



2018 Scone Local Health Report

Acknowledgement of Country

We would like to acknowledge the traditional owners of the land covering Hunter New England Local Health District and remind people that we live and work on Aboriginal land.

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

2018 has been another positive and busy year for Scott Memorial District Hospital.

The Scone Health Committee continues to support the Health Service by gathering community feedback to ensure we are meeting the needs of our community. This partnership helps to ensure patients, carers and families have active input into their local health service.

We have continued with our focus of Excellence: 'every patient, every time'. Excellence is Hunter New England Health's planned approach to delivering patient-centred care. It ensures patients and families are well informed and involved in their care, and that there is effective communication within the healthcare team.

National Standards Accreditation

A team of 5 surveyors from the Australian Council on Healthcare Standards visited the Hunter Valley Sector in September as part of a 3-yearly accreditation survey. All healthcare services must pass the current National Safety and Quality Health Service Standards to operate as healthcare facilities.

Surveyors spent time at Denman, Muswellbrook, Scone, Merriwa, Murrurundi and Singleton. We are very pleased to say that we met all of the 208 criteria measured by the survey team. This is an outstanding result and a credit to the hardwork of all staff across our Hunter Valley Sector.

Work Health and Safety Audit

Two auditors visited Scone in November as part of the Hunter Valley Sector's bi-annual Work Health and Safety Audit.

At the final summation the auditors complimented the Sector on a number of points, not least the welcome, friendliness, hospitality and the cooperation they received from all staff at the sites they visited.

Auditors recognised our employees' and managers' high level of commitment to safety and consultation processes, our regime for testing and tagging equipment, and the manual handling systems we have introduced in clinical areas such as the operating theatres.

Capital Works Projects

After many months of planning, designing and consultation with staff, the Walter Pye Ward Nurses station was completed in July.



Renovated and refurbished Walter Pye Ward Nurses' Station

It is now larger and contains all of the modern equipment, including a state-of-the art patient journey board that allows us to monitor every patient on a ward via a secured large screen monitor. This information is used to coordinate care and manage patient referrals for Medical, Nursing and Allied Health. The Patient Journey Board provides real time patient information that updates immediately.

Several patient bathrooms across Walter Pye Ward have been modernised, with remaining bathrooms and ensuites due for completion in 2019.



Renovated patient bathrooms in Walter Pye Ward

Ceilings in the Administration Department were replaced in April, and the roof of the theatre department in May.

New Clinical Educators

2018 saw Scott Memorial Hospital welcome three new Clinical Nurse Educators.



Left to right: Ellen Seib, Julieanne Humphreys and Halina Alter

Ellen Seib is the Perioperative Clinical Nurse Educator covering pre-surgery education for staff, Julieanne Humphreys is the Clinical Midwifery Educator and Halina Alter is the Clinical Nurse Educator. Each bring their strengths and experiences to their roles.

EBET (Every Baby, Every Time) Project

Scott Memorial Hospital was lucky enough to be a pilot site for the “Every Baby, Every Time” project that commenced in March. It aims to improve systems for monitoring fetal heart rates.

As part of the project, telehealth systems are being introduced to connect maternity services across Hunter New England Local Health District. This will ensure that all midwives, including those working in smaller rural maternity services are never working in isolation and can contact midwifery colleagues in other sites through the secure telehealth system for a ‘fresh eyes approach’ to reviewing fetal cardiac rates.

The new approach will improve outcomes for our babies, reduce isolation for staff and foster learning among our midwives.

About Our Health Committee

The purpose of Scone Health Committee is to represent the community on health matters relating to the community needs. The committee meets regularly to review the activities and initiatives throughout our hospital. Our health committee also provides regular community feedback, which is vital to ensuring a positive health experience for our community.

Two district-wide Community Partnership Forums are held annually and are always attended by the Executive Leadership Team, key community partners, Health Service Managers and members of Health Committees. In excess of 100 people from across the Hunter Valley Sector attend these forums, with the aim to explore ways to improve engagement at a local community level. On the 8th of May 2018, Scone Health Committee was represented by Health Service Manager Judy Bernasconi, committee Chairperson Bruce Buls and committee member Gael Holland, who took the opportunity to present the Forum with our Patient Centred Care: Hand Hygiene project. You can read more about this project in the *Partnering With Our Community* section of this report.

Over the past year, the Local Health Committee has taken a keen interest in the key performance indicators for patient

safety and care, especially inpatient falls, patient feedback from follow-up phone calls, and pressure injury data. These key performance indicators results are displayed in the main entrance to the health service for the community to view.

A high priority for 2019 will be to continue to be a health service that is responsive to all patients, carers and consumer's needs by improved consultation with Community groups.

Committee Members:

Bruce Buls – Chairperson

Amanda Albury - Community representative

Kerri Cone - Upper Hunter Shire representative

Mary Spora - Community representative

Gael Holland – Community representative

Nicole Briggenshaw – Staff Representative, Nursing Unit Manager Operating Theatre

Annemarie Inder - Hunter Valley Sector Community Health Manager

Yvonne Patricks - Hunter Valley Sector General Manager

Judy Bernasconi - Health Service Manager



Gael Holland – Community representative

New members are always welcome to join the Scone Health Committee. For further enquiries, please contact Judy Bernasconi on 6540 2100.

You can read more about the role and work of local Health Committees in the About us (Our community) section of the Hunter New England Health website at www.hnehealth.nsw.gov.au



Bruce Buls – Chairperson

About our Health Service

Scott Memorial Hospital has been providing care to the community of Scone, and the wider region, since 1913.

Scone Health Service comprises Scott Memorial Hospital and Community Health Services and provides care for the community of Scone and surrounding district.

Scott Memorial Hospital, located in Stafford Street, Scone offers a range of services including:

- 24-hour emergency care
- Surgical services - including orthopaedics, gynaecological and endoscopy services
- Medical services
- Obstetric services and antenatal care
- Paediatric services
- Palliative care
- Specialist Outpatient clinics
- Radiology services
- Rural rehabilitation program
- Acute and age-related care services.



Hunter Valley Community Health, located at Muswellbrook Hospital, provides an extensive outreach service covering:

- Aboriginal health
- Audiometry
- Early childhood
- Counselling services
- Community nursing
- Dietetics and nutrition
- Women's health
- Young parent support
- Physiotherapy
- Speech pathology
- Foot care
- Occupational therapy
- Palliative care
- Dementia advice.

Contact Details:

Scott Memorial Hospital

Address: 16-20 Stafford St, Scone 2337

Location: <http://www.hnehealth.nsw.gov.au/facilities/hospitals/Pages/Scott-Memorial-Hospital.aspx>

Phone: 6540 2100

Fax: 6540 2180

Community Health, Scone

Phone: 6540 2121

Fax: 6540 2170

Scone Physiotherapy

Phone: 6540 2157

Fax: 6540 2784

Partnering with Our Community

Generous donation from Mr Ron Wakem

During a fishing trip with mates in Cowra, Ron Wakem suffered a puncture wound to the lower right leg from a submerged stick.

It left him with a severe infection that saw him hospitalised for over two weeks.

Orange Health Service utilised a special Medi-Vac machine to apply what is known as negative-pressure wound therapy to assist Mr Wakem to heal. This promotes wound healing by applying a vacuum through a special sealed dressing which continues to draw out fluid from the wound and increases blood flow to the area.



Mr Ron Wakem presents Dr Cliff Washaya and Theatre Nurse Unit Manager Nicole Briggenshaw with a Medi-Vac machine

With the \$15,000 specialised machine not readily available at Scone, Mr Waken decided to purchase one for us - and for the benefit of future patients.

We thank him for his very generous donation.

Operation Teddy Bear

"Operation Teddy Bear" was started by one of Victoria's Lions Clubs.

For the past 30 years, has delivered almost 3000 bears to toddlers about to undergo serious operations, young people whose lives have been dramatically affected by violence, trauma and bad experiences that come before the courts.



Clinical Manager Nicole Briggenshaw, left, and Scone Lions Club President Maria Musumeci with some of the donated teddy bears

Being able to cuddle one of these bears can make all the difference to a young person when they are stressed. Today it's common to see a Lions Teddy or two sitting on the back seat of a police highway patrol car or in a paramedic ambulance, just waiting to be handed over to a traumatised child.

The Lions Club of Scone has delivered "Operation Teddy Bears" to The Ambulance Service, Scone Police, Scone Hospital and Scone Courthouse and will continue to supply the Teddy Bears when required.

Patient comfort

Patient comfort is a main priority of the Scone United Hospital Auxiliary which has been diligently raising funds to purchase much needed equipment for Scott Memorial Hospital.

The Auxiliary play a big role in our hospital and we are very appreciative of all of their efforts to provide Scott Memorial Hospital with high quality equipment.

Just recently, with money raised from community-backed donations, the Auxiliary has purchased a shower commode chair with a padded seat and an electric mobile recliner chair.



Acting Health Service Manager Nicole Briggenshaw, Diane Pund, Phil and Stephanie McGuirk, Beryl Phelps, Helen Barwick, Sue Dalley, Shirley Spencer, Cathy Eveleigh, Sandra Graham, Jan Waters, Elaine Wicks (seated) test the new electric recliner purchased for Scott Memorial Hospital by the Scone United Hospital Auxiliary

"Each year the Hospital provides the Auxiliary with a wish list of what is needed, and we undertake several fundraisers to purchase them" says Auxiliary President Helen Barwick.

"We are very proud of our little country hospital and the small role our group plays in helping. But, all of our efforts would not be possible without the generous donations from and the support of our great community" Mrs Barwick says.

Extra funds takes the pressure off

November 30, 2018 Scone Branch of the United Hospital Auxiliary received a \$5088 donation for equipment purchase.

Upper Hunter MP Michael Johnsen visited the ladies at the hospital to deliver the funding to them.



Back row: Diane Pund, Michael Johnsen MP, Sue Dalley, Acting Health Service Manager

Front Row: Sandra Graham, Jan Waters and Beryl Phelps

This one-off donation will purchase two pressure guard mattresses to improve comfort for long-term patients at Scott Memorial Hospital.

Rural Rehabilitation

Rural Rehabilitation is a program designed to support and educate people in the Upper Hunter with heart and lung disease.



Rural Rehabilitation coordinator Julie Bailey

Held each Monday at the hospital, the program consists of an hour of exercise and an hour of health education with Rural Rehabilitation coordinator Julie Bailey. Clients are referred to the program by their General Practitioner (GP), making the service very accessible.

Preventing Falls

The 'Stepping On' program is a seven-week program educating people on how to mobilise safely and reduce falls hazards in everyday life.



Left to right: Flora Lee-Warner (Physiotherapist), Dr John Paradice, Gladys Hardy, Margery Saunders, Dawn Haggarty, Rosemary Finlay, Frank Ward & Allied Health Assistant Andrew Scott

The program is supported by various allied health professionals such as our physiotherapist, occupational therapist and pharmacist.

To register your interest or get further information, please contact the Physiotherapy Department on 6540 2157.

Patient Centred Care: Hand Hygiene

During 2018, Scott Memorial Hospital was the pilot site in an exciting collaboration with our health consumers and NSW Health HealthShare partners aimed at improving pre-mealtime hand hygiene for our patients.

Evidence shows us that not washing hands before eating can increase the risk of a patient contracting an illness.

The aim of the project is to improve hand hygiene rates by focusing on increasing the opportunities for patient hand hygiene, improve the rate of pre-meal time patient hand hygiene, and to empower the patient and/or carer to ask health care workers if they have performed hand hygiene.



Health Services Staff member Jodie White assists patient Mrs Tammy Kimpton open her hand hygiene wipe before her meal is served

As the pilot site for the Hunter Valley Sector of health services, Scott Memorial Hospital consulted with consumer representatives on the Scone Health Committee.

Committee member Gael Holland became the consumer representative on the project. Gael took a hands-on approach, conducting most of the observations and surveys needed to collect the required project data collection. Gael brought an entirely different focus and perspective to the project.

Following a review of the data collected, the project team tested consumer reaction to hand hygiene products before settling on the use of a hand wipe being added to patient meal trays.

Members of the Local Health Committee continue to support the project by conducting spot audits. We are grateful for Scone Health Committee's support and cooperation and are excited for the next phase of the hand hygiene project.

Wayfinding

Our thanks also to Gael and Scone Health Committee Chair Bruce Buls for assisting in reviewing wayfinding around the hospital.

Good wayfinding is more than just signs: it is a coordinated group of aids to help your navigate your way around. It means knowing where you are, knowing where you are going to, following the best route to your destination and recognising it on arrival. It assists in alleviating people's stress and anxiety and has been demonstrated to improve patients' experience of health services.

The review identified gaps and improvements, and wayfinding for the facility is being updated.

Scone staff give back to help farmers

In October, with one of the worst droughts in Australian recorded history about to move into the summer months and with no rain forecast, staff at Scone Health Service donned their denims to raise money for the Hunter Campaign of the Buy a Bale Charity.

Clinical Support Officer Courtney Wicks collected \$5 from every staff member who donned denim. There was also a coffee and cookie cart and tickets in a "cow pat lotto"!



Halina Alter, Janet Dunn and Courtney Wicks wearing denim and raising money for rural drought relief

Staff were very supportive, with \$182.70 raised and donated.

Well done Courtney, and well done to all the staff.

School Based Trainee - Phoebe Weatherly

In 2018 Scone High School student Phoebe weatherly joined the staff of Scone Hospital as a part of the School Based Trainee Program.

The SBT program provides young people with valuable paid work experience in their local public hospital while completing Certificate 3, Health Services Assistance. This is part of the HSC, Human Services Framework and contributes to the ATAR. The Certificate 3 can be used as a pathway into the Diploma of Nursing (Enrolled Nursing) or the Undergraduate Degree at University (Registered Nursing). It also enables young people to work as Assistants in Nursing when they successfully complete.



Phoebe assists nursing staff with duties including assisting patients with activities of daily living, changing and making beds, assisting to feed patients, assisting with pressure area care, transferring and positioning of patients, assisting patients with their mobility, weighing patients, measuring height and girth and taking patient observations as directed by the nurse in charge.

For more information on the Student Based Trainee Program, contact Martin Losurdo on 02 4924 6837.

Hunter New England Local Health District



Highlights

Health promotion and education were among our many highlights for 2018.

Sepsis: a global health concern

Our Clinical Nurse Educator Halina Alter turned the spotlight on the serious global health issue of sepsis in September by hosting a "World Sepsis Day Pink Morning Tea" and education session for staff at Scott Memorial Hospital.

Sepsis is one of the leading causes of death in hospital patients worldwide. It is a life-threatening condition that arises when the body's response to infection injures its own tissues and organs.



Nursing Staff going Pink For World Sepsis Day 2018

Left to right: Jennifer Hemmings, Minka Crawley, Cathy Moran, Halina Alter, Health Service Manager Judy Bernasconi, Arlene Davison, Nicole Briggenshaw, Sam Sarthak and Deb Roelfsema

Sepsis can present in any patient, in any clinical setting and is considered a medical emergency. Hence our continued focus on educating to recognise patients with severe infection and sepsis and supporting them in timely management of patients.

Taking clots seriously

Blood clots are another serious medical issue that our staff treat very seriously.



Registered Nurses Sajil Sunwar and Sam Sarthak bringing awareness to the issue of thrombosis on World Thrombosis Day

Staff took the opportunity of World Thrombosis Day in October to educate both themselves and the public on the often misunderstood condition of thrombosis.

Thrombosis is the formation of a blood clot in a blood vessel. Once formed, a clot can slow or block normal blood flow. Clots can sometimes break loose and travel within the blood to an organ where it blocks blood flow and may cause that part of your body to stop working effectively. This can be a serious health problem that needs prompt medical treatment.

April Falls

Each year in April we promote falls prevention for all patients and to assist older people to stay fall-free in the community.

'Nutrition and Hydration' was the theme for April Falls Month 2018 and focused on eating well to prevent falls.

Clinical Nurse Educator Halina Alter took the message to the public, setting up an exhibit at Scone Library for the entire month.



Clinical Nurse Educator Halina Alter stands with the Falls Prevention Display at Scone Library.

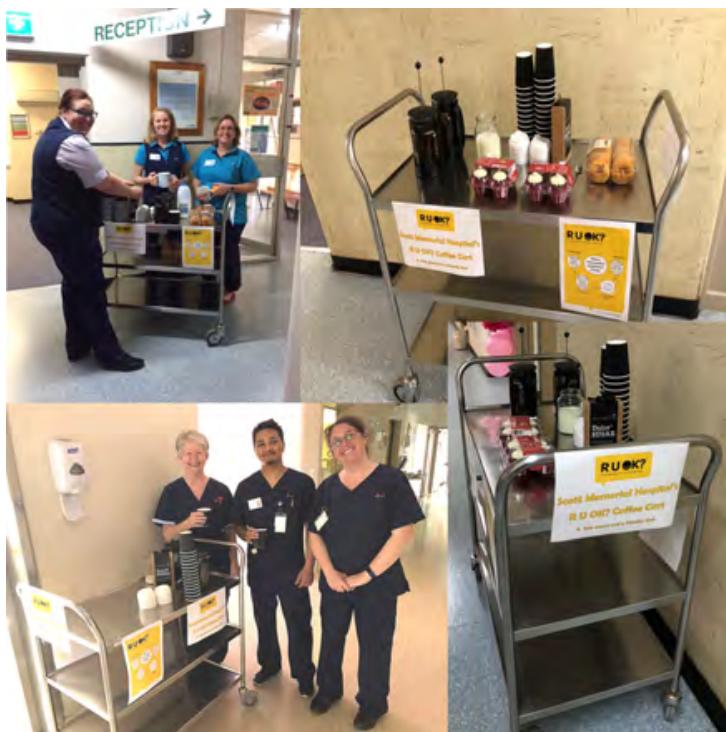
Falls can have serious impacts, particularly for older people or those who are unwell. Not consuming enough food or water can lead to people losing muscle and strength, becoming unsteady on their feet, and feeling weak and/or dizzy - all of which can lead to a fall.

R U OK Day

Connecting regularly and meaningfully is one thing everyone can do to make a difference to anyone who might be struggling with emotional or mental health concerns.

R U OK? Day is a national day of action in September dedicated to reminding people to ask family, friends and colleagues the question, "R U OK?".

Staff at Scone Hospital marked the day the best way they know how - with a conversation about mental health over coffee!



Clinical Support Officer Courtney Wicks makes a coffee for Pharmacy Managers Julie Atkinson and Wendy Campbell before taking the R U OK Coffee Cart around the wards to nursing staff Cathy Moran, Sam Sarthak and Toni Backhouse

Clinical Support Officer Courtney Wicks brewed coffee and started the conversation with colleagues throughout the hospital.

R U OK? Day encourages us all to trust our gut instinct and act on it if we have a niggling feeling that someone we know or care about it isn't behaving as they normally would. Perhaps they seem out of sorts, more agitated or withdrawn, or they're just not themselves.

The R U OK? website at www.ruok.org.au has a host of information and resources, including tips and advice on how to ask the question and following up.

By starting a conversation, as Courtney did, and commenting on any changes you've noticed, you could help a family member, friend or workmate open up.

If they are okay, that person will know you're someone who cares enough to ask.

If they say they are not okay, you can listen, show them they're supported, and help them find strategies to better manage the load. You might just save a life.

A cuppa for the cancer cause

Australia's Biggest Morning Tea is a way to bring people together to raise funds that will make a big difference to those impacted by cancer.



Food Services staff Allison Becker and Sue Hall take a quick break to bake some delicious cupcakes to raise funds for The Cancer Council's Biggest Morning Tea

Staff at Scone Hospital held a Biggest Morning Tea and opened it to both staff and the community - and raised more than \$350 to help the cause.

Commitment to work safety

Health and safety is of the utmost importance to Hunter New England Health District and we are committed to providing a safe and healthy work environment; not just for our patients but also for our staff.

2018 saw Hunter New England Health reconfirm its commitment to Work Health and Safety, including the launch a new safety brand during National Safe Work Month in October.



October was National Safe Work Month. To promote Health and Safety in our workplace a "Safe Tea for Safety" afternoon tea was held and attended by staff and District Work Health and Safety Coordinators Andrew Folwell and Maree Garside

Our new brand is a simple but powerful message - I'M SAFE. YOU'RE SAFE. WE'RE SAFE. This message supports what we stand for as a district in regard to safety - that our staff have a right to be and feel safe at work, and that our patients have the right to be and feel safe whilst in our facilities.

Staff and management had several opportunities to celebrate achievements during the year, including the milestone of 365 days without time lost due to injury.

Festive Fun

Every year the Hunter Valley Sector runs a Christmas Decoration Competition. Scone Hospital outdid themselves in 2018, with nearly every ward and department fitted out in festive fare! And to top it off, we tied in first place with Denman MPS, Murrurundi Hospital and Singleton Hospital Emergency Department!



Congratulations
to
**Scott Memorial
Hospital Scone**
Prize Winner
in the
Hunter Valley Sector
Christmas Decoration
Competition
2018

Judy Bernacchi
Administrator
Hunter Valley Sector
1 December 2018

Scott Memorial Health Service, Scone - winner of the Hunter Valley Sector 2018 Christmas Decoration Competition



Scott Memorial Health Service, Scone celebrating Christmas in style!

Community Health Highlights



Community Health Building - Scott Memorial Health Service, Scone

New memory clinic

The Scone Memory Clinic commenced during 2018 following a significant increase in referrals to the Dementia Advisory Service.

Two senior nurses conducted the clinic at Scone Medical Practice twice a month and saw 30 clients throughout the year.

Most clients were referred prior to having a formal diagnosis and about half were referred for specialist testing and diagnosis. GPs, clients and families rated the clinic highly and it is anticipated the it will run again 2019.

Community health program continues

All the regular community health services continue to be provided from Scone Community Health.

This includes general and specialist nursing services covering child and family health, women's health, palliative care, dementia advisory service, and wound clinics.

Allied health services include general and specialist physiotherapy, occupational therapy, speech pathology, social work, nutrition and dietetics.

The Transitional Aged Care Program continues to provide some service to clients around the Scone area.

Our Medical Leaders

A leader in his field

Congratulations to Dr Richard Abbott who received the Bowman Cutter Award in December in recognition for his contribution towards political issues related to rural health.

The award is one of two major awards presented annually by the Rural Doctors' Association of NSW to acknowledge outstanding rural doctor members for their commitment to rural towns and rural health.



Dr Richard Abbott with wife Sue Abbott

Dr Abbott has worked rurally for over 35 years providing obstetric, anaesthetic and general medical care. He has also held the positions as Past President, Vice President, Secretary and Treasurer of the Rural Doctors' Association of NSW.

More recently, Dr Abbott has been the Statewide Director of the Rural Generalist Training Program for NSW, a vital program in developing the pathway that will streamline the process of getting rural generalist doctors into country towns.

Dr Abbott currently works part-time for the Royal Flying Doctor Service in Broken Hill while maintaining active clinical practice in Scone.

Medical Staff Council chair

Dr Larissa Burke is the Chair of the Scone Medical Council.

After obtaining her medical degree from the University of Newcastle in 2004, Dr Burke, who grew up in the Upper Hunter, returned in 2008 to practice at Scone Medical Practice. She completed her Fellowship of the Royal Australian College of General Practitioners (FRACGP) in 2009.



Dr Larissa Burke

Now a mother of four, Dr Burke continues to work as a GP at Scone Medical Practice and as a Visiting Medical Officer at Scott Memorial Hospital.

Welcome Dr Merran Auland

Welcome Dr Auland

Dr Merran Auland has relocated with her partner from Nyngan to their new farm in the Bylong valley. Dr Auland grew up in Mudgee and is an Oxford-trained General Practitioner/Anaesthetist. She has worked in western NSW, including a stint with Royal Flying Doctors Service at Broken Hill.

Dr Auland is a fellow of Australian College of Rural and Remote Medicine and is involved in writing exams as well as examining registrars. She is also on the Medical Council of NSW, which is involved in regulating doctors in the state.



Dr Merran Auland

The couple run merino sheep and Santa Gertrudis cattle, and Dr Auland helps on the farm when she isn't working.

In the Spotlight

HealthShare staff retire

Margaret Smith and Julie Ryan both hung up their aprons after 38 and 40 years of service respectively to Scone Hospital.

HealthShare NSW is a statewide organisation established to provide high-quality shared services to support the delivery of patient care within the NSW Health system. HealthShare provides food, patient transport, linen and other key services to NSW Health hospitals.



Margaret Smith and Julie Ryan on their retirement

As general hospital assistants, Marg and Julie saw many changes in the facility over the years and were both loyal and hardworking employees. We wish them all the best in their retirement.

Staff get the chance to learn more

Several surgical theatre staff were fortunate to attend the 2018 Sydney International Endoscopy Symposium in March.

Through live demonstrations and lectures, local nursing staff and surgeons were kept up to date with all the latest developments in the field of gastrointestinal endoscopy and their implications for future practice.



Theatre staff attend the Sydney International Endoscopy Symposium in March L to R: Dr Peter McInerney, Tracy Morgan, Deb Roelfsema, Nicole Briggenshaw, Dr Cliff Washaya

Endoscopies have become a relatively common procedure in modern medicine. By using a tiny TV camera fitted at the end of a flexible fiber-optic tube, doctors can see the inside lining of their patient's digestive tract and better evaluate problems such as ulcers or muscle spasms which are not always seen on other imaging tests.

Scone farewells clinical staff

2018 saw the departure of Dr Cliff Washaya, Dr Edward Rice and Clinical Nurse Educator Trudy Simpson.



Dr Cliff Washaya and Operating Theatre Nurse Unit Manager Nicole Briggenshaw

In December, Dr Washaya performed his last operation at Scone Hospital. As a board certified specialist General Surgeon with International Specialist Surgical Training in General Surgery covering procedures such as abdominal surgery, hernias,

venous diseases/disorders and skin oncology/skin cancers, Cliff brought a range of experience and services to Scone Hospital.



Dr Eddie Rice

Dr Rice spent nearly 10 years in Scone as a General Practitioner and as a Visiting Medical Officer at Scone Hospital. Eddie, who's passions were emergency medicine, paediatrics, men's health and HIV medicine, has since moved to Sydney.

Trudy Simpson RN started at Scone Hospital in 2010. Using her broad range of experience, Trudy undertook the role of Clinical Nurse Educator with gusto, working with both established nursing professionals and undergraduate nursing and/or health professional students to maintain clinical competency. Trudy and her family relocated to Armidale in June.



Farewelling Trudy Simpson (centre) were Andrew Thomas, Jen Hemmings, Minka Crawley and Sajil Sunwar

We would like to wish Cliff, Eddie and Trudy all the best with their future endeavours.

First Scone Hospital Trained Midwife Graduates

Caitlyn O'Neill has just graduated from her 3 year Bachelor of Midwifery through the University of Newcastle. Caitlyn assisted over 20 mothers give birth at Scone Hospital during her practical experience for the completion of her degree. Clinical Midwifery Educators Julieanne Humphreys, Terry Clement and Scone Maternity Unit Manager Roz Kurthi are as proud as can be.

be and are confident that Caitlyn will continue on to have an excellent career and be an asset to midwifery and to Hunter New England Health. Caitlyn is now in a new graduate position at Tamworth Base Hospital. Scone Hospital wish Caitlyn the best in her future endeavours.



*Bachelor of Midwifery student Caitlyn O'Neil celebrates her graduation with midwives and educators from Scone Hospital
Left to Right: Glenda Reid, Caitlyn O'Neil, Terry Clement, Rozalen Kurthi and Julieanne Humphreys*

Follow-up phone call just the ticket

Imagine you have spent the past few days unexpectedly in hospital.

As the minutes and hours pass you are put through a range of tests, attended to by a host of medical staff, and answer a myriad of questions.

Your treatment is now complete and you are ready for discharge. The whole experience has been somewhat of a blur but you're heading home to continue your recovery.

The next day you remember there is a prescription you were given that needs to be filled, and you recall something about getting a referral to a specialist. You start to worry you have forgotten important instructions given to you on discharge and try your best to remember.

The only clear thing you recall is that someone from the hospital will be phoning you. Relieved, you make a note of the questions to ask when the call comes through.

This scenario is just one example of how follow-up phone calls can improve outcomes for patients, carers and their families and reduce the chance of things going wrong for patients after a hospital stay.

Since being introduced in 2012, the simple act of the follow-up phone call has provided a valuable opportunity to assess the wellbeing of patients post-care.

Speaking to patients (or their carers) shortly after discharge helps to ensure that they have received and understood important information such as medication instructions and follow-up care requirements. It means our staff can address any immediate concerns they may have or any difficulties they are experiencing.

It also gives patients and their carers the opportunity to provide feedback on their experience during care to help us improve our services and address any concerns. And, happily, it's an informal way for patients to extend their appreciation for quality care and the excellent work of our clinicians and staff.

Patient safety is our key priority and the follow-up phone call initiative is a simple but effective way to support the health and wellbeing of our local communities.

All patients discharged from the Walter Pye Ward, Maternity Unit and who have undergone surgery receive a follow-up phone call.

We view both positive feedback and opportunities for improvement as vital to the success of Scone Health Service.

Any positive feedback is collated and displayed in all departments for both staff and the public to see.

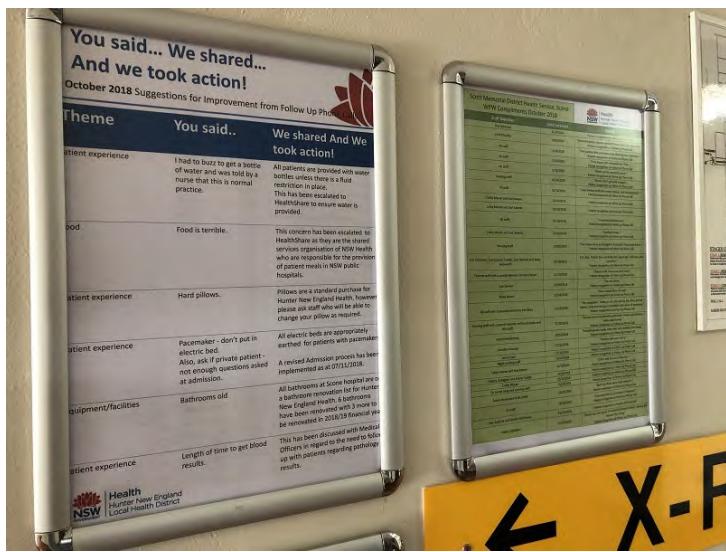
Any feedback that may point out room for improvement is followed up by our Health Service Manager. This feedback and the outcomes are also displayed publicly.

The following are just some of examples of feedback we have received:

- *Both the patient and I were "over the moon" with the whole stay. Everything from arrival to departure was efficient, friendly and professional. The service that we BOTH (me as onlooker) received was nothing short of outstanding and certainly much much better than we have experienced at quite a number of hospitals over the last 12 months. (I have had 19 admissions in 5 hospitals!) Scone has certainly topped the list which is a real credit to all the staff, from the ED GP to the cleaners and absolutely everyone in between.*
- *Scone Hospital midwives and staff are seasoned professionals. Everyone was great. Gaye was super supportive and practical. Dr Pengelly was incredible. Lyn and Glenda were great in the antenatal clinic.*
- *Midwife Glenda was absolutely amazing. I couldn't praise her enough. She was my guardian angel whilst in hospital.*



Staff celebrate their sustained success in exceeding the 80% target for patient follow-up phone calls. Pictured (from left) are Darsan Babu, Karen-Lee Henry, Tendai Sharara, Minka Crawley, Arlene Davison, Halina Alter, Sam Sarthak, Cathy Moran and Jade McConnell



Feedback we receive - good and bad - is collated and displayed for staff and visitors to see

REACH - what is it?

We know you know yourself or the person you care for best.

REACH is an easy to use system to raise concerns if you notice a worrying change in your condition or that of your loved one.

We encourage you to first raise your concerns directly with your nurse or doctor. If you remain worried after speaking with your nurse or doctor, REACH provides you with more options to escalate your concerns further.

You may recognise a worrying change in your condition or that of your loved one.

We encourage you to engage with your nurse or doctor and tell them your concerns.

If you remain concerned or if the condition is getting worse then act.

Are you worried

about a recent **change** in your **condition** or that of your loved one?

If yes... **REACH** out.

WHAT IS REACH ABOUT?

- R** You may recognise a worrying change in your condition or in the person you care for.
- E** 1 Engage (talk) with the nurse or doctor. Tell them your concerns.
- A** 2 Ask the nurse in charge for a "Clinical Review". This should occur within 30 minutes.
- C** 3 If you are still worried call REACH. You can use your bedside phone or ask for a ward phone.
- H** Call REACH on Help is on its way.

**Speak to your nurse or doctor first.
They may be able to help with your concerns.**

Ask to speak to the Nurse in Charge and request a medical assessment called a Clinical Review". This should occur within 30 minutes.

If you are still worried, make a REACH call. You can use the bedside phone, your mobile phone or ask for a ward phone.

Your call will be answered by a senior staff member then help will be on its way.

The REACH phone number for Scott Memorial Hospital is displayed in all rooms.



5,124

patients presented at our emergency department



3,213

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



93%

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



50

Babies were born



137

Day only surgical procedure were performed



100%

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



100%

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



100%

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



51.9

Full-time equivalent staff



\$10,254

Expenditure budget ▲

Feedback & Acknowledgements

Our amazing supporters ...

Scone Health Service has a dedicated team of volunteers, community members and organisations who continue to support the hospital with financial donations and donations of their valuable time.

The Scone Hospital Auxiliary continues to provide donations to the Walter Pye Ward for comfort care items.

The Scone Cancer Support group continues to work with the health service to provide comfort and support for inpatients and for home care clients and their families. What an amazing group of volunteers.

Heartfelt appreciation goes to members of the **Scone Hospital Social Club** for their ongoing fundraising activities. This results in the purchase of equipment and items to enhance the hospital experience for patients and staff alike.

Thank you to **Godolphin Stud** for their generous donation towards much needed medical equipment.

MacCallum Inglis continues to support the health service with donations to the operating theatre.

Thank you to Ray Mills from **Scone Country Gardens** for the rejuvenation and ongoing maintenance of the hospital grounds.

Our amazing staff ...

Scone Health Committee would like to take this opportunity to thank managers and staff for their support and dedication to the health service and the community.

We have a wonderful team of enthusiastic medical, nursing, community and allied health staff, administrative and ancillary staff who are committed and passionate in providing positive outcome for all our patients and clients, their families and carers.

Our amazing report team ...

Our thanks for your contribution in preparing this report:

- Bruce Buls, Chair of Scone Health Committee
- Nicole Briggenshaw, Clinical Manager/Operating Theatre Nursing Unit manager
- Rozalen Kurthi, Maternity Nursing Unit Manager
- Minka Crawley, Walter Pye Ward and Emergency Department Nursing Unit Manager
- Leonie Roser, Acting Administration Manager/Administration Support Officer
- Courtney Wicks, Clinical Support Officer, and
- Scone Health Committee members.

We would like to hear from you

Scone Health Committee would like to hear from you. Please send your comments to:

Scone Health Committee
Stafford Street
Scone NSW 2337

Or you can send an email to Health Service Manager Judy Bernasconi at: Judy.Bernasconi@health.nsw.gov.au