



2018 Werris Creek Local Health Report

## Acknowledgement of Country

We acknowledge the traditional owners and custodians of the land that we live and work on, as the first people of this country and pay our respects to all elders past, present and future for they nurture the knowledge, customs and traditions.

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 great year for the Werris Creek community and Werris Creek Multipurpose Service (MPS) as relationships remain strong with a strong focus on providing safe and quality health care to our patients and residents in accordance with accreditation standards and work health and safety requirements.

Werris Creek MPS have been participating in the 'Living well in an MPS' project, facilitated and supported by Viki Brummel, Network Manager for HNE Health Aged Care and Rehabilitation Services. The project is an initiative of the Agency for Clinical Innovation, and has a strong focus on creating and maintaining an environment for residents that feels as much like home as possible.

Werris Creek participated in the Work Health and Safety Audit this year with positive results and HealthShare maintained their

A rating from the NSW Food Authority with no recommendations.

Our Hospital Auxiliary worked tirelessly to purchase much needed equipment, that enabled the nursing staff to provide care that was safe for the patients, residents and staff. The equipment included pressure injury prevention equipment, falls prevention equipment and electric recliner chairs. We thank the Hospital Auxiliary for their wonderful support.



*L to R Members of the Hospital Auxiliary - Sandie Fletcher, Christine Cunningham, Marie Moore, Yvonne Malloy, Fran Ross, Sharon Jackson and Pauline McCulloch*

## Our Health Committee



The purpose or key role of Local Health Committees within our District, is to provide leadership in the local community, to help

ensure that health services meet the needs of the community and to promote and enhance the health of the community.

The Werris Creek Health Committee meets bi-monthly.

## Committee members

### Mr Keith Moore (Chair)

Keith has 50 years' experience in small business in Werris Creek, and a long standing interest in healthcare. Keith has been actively involved in all aspects of economic and community development of Werris Creek. He was the Chair of the Werris Creek Economic Development Committee and instrumental in establishing the Credit Union in Werris Creek. Keith is a member of the Australian Railway Museum Steering Committee

### Shawn Cain

Shawn is a local tradesman and a member of the Werris Creek Rural Fire Service. He has had a long association with Werris Creek Health Service, and is a strong advocate for maintaining and enhancing health services for the community.

### Dennis Landrigan

Dennis is a community member and healthcare consumer.

### Don O'Rance

Don is a personal carer at Nazareth House Aged Care Facility in Tamworth and a Werris Creek community member. Don brings experience in residential aged care to the committee.

### Barbara Slater

Barbara is a proud Aboriginal woman who is keen to improve connections with the local Aboriginal community through her involvement with the committee.

### Dr Ian Kamerman

Ian is the Director of Northwest Health, provides a GP service to the Werris Creek community and a Visiting Medical Service to the patients and residents of Werris Creek MPS. Ian is also a member of the HNE Health Board.

### Kylie Whitford

Kylie is the Integration and Risk Manager for the Peel Sector

### Robyn Martin

Robyn is the Health Service Manager of Werris Creek MPS.

## Our Health Service



Werris Creek Multipurpose Service provides a range of services, including the following support services:

- Aged care assessment and dementia support
- Short term respite
- Community nursing
- Diet and nutrition
- Occupational therapy
- Podiatry / foot care
- Health education and promotion
- Speech pathology
- Physiotherapy
- Women's Health

## Address

22-34 North St Werris Creek NSW 2341

Main contact number/s

- Telephone: (02) 6768 6600
- Fax: (02) 6768 6685

## Hours of operation

- Werris Creek MPS operates 24 hours per day, seven days a week
- Community Health operates Monday - Friday, 8.30am to 4.30pm

## Visiting hours

Visiting hours are from 8am - 8pm. Visitors are requested to present to reception between the hours of 8.30am - 5pm, Monday - Friday. Outside of these hours, visitors are to present to the after-hours door.

## Auxiliary Services and Volunteers

The MPS has an active hospital Auxiliary which meets every second month. Werris Creek MPS has been lucky enough to receive many donations from Auxiliary fundraising activities over the years.

There is also a large group of volunteers that assist service-wide.

## Relative accommodation

There is no relative accommodation available.

Northwest Health

Northwest Health is located at Werris Creek MPS.

Monday - Friday, 9am - 5pm

- Telephone (02) 6768 3222
- Fax (02) 6768 3244

## Home and Community Care Services

Monday - Friday, 8.30am – 2.30pm

- Telephone/Fax (02) 6768 7505

## Pathology North

Monday – Friday, 8am – 1pm

## Partnering with Our Community

### Wheelchair presentation

On the 31 October 2018, Reg Potter and Steve Moules from the Peel Lodge presented a wheelchair to Werris Creek MPS, following a fundraising effort by members of the Peel Lodge and Masonicare.

The donation was very much appreciated by the staff and will be of great benefit for residents and their families when they go on outings and to appointments.



*L to R Liverpool Plains Shire Deputy Mayor Paul Moules, Sally Moules, Vanessa Murphy, Reg Potter, Robyn Martin, Dot McGregor, Steve Moules, Julie Wadwell and Deley Underwood (seated).*

## Annual HACC holiday

This year the Liverpool Plains Council HACC and Werriston Day Care Centre combined annual holiday was to Port Macquarie from 22-25 October. Clients stayed at the Water's Edge Motel which was very central to everything.

A great time was had by all and the group visited the following sites:

- Douglas Vale Historic Homestead and Vineyard
- Riccardo's Tomatoes & Strawberries
- The Koala Hospital
- Sea Acres Rainforest Centre

A Sunset Cruise on the river with cheese and wine was a highlight, and on the way home there was a stop at the Abundance Lifestyle and Garden Centre for morning tea.

This trip was a huge success and all clients agreed that it provided something for everybody.

A big thank you goes to the volunteers who make this holiday for our clients possible.



*L to R: Heather Gray, Lorraine Woofs, Audrey Smith, Yvonne Woods and Judy Bell.*

# Hunter New England Local Health District



## Highlights

### Garden upgrade



Werris Creek MPS was very fortunate to be allocated money this year for the upgrade of the gardens. The security walking area has been given a facelift to make it more appealing and stimulating.

Dennis Riley and Yvonne Woods have done a great job in designing and bringing this area to life. The residents are now using the area and enjoy spending time outside.

### Biggest Morning Tea



*Betty O'Connell and Fay Cox - Werris Creek MPS residents*

In May, the residents of Werris Creek MPS held the Biggest Morning Tea to raise money to support the Cancer Council. The residents have all been actively involved in community work and fundraising within the local area for many years and events like this allow them to still feel like valued members of the local community.

In the lead up to the day, meetings were held to decide what was required and allocate tasks. The day before the event, a large group assembled to cook up some slices for the event.

Family, friends and the Werriston Community Centre were invited to join the residents on the day.

The morning was a huge success and everyone had a great time catching up with family and friends. The residents raised

\$550 from the morning tea and are already talking about next year's event.

### Christmas 2018

Each year the Werris Creek MPS Hospital Auxiliary hold a Christmas party for the residents and their families. The Signal Singers help get everyone in the spirit by singing a variety of Christmas carols and songs.

This year the party was held on Friday 7 December. The ladies of the Hospital Auxiliary spend a great deal of time decorating and preparing for the day as well as entertaining the patients and residents.

We thank the ladies of the Hospital Auxiliary for their time and effort. The residents, patients, families, friends and staff greatly appreciate all the ladies do for us.

We also had an additional christmas celebration this year- an afternoon tea garden party on Saturday 9 December, for families and friends who work during the week.

This was organised by our Diversional Therapist Erika Keeys, who works tirelessly to ensure that our residents are participating in and enjoying a variety of recreational activities. The afternoon tea was well supported and a great time was had by all.



### Mother's Day

This year, Mother's Day was very special, as we only had female residents at the time. The ladies had a full week of pampering with hand massages, nail painting, aromatherapy and relaxation.

At the end of the week a morning tea was held. The staff assisted the ladies to look their best with make up sessions and particular attention to outfit selections. Everyone enjoyed the morning tea and each had a photo taken to remember the occasion.



*Shirley Young*



*Nancy Turner*



*Amy Ryan*

## Community Health Highlights

The Werris Creek Community Health team works collaboratively to provide the best health outcomes for the Werris Creek community. Werris Creek MPS provides a range of community health services, both locally and through outreach from larger centres such as Quirindi and Tamworth.

These include:

- Aboriginal liaison officer services
- Aboriginal Maternal Health Strategy midwife and Aboriginal health education officer
- Aboriginal diabetes clinic – monthly
- Cardiac rehabilitation nurse
- Child and Family Health nurse
- Community Nursing, Monday – Friday
- Continence advisor – monthly
- Werriston Community Centre – Monday, Wednesday, Thursday
- Dietitian – monthly
- Occupational therapy
- Physiotherapy
- Respiratory education
- Speech pathology
- Women's Health – monthly

2018 has seen the recommencement of Child and Family Health clinics at Werris Creek. This provides an invaluable service to the local young mothers and promotes the health and wellbeing of our precious infants and children.

## Our Medical Leaders

Werris Creek has two GP practices- Northwest Health and Werris Creek Health Centre, providing invaluable care and support to the Werris Creek Community

### Northwest Health

Northwest Health is co-located at the MPS and offers a range of services from General Practitioners to Allied Health Professionals.

Three general practitioners from Northwest Health provide an inpatient service to our patients and residents; Dr Ian Kamerman, Dr Masoud Moghaddam and Vasuki Annalamai.

### Werris Creek Health Centre

Werris Creek Health Centre is located on Single Street, and offers a comprehensive service. Two general practitioners provide an inpatient service to our patients and residents; Dr Paul Saad and Dr Alphonsus Amalakumar.

Werris Creek MPS is very fortunate to have dedicated, caring and supportive GPs caring for our patients and residents.



*Residents: Shirley Young and Fay Cox*

## In the Spotlight

### Christmas Troop Care Packages

This will be our second year making care packages for our troops overseas. Most of our residents have family members who have served in the armed forces, so this is a cause very close to their hearts. They enjoy sorting the items which are kindly donated by family, friends and staff. There were great conversations with many stories to tell, about family and friends who have served.

Last year, the residents received thank you letters from those who received the care packages. They loved hearing where their packages ended up and where in Australia the recipient was from.

Having just posted this years packages, the residents are eagerly waiting to hear where these have gone.



153

patients presented at our emergency department



98%

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



2,205

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



N/A

babies were born



N/A

Day only surgical procedures were performed



N/A

of Category A patients received their elective surgery within the 30 day timeframe<sup>1</sup>



N/A

of Category B patients received their elective surgery within the 90 day timeframe<sup>1</sup>



N/A

of Category C patients received their elective surgery within the 365 day timeframe<sup>1</sup>



19.8

Full-time equivalent staff



\$3,185

Expenditure budget<sup>2</sup>



## Feedback & Acknowledgements

As we reflect on the activities and achievements of 2018, it gives us an opportunity to acknowledge and congratulate Werris Creek MPS staff, who continue and strive to provide excellence in care to *every* patient and resident, *every* time.

Along with a motivated Local Health Committee and hospital Auxiliary, Werris Creek MPS also has a dedicated team of volunteers, who continue to support the health service with financial donations and who generously give their time and energy.

We would like to acknowledge the following individuals and committees who have contributed to compiling this report:

- Werris Creek Local Health Committee
- Werris Creek United Hospital Auxiliary
- Werriston Community Centre Volunteers
- Liverpool Shire Council Home and Community Care staff and volunteers
- All the Werris Creek MPS staff

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

Werris Creek Health Committee  
22-34 North Street  
Werris Creek NSW 2341

Or send an email to:

[Robyn.martin@hnehealth.nsw.gov.au](mailto:Robyn.martin@hnehealth.nsw.gov.au)