to ensure that their needs are met regardless of age. He is active in organising health promotion activities and first aid courses. Greg represents all men and those with a disability to the local health committee.



Johnette Walker is employed at Bingara Multipurpose Service as a diversional therapist to residential and community clients, and has strong relationship with carers. She represents the needs of aged care residents, community care clients, their families and carers to the committee.



Tiffany Galvin is employed by Hunter New England Local Health Network as an experienced endorsed enrolled nurse who has an interest in palliative and community health. She was also elected into the position of Councillor on the Gwydir Shire Council in 2016.

Our Health Service

Bingara Multipurpose Service offers a range of services. These programs are designed to meet the specific needs of the community.

Bingara MPS opened in August 2008, as a state-of-the-art facility which includes residential aged care, acute hospital care, emergency services and community health.

Residential aged care

Bingara Multipurpose Service has 15 residential aged care beds which provide a home-like environment for those unable to remain in their own homes.

Each resident has a charter of rights and responsibilities, which ensures they receive quality care, dignity and respect, individual choice, and have access to any services that they require.

Acute hospital care

Bingara MPS has six acute care beds. The treatment goal is to cure, treat or relieve symptoms of illness or injury. The acute beds provide significant benefit to rural communities, enabling residents who have to travel away for acute and specialist care to then return to their local multipurpose services for post-acute care. These acute care beds also provide the opportunity to offer palliative care services within the community

Emergency services

The emergency department at Bingara Multipurpose Service specialises in acute care of patients who arrive at the health service without prior appointment, either by their own means or Ambulance.

Due to the unplanned nature of these presentations, emergency department staff are required to assess and treat a broad range of illnesses and injuries, some of which may

be life-threatening and require immediate attention. The emergency department has Telehealth technology to link with specialist staff at larger hospitals. Bingara Multipurpose Service helipad provides a vital link for the Westpac helicopter to be able to respond quickly to an emergency and transfer patients to larger hospitals for specialist care.

Community health and allied health

There have been significant changes in the community health department this year with the introduction of registered nurses Gillian Hembrow and Cathy Tevaga.

Suzi Bilsborough continues in the role of physiotherapist, Debora Armstrong in the role of child and family nurse and Johnette Walker in the diversional therapist role.

Bingara is fortunate to receive many visiting services from Moree and Narrabri.



Indoor garden at Bingara MPS

Partnering with Our Community

Gwydir Health Alliance

Gwydir Health Alliance (GHA) was formed in 2017 after a community forum highlighted the concerns with the difficulty in attracting and retaining GPs to our rural practices. Gwydir Health Alliance consists of members from Hunter New England Local Health District, Bingara and Warialda MPS', Bingara and Warialda aged care facilities, local general practitioners, NSW Ambulance service, NSW Rural Doctors Network, Rural and Remote Medical Services (RaRMS), local Councillors, Gwydir Shire Council Deputy General Manager and several members of the community.

The alliance meets quarterly. Objectives include; developing recruitment incentives, with the goal of recruiting additional GPs to town, identifying the community's needs and communicating with the community.

Bingara MPS is proud to be a partner in this alliance and hopes that the group can make a difference not only in the Gwydir Shire Council, but for all of rural and remote Australia.

Fundraising

Bingara MPS Fundraising Committee has been working hard to raise funds to build a residents' lounge / dining / activities room that is more homely, private and suitable to their needs. Every week, staff head to the RSL Club to sell raffle tickets. Money raised to date by the staff in cooperation with the Bingara United Hospital Auxiliary, including very kind donations totalling \$60,000.

Thank you to Lions Club of Bingara and United Hospital Auxiliary for their ongoing support of the Bingara MPS and providing us with equipment. The MPS is very fortunate to have such kind and generous community support.



Members of the Bingara Lions Club



Members of United Hospital Auxiliary

Hunter New England Local Health District



Highlights

Bingara MPS diversional therapist Johnette Walker organised a wonderful week of celebrations at the Bingara MPS for the aged care residents. Seniors Week celebrated in April, provided residents with wonderful experiences including; storytime readings from community members, assistance producing wonderful canvas art, entertainment from Bingara Central students and the performance of the play 'mediation' by the Northwest Theatre Company.



All ladies were treated to beauty treatments and a fashion parade by Dewberry Lane and many local entertainers were on hand for a sing a long. Overall the week was a wonderful experience and a chance for the residents to interact with the wonderful community who generously donated their time and their talents.



Mrs Crowley and Ms Jenkins receiving a beauty treatment



Sing-a-long with Tony and Helen Cornish



Bingara Central School



Bingara Pre-School

Staff recognition

During the month of January, Bingara MPS recognised staff members who have contributed many years of service to the organisation and to the facility. The Bingara community is indeed fortunate to have such competent and caring staff who are committed to making Bingara a service that they can be proud of.

Congratulations to Diane O'Brien and John Gill for 40 years service and to Sue Mack, Betty Parsons, Tricia Porter and Debora Armstrong who have each contributed 25 years of service.



The actors from Northwest Theatre Company and Bingara MPS activities volunteers



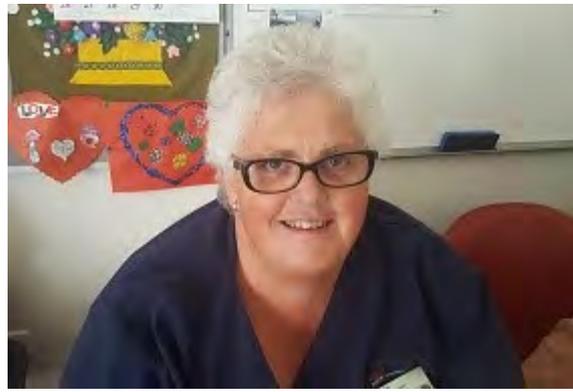
Peter and Diane O'Brien



John and Wendy Gill



Betty Parsons and Merv Galvin



Tricia Porter

Amazing educational opportunities for staff

During the past year, Bingara MPS staff have been given wonderful opportunities to attend training both locally and Australia wide.

Locally, we were fortunate to receive a visit from the Rural Simulation Training Centre which travel throughout rural and remote NSW, educating NSW Health staff through simulated training exercises. It is designed to prepare teams to handle real life medical situations safely, with competence and confidence. The travelling training centre includes a purpose-built semi trailer, equipped with two simulation areas, however the smaller outreach van travelled to Bingara with its high tech mannequins. Bingara staff were eager to attend, with 25 participants across two sessions. Dr Wearne and Dr Aloysious attended both scenarios.





Bingara MPS staff and visiting medical staff attending simulation scenarios

Other education from visiting educators included emergency maternity training, violence prevention and advanced life support for children and adults.

Congratulations to Theresa Squires and Kym Moleuix who successfully completed the first line emergency care course, which is a post-graduate certificate, to a high standard.

Staff also attended education around the state. Debora Armstrong attended the Audiometry Nurses Association of Australia Conference in Sydney. Sue Mack was very fortunate in obtaining funding to attend a five-day conference in Sydney titled Happiness and its Causes where keynote speakers were Rosie Batty, His Holiness the 14th Dalai Lama, and world known psychologists.



Rosie Batty

Patricia Porter attended the NSW Palliative Care Conference in Kiama, Gillian Hembrow attended NSW Burns Conference in Sydney and Kym Moleuix completed a five-day training program in infection control in Newcastle.

Community Health Highlights

Staff changes

This year has been one of changes for community health. We said goodbye to David Meek and Tiffany Galvin who have provided wonderful care to the Bingara community for many years, we wish them all the best for their future endeavours and they will be missed.

On a positive note, we welcomed Gillian Hembrow, and Cathy Tevaga, a former local relocating back to town, to the roles of registered nurses.

Community health services continue to change to meet the needs of clients all over Australia, as more acute and palliative services are now occurring in the home. Changes to how the service is delivered has resulted in long term chronic care clients being referred to other suitable services. This is a change for Bingara, but a change that will allow the staff to provide services to short term episodes of care.



David and Jenny Meek



Tiffany Galvin and David presenting to the members of the local men's shed



'It's a bloke thing'

Bingara MPS, Healthwise New England North West and Landcare held a men's health night at the Bingara Sporting Club on the May 3 2018. The night attracted more than 100 local men and promoted men's health in the Gwydir shire. McGregor Gourlay kindly sponsored the night which featured key speaker, former football star Paul Sironen. Tanya Mills kicked off the night talking about 'below the belt' men's health issues, other speakers focused on depression, suicide, prostate cancer, sleep apnea and farm injuries. More than 50 flu vaccinations were given on the night. A big thank you to Tiffany Galvin, David Meek and Megan Latham for putting together the successful night in partnership with other stakeholders. It is hoped that this will become an annual event.



Our Medical Leaders

Best news of all

2018 will be the year remembered for securing the services of Dr Lushanth Aloysious and Dr Neil Wearne. Dr Lushanth Aloysious has relocated to Bingara from Sydney after working in a busy city emergency department. Hailing from Madurai, a wonderful temple city in southern India, Dr Aloysious graduated medicine in Chennai. He then worked at National University Hospital, a well renowned medical university in Singapore for four years.

While working toward his GP fellowship through the Remote Vocational Training Scheme in Bingara, Dr Aloysious will provide care to the community through the Bingara Medical Centre and at the Bingara MPS, he also has a special interest in the delivery of geriatric care.



Dr Lushanth Aloysious

Dr Wearne has been coming to Bingara for more than 15 years but always in a casual capacity, from his base in Port Stephens.

Bingara MPS will now be serviced by Dr Aloysious and Dr Wearne on a two weekly rotating roster. We look forward to having such wonderful competent medical practitioners. The community is already very familiar with Dr Wearne and his high standard of care and genuine concern for the health of the community.



Dr Wearne at Bingara MPS carols with assistants in nursing Kristen and Stephanie Rogers

plastic tableware to crockery items, making the experience more home like.

Other initiatives commenced have included a fish and chip lunch. The RSL Club of Bingara has been extremely generous in donating fish and chips to all the residents once a month. We are extremely grateful for this kindness and it is immensely enjoyed by all.

BBQs are frequent and very popular, we look forward to introducing a new menu early next year in partnership with hotel services that will provide the residents with more choice.

2019 will focus on the element of making the facility a more home like environment, and we thank those who have continued to support the Bingara MPS through the raffles and donations so that we can achieve this goal.



Mr Smith and Ms Jenkins enjoying fish and chips kindly donated by Bingara RSL

In the Spotlight

Living Well in a MPS

Bingara MPS has been involved in the 'Living well in a MPS' concept for more than 12 months. The Living Well in a MPS has been designed to support staff to provide care for residents of the MPS, not as patients in hospital, but as people living at home. There are eight principles as shown in the diagram.



Bingara commenced its Living Well in a MPS journey through focusing on a 'positive dining experience' and has been working with patient support services to improve the dining experience for the residents. The facility has progressed from cold breakfast to a variety of hot breakfast choices each morning with fresh hot toast. The residents have moved from

Carols by Candlelight

Once again, Bingara MPS was brought alive by the sounds of Carols by Candlelight on the front lawn. Johnette Walker our amazing diversional therapist put together a very talented line up of absolutely amazing singers. Thank you to Lions Club for the BBQ and the Bingara MPS volunteers for all of their hard work in ensuring that the night was a success. Martin Hansford as always provided his expertise with lighting and sound, that makes all the difference to the atmosphere. Special guest singers included Tash Cooper, The Heaton Family, Rick Hutton, MC Peter Caddy and John Bancroft. Santa came in a big fire truck and was an absolute hit with the kids.



Tash Cooper, John Bancroft and Johnette Walker and Santa





1,201

patients presented at our emergency department



92.9%

of patients presenting to the ED were admitted or discharged within 4 hours*



8,574

patients accessed services (like blood tests, clinics & community nursing) but were not admitted



N/A

Babies were born



N/A

Day only surgical procedure were performed



N/A

of Category A patients received their elective surgery within the 30 day timeframe^φ



N/A

of Category B patients received their elective surgery within the 90 day timeframe^φ



N/A

of Category C patients received their elective surgery within the 365 day timeframe^φ



23.37

Full-time equivalent staff



\$3,924

Expenditure budget[^]

Feedback & Acknowledgements

Bingara Multipurpose Service and Bingara Health Committee thank the following groups for their assistance and support in the past financial year:

- Bingara Lions Club
- Bingara RSL Club
- Gwydir Shire Council
- Bingara Medical Centre & RaRMS

We are also very fortunate to have two small but dedicated groups that assist Bingara Multipurpose Service in many ways:

- The ladies who form the Bingara branch of the United Hospital Auxiliary
- The volunteers who assist with the day care centre.

We would also like to thank all our staff and medical practitioners for their hard work throughout the year in continuing to deliver a high standard of care to the community.

All staff in all positions – clinical, administrative and hotel services – play a key role in the success of our facility and the wonderful comments and feedback that we receive. Without their ongoing commitment and support this would not be achievable.

Our wonderful volunteers: Faye Edwards, Lee Loudon, John Bancroft, Anne Hunter, Kerri- ann Thomas, Lorraine Kinder, Terri Schonewille



The Bingara Health Committee would like to hear any feedback and suggestions from the community.

This information is essential to improving and enhancing our facility and the services we provide. Our facility is focused on the needs of the Bingara community and as such is keen to hear from the community.

Any comments or suggestions can be sent to

Susan Mack
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Bingara Multipurpose Service
PO Box 92
Bingara NSW 2404

Alternatively you can send an email to Susan.Mack@hnehealth.nsw.gov.au