

AUGUST 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

WHAT WE'VE BEEN UP TO

NEWS



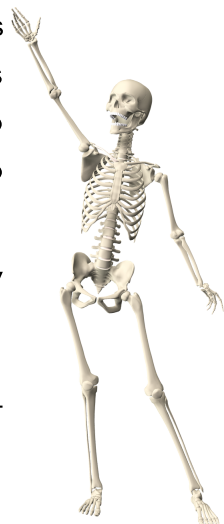
As some know from our last newsletter, we had our annual mandatory training day on the 6th of July. On this day we commenced our CPR/Advanced life support, fire and evacuation, and manual handling training. This month we have continued to focus on our training and development. To compliment our fire and evacuation training, staff have completed their QPS Benchmarking fire and emergency competencies. Our clinical team have also commenced their annual competency training to strengthen their clinical skills and capabilities, whilst fulfilling their continuing professional development requirements. Our Patient Experience Champion, Lisa Major, also attended a meeting with the fellow champions from across the Nexus Hospitals group. These meetings facilitate best practice methods to ensure great patient experience outcomes. If you would like to keep up to date with how we are improving our services to ensure a world class patient experience, keep an eye on our website and Facebook page for our monthly newsletters and updates!

HOW IS YOUR BONE HEALTH?

Healthy Bones Action Week has called on Australians to protect their bones since 1994. This year the annual Action Week was held between the 23rd and 29th of August. Our bones are living tissue and are constantly in a state of renewal. This is why it is important to maintain health bones throughout your life! There are three simple actions you can take to achieve health bones:

- Consume foods high in calcium - such as dairy, poppy/chia/sesame seeds, sardines, canned salmon, beans, lentils, almonds, collared greens, spinach and kale.
- Exercise - the best for bone health are weight-bearing and resistance exercises.
- Safe sunshine for Vitamin D - 10-30 minutes of midday sunlight is recommended but always remember to Slip, Slip and Slap!

(Life Education Australia (2021))



Whats on next month? Word Heart Day is on Wednesday the 29th of September!

PATIENT FEEDBACK

FROM AUGUST 2021



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 has a Cemplicity 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 Major!

Our Cemplicity program allows us to give feedback to our staff in a timely manner, boosting our staff experience. Whilst, assisting us to identify any areas of improvement in our service. This program displays our responses through Net Promoter Scores. A Net Promoter Score is a score between 0-100, with 0 being a poor score and 100 being an excellent score. This program provides an overall Net Promoter Score for several categories relating to the patient experience. This overall score is derived from the individual scores (from 0-10) given by our patients for each question within the applicable category. Respondents are grouped as follows:

- Promoters (score 9-10) - Our goal is to have as many promoters as possible!
- Passives (score 7-8)
- Detractors (score 0-6)

The following are our Net Promoter Scores for August 2021!



OVERALL QUALITY OF CARE

We achieved a score of 100 - meaning all of our scores within this category were between 9-10.



STAFF COMMUNICATED WELL

We achieved a score of 99 - meaning most scores within this category were between 9-10 with some scores between 7-8.



FELT SAFE IN THE HOSPITAL

We achieved a score of 100 - meaning all of our scores within this category were between 9-10.



OVERALL NET PROMOTER SCORE FOR AUGUST 2021

We achieved a score of 94 - meaning the majority of our scores within each category were between 9-10, with some between 7-8.

What have we done this month to improve?

- A gentle reminder has been given to staff regarding the importance of clear and continuous communication with all patients regarding waiting times etc.
- A reminder to check up on patients during their pre-op wait to check whether they need anything to make their stay more comfortable, such as another warm blanket!
- A reminder to our staff to ensure they communicate with patients regarding how their journey may be different due to Covid, especially our long-standing patients.