

OCTOBER 2021

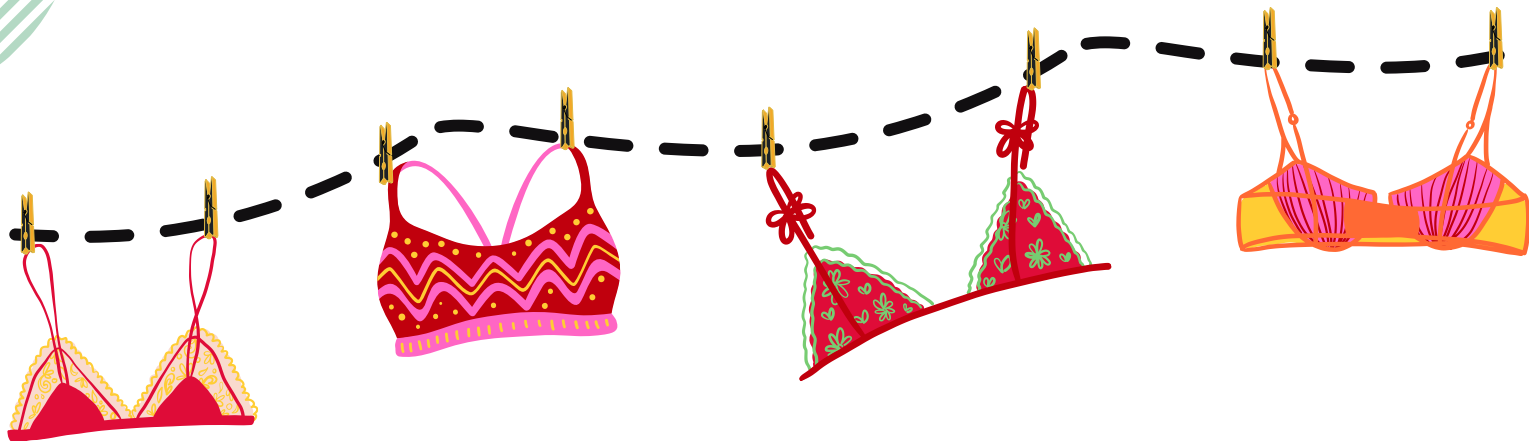
CHARLESTOWN PRIVATE HOSPITAL PATIENT NEWSLETTER



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

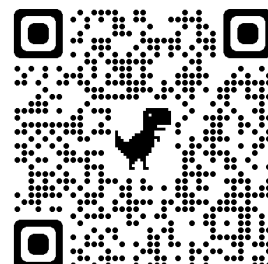


THE SYDNEY BREAST CANCER FOUNDATION'S 'BURPEES4BOOBS' EVENT

Charlestown Private Hospital is proud to announce that two of our staff members are participating in the Sydney Breast Cancer Foundation's 'Burpees4boobs' event this October. Stephanie (Administration) and Melissa (Nursing) are fundraising for the month of October to raise funds and much needed awareness surrounding breast cancer and the importance of maintaining regular check-ups and screening. We have placed a very exciting post on our Facebook page so please head over, like and share. If you would like to donate or share their pages directly to support them in their burpee journey, please visit the QR codes provided.



QR Code for Steph's
Page



QR Code for Mel's
Page

BREAST CANCER AWARENESS MONTH



October is Breast Cancer Awareness month. During this month, it is an important time for the National Breast Cancer Foundation to highlight why research into this area is so crucial. Unfortunately, breast cancer remains the most commonly diagnosed cancer in Australia, with 9 people losing their lives to the disease daily. The National Breast Cancer Foundation is on a mission to end deaths from breast cancer by 2030. This is a very important mission that can only be achieved by funding further research into how the disease originates, grows and spreads. In order to commence this research, the foundation are relying on us as a nation to donate and fund raise for their much needed cause. It's never to late to get involved or donate - please head over to the National Breast Cancer Foundation's page at <https://nbcf.org.au/>

Breast Cancer Prevention & Risk

There are a range of factors that contribute to your chance of developing breast cancer. Some risks can be reduced, while others you might have no control over. Although these may increase your risk (or chance) of developing breast cancer, having one or more of these risk factors does not mean that you will definitely develop cancer. If you are concerned about any of the factors, see your doctor to discuss any concerns prior to making lifestyle changes.

- Alcohol intake - increased risk
- Being overweight and obesity - increased risk
- Smoking - increased risk
- Physical activity - reduced risk
- Having children and breastfeeding - reduced risk

There are many risk factors that we cannot control, like having children or breastfeeding. Some other factors include, gender, age, family history including BRCA1 and BRCA2 genes, your age when periods started, late menopause and high breast density.

(National Breast Cancer Foundation, 2021)

This is why regular breast screening, self-checks and personal health awareness are so important, and often life-saving. Early detection and appropriate treatment are crucial - if you are concerned or would like to know more information regarding how you can reduce your risk please visit your doctor.

Whats on next month? Movember - raising awareness of men's health issues



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 85 - 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.