



2018 Manilla Local Health Report

Acknowledgement of Country

We acknowledge the traditional owners and custodians of the land that we live and work on, as the first people of this country and pay our respects to all Elders past, present and future for they nurture the knowledge, customs and traditions.

Aboriginal and Torres Strait Islander people should be aware that this document may contain images or names of people who have since passed away.



Year at a Glance

I would like to welcome our New Health Service Manager Helen Cathcart, who took up her appointment on the 19 November 2018.

A special thanks to the hard-working group of ladies who run the Hospital Auxiliary - their efforts and contribution to the wellbeing of the patients, residents and staff of the Manilla MPS are unsurpassed.

The Returned Service Memorial on the grounds of Manellae Lodge wing has been completed and erected by the RSL sub-branch. This memorial will be of significance to residents and visitors to the Manellae Lodge wing and the patients in our local hospital. Thank you to the RSL sub-branch and Ian Bignall for his assistance in the completion of this project.

As you arrive at our MPS, you cannot help but notice the effort that goes into the grounds and gardens at the front of our facility. This is all thanks to our Administration Officer Judy and her team of volunteers.

Work is also progressing in the front of the Manellae Lodge wing. It may appear to be a little slow, but this is due to the fact that no chemicals are used in the process. All plants are on hand and as the seasons change, they will be planted.

I would like to thank the management for their consideration and ongoing support for the day-to-day operation of our MPS. I would like to congratulate our nursing staff, managers and Doctors for their professional manner and the continued first-class care our patients receive.

To my committee members, I would like to thank you all for the time, effort and consideration you have displayed. We will continue to work toward finding ways to keep our community fully informed and enhance community involvement.

Our Health Committee

The Manilla Local Health Committee is a dedicated group of local community members who work closely with the Manilla Health Service staff and management, to support the local hospital. The committee meets once a month and includes:

- Peter J Dutton (Chairperson)
- Robyn Fletcher
- Alexander (Sandy) Allan
- Dr Rachel Dennis
- Rachael Ferguson
- Janette Meehan
- John Brand
- Helen Cathcart (Health Service Manager, Manilla MPS)
- Judy Simpson (Secretariat)



L-R: Helen Cathcart Health Service Manager, Manilla Health Service, Peter Dutton Health Committee Chairperson, Dimity Betts, Tamworth Local Health Committee member.

The Health Committee has run two 'Let's Start Talking' information sessions about Advanced Care Planning. These sessions were facilitated by Dr Rachel Dennis and Deb Hynds (End of Life Stream Clinical Nurse Educator). Dr Dennis and Deb provided interesting insight and shared some personal experiences, that we were all able to relate to. Thanks goes to the Manilla CWA for organising the catering on the night.

Dr Dennis has given her time to various programs in 2018, including the 'Youth Insearch' run at Keepit Dam and the Manilla Lions Club 'Let's Start Talking' program.

In the year ahead, the committee is looking forward to participating in a number of projects including:

- **A Manilla Men's Health night (planned for June 2019)**
The committee is aware of the effects the drought is having on our community and is looking at what assistance can be given.
- **Reinvigoration of 'Happening on the Hill'**
This piece is published in the local paper - the Manilla Express. These snippets of news have been well received by the community in the past and we are looking at the possibility of these becoming monthly or even bi-monthly reports.
- **The roll out of the REACH program**
This program involves escalating concerns about a patient's condition and promoting the patient info and Medicines List app.

Manilla Health Service is a 56 bed Multi Purpose Service (MPS), providing a range of clinical services in one place, coordinated by one team.

Services include: emergency, paediatric, medical, antenatal care, radiology (x-ray) services, residential aged care services and community health.

Address: 112 Court Street, Manilla NSW 2346, PO Box 74, Manilla NSW 2346

Phone: 6785 4000

Fax: 6785 1490

Hours of Operation: Manilla Health Service is open 24 hours per day, 7 days per week.

Visiting Hours: Regular visiting hours are 11am until 8pm. Parents, guardians and family of palliative care patients are welcome at any time.

Parking: Free parking is available in the public car park adjacent to the hospital front entrance. Free parking is also available in Court Street.



HealthOne Manilla operates on weekdays from 8.30am until 5pm, and offers a range of community based health services that include:

General Practice: Dr Rachel Dennis
Community Nursing, Audiometry, Child and Family Nurse, Cardiac Rehabilitation, Meals on Wheels

Child and Family Allied Health: Allison Sanger. Visits as required.

Mental Health Nurse from Tamworth Community Health. Visits as required.

Continence Advisor Nurse from Tamworth Community Health.

Dietician from Tamworth Community Health. 1st Wednesday of the month.

Dr Mani Panat: Nephrologist and Physician. Last 2 Thursdays of month. Referral from Dr needed.

Drug and Alcohol Counsellor from Tamworth. Visits as required.

Occupational Therapy from Tamworth Community Health. Visits as required.

Optometrist: Mr P Harvey Tuesdays.

Physiotherapy: Monday, Tuesday and Friday each week.

Podiatrist: Kendall Horne from Tamworth Podiatry 1st Thursday and 3rd Wednesday of each month.

Sharon King Hearing: 1 Friday per month by appointment

Speech Therapist: from Tamworth Community Health. Every 2nd Wednesday

X-Ray: Tuesday and Thursday afternoon

Our Health Service



Partnering with Our Community

Men's Lock Boxes

Complex-confused patients, post-operative patients and elderly patients with dementia are all prone to anxiety, delirium and

distressing behaviours during admission to hospital. For patients and families, this can be very confronting. For staff, it presents a great challenge to ensure the safety of the patient and those around them.

Manilla Men's Shed have donated two hand-made lock boxes to Manilla Multipurpose Service that are used with male aged-care residents to help with anxiety and coordination.

Diversional therapists Joanne Dumughn and Virginia Wilde believe the lock boxes are a welcomed addition to the Sensory Diversional Therapy items that are currently used.

"Not only do these boxes help relieve boredom, but they also challenge the mind and help the hands stay flexible," Joanne said.

"We have an array of items that we already use such as fiddle mitts, games and puzzles - just to name a few - so these are a great addition for our male residents."

Many thanks go out to the Manilla Men's Shed, for their generosity and commitment to keeping our patients and residents safer and healthier. This is the perfect example of how community spirit can positively impact the lives of others.



Manilla Lock Box donated by Manilla Men's Shed

Sandra Paints to Raise Funds

Sandra has been a resident of Manilla Aged Care facility for the past two and a half years. She has always enjoyed painting and has continued to do so since becoming a resident.



Manilla Aged Care resident, Sandra with her paintings

Recently Sandra donated three of her paintings and held a raffle to raise funds for items that will be used within the Aged Care wings at Manilla Health Service.



Sandra's paintings that were raffled to raise funds for the Aged Care Wing

NAIDOC Celebrations

Manilla Health Service acknowledges and celebrates NAIDOC week each year.



Residents have a 'yarning' with Elder Diann Allen

In acknowledgment of this year's NAIDOC theme "Because of her we can", we had a 'yarning' with local elder Diann Allen. Among the residents was Cate - an elder from the Kambu Medical Centre.



Elder Diann Allen with resident, Cate

Hunter New England Local Health District



Highlights

Staff Service Recognition

The staff of Manilla Health Service are a very dedicated team who work together to provide the best possible care to patients and residents. It was a pleasure in December 2018 to recognise staff members that have been with NSW Health for 25 years or more, with a special morning tea where they were presented with a certificate and commemorative pen.

The staff members recognised include:

- Roslyn Cook
- Terri Sonerson
- Paula Duck
- Rosemary McColm
- Robyn Smith
- Julie Laurie

We congratulate and thank these staff members for their commitment and dedication to such significant careers with the organisation.



L to R: Helen Cathcart (HSM), Roslyn Cook, Paula Duck, Rosemary McColm, Kylie Whitford (Peel Integration and Risk Manager)



Residents and guests enjoying the Years of Service Celebration

Community Health Highlights

Community Health is open Monday to Friday 8am to 4.30pm, and is staffed by a dedicated team of registered and enrolled nurses.

In 2018, there has been a specific focus on the Wound Clinic that is provided on a daily basis, servicing approximately 60 sessions per week.

Once a month, we conduct a clinic with Annette Kady, the Peel Sector Nurse Practitioner in wound management, who reviews clients with difficult and non-healing wounds. Annette is always happy to see anybody we are concerned about.

Other services provided by Community Health are child and family health, physio, cardiac rehab and podiatry (high risk foot clinic in Tamworth).

We are looking forward to the return of Paula Duck, our discharge planner, who has been on extended leave. Paula's knowledge about the community is remarkable. I would also like to acknowledge our receptionist Christine Kirsch, who is also a valued member of the team and keeps us running on time by managing all appointments.

Our Medical Leaders

Manilla Multipurpose Service is well supported by a team of medical officers who are committed to meeting the health needs of Manilla, 24 hours a day, 7 days a week.

The team works collaboratively and respectfully, meeting each week at the Patient Flow Meeting to review the residents and patients in the MPS and ensure they are receiving the highest quality care. The Medical/Clinical Council also gives our doctors the opportunity to meet and discuss clinical, operational and strategic health issues.

Dr Rachel Dennis

The Health One GP clinic team is proudly led by Dr Rachel Dennis. The practice is extremely busy and the level of care and standards of practice are second to none. Dr Dennis is also actively involved with the Local Quality Committee and the Local Health Committee, ensuring strong medical representation and input.



Dr Emma Moffatt is an energetic, passionate GP, committed to ensuring her patients receive the best possible care at all times. Dr Moffatt actively participates in the Medication Safety and Aged Care Committees at the Manilla MPS.



Dr Cam Henderson has been practicing medicine in Manilla for over 40 years and was recognised with the Medal of the Order of Australia (OAM) in the Queen's Birthday Honours in 2014 for his unwavering dedication, commitment and contributions to the provision of high quality medical care. Cam continues to work part-time but is planning well-earned retirement.



As a team, and also as individuals, these doctors are highly respected by their colleagues and peers. The community of Manilla know how fortunate they are to have such superb doctors, and their level of expertise and professionalism is renowned across the district.

The Manilla Rural Medical Clinic is committed to delivering high quality health care in a friendly environment. It is a certified training practice, employing GP registrars who are experienced doctors working towards specialist recognition as a GP.



Helen Cathcart, Health Service Manager, Manilla MPS

In the Spotlight

New Health Service Manager

Helen Cathcart was welcomed as the new Health Service Manager at Manilla MPS in November 2018. Helen was born in regional NSW, raised on the coast and completed training as a registered nurse in 1990.

Helen has worked in a variety of areas throughout her nursing career, starting with 10 years in the Emergency Department at Manning which provided excellent grounding for the future. She has worked in both the public and private sectors of health in the acute setting, aged care and primary health care and has completed Midwifery, although she is no longer registered in that capacity.

Helen has worked in various roles in other Hunter New England Health facilities and in more recent years has taken up roles in management, which led to the opportunity at Manilla Health Service.

Helen and her family have relocated to Manilla and are enjoying getting to know and experience their new surroundings. They are also a little closer to the coast, where their extended family reside.

Nursing is Helen's passion - she says that to be able to provide assistance to those in need is the greatest joy.

Manilla MPS is fortunate to have a dedicated team who strive for excellence in acute, emergency and residential aged care. Helen is committed to working with the team to achieve their goals and continue to provide excellence in care.

School based trainees

An ongoing relationship with Manilla High School provides opportunity for students to undertake School Based Traineeships in the hospital. This relationship promotes careers within the healthcare industry and provides local employment for local people.

The youth of Manilla have an important part to play in the development of our health service. It is extremely beneficial that we foster and encourage students of Manilla to participate in our health service activities. While this interaction provides further opportunity to introduce them to careers within health care, their interaction has also had a positive impact on senior patients.



3,179

patients presented at our emergency department



92.8%

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



3,659

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



54.06

Full-time equivalent staff



\$8,749

Expenditure budget[^]

Feedback & Acknowledgements

As we reflect on the challenges and achievements of 2018, it provides us with an opportunity to acknowledge and congratulate the staff of Manilla MPS who continue to strive for excellence in care for every patient and resident, every time.

Compliments received through the year include:

“We are thankful everytime we go through those doors, for we know we will be listened to and treated professionally. Thank you, we love our local hospital and its staff.”

“To Dr Jim and the wonderful staff who looked after our dad with such loving care and the kindness you showed to us - there are not enough words to say thank you.”

We are grateful for a motivated and supportive Local Health Committee who along with the hard working Hospital Auxiliary and Friends of Manillae groups, continue to support the health service through their generous donations, time and energy.

As the Manilla MPS Health Service Manager, I would also like to acknowledge and thank:

- The volunteers who work tirelessly to beautify our facility and grounds - with special thanks to Judy Simpson and Virginia Wilde who coordinate this work.
- Manilla Central School for their continued support of and engagement with the School Based Traineeship and other programs
- Manilla Men's Shed
- The many families and visitors to our health facility

We look forward to continuing our partnerships with all of these groups as we aim for a great year ahead in 2019.

Feedback

We would like to hear from you!

Please send your comments to:

Manilla Local Health Committee

PO Box 74

MANILLA NSW 2346

OR

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