



## 2018 Raymond Terrace Local Health Report

### Acknowledgement of Country

Raymond Terrace Health Centre is located in Worimi country. We pay our respects to the elders past, present and emerging. We pledge our commitment to closing the gap between the health status of Aboriginal and non-Aboriginal people in our local area.



*Totem handprint art by Hunter River High School Students as part of Koori Youth Health Workshop 2017.*



### Year at a Glance

Raymond Terrace Health Centre strives to provide compassionate care for the local community with a focus on excellence - providing the right care close to home for every patient, every time. This year we have continued our focus of supporting our local hospitals through community follow-up post discharge and hosting outpatient clinics including

antenatal, paediatrician and viral hepatitis clinics. We have also been busy with health promotion strategies concentrating this year on healthy children and chronic disease management.

The announcement of another round of HealthOne funding has renewed interest in the HealthOne model of care and the great work that is being conducted by our dedicated clinicians at Raymond Terrace Health Centre. We welcomed a number of health services to our centre to view the facility and discuss new ways to provide integrated care. We were also invited to showcase this work at a HealthOne forum in Sydney. We are now working very closely with Tomaree Community Hospital, Nelson Bay Community Health and the Medical Centre with the commencement of building for another Port Stephens HealthOne on the existing Hospital site. We are very excited about the possibilities that this new facility will bring for Port Stephens residents.

Our health service national standards accreditation was conducted in 2018. This process involved rigorous assessment against a number of key areas of service provision. We are pleased to report that we achieved full accreditation against these standards.

In 2018, our facility underwent major maintenance works, we thank you for your patience while this important work was completed. We are planning minor works to the car parking area in 2019 to improve safety and access for the community and hope that these works will be much less disruptive.

This report is a great opportunity for our service to reflect on some of our achievements over the past year. We encourage you to read on for further information about our services and the initiatives that were provided throughout 2018. We look forward to continuing to service you, our local community in 2019.

Jonathan Holt  
Acting General Manager  
Community and Aged Care Services - Greater Newcastle Sector

## Our Health Committee

The Local Health Committee works with the local Health Service Manager and key community partners. The health committee represents the local community on matters relating to health and health service delivery, with the aim of ensuring the health needs of the community are defined, information is readily available and a community perspective is provided to ensure effective delivery of health services.

Port Stephens West Local Health Committee meet bi-monthly with Port Stephens East Local Health Committee via teleconference link between the sites.

Current Port Stephens West Local Health Committee Members are:

- Peter Francis (Chairperson)
- Glenys Francis
- Geoff Dingle
- Bruce Townsend
- Nadia Pedri
- Di Ball
- John Chambers
- Jenny Battrick



*Peter Francis, Bruce Townsend and Glenys Francis at the Koori Youth Health Workshop*



*John Chambers at the Koori Youth Health Workshop*

## Our Health Service



The Raymond Terrace Health Centre provides quality integrated primary and community health services from one location at 4 Jacaranda Ave, Raymond Terrace.

A range of public and private services operate from the centre to offer the people of Raymond Terrace and surrounding areas more of the health services they need in the one location and closer to home.

For more information about eligibility criteria and referrals please contact the services directly via the telephone numbers given below.

The establishment of the Raymond Terrace Health Centre was jointly funded by the Commonwealth and State Governments under the GP Super Clinic and HealthOne programs.

### General Telephone

(02) 4983 0800

### Opening Hours

Weekdays: 8:00 am to 5:30 pm  
Saturdays: 8:30 am to 10.30am

### Address

4 Jacaranda Avenue, Raymond Terrace NSW 2324

### HUNTER NEW ENGLAND HEALTH SERVICES

#### Aged Care Assessment Team (ACAT)

- Referrals: Anyone can make a referral
- 4924 2590 (\*RIC)

#### Birra Li Aboriginal Maternal and Child Health Service

- Referrals: Anyone can make a referral
- 4016 4900

#### Cardio-Pulmonary Rehabilitation Unit (CPRU)

- Referrals: Anyone can make a referral, or a Medical Specialist
- Information: 4016 4685
- Referral: 4924 2590 (\*RIC)

Child and Family Health Nursing Services, Child and Family Health Nursing Clinic, Immunisation Clinic, Lactation Clinic, Audiometry Clinic, Parent Groups

- Referrals: GP, Teachers, Counsellors, Parents can make a referral

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• 4923 6920</li> </ul>   | <ul style="list-style-type: none"> <li>• 4921 3600</li> </ul>   |
| Children and Adolescent Mental Health Services (CAMHS)  | Oral Health (Dental)  |
| <ul style="list-style-type: none"> <li>• Referrals: Health or Educational Professionals</li> <li>• Referrals: 1800 011 511</li> <li>• Enquiries: 4925 7800</li> </ul> | <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 1300 651 625</li> </ul>                                 |
| Community Nursing   | Paediatrician (General) Clinic Maitland   |
| <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 4924 2590 (*RIC)</li> </ul>   | <ul style="list-style-type: none"> <li>• Referrals: Health Professionals can make a referral</li> <li>• 4939 2155</li> </ul>                      |
| Community Physiotherapy (Adult)   | NSW Health Pathology  |
| <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 4924 2590 (*RIC)</li> </ul>   | <ul style="list-style-type: none"> <li>• Referrals: Health Professionals can make a referral</li> <li>• 1800 801 501</li> </ul>                   |
| Diabetes Service  | Podiatry  |
| <ul style="list-style-type: none"> <li>• Referrals: Health Professional</li> <li>• 4016 4666</li> </ul>   | <ul style="list-style-type: none"> <li>• Referrals: Health Professionals can make a referral</li> <li>• 4924 2590 (*RIC)</li> </ul>               |
| Dialysis Unit – Raymond Terrace   | Sexual Assault Counselling  |
| <ul style="list-style-type: none"> <li>• Referrals: Nephrologist</li> <li>• 4983 0864</li> </ul>  | <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 4924 2590 (*RIC)</li> </ul>                             |
| Dietetics (General adult)   | Speech Pathology Services - Children only   |
| <ul style="list-style-type: none"> <li>• Referrals: GP and Health Professionals</li> <li>• 4924 2590 (*RIC)</li> </ul>  | <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 4924 2590 (*RIC)</li> </ul>                             |
| Dietetics (Port Stephens Home and Community Care)   | StEPS Vision Screening for 4 year olds  |
| <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 4931 2000</li> </ul>  | <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 6538 5071</li> </ul>                                    |
| Drug and Alcohol Clinical Services  | *RIC = Referral and Information Centre  |
| <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 1300 660 059</li> </ul>   | <b>Private Services</b>   |
| Falls – Stepping On Falls Prevention Program  | Broadmeadow Physiotherapy   |
| <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 4924 2590 (*RIC) Or 4016 4851</li> </ul>                                    | <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 4957 9800</li> </ul>                                    |
| Geriatric Medicine Outpatient Clinic  | Exercise Physiology (Hunter Rehabilitation & Health)  |
| <ul style="list-style-type: none"> <li>• Referrals: GPs can make a referral</li> <li>• 4924 6546</li> </ul>   | <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 0420 204 852</li> </ul>                                 |
| Infant Hearing Screening (SWISH)  | Hearing Life - Adult Hearing Services   |
| <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 4921 3555</li> </ul>  | <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 1300 134 097 or 4929 1989</li> </ul>                    |
| Liver Clinic  | Port Stephens Podiatry  |
| <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 4921 4789 or 0409 659 849 or 0438 513 255</li> </ul>                        | <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 4952 6910</li> </ul>                                    |
| Mental Health Services  | Raymond Terrace Family Practice (GPs)   |
| <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 1800 011 511</li> </ul>   | <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 4983 0900</li> </ul>                                    |
| Midwifery Clinic (Ante-Natal)   | Sharon McDermott (Clinical Psychologist)  |
| <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> </ul>   | <ul style="list-style-type: none"> <li>• Referrals: Anyone can make a referral</li> <li>• 0412 400 655 (preferred number) or 4956 3358</li> </ul> |
|   | HealthOne Karuah is a satellite site to the Raymond Terrace Health Centre. The facility includes leased space for a private                       |

general practice and private allied health and pathology services. Hunter New England Health Services also utilise the rooms as required.



| Name of Service                         | Who should I call for more information? |
|---|---|
| Karuah Medical Centre                   | Telephone 4997 5510                     |
| Lavery Pathology                        | Telephone 4997 5510                     |
| Lifeline                                | Telephone 4940 2000                     |
| Paediatrician (General) Clinic Maitland | Telephone 4939 2155                     |

the ways that we engage this community is through workshops with students from Hunter River High School. This year we held workshops in November with Year 7 students. The students spent the morning rotating between the following health promotion pit stop stations:

- Oral Health - Focussing on sugar content of drinks and education on best care of mouth and teeth
- Hunter Primary Care - Chronic Disease Prevention education
- Headspace - Youth Mental Health
- Healthy Black and Deadly - Education regarding the impact of alcohol and drugs.

The pit stop stations were followed by a session on healthy eating conducted by the Heart Foundation and our health centre dietician. The students prepared their own chicken and vegetable kebabs that were cooked on the BBQ for lunch. We finished the day with an art session with each student painting a boomerang for display in the centre.

## Partnering with Our Community

### Car park improvements



At Raymond Terrace Health Centre we not only listen to your feedback, we take action!

We have recently commenced car parking improvements following feedback from the community and staff who access the centre. The feedback included concerns about the visibility of concrete edges and bollards, narrow entry into the car park, and difficulties parking. As a result we have commenced the following changes:

- painting of edges and bollards in yellow
- re-painting of lines and drop off zone
- painting of directional arrows for one way traffic.

In the near future, we are hoping to introduce one direction of flow through the car park. This will result in the current Jacaranda Street entry and exit becoming entry only. We will then direct the traffic to exit via the Swan Street driveway.

We value your feedback - please let us know your thoughts on this proposal.

### Koori Youth Health Workshop

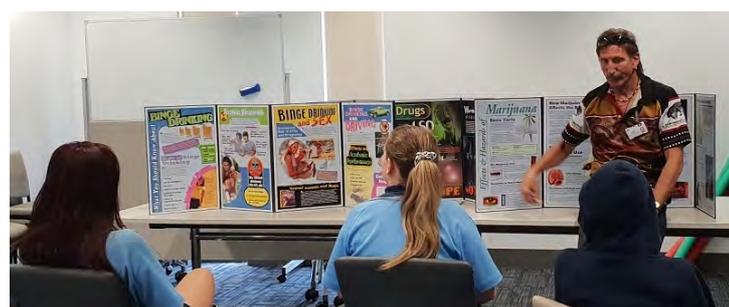
Improving the health status of the local Aboriginal community is a high priority for Raymond Terrace Health Centre. One of



*Beer Goggle Obstacle Course*



*Oral Health Education Session*



*Drug and Alcohol Education*

This workshop was enjoyed by all, with positive evaluations received from the students and staff. We would like to thank the Raymond Terrace Lions Club who very generously donated USB sticks for every student who attended the workshop, and for their time and expertise cooking the BBQ lunch. We would also like to thank Richard Crookes Constructions who donated the ingredients for the healthy eating pit stop.

# Hunter New England Local Health District



## Highlights

### Karuah School Screening Initiative

Decreased hearing affects a child's ability to engage in schooling and can impact on the development of speech and language for young children. We often see behavioural problems in older children if the hearing impairment is ongoing.

Good oral health is also important. A healthy mouth enables people to eat, speak and socialise without pain, discomfort or embarrassment. Poor oral health habits in children can result in restriction of children's participation in schooling and can impact on their socialisation and self confidence.

Raymond Terrace Health Centre partnered with Hunter Primary Care to provide a series of oral health and audiometry screening days for students at Karuah Primary School. The aim was to identify any possible hearing or oral health conditions for this student group so that treatment could be commenced early and possible long term implications avoided.

The workshops were a large success with a higher than expected number of students identified as requiring a follow up hearing assessment. We received positive feedback from the groups, especially the group who were treated to a session of traditional games led by our Aboriginal Health Unit - thank you Lucy and Jade!



*Back (from left to right): Colleen Grace (Nurse Co-coordinator), Robert 'Bob' Steinbeck, Michael Harvey, Matthew Kolasinski (Exercise Physiologist)*

*Front (from left to right): Judith 'Judy' Camm, Robyn Jacobs, Raymond 'Ray' Lyons, Francis 'Frank' Merrick showing their Christmas cheer!*



## Community Health Highlights

### Raymond Terrace Cardiopulmonary Rehabilitation Program

Cardiopulmonary rehabilitation has traditionally been provided for residents of Raymond Terrace and surrounds from the Newcastle or Nelson Bay community health centres. In 2018, the unit received an increase in referrals from the Raymond Terrace area and as a result has opened the program in the Raymond Terrace Health Centre gym.

The Cardiopulmonary Rehabilitation Unit (CPRU) provides two evidenced based exercise and education groups, both cardiac and respiratory, twice a week. The team offers an initial comprehensive nursing assessment which is supported by a multidisciplinary allied health team consisting of; physiotherapy, occupational therapy, dietetics, and exercise physiology. Group exercise occurs twice per week for 90 minutes with an evidence-based exercise prescription for six to eight weeks depending on the needs of the client and their ability to safely self-manage their condition.



Education sessions are also offered to the groups to focus on aspects of symptom management, medications, energy conservation, eating for health, emotional recovery and adjustment and managing exercise at home. All clients are supported with a home exercise program and integrated into the many available community services on discharge. Follow

up by the CPRU team is available if required. Clients who are unable to access the program on site can be supported in their own homes by the team with a home exercise program prescribed.

Clients who have completed the program have thoroughly enjoyed themselves and experienced the many benefits. Rehabilitation is client centred and adjusted for each participant to ensure clients goals are met, optimal health outcomes are achieved, quality of life and function is improved and patients stay out of hospital and keep well and independent within their own homes with their family and carers.

## Our Medical Leaders

### Geriatrician Clinic

This year Raymond Terrace Health Centre has been able to provide two clinics a week run by a visiting geriatricians from Community and Aged Care Services-Greater Newcastle Sector, Department of Geriatric Medicine.

Dr Asanka Withanage attends each Wednesday and Dr Kay Khiang every Thursday. Geriatricians mainly see clients over 65 years of age and focus on treating and preventing diseases of the elderly. Occasionally they will see clients under 65 years of age who have been diagnosed with early onset dementia. Some of the areas they are able to assist with are the diagnosis, treatment and management of dementia, improvement of mobility and falls prevention, nutrition, incontinence and assisting the client and their carer with making decisions about their social world so that the client can live in the community in the safest and most supported environment available to them.

A referral is required from a general practitioner, who will fax it to the Department of Geriatric Medicine. Once referrals have been received they are reviewed and you will be contacted with an appointment date and time. This will be followed up by a confirmation letter in the mail, which will include contact details for the service if you need to cancel and reschedule an appointment.

### Paediatrician Outpatient Clinic

Raymond Terrace Health Centre was very fortunate this year to have had the services of two general paediatricians from John Hunter Children's Hospital in Newcastle.

Dr Marea Murray - currently runs an outpatient clinic on the first and third Monday of each month and Dr Christopher Vedeler - currently runs a clinic on the second and fourth Monday of each month.

Both paediatricians manage common childhood concerns for children aged 0-18 years of age, with a large number of children being seen for behavioural issues. All their services are bulk billed under Medicare.

To access these clinics a referral from a general practitioner is required outlining in detail the reasons for an assessment. The general practitioner will fax the referral through so a specialist

can review the referral and determine an appointment in line with the clinical need. A letter will be sent advising of acceptance onto the waitlist and to expect a further letter once an appointment has been allocated.

### Liver Clinic

Dr Stephen Bollipo, a visiting gastroenterologist from John Hunter Hospital, attended the Raymond Terrace Health Centre in 2018 for outpatient clinics. The clinics on the fourth Wednesday of every month were for clients with viral hepatitis and liver conditions.

Dr Bollipo was supported by a registered nurse, clinical nurse specialist and social worker. A member of this team has been available each Wednesday at Raymond Terrace Health Centre to provide a comprehensive nursing/social worker support service for clients who are patients of Dr Bollipo.

Unfortunately no walk in appointments are able to be catered for in these clinics.

All referrals to this service require a letter from a general practitioner. The referrals are reviewed by a clinician, who will determine how quickly an appointment will be allocated. A letter is sent in the mail detailing the appointment date and time. The letter will also provide details of who to contact if you need to cancel this appointment time and reschedule.

## In the Spotlight

### Speech Pathology Student Unit Outreach Program



#### *Students Practising Following Directions During a Craft Activity*

Clinical Educators from Community Health Services Speech Pathology Team, along with second year Speech Pathology students from the University of Newcastle, attended Irawang Preschool on a regular basis throughout 2018. This was to deliver speech and language intervention to preschool children who are starting Kindergarten in 2019.

Research has shown that children with poor communication skills are at risk of poor literacy development and low academic success. Children develop communication skills at an amazing rate in the first five years of life. By the time children start school, they should be able to follow directions and understand questions (receptive language), tell stories using long sentences and difficult words (expressive language) and use correct sounds so they are easily understood (speech). Therefore, early

intervention for speech and language disorders is important to increase the likelihood of academic success in school years.

A number of the students at Irrawang Preschool were identified as having a communication difficulty. By collaborating with local early intervention services, the Speech Pathology Student Unit Outreach Program has provided a service to clients who have not accessed our service, while also creating opportunity for health promotion.

Feedback from parents of preschool children who received individual intervention indicated an increased awareness of free local health services, with 66% of parents now considering referring their child to Community Health Services Speech Pathology Service.

The program has been successful and will continue to run at Irrawang Preschool throughout 2019.



## Children, Young People and Families

- Ashleigh Gallimore, Community Speech Pathology - Raymond Terrace Health Centre

To provide feedback on this report or for more information about the Port Stephens West Local Health Committee, topics covered in this report or local health services, please contact:

Melissa Crain

Site Manager / Clinical Integration Coordinator

Raymond Terrace Health Centre and HealthOne Karuah

Phone: (02) 4983 0800

Email: [melissa.crain@hnehealth.nsw.gov.au](mailto:melissa.crain@hnehealth.nsw.gov.au)

## Feedback & Acknowledgement

Thank you to all the members of the Port Stephens West Local Health Committee and the Health Service Managers for their support of the committee and their contributions to local health promotion over the past year. They include:

### Committee Members:

- Peter Francis
- Glenys Francis
- Bruce Townsend
- Nadia Pedri
- Dianne Ball
- John Chambers
- Jenny Battrick
- Gillian Probert
- Helen Kendall
- Jonathan Holt
- Melissa Crain

### Others:

- Raymond Terrace Health Centre staff and managers
- Raymond Terrace Family Practice
- The community of Port Stephens West

Thank you to the Hunter New England Health clinicians and managers who contributed to this report:

### Community and Aged Care Services - Greater Newcastle Sector

- Yvette Chapman - Service Manager, Cardiopulmonary Rehabilitation Unit
- Matthew Kolasinski and Colleen Grace, Cardiopulmonary Rehabilitation Program
- Rebecca Moane, Raymond Terrace Health Centre