Thanks to a generous donation of $100,344 from the Nambour General Hospital (NGH) Auxiliary, NGH is preparing itself to boost elective orthopaedic and general surgery.

The donation has allowed for the purchase of a C-arm Imaging Scanner Intensifier. Mark Adcock, Nursing Service Director, SCHHS, said the equipment is used primarily for intraoperative imaging during surgical procedures.

“The C-arm allows for more precise information at the time of operation, instead of waiting until the post-operative period to take images,” Mr Adcock said.

“This allows for better surgery outcomes for our patients and greatly reduces the need to return to the operating theatre.

“It isn’t new technology but it is essential if we want to remain at the forefront of orthopaedics. We’re so grateful to the Auxiliary team for identifying the importance of this equipment,” he said.

“We can’t thank the Auxiliary enough for their tireless work and this significant donation.”

The generous donors, NGH Auxiliary, is a non-profit organisation. All the funds raised from the sales of the gift shop and kiosk go towards buying necessary equipment, such as the C-arm, for the patients and staff of the hospital.

Jean Whitney, President NGH Auxiliary, said since opening in March 1986, they had proudly donated more than $2 million in equipment to various departments around the hospital. All of this is made possible by the dedication of the volunteers.

“The Auxiliary selected the purchase of the C-arm as it is essential in the development of elective orthopaedic services at Nambour, we wanted to do our bit towards delivering on the strategic vision for NGH.”

Photo: Nambour General Hospital staff with Nambour General Hospital Auxiliary members testing the newly donated C-arm Imaging Scanner Intensifier.
Message from the Chair of the Consumer Advisory Group

This month, Nambour General Hospital will launch its integrated electronic medical system, this follows a very successful launch in March at Sunshine Coast University Hospital. Once again consumer representatives, including those from our Nambour Consumer Group, have helped provide a patient’s perspective while observing simulation exercises for staff training for the new system.

The Nambour consumer group has continued working with various redesign groups for the redevelopment of Nambour General Hospital. Members of our consumer group joined more than 50 community members at the Nambour RSL for a forum about the hospital redevelopment in March.

There are currently many opportunities for consumer representatives to get involved with the health service: as observers of clinical simulations, reviewing publications intended for patients, surveying patients about their experience of care, or as a consumer representative on a committee. If you are interested, I encourage you to find out more at https://www.health.qld.gov.au/sunshinecoast/get-involved/cace-main/Get-Involved. Alternatively you can call 07 5470 5822 or email sc-engagement@health.qld.gov.au

The health service has also been seeking patients, family members or carers from the Gympie region to nominate to join the Gympie hospital consumer group. The health service embraces a philosophy of ‘working with’ rather than ‘doing to’ people and is looking for help to ‘review and improve services from a patient perspective. You can meet Peter, one of our Gympie consumers on page seven of this newsletter, and read about how he makes a difference.

Gympie Hospital will this year be hosting a stand at the Gympie Show – 16-18 May. Staff will be at the event to let you know about services in your community, and conducting heart health checks on Friday morning, as well as CPR demonstrations.

Health Consumers Queensland will also be on the Sunshine Coast at Twin Waters on 18 June – 9am-10am hosting What Matters to You in Relation to Ageing, End-of-Life Care and Dying focus group sessions, this event is free and you can register here.

Regards,

Eleanor Horton
Chair of the Consumer Advisory Group
Sunshine Coast Hospital and Health Service

Building Nambour General Hospital together

NGH Redevelopment Project team, construction partner Lendlease, along with key SCHHS clinicians held a community forum at the Nambour RSL, to update the community on the project, current and future services, in particular the Emergency Department and Surgical Services.

More than 50 community members joined the 12 March event.

Adj Prof Naomi Dwyer, SCHHS Chief Executive, said the health service was committed to working with our community to ensure they are kept informed about the impacts the redevelopment will have on the Nambour community, and wider Sunshine Coast.

“For many, our Emergency Department is like the front door of our hospital. Plenty of our patients journeys start here. We want to make sure our community has peace of mind that we will continue to be the emergency care hub for Nambour and the surrounding region.

“The hospital has a proud history of providing services to the Sunshine Coast community since the 1920s, it is critical the community is part of the plans for its future.

“These open community forums will underpin the success of the project enabling facilities that are clinically and client focused,” she said.

Questions? Email: PDU-FRP-NGH@health.qld.gov.au

More community forums will be held in 2019.
Learning about life after the P.A.R.T.Y.

High school students from the Gympie region learnt about the consequences of risk-taking behaviours when they visited Gympie Hospital recently to participate in the P.A.R.T.Y. (Prevent Alcohol and Risk-Related Trauma in Youth) Program.

Students from Victory College attended the internationally recognised Gympie P.A.R.T.Y. Program on 28 March. They were educated in the clinical areas of the hospital and met with the Emergency Service and Health professionals involved in trauma.

State-wide P.A.R.T.Y Program Manager Maura Desmond said she hopes that by exposing students to the physical, social, psychological and financial consequences of risk-related behaviour, they will be able to recognise and mitigate risk in the future.

“The students are shown in the hospital, not the classroom, what can happen to them if they engage in risky behaviour, including the use of alcohol and drugs,” Ms Desmond said.

“During the program, students spent time with staff to see first hand the impact of trauma on young lives.

“We hope that by seeing the effects of trauma in the hospital environment they will make more positive choices and positively influence their mates.”

Karen Binger, Acting Nurse Unit Manager at Gympie Emergency Department and participant in the mock ED scenario, reminded the students that unfortunately presentations due to risk related activity occur on our own door-step too often.

“Seeing this kind of trauma is a pretty regular occurrence in our department. Come the weekend we see fights, altercations and alcohol induced bad behaviour.

Karen said: “We hope that this program will hammer home that these things aren’t without serious consequences.”

Some of the team from Gympie Hospital Emergency Department staging a mock emergency situation for the Victory College students.

Choosing Wisely principles in action

Mark Pratt is the SCHHS Nurse Practitioner for frail and aged patients with complex needs. He works primarily with patients and their families providing short-term, intensive support and/or assessment in environments such as the community, Ambulatory Care Centres and Emergency Departments to get patients home and help keep them there.

A critical component of his role is having meaningful conversations with patients to understand and plan for their care. Hospitals can be overwhelming places for many of our patients and Mark’s home visits provide them with the opportunity to consider:

- What they hope to achieve via a particular investigation or treatment
- Other treatment options available
- Pros and cons of each option
- How the treatment might impact their health and life goals
- Avenues to change their mind.

Mark encourages patients to prepare for appointments by writing down any questions they may have for their doctor.

Such conversations are a great demonstration of the Choosing Wisely philosophy in action.

Mark’s key message to patients, their family and carers:
“Start talking early and don’t be afraid to ask questions—you don’t know what you don’t know.”

Mark Pratt, Nurse Practitioner, Frail and Aged.
Wishlist Foundation receives a baby grand piano

Our health foundation, Wishlist, has funded the delivery of the Sunshine Coast University Hospital’s newest addition. A grand piano.

The piano was donated by the Queensland Medical Orchestra to bring music to the hospital and its community.

Member of the Orchestra and health service staff member, Dr Michael Lam, said the donation of the 6ft concert grand piano was part of their service to the community.

“Music also has a really good therapeutic function. Hospitals are a place where people are often stressed, supporting loved ones, getting bad news or celebrating good news—the piano takes away from the ‘clinical’ feel of the hospital and helps people to calm down.”

And in a stressful, hospital environment, the benefit extended beyond patients and visitors. “We know very well that depression and anxiety and the rates of self-harm and suicide are almost double that of the normal population in doctors and we know that staff wellbeing initiatives are really important in order to keep that number as low as possible.”

Dr Lam said throughout his placements across Australia, the number of doctors with a formal music qualification may come as a surprise. “Music and medicine are driven by a very similar work ethic and to succeed in one is to give yourself the skills to succeed in the other,” Dr Lam said.

The grand piano is currently on Level 1 of the hospital and is available to anyone wishing to share their musical talents.

The piano’s arrival coincides with a performance by the Australian Doctors Orchestra at the Kawana Community Centre on 12 May, offering some special music therapy for the entire Sunshine Coast. You can read the ABC News story on the piano’s arrival [here](https://www.abc.net.au/).
Minor Injury and Illness Clinic turns two

The Minor Injury and Illness Clinic (MIIC) at Caloundra Health Service celebrated its second birthday in March, caring for more than 21,000 patients since opening.

Learn more about where to find the clinic on West Terrace, Caloundra.

Clinical Director, MIIC, Dr Sandra Peters said this achievement is only possible due to the collaborative team effort and efficiency of the clinical and operational teams at Caloundra Health Service.

“I am most proud of the way the team works together toward the common goal of timely care for patients provided in partnership with GP colleagues and the SCUH Emergency Department,” Dr Peters said.

“We aim to reduce fragmentation of care for patients wherever possible and try to educate both patients and the community that non-life threatening conditions are most appropriately managed by a GP or Nurse Practitioner in the community, or at MIIC.”

The team enjoyed a well-deserved five minutes off their feet and a slice of birthday cake to mark this milestone.

Nambour General Hospital honours those who served

On 6 March the staff at Nambour General Hospital (NGH) unveiled a plaque dedicated to the men and women who served in the armed forces.

Graham Wilkinson, Director of Nursing and Facility Manager NGH, said that the memorial plaque, which is located at the entrance to the hospital, is a mark of the close ties NGH has with the local community.

“We are fortunate to have a proud history of providing services to the Sunshine Coast community since the 1920s. Across our community many of us have been affected, and continue to be affected, by the selflessness of those who served in the armed forces.

“The sacrifices of these service men and women have contributed to who we are today, it seems fitting that we have a permanent reminder of what they have forgone for us,” he said.

SCHHS was joined by Nambour RSL Sub Branch President Royce Ayton and other Sub Branch members for the dedication service.

There were contributions by local staff and the broader community, including representation from the Maleny Troop Australian Light Horse Association, people in period costumes and military vehicles.
More services for local mums and bubs

Health Minister Steven Miles recently visited SCUH to check out the newly expanded neonatal service, which can now care for babies from 29 weeks.

Mr Miles said the neonatal unit provided excellent care for unwell, low birth weight and premature babies, and babies born with congenital conditions compromising health.

“Having to travel to Brisbane for care can add to the stress on mums and families, so looking after premature babies right here on the Sunshine Coast will make a big difference to local families,” Minister Miles said.

“The Maternal Fetal Medicine service has also begun at the SCUH, a first for the region.

“This means expectant mums with maternal and fetal complications, who require specialist treatment such as tertiary level ultrasounds and procedures (such as amniocentesis), will no longer have to travel to Brisbane for care,” Minister Miles said.

Dr Marc Miller, SCHHS Clinical Director of Women’s and Families Service, said SCUH was the most advanced hospital in our region.

Welcome Rev Tanya Richards

The MultiFaith room at Sunshine Coast University Hospital was filled to overflowing recently with well-wishers for the Induction of Reverend Tanya Richards as a Deacon in the role of Chaplain at SCUH.

The service was led by Reverend Keren Seto, Executive Officer of the Uniting Church Synod Chaplaincy Commission. Tanya was supported by her family, Church leaders and members of all faiths, friends, SCUH staff members and pastoral care volunteers.

The MultiFaith Room at SCUH welcomes patients and families from all faiths - drop in and meet Tanya if you’re at SCUH.

Lions Club Tin Can Bay recognised

The women from Tin Can Bay and Rainbow Beach can continue to access vital breast screening services, with support from Tin Can Bay Lions Club.

Kelly Hart, Health Promotion Officer with BreastScreen Queensland Sunshine Coast said: “The Tin Can Bay Lions Club and Cathy House have been tremendously supportive of BreastScreen Queensland Sunshine Coast for the past 20 years.

The club’s ongoing commitment to BreastScreen and the local community has always been fantastic and is greatly appreciated.”
Consumer profile—meet Peter Tranter

My name is Peter and I am a consumer member of the Gympie Patient Safety Committee and also the SCHHS Consumer Advisory Group.

When I was invited to join Gympie Hospital’s Patient Safety Committee a number of years ago, I was hesitant. What could I offer, as a non-medical person, to health professionals who had years of training and experience?

It turned out that this is the point. Health services tended to be run from the health professional’s perspective and not enough attention was paid to the patient’s journey.

How does what you are proposing, or currently doing, impact upon those you serve? So, whether you’re a salesman, business manager, writer, road digger, taxi driver (I have been all of these), man or woman, we will all use the health service at some time or other.

With different backgrounds and different perspectives and communicating these with the health professionals, we encourage change for the better.

So, I thought, what have I got to lose? Not a lot. I accepted the invitation, have offered my views over the last few years, and whether or not the doctors and nurses agree, and act, they always treat me with kindness and respect.

Kidney Health: for everyone, everywhere

World Kidney Day was held on 14 March, this year’s theme was ‘Kidney Health: everyone, everywhere, and set out to raise awareness of the need for strategies for accessible kidney disease prevention and management.

SCHHS is striving to increase access for patients across the Sunshine Coast and Gympie regions, by offering Telehealth video consultations with Renal Specialists.

Tin Can Bay resident Bill Frost had a kidney transplant 10 years ago, after being diagnosed with cancer of the kidneys, and spending two and a half years on kidney dialysis.

The 62-year-old requires a check-up appointment with SCHHS Director of Renal Services Associate Professor Nick Gray every three months. It was a three-hour round trip for Bill to make each appointment at the Sunshine Coast University Hospital, which prompted A/Prof Gray to assess and connect Mr Frost with Telehealth.

Telehealth allows patients who live in rural or remote areas to have access to a specialist through a video consultation under Medicare. This provides many patients with easier access to specialists, and without the time and expense involved in travelling to large hospitals.

“The Telehealth appointments have made a big difference for me, now instead of having to drive an hour and a half each way, I make the short trip to Gympie Hospital instead, and have a video consultation with Dr Gray,” Mr Frost said.

“At first it was a bit different seeing the doctor through the video link, but you get used to it very quickly. Now I just walk into the specialist unit of Gympie Hospital and press the on button for the video link.”

“Changes for the better have been made and you, too, can contribute, even if, like me, initially you wonder how.

It doesn’t matter, just be you. That’s what is needed.

A/Prof Gray said telehealth allowed greater access to healthcare for patients.

“It means participants can strap on their own blood pressure monitor and we can check levels remotely, rather than making the trip to the hospital,” A/Prof Gray said.
SCHHS Closing the Gap events

SCHHS is committed to partnering with our Aboriginal and Torres Strait Islander communities to deliver better health, education and employment outcomes, and eliminate the gap between Indigenous and non-Indigenous Australians.

SCHHS Chief Executive Adjunct Professor Naomi Dwyer said the annual Closing the Gap events, held across SCHHS from 15-29 March, were important to demonstrate our enduring commitment and act as a reminder to the whole health service of their responsibilities.

“We are looking forward to coming together across four of our facilities to explore what else is happening across the country in relation to the framework and recap on what the health service has achieved.”

SCHHS Aboriginal and Torres Strait Islander Health Program Manager, Sharon Barry, said there are many successful programs which are already helping to improve the health of our people and producing very positive outcomes for the community.

“For example, we’re proud to report that recent immunisation data shows Indigenous children within the SCHHS had higher vaccination levels compared with non-Indigenous children.

For the 12 months ending in September 2018, 92.9 percent of Indigenous children within the SCHHS region were fully vaccinated compared with 90.8% of non-Indigenous children,” she said.

In the past 12 months, 548 children have been immunised under the Jabba Jabba childhood immunisation program.

Cultivating culture in partnership

Community Solutions recently designed and implemented the “Cultivating Culture - Growing a Stronger Self Kalapa” funded by Department of Social Services. Community Solutions invited the SCHHS Aboriginal and Torres Strait Islander Health Team to be involved in the program to provide support for health education, health promotion activities and to give information on how to access Aboriginal and Torres Strait Islander Health services.

Other stakeholders were invited by Community Solutions to engage and support in areas relevant to their business.

The program begun in September 2018 and was run over eight weeks, one day a week. The Cultivating Culture sessions included support from local community members to re-connect with culture and the local Aboriginal and Torres Strait Islander community and Elders. Participants were encouraged to build on their strengths, through guided art and horticulture-based projects, they also had the opportunity to share their life time experiences and access supports they required.

Aboriginal and Torres Strait Islander Health Team members provided pathways to health screenings and referrals to identified services, presenters encouraged healthy choices through nutrition and diet and wellbeing other health service referrals were offered also.

Our team supported the group through the nutrition and healthy meal preparation session, where the participants prepared and cooked a healthy meal for community members, presenters and staff.

Positive feedback was received by our team from our Community Solutions partners and group participants and we hope to have more positive engagement through partnerships like this in the future.
The Healthier Drinks Project

Have you heard about the ‘Healthier Drinks’ Project? Here’s a summary of what it’s all about:

Who: We’re looking at creating a healthier food and drink environment for all staff and visitors to SCHHS facilities. We have a new Project Officer on board to drive the project, Dietitian Kate Rose. She’ll be getting out to each facility and meeting everyone so please stop and say G’Day!

What: Implementing the Healthier Drinks Best Practice Guide into SCHHS facilities with food outlets and vending machines. The goals of the project are displayed below.

Where: All SCHHS facilities with food retail outlets, canteens and vending machines.

When: Now! We’re in the early planning stages so Kate will be coming out to meet everyone soon, and deliver some information sessions. You’ll also see a survey coming out via email to ask your opinions about drinks and food at your facility so you can have your say!

Why: Well, we all know that good food and drinks are important for good health, so why not role model it in our hospitals! Our Health Minister is on board, encouraging all health services to participate.

How: By classifying food and drinks using the traffic light classification system, you can easily identify which choices are the healthier ones!

The traffic light system - food and drink categories:

Healthier Drinks Best Practice Guide follows the ABC Traffic Light Classification system. Foods and drinks are classified as: GREEN, AMBER or RED based on the nutritional value of each. Goal targets for the implementation of the BPG have been included for easy definition. The classification of foods and drinks is in line with the latest Australian Guide to Healthy Eating (2013):

- **The Green category – the BEST CHOICE**
  - excellent sources of important nutrients for good health and wellbeing
  - higher in nutrient density and help ensure optimal nutrient intake
  - low in saturated fat and/or added sugar and/or salt
  - lower in energy density and help avoid an excess energy intake (kilojoules)

- **The Amber category – CHOOSE CAREFULLY**
  - have some nutritional value
  - can have moderate amounts of saturated fat and/or added sugar and/or salt
  - can, in large serve sizes, contribute to excess energy (kilojoules)

- **The Red category – LIMIT**
  - nutrient-poor and lack nutritional value
  - high in added fats, saturated fat, and/or sugar and/or salt
  - energy dense and can contribute to an excess energy intake (kilojoules)

**TOTAL GOAL <80%**
Preventative Health
Defend yourself against the flu - time to book your vaccination

Sunshine Coast Hospital and Health Service Public Health Physician Dr Andrew Langley said that while cases usually peak in August, there is more influenza than usual for this time of year. The numbers of reported cases and the numbers of cases being hospitalised are both higher than usual.

Dr Langley said: “While it’s not possible to predict the severity of the 2019 flu season based on what we have seen so far, it’s important to be prepared. Vaccination is one of the best ways to protect yourself from influenza.

Sunshine Coast Hospital and Health Service is leading by example with free influenza vaccines offered to all staff, volunteers, Queensland Ambulance Service and associated students from 29 April 2019.

The vaccine is free (there may be a consultation fee) from GPs for people at higher risk of severe outcomes, including:
- children aged 6 months to 5 years
- people aged 65 years and older
- pregnant women
- Aboriginal and Torres Strait Islander people from 6 months
- people with certain chronic conditions including diabetes and chronic respiratory and cardiac conditions.

Dr Langley said it is also important to:
1. Avoid people who have influenza-like symptoms such as coughing, sneezing and runny nose
2. Stay home if you are sick. It is especially important not to visit people in hospital or aged care facilities or others who may be particularly vulnerable.
3. Wash your hands more often and after coughing, sneezing or blowing your nose.
4. Cover your cough with a tissue or your arm.

Learning to take control of anxiety

Learning how to control anxiety, rather than letting it take control, is the aim of a free, four-week Managing Anxiety Program.

Sunshine Coast Hospital and Health Service social worker, Vicki Fleming, said: “Feeling stressed and worried from time to time is normal, however for people with anxiety these feelings don’t subside but persist, becoming a barrier to daily living.

“The sooner people recognise anxiety and seek help, the more likely they are to recover.”

Anxiety is an extremely common condition in Australia, with one in four people experiencing it at some stage in their life.

Ms Fleming encourages anyone experiencing mild to moderate anxiety to attend courses starting in Nambour (10-31 July) and Noosa (1-22 August).

“Participants will gain valuable information to help them manage anxiety symptoms and problem solve,” she said.

“They will also learn how to disarm anxiety provoking thoughts and point their happiness in the right direction.”

“The Managing Anxiety Program has been running for 13 years and many participants have reported improvement in their management of anxiety.”

The Managing Anxiety Program is delivered by qualified social workers from the Community Chronic Conditions Service, who are experienced in teaching a range of techniques to assist with managing anxiety.

If you’re looking for support, please register for the Managing Anxiety Program by calling a Social Worker based at Nambour Ph: 5450 4750 or Noosa Ph: 5449 5944.

A GP referral is not necessary, but bookings are essential and limited, so don’t delay, register today.
Compliments

Nambour General Hospital, 2FW

Thank you to all the staff at 2FW for looking after Delma. Her family really appreciate your caring job and thank you so much. With best wishes, Del’s family.

Maleny Soldiers Memorial Hospital

Patient stated his care at Maleny has been first class and that the attitude and approach of staff has been professional and caring.

He stated he intends to ensure others in the community are aware of the high level of care provided at Maleny.

Minor Injury and Illness Clinic

Staff displayed sense of pride, clear communication.

Patient was happy being given the appropriate referral information to a physio on discharge and being new to Sunshine Coast, he appreciated assistance from MIIC staff in finding a GP within his local area for ongoing followup.

Sunshine Coast University Hospital ED

Been here heaps of times and am very grateful for your help. All staff, volunteers and doctors are proper deadly (real good).

You helped my dear wife and I can’t thank you enough. Sometimes I get moody and I appreciate all your patience, I’m just scared.

Thanks heaps!

Glenbrook Residential Aged Care Facility

Thank you for looking after our darling Dad for the last few years of his life, for performing all those menial and intimate tasks with respect, compassion and good humour.

Thank you for engaging with him, entertaining and distracting him and keeping him comfortable in your “magnificent establishment” as he called it.

Each of you were labelled by him as a “PP - perfection personified”.

We, his loving children, thank you.

Sunshine Coast University Hospital — Birthing

I recently had my baby at SCUH. After being induced in the early evening I had the most amazing midwife with me throughout the night. Tina was absolutely amazing throughout my whole labour even though I may have shouted a few colourful words. Tina was calm and always spoke directly to me, being a nurse myself I now understand how important this is for the patient. I had a small posse with me throughout the labour and Tina always made sure everyone knew what was going on and went above and beyond for everyone.

Most importantly, she refused to leave me even though we insisted she go and have a well deserved cup of tea.

So thank you again Tina! You may not remember me but I will never forget the care you gave me to bring my little girl into the world.
What’s coming up in May-June?
Jump online to see more information on these events

1-31 May
- Multiple sclerosis awareness month [https://www.msaustralia.org.au/](https://www.msaustralia.org.au/)

1-31
- Thyroid awareness month [https://thyroidfoundation.org.au/](https://thyroidfoundation.org.au/)

29

29
- World MS Day [www.worldmsday.org](http://www.worldmsday.org)

1-30 June

19

Sunshine Coast Health Community News provides information about what’s happening across our health service, including health awareness, community engagement, patient stories and details of upcoming events.

http://creativecommons.org/licenses/by/2.5/au/
© State of Queensland (Sunshine Coast Hospital and Health Service) 2019
Produced by Communications and Corporate Affairs
Learn more about our services on our website [www.health.qld.gov.au/sunshinecoast](http://www.health.qld.gov.au/sunshinecoast)

Contact us: 5202 0085 or [SC-Communications@health.qld.gov.au](mailto:SC-Communications@health.qld.gov.au) to subscribe or unsubscribe.