



2018 Murrurundi 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.



Staff celebrating sepsis day

Year at a Glance

Planning for the redevelopment of Murrurundi Health Service continued apace, which is cause for great excitement.

Design and consultation meetings continued to happen in Murrurundi. Consultation has included a variety of staff user groups as well as with our community.

Murrurundi Health Service celebrated many achievements in 2018 and hosted events to focus and raise awareness among staff and the community of important health improvement and prevention topics such as falls prevention, sepsis (or blood poisoning) and blood clots.



Staff celebrating the launch of the new work health and safety logo

New mental health service

Telehealth services also gained a boost with the introduction of a new service that will make things a little easier for people needing urgent mental health assessment.

The service is known as the Northern Mental Health Emergency Care - Rural Access Program (NMHEC-RAP). The name is a bit of a mouthful, the aim is simple - to provide access to fast and reliable mental health assessments for people using smaller rural and remote facilities within Hunter New England Health.

The service is for people who come to the local emergency department with urgent health needs, and provides a safe and confidential space for professional consultation.

Patients and staff use a newly installed telehealth monitor to talk with a specialised mental health team. It means people who need our care can get the advice and support they need much quicker. They can also get that initial specialised care locally, and at times can negate the need for them to travel.

New doctor

We also welcomed Dr Luqman Nasar as the visiting medical officer for Wilson Memorial Hospital. Dr Nasar also provides a GP service from the hospital building on Mondays, Wednesdays and Fridays.

Ongoing Auxiliary support

We are very grateful for the ongoing support and donations from our wonderful hospital Auxiliary, which continues to provide equipment and support to the hospital through their tireless fundraising.



Hospital Auxiliary Members L to R Bev Tuckwell, Bev Schubert, Di McLoughlin, Shirley Schumaker and Lorraine Whyte seated



Members of the local community attending the Mental Health and Suicide prevention workshop

An advance care planning information morning was also held earlier this year and the guest speaker was Kim Riley who worked with the Acute to Aged Related Care Services (AARCS). The organisation carries out comprehensive aged care assessments to assist with discharge planning for elderly patients with complex care needs. Advanced care planning enables Australians to make the best choices for their life and health care. The discussion included topics such as Power of Attorney and Enduring guardianship information.

Former committee Chair Rodney Swansborough also attended a forum where he delivered our previous Local Health Report to members of the community.



Previous Chair, Rodney Swansborough presenting the local Health Report to councillor Lee Watts at the Murrurundi Leadership forum

Our Health Committee

Murrurundi Health Committee meets bi-monthly on the second Wednesday of the month.

Over the year we have run or been involved with a number of initiatives to help promote and support health and wellbeing in our community.

The committee, in partnership with Murrurundi CWA (Country Women's Association) and the Rural Advisory Mental Health Program, held a mental health and suicide prevention workshop in March. The mental health program is a statewide initiative funded by the NSW Ministry of Health that links rural people to the help they need.

Future development of a new health facility continues to be a key focus for our committee. The committee is actively engaged in the planning of the redevelopment.

Our priorities for the coming year include:

- Improved communication with the community
- Building relationships with external providers, and
- Community health promotions

Our Members



L to R, Rodney Swansborough, Heather Ranclaud, Cate Hollis (HSM) Dinah Norton (Chair) and Sandy Archibald. Absent: Wendy Jackson, Charmaine Wilson and Donna Hopkins

Chair: Dinah Norton has lived in Murrurundi all her life and has a strong connection to Murrurundi and Upper Hunter Shire Council.

Dinah's personal and professional background have allowed her to develop good networking skills. She is actively involved with the Lions Club of Murrurundi, Murrurundi Meals on Wheels Inc. and the Murrurundi Community Leaders Forum.

Dinah has a keen interest in the health and wellbeing of our community. She joined the Murrurundi Health Committee in 2016 and is looking forward to continuing to help ensure the effective promotion and delivery of quality health services in our community.

Rodney Swansborough is a professional artist and secondary school teacher who holds executive positions on several community groups. He is chair of Murravale Aged Care Facility in Murrurundi and chair of the Murrurundi Community Leaders forum. Rodney is a former Chair of the Murrurundi Health Committee.

Heather Ranclaud has served on the committee for more than 10 years. Heather is the Community Services Officer with Upper Hunter Shire Council and works from its Murrurundi office. She has a rural background, operating a mixed farm at Willow Tree. She also holds a Bachelor of Nursing and a Certificate IV in youth work.

Wendy Jackson has served on the Murrurundi Health Committee for the past four years. Wendy is a retired school teacher and is a priest in the Anglican Church.

Sandy Archibald joined the committee in 2013. Sandy is a local farmer who is involved in many community committees and is held in high regard in the community. Sandy is passionate about the local area and its future.

Donna Hopkins is the the Director/Teacher at Murrurundi Preschool, and has worked in in various roles in early childhood for the past 23 years.

Donna is passionate about her work and the younger generation of Murrurundi and believes being on the Murrurundi Health Committee can help to further support local children and families.

Donna has volunteered her time on various committees supporting youth and the communities in which she has lived, including volunteering roles with in the Scouting organisation including Joey, Cub leader and Group leader.

Cate Hollis has been the Murrurundi Health Service Manager since August 2014. Cate has extensive experience in nursing in rural communities and within the Hunter Valley Sector of Hunter New England Health.

Charmaine Wilson is the staff representative on the committee. Charmaine has worked as part of the team at Murrurundi for the past 28 years. Charmaine has lived in the Murrurundi community all of her life. She loves to cook and has received many accolades at the hospital regarding her culinary skills.

Our Health Service

Murrurundi Health Service comprises Wilson Memorial Hospital as well as community health services.



Wilson Memorial Community Hospital

Wilson Memorial Hospital is an 18-bed hospital servicing the Murrurundi district of the Upper Hunter. It has a 24-hour emergency department and provides acute, medical, post-surgical, long stay, and palliative care.

We offer a wide range of community health services to the community. Community health support services are provided by Upper Hunter Community Health, which also provides services to the communities of Scone, Merriwa, Muswellbrook and Denman. Services include:

- Aged care assessment and dementia support
- Community nursing including early childhood, audiometry and palliative care.
- Diet and nutrition

- Occupational therapy
- Foot care
- Health education and promotion
- Social work services
- Speech pathology
- Physiotherapy
- Women's health

Hours of Operation

The hospital operates 24 hours per day, seven days per week.

Community Health operates from 8.30am to 4.30pm, Monday to Friday. Appointments for community health support services can be made by phoning community health reception at Muswellbrook on 6542 2050.

Visiting hours: Visiting hours to inpatient wards are from 8am to 8pm. Please check with staff prior to entering patient wards.

Parking: Free parking is available in the public car park inside the hospital grounds to the left of the main hospital. Entry to the car park is from O'Connell Street.

Disability access: Disability parking is located to the east of the main building in the hospital grounds and is clearly marked. Disability entry is via the main entrance.

Contact details

Address

PO Box 8, Murrurundi NSW, 2338; or Corner Paradise Road and O'Connell Street, Murrurundi NSW 2338.

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

Wilson Memorial Hospital: Phone 6546 9000

Upper Hunter Community Health: Phone 6542 2050

Auxiliary services

There is an active United Hospital Auxiliary which meets on the first Tuesday of each month from 1.30pm to 3pm in the hospital meeting room.

Relative Accommodation

Limited accommodation is available to families of palliative care patients.

Equipment purchased by the Auxiliary includes a hand-held scanner for our emergency department that allows for veins to be easily identified. This assists our nurses to provide accurate access to veins for taking blood or inserting an intravenous line. It means more timely and efficient care, and greater comfort for patients.

Other purchases have included bariatric scales, recliner chairs and televisions for the patient rooms.

Community links

Our local community has great support with volunteers delivering Meals on Wheels to our local aged community members.

We continue to have support of our local allied health professionals through services such as physiotherapy, community health nurses and social workers.

We have a good rapport with Murravale Hostel, which is a privately owned aged care facility in the township. The hospital continually liaises with Murravale to provide best outcomes for our aged community.

Our local clergy visit our hospital each week and visits patients if requested. It is a valued service to the hospital which our patients appreciate.

Partnering with Our Community

Tireless effort from our Auxiliary

The Murrurundi branch of the Hospital Auxiliary consists of six local ladies who work tirelessly to fundraise for our hospital.

They are Bev Tuckwell, Bev Schubert, Di McLoughlin, Shirley Schumaker, Lorraine White and Shirley Threlfo.

During the year they have continued to donate funds for equipment used in all areas of the hospital. The ladies frequently run meat raffles in the town to raise the funds for the hospital.

Highlights

Preventing falls

Preventing patient falls is an important area of healthcare safety and another key priority for us.

Regular Stepping On classes run by physiotherapy and occupational therapy staff run at the hospital is just one way we can prevent falls.

More than one in three people 65 years or older fall at least once a year and evidence shows that balance and strength exercises can help reduce a person's risk of falling and increase the likelihood of them staying independent and active.



Members of the falls group

Stepping On and other strategies don't just help while people are in hospital, they also teach skills and strategies to help our patients, their carers and families prevent falls in their daily lives. Call us to find out more.

Follow up calls to patients

Our nurses phone patients within 24 hours after they leave hospital.

Through follow up phone calls, we are able to identify whether our patients have made follow up appointments with their GP, have understood care and medication instructions given to them when they left hospital.

They also provide patients with an opportunity to give us feedback about their experience during their hospital stay. It is pleasing to see that the majority of our patients compliment all staff and also the food and the cleanliness of our hospital.

REACH out

We also introduced a new patient and family escalation program called REACH.

This means that you or your family are able to raise concerns if you feel your condition or that of your loved one is changing for the worse, and you don't feel staff have listened to your concerns.

The REACH system is easy to use. We encourage you to first raise any concerns directly with your nurse or doctor, but if you remain worried you can request a clinical review. If you feel your concerns are not being listened to, you can make 'a REACH call' to a specified number. Each of our hospitals has a

different REACH number, which is included on a poster that will be visible from your bedside.

If you find yourself in hospital, look for the poster near your bed and ask the nurses looking after you if you have further questions. You can also find more about REACH in the Patients and Public section on the Hunter New England Health website at www.hnehealth.nsw.gov.au.

REACH was one of the main topics of conversation at a Hunter New England Health Community Partnerships Forum in November.

More than 100 people from all across the Hunter and New England region attended the forum, held in Muswellbrook. Participants included community representatives from more than 30 local Health Committees, health service managers, health executives and members of the Local Health District Board. Murrurundi Health Committee was represented by Chairperson, Dinah Norton and Health Service Manager, Cate Hollis.

Hunter New England Local Health District



Community Health Highlights

Hunter Valley Community Health continued to provide generalist and specialist nursing and allied health services to the community of Murrurundi.

Speech pathologists have provided education at playgroup and there are plans for future events with playgroup.

Community health staff are continuing to engage in consultations as Murrurundi plans for the new build.

In the meantime, we are continuing to deliver services as usual for inpatients admitted to the hospital, and to the community either by outreach through Wilson Memorial Hospital, in clients' homes or by accessing specialist services at the Muswellbrook Hospital campus.

Services include

- Generalist nursing services
- Child and family health nursing and support
- Women's health nurse
- Young parent support worker
- Social work
- Sexual assault services
- Speech pathology
- Physiotherapy
- Occupational therapy
- Home modifications and maintenance service
- Muswellbrook Day Centre
- Dementia advisory service
- Audiometry clinic
- Foot care
- Palliative care, and
- Nutrition and dietetics.

Our Medical Leaders

Dr Luqman Nasar joined Wilson Memorial Hospital, Murrurundi in February 2018 as a Visiting Medical Officer (VMO).

Before coming to Murrurundi, Dr Nasar worked as a full-time GP at HealthOne Quirindi and VMO at Quirindi hospital. During 2018, he was also a GP at Walhallow Aboriginal Medical Service.

He started the Family Medical Centre Murrurundi in July 2018 as a solo GP.



Dr Luqman Nasar, GP VMO at Murrurundi

Dr Nasar enjoys his VMO role at Wilson Memorial Hospital, and his roles in family medicine, preventative care, residential care, acute and emergency medicine and palliative care.

Dr Nasar lives in Murrurundi with his wife, Ambreen, and three young children, Humayl, Huzayl and Inaya. His family loves Murrurundi and its nice community and plan to stay on a long-term basis.

Dr Nasar did his initial training in Pakistan. Since moving to Australia he has worked as a GP/VMO in South Australia; at a vascular centre in Perth, where he also worked as an after-hours GP and emergency physician at a suburban hospital.

Dr Nasar won a scholarship to study Master of Public Health from the University of Sydney in 2007, and also holds qualifications in child health and vascular sonography.

In the Spotlight

Redevelopment plans go on display

Planning and consultation for the redevelopment of our hospital are well underway.

The \$10 million project aims to bring the aging infrastructure at the hospital up to modern health standards and allow for the introduction of enhanced models of care.

Based on previous community feedback that the current site should be used for the location of the redevelopment, the project team has presented two concept design options at community information sessions in December. The options are to provide a new facility on the site or refurbish the existing facility.

The \$10 million infrastructure investment into the Murrurundi Health Service will be delivered under NSW Health Infrastructure's Stage 5 Multipurpose Service (MPS) Program.

The MPS program is a NSW Government initiative, which will invest \$300 million into regional health facilities.

Although the scope of the project is currently being finalised, it is envisaged that the new health service building on the site will provide more contemporary health facilities and additional primary and ambulatory care services to meet the community's needs into the future.

Services proposed include:

- Primary and ambulatory care services including consultation rooms, interview rooms and meeting spaces.
- Emergency services including resuscitation and treatment spaces
- Inpatient services including a combination of multi and single inpatient rooms with ensuites
- Support and administration facilities including staff room, toilets, workstation and write up spaces, equipment bays and storage.

The Murrurundi community continues to be involved in the planning through consultation and information sessions and providing feedback.

Meetings have been conducted with the Murrurundi Health Committee, the Hospital Auxiliary as well as drop-in community consultation sessions. Special boxes were left at the hospital and at the local library for community feedback. The feedback boxes have been collected and the data collated.

The redevelopment team has begun meeting with health staff and other key user groups and some exciting discussions have been had.

While the redevelopment is being funded as part of the state-wide MPS Program, local aged care services will continue to be provided separately by Murravale, and the facility will retain the current name of Wilson Memorial Hospital.

To view the redevelopment plans or keep up to date through newsletters and information go to the MPS project website at www.mps.health.nsw.gov.au/Projects/Murrurundi. Frequent updates regarding the redevelopment will be published in the *Links*, Murrurundi's local newsletter.



2,584

patients presented at our emergency department



96.2%

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



117

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



14.5

Full-time equivalent staff



\$2,452

Expenditure budget[^]

Acknowledgements & Feedback

Murrurundi Health Committee would like to thank the following:

- The staff at Wilson Memorial Hospital
- United Hospital Auxiliary
- Our Local clergy
- Murravale Hostel

Feedback

Wilson Memorial Hospital and the Murrurundi Health Committee encourage and welcome community feedback.

Please send your comments or feedback to:

Murrurundi Health Committee
PO Box 8
Murrurundi NSW 2338

Or send an email to Health Service Manager Cate Hollis at
Catherine.Hollis@health.nsw.gov.au