



2018 Tenterfield Local Health Report

Acknowledgement of Country

Hunter New England Local Health District respectfully acknowledges Aboriginal people as the traditional owners and custodians of the land in which our health facilities are located, and pay respect to the Elders, community members and the community-controlled sector who partner with us to improve the health outcomes for Aboriginal and Torres Strait Islander people in our District.



Year at a Glance

2018 has been a busy year for Tenterfield. We have worked to support the community with a strong and vibrant hospital, against a backdrop of drought and its impact on the community. The hospital has been working with and supporting many local initiatives and working groups, to assist the community.

In the last 12 months, we saw approximately:

- 2300 Emergency Department presentations
- 670 Admissions
- 170 patients retrieved/transported for additional care including an average of one patient a month via the Rescue Helicopter

In June 2018, it was announced that we would be receiving \$1 million in funding for upgrades to the Tenterfield Hospital Emergency Department, as well as bathroom upgrades. This work commenced in December and will progress throughout 2019.

Tenterfield also participated in the Tablelands Quality Awards, and received a High Commendation for TeleHealth.



Tony Roberts, HSM, accepts High Commendation Certificate

Our Health Committee

Our Health Committee comprises representatives from the local Tenterfield community as well as the Hunter New England Health District.

- Allan McKenzie (chairman) – Retired NSW Ambulance Officer
- John Brown - Retired Veterinary Surgeon
- Robert Tumbridge - Retired Pharmacist
- Barbara Fischer - Retired Community Nurse
- Roxanne Bancroft-Stuart – School Teacher
- Dr Ian Unsworth – Retired Anaesthetist
- Mayor Peter Petty – Serving member of Tenterfield Shire Council
- Marie Kelly – Registered Nurse - Armajun Health Service
- Rebekah Kelly - Community Development Officer, Tenterfield Shire Council
- Catharine Death – General Manager, Tablelands Sector, Hunter New England Health District
- Cathryn Jones –Operations Manager, Tablelands Sector, Hunter New England Health District
- Tony Roberts – Health Service Manager, Tenterfield Health Service

The Local Health Committee has had a major focus this year on the promotion of Advanced Care Plans to the community, as a project to support individual wishes and requests when hospitalised.

The Committee has also become involved in advocating for the establishment of a Parkinson's Support Group. This reflects the belief that the committee should promote health both inside and outside the hospital environment.



LHC Members: L to R - Peter Petty, Roxanne Bancroft, Tony Roberts, Allan McKenzie (Chair) John Brown, Ian Unsworth

Our Health Service

Tenterfield Health Service comprises Tenterfield Hospital, the Community Health Service, Naas Street Primary Health Care Clinic and outreach services.

We provide inpatient, outpatient and emergency services, as well as community and Allied Health care to the people of Tenterfield.

Address: 1-5 Naas Street, Tenterfield NSW 2372

Phone: 02 6739 5200

Opening hours:

- Emergency Department - 24 hours a day
- Hospital Reception - Monday to Thursday 8.30am-4.30pm, Friday 8.30am-3.30pm
- Community Health – Monday to Friday 8am- 4.30pm

Services:

- Naas Street Primary Health Clinic
- Community Nurses
- Child and Family Health
- Foot Care
- Mental Health Services
- Telehealth Clinics
- Occupational Therapist
- Physiotherapy

Visiting Services:

- Speech Pathologist
- Psychiatrist
- Drug & Alcohol Counselling Services
- Outreach for Child & Adolescents Mental Health
- Outreach for Specialist Mental Health for Older Persons
- Hearing Services
- Podiatry
- Aboriginal Health
- Social Worker
- Respiratory Nursing Service
- Acute to Aged Care Transition Service including Palliative Care

Co-located Services:

- Radiology / Ultrasound
- Pathology
- Podiatry

Partnering with Our Community

Tenterfield Health Service has continued to focus on its role within the community. Several hospital committees are involved in reaching out to other agencies and institutions within the district.

This can involve our aged members of the community, those suffering mental illness, those affected by the trauma of drought or domestic violence.

The hospital has taken up the challenge to work as part of a community organisation network, to provide assistance and support to struggling farmers affected by drought. The hospital

also plays a role in providing support, care and counselling to this sector of the community.

The Acute to Residential Care Committee meets regularly with Aged Care and respite service suppliers, to build strong relationships and to better understand needs of the community. These members are also involved in an initiative with the Department of Premier and Cabinet, Tenterfield Council, TAFE and other community organisations, to develop and promote training and employment opportunities within the community.

The Health Service Manager represents the hospital on the Local Emergency Management Committee which, through the Tenterfield Shire Council, works with other agencies and emergency services to coordinate activities in times of crisis.

Through our Aboriginal Health Worker, strong and meaningful ties have been made within the Aboriginal Community.

The Tenterfield Hospital and Health Service continues to be supported by the wonderful work of the Tenterfield Hospital Auxiliary, Cancer Support Group, the Patient Care Committee and other wonderful organisations that contribute to the community via the hospital.



The local Naas Street GP clinic services the Tenterfield community

Hunter New England Local Health District



Highlights

The Tenterfield Health Service has received \$1 million in redevelopment funds, which is a testament to the role the service plays for the community and the commitment of our staff.

This year, two staff members completed their First Line Emergency Care Course, adding additional depth and strength to the nursing department.

After an extended recruitment period, it is pleasing to see Child and Family Health Services return to Tenterfield. This fortnightly service provides additional support to families in the Tenterfield area.

At times, our patients are required to travel long distances to access specialist services. Tenterfield Health Service is working with our Telehealth team to provide opportunities in conjunction with specialist clinics, to connect patients and doctors via video conference at the hospital. If you need to travel to a specialist clinic please ask them if they are able to connect via Telehealth.

Tenterfield's commitment to Telehealth was recognised in the Tableland Quality Awards, when they were highly commended for their work with the Armidale Community Health Dietetics service to connect patients with dietitian services. Staff member Stacey Butler was also recognised as a finalist in the Excellence in Service Provision category.



Health Service Manager Tony Roberts with Tenterfield's commendation and local MP Adam Marshall

Community Health Highlights

Tenterfield Community Health Service continues to take an active role in the delivery of care to the community.

Nursing, physiotherapy and occupational therapy form the core of our service and are strongly supported by other Allied Health staff such as social work, speech pathology and other visiting services.

In 2018, we welcomed many new staff members including:

- Nicole Green - Community Nursing
- Megan Rivett - Physiotherapist
- Marilyn Marks - Social Work

Nicole is also a qualified Diabetes Educator and runs a Diabetes Education clinic one day a fortnight.

Karina McLoughlin (Community Nurse) left our team this year to join the Patient Transport Service.

As in previous years, we continue to focus on our palliative care service. The evidence-based wound management service remains, as always, a high priority for our service. Preventative care remains part of our core business in Community Health.



Megan Rivett, Physiotherapist. Photo Credit: Tenterfield Star

Our Medical Leaders

There are three Medical Officers within Tenterfield Health Service, who rotate across a 24/7 roster to provide medical cover to the Emergency Department and inpatient services. This coverage ensures that our service is available to the community 365 days per year.

The Medical Officers are:

- Dr Nilukshi Siribaddana (Dr Siri)
- Dr Harbindar Singh
- Dr Tobi Kupoluyi

Thank you to these wonderful doctors for their commitment to the health of our community.



Dr Singh



Dr Tobi (Photo Credit: Tenterfield Star)

This year has also seen the roll out of the Mental Health Emergency Care Remote Access Portal (MHEC-RAP). This is a tool to assist with the management of mental health patients who present to the hospital. This video system allows for the review of patients via videoconference with specialist Mental Health Services located within the John Hunter Hospital Campus in Newcastle, and adds another dimension to the care and support offered to this sector of our community.

Tenterfield’s location presents opportunities and challenges when it comes to the management of our patients and resources. The hospital is part of the Cross Border Strategic Alliance and representatives have met with the NSW Cross Border Commissioner (James McTavish) to explore ways of streamlining cross-border travel and access to resources for Tenterfield and surrounding communities. At this stage, no definitive solutions have been identified, however we will continue to meet and push for the best outcomes for Tenterfield.

The Local Health Committee also continues to support work within the local community, such as the White Ribbon Day march and drought relief initiatives.

Local Health Committee member Dr Ian Unsworth is also a driving force for the Tenterfield Isolation Ward Restoration Group, who have undertaken major restoration works this year.



Dr Siribaddana & Enrolled Nurse Rhodes



The Isolation Ward has undergone major change in 2018

In the Spotlight

Tenterfield Health Service was a beneficiary in the 2018-19 state budget.

As part of Rural Health Infrastructure Program, Tenterfield Hospital will see redevelopment and remodeling work undertaken on the Emergency Department as well as improvements to the main ward patient bathrooms. Further funding has also been announced for additional works such as air conditioning, painting and a telephone system upgrade

In 2018, the Local Health Committee focused on promoting and distributing information on Advance Care Planning for the community. This document empowers the reader to advise the hospital, General Practitioner, and family of the care they wish to receive in the event of hospitalisation with serious illness.



2,323

patients presented at our emergency department



94.4%

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



3,215

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



20.3

Full-time equivalent staff



\$4,830

Expenditure budget[^]

Acknowledgements & Feedback

As always, the Local Health Committee has made a great commitment to the hospital and the community by giving freely and tirelessly of themselves across 2018.

This is a wonderful group of people who, along with the many other supporters of the hospital, ensure the spirit of community is alive and well.

We have faced some challenges with recruiting specialised staff and I thank everyone for your patience and support at these trying times.

I would also like to take this opportunity to thank the current hospital staff - the doctors, nurses, allied health, mental health, community health, radiology, administration, housekeeping and hospitality staff, who all do such a great job in ensuring the Tenterfield community receives the highest quality care when they visit the Health Service. Well done everyone!

The entire team work hard to ensure that we are delivering quality care to Every Patient, Every Time.

Tony Roberts
Health Service Manager

Feedback

The Tenterfield Health Committee value your feedback. Please address any comments to:

Tenterfield Health Committee
PO Box 84
Tenterfield NSW 2372

Or contact Tony Robert, Health Service Manager, on 02 67395200