

JULY 2021

CHARLESTOWN PRIVATE HOSPITAL PATIENT NEWSLETTER



A Message From the Director of Clinical Services

"Charlestown Private Hospital and Hunter Eye Hospital are known for providing exceptional personalised care to our patients. We focus on delivering a selection of surgical specialties - and doing them exceptionally well."

- Michelle Boshier

Director of Clinical Services



ANNUAL EDUCATION DAY

Charlestown Private Hospital staff had their annual mandatory training day on the 6th of July. This is where we undergo our CPR/Advanced Life Support, Fire and Evacuation and Manual Handling training. Clinical staff have also commenced their annual competency training.

As part of our commitment to patient safety, the Nexus group are making July, Time Out Awareness Month. This is to maintain our exceptional standards of care. Charlestown Private Hospital have appointed several clinical staff as the 'Time Out Champions'.



TIME OUT JULY

USE IT OR LOSE IT!



NSW SERVICE HAVE EXTENDED THE EXPIRY DATE OF THE DINE AND DISCOVER VOUCHERS AGAIN TILL THE 31ST OF AUGUST 2021!

If, like some of us here at CPH, you're struggling to find ideas on how to use the discover vouchers here are some ideas...

- It is now officially whale migration season! Amaroo Cruises in Forster offer a 100% whale guarantee during this season, and if none are sighted you get a full refund.
- Newcastle Afoot's Gin Masterclass tour takes you around Newcastle - stopping at bars tasking delicious gin cocktails and nibble on share plates.
- Live Music, Plays and Comedy at Lizottes and The Civic Theatre!
- Oakvale Wildlife Park! They are holding a Christmas in July.
- Timezone - Pinball machines, the hoops, ultimate arcade games!

PATIENT FEEDBACK



FROM JULY 2021

At Charlestown Private Hospital we actively seek feedback from our consumers. We value this feedback – the good and the not so good – as it allows us to continuously improve.

There are multiple avenues for feedback to be given/received here at Charlestown Private Hospital:

- Our online website offers an online survey and contact details should you wish to submit any feedback via email or phone.
- Each patient is given a QPS survey at discharge and a Cempicity survey sent to their email address post-operative.
- Consumer feedback forms are available and there is a suggestions box in main waiting area.

If you would like to attain further information on how you can have your say, please see Reception or ask for our amazing Patient Experience Champion Lisa!

"Cathy (Nancarrow - CNS Pre-Op Coordinator) was very thorough and very considerate in the way she approached my situation. I found all the staff at Charlestown Private Hospital to be extremely helpful."

"As a carer, I felt that all staff looked after my wife to the best of their ability and thank them for their overall care."

"My Anaesthetist recognised me from my previous visit and welcomed me back in a very happy manner."

"All of the staff and doctors are so pleasant and make you feel at ease the minute that you walk into the waiting room."

"Great nurses with amazing personal skills. Food was really good quality. Facilities were nice."

"The staff – from front desk to the nursing staff – were very friendly and my nerves were reassured at all times."

"I always felt I was cared for by every staff member, even the man who escorted us to the lift when we left (- Gary Major our Covid-19 Screener)."

"If it is possible to say that going to hospital was a pleasant experience then it certainly was. Everyone was very pleasant and welcoming. The process was easy from booking online, the phone call to advise of admission time and instructions, parking onsite and friendly staff. I was back safely home within a few hours. The next day I received a friendly phone call to check I was feeling okay. Thank you for looking after me."

"Highly professional staff (including reception and nurses, doctors). Highly professional and clean facility. Nearly always runs to schedule. Absolute friendliest of nurses, their recovery manner is the best I have seen in all facilities I have frequented, other facilities should learn from CPH. Dr Tame and Dr Prickett are outstanding, professional in every sense and highly efficient and supportive, of not only their patients, but the staff. Theatre staff are highly efficient, professional and have wonderful rapport with the patients to make them feel at ease with the procedure."

"From walking into the corridor of your hospital I was welcomed by the loveliest man (Gary Major – Covid-19 Screener). Your staff were so friendly and professional. It makes a patient feel very relaxed."

"Lisa (Major - EEN Pre-Op) the nurse who helped me when I first arrived was exceptionally kind and supportive. She called the following day to check on me which was really kind."

Some current and past improvements that have been made due to the suggestions provided:

- Patient experience is always at the forefront of our minds and actions
- Reminder to staff to communicate clearly and efficiently with all patients – especially during the pre-operative stage when discussing the patient journey, with frequent check-ins along the way.
- Reminder to all staff to ensure each patient is provided with the most personalised care possible – from front desk to discharge.

