



2018 Gunnedah 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 across our District. The traditional owners of the land for Gunnedah are the Kamilaroi and Gomeroi people.



Gillian Eccleston - Health Service Manager

State of the art kitchen upgrade

Gunnedah Hospital Kitchen has been such a positive redevelopment for the hospital. The build was thanks to the Local Health District and NSW HealthShare. The upgrade included brand new storage areas, a large walk-in freezer and cool room, a wash bay area with a new dishwasher and cold plating Burlodge cooking systems.



New kitchen

Year at a Glance

Welcome to our new Health Service Manager

Gunnedah Health Service welcomed a new Health Service Manager in 2018, with Ms Gillian Eccleston commencing in the role in June. Gillian brings with her a wealth of experience and has worked in various nursing and management roles throughout her career.



New plating

Further redevelopment on the horizon

Gunnedah Health Service has secured a \$750,000 redevelopment grant to create additional single rooms in the maternity unit and give a much needed facelift to the general ward.

Our Health Committee

In 2018, the committee spent a considerable amount of time focusing on strategies to make navigating our campus easier.

It can be challenging to find your way around a hospital, especially when in a stressful situation. The Local Health Committee have undertaken an exercise to recognise how the signs around the hospital could be improved, so that patients and visitors can better find their way around.

It is with thanks that we acknowledge the contribution of all members of the Local Health Committee.

Colleen Fuller, Chair

Colleen is currently holding the office of Councillor with the Gunnedah Shire Council and has a long standing interest in healthcare.

Michael Crowhurst, Deputy Chair

Michael has his own business and is interested in improving the health of the community.

John Harford

John is a local business owner and is focused on improving access to Health Services.

Martine Moran

Martine has been involved in health committees in other rural areas and has an interest in community service.

Traci West

Traci is involved with our local 'Meals on Wheels' program. Tracy has an interest in improving the services provided to the community.

Leslie Croft

Lesley also holds the role of Secretary of the Gunnedah United Hospital Auxiliary, and has been a member of the Local Health Committee since 2008.

Helen Ross

(Staff representative) - Helen holds the role of Nurse Educator/ Quality Coordinator.

Gina Field

Aboriginal Liaison Officer

Symone Fuller

Community Health Manager

Gillian Eccleston

Health Service Manager

It has been a busy year for Gunnedah District Health Service. The Local Health Committee would like to thank all the dedicated staff and volunteers who provide a quality health service to the Gunnedah community.

We would also like to acknowledge the people who have supported us throughout the year with fundraising and donations.

Our Health Service

Gunnedah Health Service is a 48-bed acute health facility, which also provides a range of community-based health services.



Main entrance to executive, administration and community health

Gunnedah Hospital operates 24 hours per day, seven days per week.

Community Health operates from 8am to 4.30pm, Monday to Friday.

Community Health Services

- Aboriginal health
- Community nursing for aged care
- Child and family health
- New mothers first home visiting service
- Diabetes education
- Community nursing

- Jacaranda Day Centre
- Dietician services
- Hearing assessments (all ages)
- Adult occupational therapist
- Paediatric occupational therapist
- Palliative care / cancer support
- Preparation for parenthood classes
- Speech pathology
- Social worker
- Women's health clinic
- Kadeekambala (Aboriginal antenatal clinic)
- Immunisation
- Cardiac rehabilitation
- Volunteer services
- Sexual assault counselling
- Pulmonary rehabilitation

Visiting Services

- Genetic counsellor
- Psychiatrist
- Aged Care Assessment Team
- Continence advice
- Alcohol and other drugs
- Adult mental health
- Child and adolescent mental health

Hospital Services

- Dental (eligible adults and school children)
- X-Ray
- Physiotherapy
- Acute hospital care
- Day-only surgery
- Maternity
- Emergency department
- Infection control
- Operating theatre

Services are provided in the hospital, in the home and at various sites in the community.

Address

Marquis Street
Gunnedah NSW 2380

Contact number (Hospital and Community Health)

Telephone: (02) 6741 8000

Fax: (02) 6740 2881

Partnering with Our Community

Donations and Support

We continue to be overwhelmed by the kindness and support of a number of groups in our community.

Thanks to our United Hospital Auxiliary, which continues to provide generous donations for new equipment.

Thanks to PRAMS (Paediatric and Maternity Support) for their continued fundraising, to purchase equipment and improve the surroundings of the health service. In 2018 PRAMS purchased:

- a portable SPO2 monitor for neonates
- a Medical Freezer to enable the women of Gunnedah to access the current practice for induction of labour, which was previously unavailable at this facility.

Thanks also goes to the Gunnedah Country Women's Association, who donated emergency hygiene packs and disposable nappies for patient comfort.

Volunteer Recognition

We are fortunate to have a group of volunteers who work tirelessly in the Jacaranda Day Centre every week. They assist Sally Keeler, our Allied Health Assistant, to coordinate and run the day centre program, which provides valuable day respite to older members of the Gunnedah Community.

In recognition of their efforts, a morning tea was held in the Jacaranda Centre with Certificates of Appreciation awarded to each volunteer.



Jacaranda Day Centre Volunteers Ida Ellis, Alona Pryor, Roslyn Flett and Louise Timmins with Sally Keeler

Hunter New England Local Health District



Highlights

LHD Investment

In 2018, Gunnedah was very fortunate to receive new equipment from the District. New endoscopes and reprocessing equipment were purchased for the operating theatre. All relevant staff have now attended training and completed the required competencies. This system is now up and running, which is great for our community and its surrounds.

Operating Theatre/Day Surgery

The operating theatre at Gunnedah has seen a considerable amount of change over the past few years, with an upgrade to the air conditioning system and sterilisation area. This has resulted in some minor disruptions to services at times.

In 2018, we were able to get back on target with delivering a range of procedures to patients from Gunnedah and surrounding communities. The theatre provides general, endoscopy, obstetric and dental services, with local practitioners and visiting surgeons coming weekly from Tamworth.

A total of 771 procedures were performed during the past year. The local team prides themselves on delivering an incredibly safe and efficient theatre experience for patients.

Emergency Department

The emergency department saw a total of 8615 presentations during FY 17/18 at an average 23.6 presentation per day. Medical staffing of the ED continues to be a blended model of local General Practitioner Visiting Medical Officers and locums. This strategy is working well to meet the needs of the community, while at the same time managing workload levels for our local GPs.

Community Health Highlights

Gunnedah Community Health offers a range of nursing and allied health services, both in the home and within our facility. Throughout the year, we have had many achievements- both big and small - that are a credit to the staff working individually and as a team.

NSW Adolescent Vaccination Program

In 2018, we once again achieved great results in our school-based vaccination program. The program saw the vaccination of boys and girls in Year 7, who received Gardisal 9 (2 doses) for human papillomavirus and Boostrix for diphtheria, tetanus and pertussis. Our local Year 10 students were given Menactra to prevent meningococcal.

There are three high schools in Gunnedah and each school held three clinics. There was also a follow-up clinic held at Community Health. In total, 89 per cent of Year 7 students and 81 per cent of Year 10 students were vaccinated. The clinics are a team effort and this great result is a credit to the staff. They all come together to make these clinics happen and the results reflect this.

Pressure Injury Point Prevalence Survey

In November, Community Health was once again part of the annual New South Wales Pressure Injury Point Prevalence Survey. The aims of the survey are to:

- Identify pressure injury prevalence within the organisation
- Identify core pressure injury prevention practices
- Determine the severity and anatomical location of identified pressure injuries
- Provide data for benchmarking between organisations.

This survey identified that 100 per cent of clients had access to pressure relieving devices and had images taken. Wound assessments were current, comprehensive skin assessments and risk assessments were documented and all pressure injuries surveyed had an incident report attended. This was an excellent result and for our community nurses and Allied Health staff that manage clients with pressure injuries.

Our Medical Leaders

Over the past year, the Gunnedah Health Service has been fortunate enough to have the continued support of three GP practices: Northwest Family Medical, Barber Street Medical Practice and Mackellar Care. These practices have been invaluable in meeting the healthcare needs of the community.

Throughout 2018, emergency, inpatient, theatre and obstetric services were provided by:

Dr R Parsons, Dr Anwari, Dr Rodrigues, Dr Law, Dr Rankmore, Dr Chan, Dr Kelly, Dr Gittoes, Dr Hodges, Dr Adams, Dr Bartos, Dr McKeon.

The health service also receives support from a number of visiting doctors. In addition, Gunnedah is fortunate to have a number of proceduralist GPs in town, who provide services to the hospital. By having access to GPs who can provide anesthetic and obstetric speciality services, the health service can continue to provide maternity and surgical services to residents of Gunnedah in their local community.

In the Spotlight

Healthy Kids Bus Stop

In September 2018, the Healthy Kids Bus Stop (HKBS) came to Gunnedah and the Community Health team played an integral

part in this going ahead. The HKBS is an initiative of Royal Far West, that travels to selected rural and remote communities that have identified a need to offer a comprehensive health check and pathway to care for three to five year-olds.

The bus stopped in town for three days and 64 children were screened by a team of specialist nursing and allied health clinicians from the Hunter New England Local Health District and Royal Far West. Of these children, 69 per cent were male, 31 per cent were female and 45 percent of children identified as Aboriginal or Torres Strait Islander.

The children were given a 'passport' when they arrived at the Town Hall and made their way through the various stations, which included speech therapy, oral health, hearing, vision screening, child and family health, occupational therapy and dietetic services. By the time the bus left Gunnedah, 55 children were identified for referral to further assessment and therapy, with 133 referrals made in total.

The majority of referrals were for oral health, audiometry and speech pathology. The feedback from the parents about the Healthy Kids Bus Stop was largely positive, with many families describing it as a "great service" and expressing how happy they were to access all the services in one place.



8,132

patients presented at our emergency department



87.5%

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



15,472

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



171

Babies were born



92

Day only surgical procedure were performed



100%

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



100%

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



96%

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



65.72

Full-time equivalent staff



\$12,638

Expenditure budget[^]

Feedback & Acknowledgements

Acknowledgements

The management team at Gunnedah Health Service would like to acknowledge the support, contribution and hard work of:

- The members of the Gunnedah Health Committee
- The Gunnedah and United Hospital Auxiliary
- The volunteers of Gunnedah Health Service
- The members of PRAMS
- The nursing, allied health, administration, cleaning, catering and maintenance staff of Gunnedah Health Service
- The General Practitioners of the Gunnedah area

Feedback

If you would like to provide feedback regarding our health service please contact the Health Service Manager, Gillian Eccleston, using the contact details listed below.

Address

Postal: PO Box 243, Gunnedah NSW 2380

Street: Marquis St, Gunnedah NSW 2380

Main contact number/s

Hospital

- Telephone: (02) 6741 8000
- Fax: (02) 6740 2881