

SEPTEMBER 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

R U OK? DAY



The annual R U OK? Day was held on the 9th of September, this years theme was asking "are you **really** okay?". This theme aims to foster more meaningful conversations, rather than settling for the usual answer of "I'm fine" or "I'm okay", this is even more important given the current Covid-19 situation. To remember this day, and remind our staff that everyday is 'R U OK? Day', Nexus Hospitals and Charlestown Private Hospital held a special celebration. Our day commenced with a special video message from our CEO, Andrew Petering addressing the importance of this day. We know that at Charlestown Private Hospital nothing brings people together more than food. To encourage everyone to get together and ask this very important question, we had a pizza party as well as a full day of delicious treats provided by both Charlestown Private Hospital and our generous staff, with special R U OK? Day cupcakes provided by Nexus Hospitals.




This day reminds us all to take care of ourselves and one another. At Nexus Hospitals and Charlestown Private Hospital, we offer our staff and visiting medical officers support through our Employee Assistance Program. But now more than ever it is important to understand how we can all access further support if we need it. Below are some available services:

- Lifeline - call 13 11 14 or visit <https://www.lifeline.org.au/>
- Beyond Blue - call 1300 22 4636 or visit <https://www.beyondblue.org.au/>
- Kids Helpline (for those aged 5-25 years) - call 1800 55 1800 or visit <https://kids helpline.com.au/>
- Suicide Call Back Service - call 1300 659 467 or visit <https://www.suicidecallbackservice.org.au/>



USE HEART TO CONNECT

WORLD HEART DAY



On the 29th of September the world celebrated World Heart Day. This year they asked the world to "Use Heart to Connect". The Covid-19 health crisis has highlighted an urgent need to find different and innovative ways to connect people to heart health, particularly in lower resource areas and communities. As cardiovascular disease (CVD) remains the world's number one killer, resulting in 18.6 million deaths a year. Harnessing the power of digital health, their aim is to improve awareness, prevention and management of CVD globally. The goal for this year is to "Use Heart to Beat CVD". This is about using your knowledge, compassion and influence to make sure you, your loved ones and the communities you are part of have the best chance to live heart-healthy lives. It is about connecting with our own hearts, making sure we're fueling and nurturing them as best we can, and using the power of digital to connect every heart, everywhere. One of the most important steps in living heart-healthy lives is prevention. The World Health Federation recommend looking after your heart by eating a healthy diet, saying no to tobacco and getting plenty of exercise. Digital tools, like phone apps and wearables, can really help you get motivated and stay on track. If you have an underlying health condition, such as heart disease, heart failure, diabetes, high blood pressure or obesity, don't let Covid-19 stop you from attending regular check-ups. And never avoid calling the emergency services if you need to – it's safe and medical professionals are there for you.

How to eat well for a healthy heart

Heart-healthy eating is not about one food or nutrient, it's about the overall combination of food and drinks you have over days, weeks and even months. The Heart Foundation recommends the following:

- Eat plenty of vegetables, fruit and wholegrain cereals
- Eat health proteins especially fish, seafood, legumes, nuts and seeds with smaller amounts of eggs and lean poultry. Limit lean red meat to 1-3 times a week
- Drink unflavoured milk, yogurt and cheese. Those with high blood cholesterol should choose reduced fat varieties
- Eat healthy fat choices with nuts, seeds, avocados, olives and their oils for cooking
- Add herbs and spices to flavour foods, instead of adding salt
- Avoid over-eating – the ideal portion size is 1/2 plate of vegetables, 1/4 carbohydrates and 1/4 protein

The full Heart Healthy Eating Pattern can be found at: Heart Foundation or https://www.heartfoundation.org.au/getmedia/bf3cede3-4db7-4f05-ab56-cf830d3019b4/210312-Heart-healthy-eating-pattern-A4_1.pdf

Whats on next month? The Sydney Breast Cancer Foundation's "Burpees4boobs" event.

PATIENT FEEDBACK

FROM September 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 September 2021!



OVERALL QUALITY OF CARE

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



STAFF COMMUNICATED WELL

We achieved a score of 97 - 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 98 - meaning most our scores within this category were between 9-10 with some scores between 7-8.



OVERALL NET PROMOTER SCORE FOR AUGUST 2021

We achieved a score of 87 - 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?

- We understand concerns regarding our location and lack of parking at times so we have made an extra effort to let patients and their carers know the best routes to get here and where to find the best parking for their procedure time.
- We continue to remind all staff regarding the importance of clear, and continuous communication with all patients and their carers regarding waiting times. This is especially important given our Covid-19 protocols and the extra time taken to conduct these efficiently.