

# HEALTH FOCUS

NEWS FROM YOUR LOCAL HEALTH SERVICE

SPRING 2016

## *In this edition:*

- **Our Statement of Commitment to Aboriginal People**
- **Put a spring in your step this season**
- **How our Emergency Departments work**
- **Meet the Friends of Wollongong Hospital**



**Health**

Illawarra Shoalhaven  
Local Health District

## ACKNOWLEDGEMENT OF COUNTRY

Illawarra Shoalhaven Local Health District recognises the unique position of Aboriginal people in our culture and history. We acknowledge the traditional owners of the lands in which we work, pay our respect to Elders both past and present and acknowledge the many traditional language groups and communities of today.



**Health**  
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Local Health District

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## ABOUT US

Illawarra Shoalhaven Local Health District (ISLHD) was formed in 2011 and covers the area from Helensburgh to North Durras. We provide health services for approximately 400,000 residents through our nine hospitals and community based services.

For more information visit our website: [islhd.health.nsw.gov.au](http://islhd.health.nsw.gov.au)

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## COVER IMAGE



This edition's cover is an artwork by Auntie Cecily Wellington-Carpenter. An excerpt of this work has been used as part of the design for the ISLHD Statement of Commitment to Aboriginal People (see article on pages 8-9). Cecily is a proud 'saltwater' woman and a well-known and accomplished artist with over 30 years' experience. Cecily's artwork was respectfully digitalised by local graphic designer and Aboriginal artist, Jasmin Sarin.

*Right: Artist, Auntie Cecily Wellington-Carpenter with the celebration cake featuring her artwork.*





## A word from our CHIEF EXECUTIVE

I am pleased to provide the spring edition of *Health in Focus*, which gives an update on what's been happening across your Local Health District.

The cover of this edition celebrates the signing of our Statement of Commitment to Aboriginal people, an historic moment for our District. I was honoured to join our Board Chair, Clinical Professor Denis King OAM in co-signing this document and reaffirming our commitment to working towards closing the health and life expectancy gap between Aboriginal and non-Aboriginal people through connected, high quality, and safe services. You can read more about the event on Page 9 and the full Statement of Commitment on Page 8.

We recently hosted our Annual Research Dinner, an important event that allows us promote and celebrate local research and collaboration (see Page 17). Research can sometimes seem like an activity quite removed from the day-to-day, but when it comes to health and medical research, results translate into better patient outcomes, improved health and wellbeing for the community and a clearer understanding of the healthcare needs of the local population. We use research and evaluation projects to help us develop and enhance our delivery of health services and ensure that we provide care that is evidence-based and best practice. All in all, research has quite a significant role to play in what we do!

This edition of *Health in Focus* also includes a behind-the-scenes look at the Friends of Wollongong Hospital, one of the many hard-working and dedicated volunteer groups we have working throughout our District. The Friends are known for always going above and beyond to help our staff and, most importantly, the patients of Wollongong Hospital and you can read more about what they do on Pages 12-13. I cannot say enough how grateful we are to have so many passionate volunteers contributing to our services and community and I again thank each and every person that donates their time and effort to make a difference.

Speaking of making a difference, Run Wollongong, the annual fun run that raises money for Wollongong Hospital Children's Ward is on again. Check out all the info on Page 15 about how to register and take part in this family-friendly day. Last year's event was a great day out and raised more than \$105,000. I hope to see you there on 16 October!

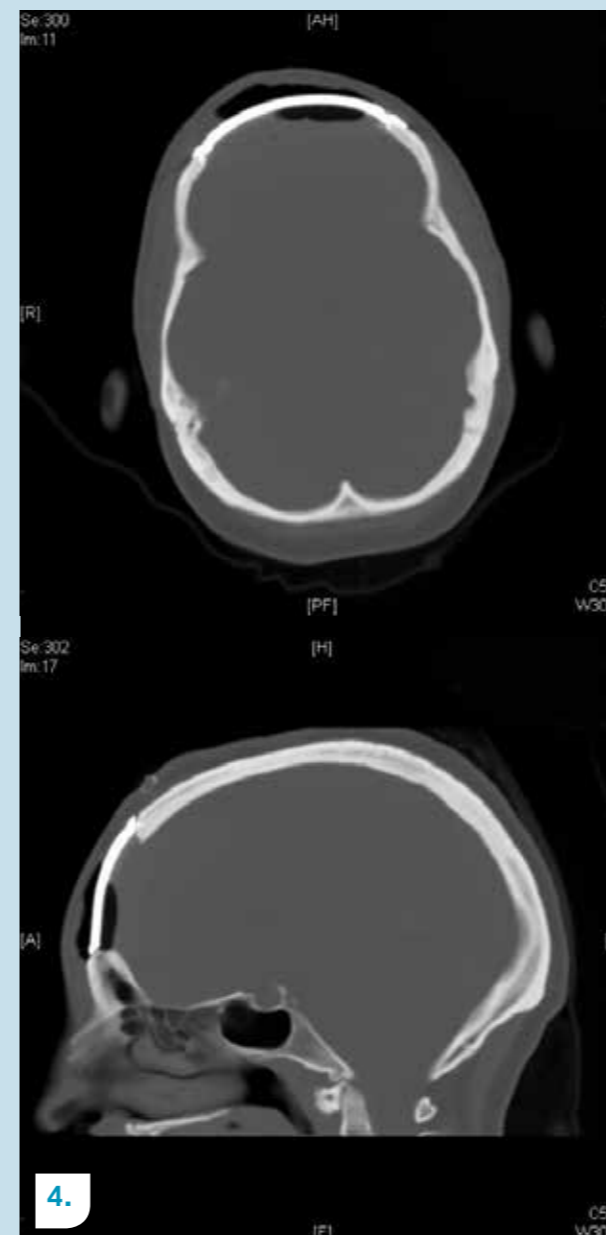
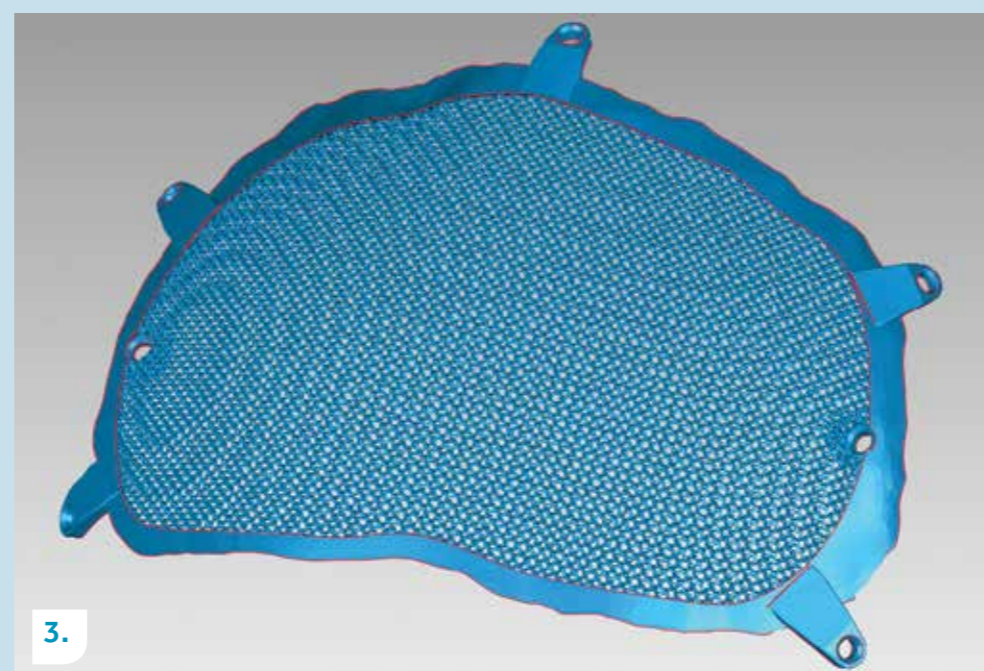
**Margot Mains**  
Chief Executive  
Illawarra Shoalhaven Local Health District



Chief Executive, Margot Mains and Board Chair, Prof Denis King at the signing of the Statement of Commitment to Aboriginal people

# How a 3D printer helped correct a patient's skull

*the extraordinary procedure done right here in Wollongong*



1. CT scout image and axial images from 2007 were used to model Dianne's forehead contour
2. The first 3D printed items were models of the existing skull defect. The implant dimensions were then printed and the implant designed
3. Completed implant
4. Scan shows the implant in place in Dianne's skull
5. Dianne six-weeks after the operation

**Bellambi mum Dianne Bell has had to endure more than most, undergoing dozens of complicated operations over the last two decades, following a terrible accident which left her with more than one closed head injury.**

Most recently, as a patient of Wollongong Hospital Neurosurgeon Dr Jerry Day, Dianne underwent a cranioplasty; the surgical reconstruction of her skull which involved insertion of a custom-made titanium implant developed using a revolutionary 3D printer.

Dianne had previously undergone a bifrontal craniotomy, anterior cranial fossa repair, and later, the removal of her skull bone flap as a result of an infection of the bone. Dianne's case was reviewed by Dr Day who determined that an implant would be the most appropriate way to address her unique needs, and so started the journey towards this remarkable procedure.

We take a closer look at the creation of this specialised implant and share part of Dianne's amazing story.

To design and manufacture a custom, patient-specific implant (PSI) for Dianne, Dr Day contacted ProCRO, an Australian company with expertise in clinical research and implant design.

ProCRO surgeons and engineers assisted Dr Day in formulating design parameters to address Dianne's specific needs. It was determined that a 3D Printed Titanium implant would be the best option for this particular surgical problem. 3D Printing is a new and innovative manufacturing process which allows building a complex structure, layer by layer, using a laser beam.

Dianne's CT scans were used to create a computer model of her skull. This model was then used to design an implant which would exactly fit the bony defect. The detailed computer design was then transferred to the 3D printers at CSIRO laboratories in Melbourne, where the implant was manufactured using Australian titanium.

The implant was then delivered to Wollongong Hospital where it was sterilised and ready for Dr Day to use in Dianne's surgical procedure in June.

The procedure was extremely successful and Dianne's follow-up appointment six weeks after her surgery shows the remarkable results.

Dianne said she sometimes has to check a mirror to remind her that the hole in her forehead is actually gone.

*"For about a year and a half, after having the bone at the front of my head removed, there was nothing there but a bit of skin over the top. I had to be extra careful not to fall because it would be so easy to do more damage,"* Dianne said.

*"I was scared at first to do the surgery, but Dr Day made me feel comfortable and the results have been wonderful. I can press my forehead and feel the implant and it looks fantastic,"* she said.

*"Dianne's case was extraordinary. We wanted to make a real difference to her life and this outcome is a terrific example of an all-Australian collaboration incorporating medical advancements at their best,"* said Dr Day, who is also the Head of Neurosurgery Department.

While Dianne's brave recovery journey continues, she can see the difference this amazing surgery and implant has made and we wish her all the best. We also thank Dianne for sharing her story.

# Nowra Regional Centre for Oral Health

Work is currently underway on the \$3.4 million Nowra Regional Centre for Oral Health; a new purpose-built community based facility adjacent to the current Nowra Integrated Primary and Community Health Centre.

The new facility will enhance the delivery of comprehensive Oral Health services to eligible clients in the Shoalhaven region. The Centre will improve access to care, reduce gaps in the oral health status of our community, and provide an increase in primary prevention services.

The Nowra Regional Centre for Oral Health will include:

- 8 dental surgeries (an increase of 4 from the current service provision at Nowra Dental Clinic)
- Enhanced diagnostic tools such as panoramic x-ray facilities

- Equipment to enable treatment of bariatric patients and those requiring wheelchairs
- Increased services to eligible locals, including:
  - Child general dentistry
  - Adult general dentistry
  - Dental hygiene services
  - Denture services

- Specialist dental services such as oral surgery
- Improved access to educational programs and health promotion

The Nowra Regional Centre for Oral Health aligns with the District's *Health Care Services Plan 2012-2022* and *Oral Health 2020: A Strategic Framework for Dental Health in NSW*. The new Centre is expected to open early next year.



Artist's impression

## Our Dental Clinics

Dental services are provided free of charge to community members that reside within the District's boundaries and meet the eligibility criteria:

- Child clients must be eligible for Medicare
- Adults clients (18 years and older) must be eligible for Medicare and hold (or are listed as a dependent on) one of the following valid Australian Government concession cards: Health Care Card, Pensioner Concession Card or Commonwealth Seniors Health Card.

To make an appointment have your **Medicare** and **Centrelink Card** (adults) details available and phone: **1300 369 651**.

**Kiama Hospital Dental Clinic**  
Bonaira St, Kiama

**Nowra Community Dental Clinic**  
5-7 Lawrence Ave, Nowra

**Port Kembla Hospital Dental Clinic**  
Cowper St, Warrawong

**Shellharbour Hospital Dental Clinic**  
Shellharbour Hospital  
Madigan Blvd, Mt Warrigal

**Ulladulla Community Dental Clinic**  
St Vincents St, Ulladulla NSW 2539

**Warilla Dental Clinic**  
10 Belfast Ave, Warilla

**Wollongong Dental Clinic**  
Piccadilly Centre  
341-349 Crown St, Wollongong



# PUT A SPRING IN YOUR STEP

Winter is officially over for another year and it's time to start celebrating the fresh burst of daylight as the temperature starts to rise.

Don't let the flu or hay fever stop you from enjoying the fresh spring air, here are some tips and advice on how to avoid common spring-time ailments.

## AVOID THE FLU

The flu season has had a late start this year and it's important to keep taking action to stop the spread of influenza. Remember to:

- Cover your face when you cough or sneeze and throw used tissues in a rubbish bin.
- Wash your hands thoroughly and often. Wash hands for at least 10 seconds, especially after coughing, sneezing or blowing your nose, or use an alcohol-based hand rub.
- Stay at home until you're well. Wait at least 24 hours after your fever resolves so that you are unlikely to infect other people. Keep sick children away from school and other activities.

## REDUCE THE SYMPTOMS OF HAY FEVER

Hay fever is the common term for 'allergic rhinitis'. It's caused by an allergic response to outdoor or indoor allergens such as pollen, dust mites, fungal spores, animal fur or occupational sources. Hay fever symptoms include sneezing, a runny nose and itchy eyes.

Hay fever can pose a serious threat to your health if you have asthma, because it increases your chance of admission to hospital and the need for steroid medication. In some cases, treatments can be effective in reducing symptoms. Asthmatics should follow their Asthma Action Plan or speak to their GP if they do not already have one in place.

Suggestions to prevent or limit symptoms of hay fever include:

- Stay indoors as much as possible in spring, on windy days or after thunderstorms
- Check the pollen count forecast and try to stay indoors if it's a high count
- Wear sunglasses during the day when the weather is warm (especially if it's windy) to reduce eye exposure

• In your garden, choose plants that are pollinated by birds or insects, rather than plants that release their seeds into the air

• Replace your lawn with types of artificial grass, bricked or paved areas

• Splash your eyes often with cold water to flush out any pollen

• Reduce your exposure to dust and dust mites, animals and animal hair or fur (dander)

• Avoid smoking or breathing in other people's smoke, as it can make symptoms worse – for advice on quitting smoking, visit [icanquit.com.au](http://icanquit.com.au) or phone **13 78 48**.

## MAKE HEALTHY YOUR NEW NORMAL THIS SPRING

Dust off those runners and get moving! Make Healthy Normal is about making lifestyle changes that can make a big difference to your health. By simply keeping an eye on what you eat and doing a little more exercise, you'll have more energy, look and feel better and reduce your risk of chronic disease.

Want to make healthy changes? Small steps are our mantra, so take the quiz and join the 10 Week *Make Healthy Normal Challenge* online at [makehealthynormal.nsw.gov.au](http://makehealthynormal.nsw.gov.au). Set and monitor your own healthy activities and goals in your very own account, and receive weekly emails packed with info and tips to keep you motivated.

Another great program is the *Get Healthy Service*, a free health telephone coaching and information service that focuses on healthy eating, being physically active and achieving and maintaining a healthy weight. You will receive help in developing your own personal health goals to maintain motivation, working out your problem areas and support to make lifestyle changes.

When you sign up for the *Get Healthy Service* you will be given your own personal health coach who will support you over a six-month period to help on your way to a healthier you. You'll be able to access the website to download tools and keep an eye on your progress. To talk to a Get Healthy Service Health Coach call **1300 806 258** or visit [gethealthynsw.com.au](http://gethealthynsw.com.au) for more information.



# Statement of Commitment

The Illawarra Shoalhaven Local Health District (ISLHD) acknowledges and honours Aboriginal people as the State's first people and for their unique and lasting contribution to the identity of New South Wales and to our District.

ISLHD acknowledges, regrets and is **Sorry** for the pain and loss placed on the lives of Aboriginal people who have been dislocated from their culture, displaced from their homelands and watched their children being taken away.

There are many local stories, but the story of our Stolen Generations is among our saddest. Some of the people we treat and some of our colleagues were directly affected by the forcible removal of children and past injustices including inequitable access to our hospitals and health services.

Every single one of us has a story; it shapes who we are and is often the essence of why we do what we do. These stories are incredibly powerful, emotional and highly insightful; we can't change the past but we can acknowledge the continuing legacy of these past practices. We can hope the unpleasant stories will motivate us to improve. We can take the time to pause and remember and we can pledge ourselves not to repeat past injustices.

There are also many success stories that will inspire us to reach even higher, think outside the box and consider new approaches to the way we 'normally' do things. Above all, we can remind ourselves of the opportunities our work provides to help add years to life and life to years for Aboriginal people who live in our District.

ISLHD is committed to improving the physical, cultural, spiritual and family wellbeing of Aboriginal people to reach their full potential and flourish in their own story.

The following principles will guide us in everything that we do. We will:

- Trust, recognise and respect cultural values and traditions of our Aboriginal communities and uphold cultural protocols
- Acknowledge the valuable and unique role of Aboriginal Community Controlled Health Services
- Support Aboriginal families to build their resilience and capacity for self-care
- Recognise the contribution the health system can make to the social determinants of health for Aboriginal people.

We are committed to developing an Aboriginal Health Plan with practical actions which follow the strategic directions of the NSW Aboriginal Health Plan.

We make this **Commitment** on this day, 14 August 2016 to lead our work towards Closing the Gap between Aboriginal and non-Aboriginal people through connected, high quality, and safe services.

*Denis King*

Clinical Professor Denis King OAM  
Board Chair

*Margot Mains*

Margot Mains  
Chief Executive



ISLHD operates on the traditional lands of Dharawal and Yuin nations which encompass five language groups; Wadi Wadi, Dharawal, Wandandian, Walbanga and Yuin.

# ISLHD makes significant pledge to Aboriginal communities

In a significant moment for our Local Health District, our Board Chair, Clinical Professor Denis King OAM and Chief Executive, Margot Mains recently attended a celebration event to officially sign the Illawarra Shoalhaven Local Health District Statement of Commitment to Aboriginal people.

In signing the Statement of Commitment, the Board Chair and Chief Executive reaffirmed and strengthened our commitment to the more than 13,000 residents within our District that identify as Aboriginal and/or Torres Strait Islander. We will remain focused on closing the health and life expectancy gap between Aboriginal and non-Indigenous Australians and we will continue to empower Aboriginal people to make healthy lifestyle choices, and feel culturally safe when they need our services.

Director Aboriginal Health Strategy, Pauline Brown and Aboriginal Chronic Care Unit Senior Project Officer, Eric Winch co-chaired the celebration and led attendees on a journey to remember the past; pause and reflect; and commit to a healthier future.

The ceremony continued July's NAIDOC celebrations around the theme of *Songlines: a narrative of our nation*, by incorporating traditional

customs and performances, respecting both cultural and official protocols.

Aunty Muriel Davis, a Dharawal descendant and traditional owner, performed the Welcome to Country to over 90 guests which included LHD Board members, Senior Executives, respected Elders from the Aboriginal community and our key partners in Aboriginal health.

Miss Olivia Talbott, member of the Illawarra Flame Trees, performed the Australian National Anthem in the Dharawal language. Aboriginal Health Workers, Ron Thomas and Richard Luland performed an Archie Roach song "Paradise", followed by Matt Walker, who performed his own song about the Stolen Generations. The energetic dance performances by three young Aboriginal boys from the Illawarra Flame Trees showcased the talents of our younger generation.

The Statement of Commitment document incorporates artwork by Aunty Cecily Wellington-Carpenter, which was digitalised by local graphic designer, Jasmin Sarin. The artwork's vibrant colours represent the ocean and shells, and are a reflection of the artist's environment and the hope of a brighter future.

The Board Chair and Chief Executive delivered moving and emotional speeches and participants

said they felt overwhelmed by the commitment to improving the life expectancy of Aboriginal people living in the District. Following the formal signing, the Statement was presented to Ms Julie Booker, Aboriginal Health and Medical Research Council regional representative to receive it in the spirit of healing within our District and our pledge to develop a local Aboriginal Health Plan.

Our District has worked over many years to strengthen relationships with our Aboriginal communities and partner organisations, with many in attendance at the ceremony, including the Illawarra Aboriginal Medical Service and Waminda – South Coast Women's Health and Welfare Aboriginal Corporation, together with the Illawarra Aboriginal Men's Group, Shellharbour Aboriginal Community Youth Association, Illawarra Aboriginal Corporation, Grand Pacific Health, Co-ordinator and the University of Wollongong.

We will continue to promote and foster these strong ties and encourage good health and wellbeing for all Aboriginal people. Our next step is to develop a local Aboriginal Health Plan, which will include practical actions to guide our work and decisions about what is needed in our Local Health District.



1. ISLHD Chief Executive, Margot Mains and Board Chair, Prof Denis King sign the Statement of Commitment
2. Julie Booker, Regional Representative Aboriginal Health and Medical Research Council accepts the Statement from the Chief Executive and Board Chair
3. Julie Booker, Aunty Cecily Wellington-Carpenter and Aunty Muriel Davis cut the celebratory cake
4. Colin Winch, Housing and Homeless Support Service - Illawarra Aboriginal Corporation; Uncle Gerald Brown, Illawarra Aboriginal Men's Group; June Lowe, Housing and Homeless Support Service - Illawarra Aboriginal Corporation; Darrell Brown, Co-Chair of FACS Aboriginal Community Consultation Group; Pauline Brown, ISLHD Director Aboriginal Health Strategy and Eric Winch, Aboriginal Chronic Care Unit Senior Project Officer
5. Olivia Talbott performing the Australian National Anthem in the Dharawal language
6. Ron Thomas and Richard Luland perform "Paradise"

# DO YOU HAVE PRIVATE HEALTH INSURANCE?

This is a question that patients in public hospitals are often surprised to hear. They are even more surprised to learn that those who use their private insurance have access to a range of additional benefits while in our care.

At the same time, private health insurance helps bolster hospital services and assists in the purchase of additional hospital equipment.

We know that people who use public health facilities often don't take up the option of using their health insurance, as they think they will incur additional costs. Some of our patients simply don't realise that by using private insurance at our hospitals patients are guaranteed that any excess or co-payment for the costs of their stay will be waived.

**If you have private health insurance and decide to use it when admitted, you will receive:**

- Choice of doctor if they have admitting rights
- Waiver of any health fund excess relating to accommodation

- Guarantee of no out of pocket expenses for prosthesis, blood tests, X-Rays or scans
- Access to a single room (subject to availability)
- Free daily newspaper
- Free TV
- Free parking

For more information about using your private health insurance in a public hospital, please contact any Hospital Admission Office and they will put you through to one of our Patient Liaison Officers.

**Alternatively, you can speak with an Admission Officer or Emergency Department Clerk at our Hospitals or our Customer Service Manager on 4275 5191.**



# Celebrating World Breastfeeding Week

Midwives and other health staff recently joined mums and families throughout the District to celebrate World Breastfeeding Week. Staff used the opportunity to promote the importance of breastfeeding and increase awareness of the local support services available to parents. During the Week, our Child and Family Health staff asked women, "what is the one thing we could do as a service to better support your breastfeeding experience?" The responses will guide future breastfeeding strategies for our services.

In hospital, women are supported, assisted and encouraged to feed their babies following birth. Skin-to-skin contact is advocated as this practice keeps the newborn warm and less stressed, which assists

the initiation of breastfeeding. On-going support is available in the community by Child Family Health Nurses and at breastfeeding groups. These groups are held in Community Health Centres at Albion Park, Fairy Meadow, Berkeley and Nowra.

*Breastfeeding: a key to sustainable development* was the theme for the 2016 World Breastfeeding Week campaign, and promoted breastfeeding as a key element in getting us to think about how to value our wellbeing from the start of life, how to respect each other and care for the world we share.



## Why breastfeed?

Breastfeeding is the normal and most beneficial way to feed your baby. Breastfeeding provides all of a baby's essential needs for growth, development and protection from illness and disease.

### BEST FOR BABY

- Breastmilk meets all your baby's nutritional needs for the first six months.
- Breastmilk changes during the feed, as well as over months and years, to meet your baby's changing nutritional, immunological and developmental needs.
- Regular skin-to-skin contact and close interaction during breastfeeds encourages mutual responsiveness and attachment.
- Breastmilk contains many anti-infective factors that help protect your baby from illnesses such as gastroenteritis and infections.
- Breastfeeding lowers the risk of being overweight, obesity and diabetes in childhood and adulthood.

### BEST FOR MOTHER

- Early suckling minimises bleeding after birth and helps your uterus return to its pre-pregnant state.
- Breastfeeding aids a faster return to pre-pregnancy body weight as it uses kilojoules to make the milk.
- Breastfeeding may reduce the risk of pre-menopausal breast, ovarian and endometrial cancers.

### BEST FOR THE FAMILY

- A healthier baby means reduced costs in doctor's visits and medicine.
- Breastfeeding is cheap compared to formula feeding.
- Breastfeeding is safe and convenient.

Assistance with breastfeeding can be provided by midwives, child and family health nurses, lactation consultations and the Australian Breastfeeding Association. For more information on breastfeeding your baby visit the NSW Health Office of Kids and Families website: [kidsfamilies.health.nsw.gov.au](http://kidsfamilies.health.nsw.gov.au)

## SHOALHAVEN SERVICES CELEBRATE

The Shoalhaven Child and Family Health Service, Aboriginal Maternal Infant Child Health Service (Binji & Boori) and Shoalhaven District Memorial Hospital Maternity Service hosted a celebration morning tea for local mothers and their babies during World Breastfeeding Week.

The morning tea at Shoalhaven Family Care Centre was an opportunity for mums to talk to staff, ask questions about feeding and meet other local families.

"Breastfeeding takes time, patience and practice. Our local services are an opportunity for parents to access support and help from health professionals as well as get together and talk about some of the common difficulties they may be sharing and understand that they're not alone," Binji & Boori Midwife, Linda Deys said.

Shoalhaven Child and Family Health Service  
Phone: 4424 6300

Aboriginal Maternal Infant Child Health Service (Binji and Boori)  
Phone: 4423 9900



# A day in the life of Friends of Wollongong Hospital

The Beatles may not have been writing about them, but the volunteer members of the Friends of Wollongong Hospital more than live up to the lyrics "I get by with a little help from my friends". The group of volunteers has been in operation for more than 50 years, providing an invaluable helping hand to patients and staff throughout Wollongong Hospital.

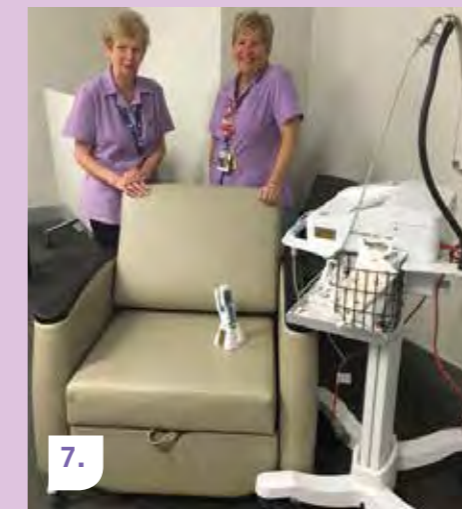
Recognisable by their eye-catching lavender shirts (which legend has it, started out pink but was changed when the pink shirts kept fading to lavender), the Friends can often be seen around Wollongong Hospital going out of their way to help make our patients' stay a little more comfortable.

Whether out in the wards and halls, or stationed at the Hospital entrances fundraising, the 40 members of the Friends of Wollongong Hospital, led by President Sandra Adams and Treasurer Joe Peralta, make a difference every day.

We take a look at a typical day in the life of these volunteers and say a big thank you for everything that they do.

- The first job of the day is picking up the newspapers and setting out on the paper run throughout the Hospital wards where patients can purchase the morning papers.
- Volunteers then gather at the office to stock and prepare the many different trolleys that will go across to the Hospital.
- The trolleys are walked across to the Hospital ready to head out to the wards and Crown Street kiosk (Photo 1).
- A toiletries and snacks trolley visits the wards where patients can purchase essentials or treats and snacks to make their stay a little more comfortable (Photo 2: Patients, Betty Hayne and Linda Jerrett peruse the trolley and chat to volunteers Yvonne and Katerina).
- The volunteers provide office administrative help to the wards such as packaging up the all-important 'blue books' in maternity or sorting arm bands in the ED (Photo 3).
- Regular stalls raising money for the Hospital, culminating annually in the Christmas Raffle (keep an eye out for tickets from October) (Photo 4).
- The counter at Crown Street entrance to the Hospital sells papers, magazines and gifts such as soft toys, balloons and knitted garments (Photo 5).
- The flower care trolley operates up to three days a week, changing the water in flowers that patients receive, taking away old flowers and passing on flowers to other wards if a patient leaves them behind (Photo 6).

- The Library trolley gives out free books and magazines for the patients to read.
- The volunteers do washing for the patients on any ward – the nurses ring the Friends and they wash and dry the clothes using the machines in their office and return the laundered items to the patients' room.
- Money raised is donated or used to purchase equipment for the hospital. Some of the recent items include two chairs that convert into a bed for family members to stay if necessary, an ECG machine for the Emergency Department and an AccuVein finder donated to Ward A4. (Photo 7: Sandra Adams and Ann Vaughn with one of two sleeper chairs donated to Wollongong Hospital and the ECG machine donated to the Emergency Department).



Second generation Friends of Wollongong volunteer, Irene Nicholson proudly displays her mother's Auxiliary badge, which was passed down to her

## Join the Friends of WOLLONGONG HOSPITAL NOW!

The Friends of Wollongong Hospital are always looking for new members to join their group. In particular they're seeking new volunteers to do the 7.30am newspaper run, which involves picking up the papers in the morning and visiting the wards to sell them to interested patients.

**Training is provided for new volunteers. If you would like to volunteer or find out more contact President, Sandra on phone: 4222 5696.**



# ED: why the wait?

The role of the Emergency Department is to diagnose and treat acute and urgent illnesses and injuries. Patients are seen in order of medical urgency, with non-urgent patients being seen after more unwell patients. Patients with letters from a doctor or arriving by ambulance do not necessarily receive priority as all patients are triaged and seen according to their urgency.

## There are different levels or categories of urgency:

- **Life Threatening:** You will be seen first because your life is in danger (Triage Category 1)
- **Emergency:** You will be seen next. Symptoms such as chest pain fit into this category (Triage Category 2)
- **Urgent:** This includes conditions such as moderate asthma or some fractures (Triage Category 3)
- **Semi-Urgent:** Conditions such as minor trauma (Triage Category 4)
- **Non-Urgent:** Conditions that are usually managed by your general practitioner (Triage Category 5)

It's important to understand that a critically ill patient may require the attention of several staff members, which may increase the wait time for less urgent conditions.

Patients with non-urgent conditions may attend their local doctor if they do not wish to wait. In addition, a local doctor is the best person to care for conditions of an ongoing nature. A list of GPs currently open in your area is available on the healthdirect website: [healthdirect.gov.au/after-hours-gp-helpline](http://healthdirect.gov.au/after-hours-gp-helpline). Healthdirect also provide free health advice, 24 hours a day, 7 days a week – call **1800 022 222**.

## OUR HOSPITAL EMERGENCY DEPARTMENTS

The following hospitals across the District provide an emergency service:

- Wollongong: ED entrance off Darling St, Wollongong
- Shellharbour: 15-17 Madigan Blvd, Mt Warrigal
- Shoalhaven District Memorial: ED entrance off Scenic Dr, Nowra
- Milton-Ulladulla: 104 Princes Hwy, Milton

ISLHD Director of Emergency Medicine, Dr Thomas Carrigan



# SUNDAY 16 OCTOBER

**100% OF REGISTRATION GOES TOWARDS THE REFURBISHMENT OF THE CHILDREN'S WARD AT WOLLONGONG HOSPITAL**

## FACTS & FIGURES

- 3250** Number of participants in 2015
- \$105k** Amount raised in 2015
- \$455K** Amount raised to date (since 2011)

## HOW TO TAKE PART – WALK OR RUN:

**There's something for everyone:**

- Run Australia 12km Run
- Cotton On Body 6km Run
- Typo 6km family walk
- Cotton On Kids 1km Kids Run (ages 4-12)

Exclusive post-run entertainment this year is being headlined by 2015 X-Factor winner and Dapto dynamite, Cyrus Villaneuva.

## JOIN THE RUNNING CROWD!

**Will you Run Wollongong on Sunday 16 October 2016?**

- Local businesses
- Community groups
- Schools
- Individuals and families

Join the fun and get your team together to run or walk the course. All fitness levels are welcome.

If you can't join the run on the day – sign up to become a Virtual Runner. Every bit helps!!



## FITNESS FUN WITH A CAUSE



FOR MORE INFORMATION OR TO REGISTER VISIT:  
**[RUNAUSTRALIA.COM.AU](http://RUNAUSTRALIA.COM.AU)**



# Sanctuary Point Healthy Town Challenge

Sanctuary Point was selected to be one of five towns in NSW to compete in the 2016 NSW Healthy Town Challenge, which followed the success of the Bomaderry Healthy Town Challenge in 2014/15.

ISLHD Health Promotion Officer, Kim Thompson explained that the Healthy Town Challenge provides a focus for rural services to work together to improve the health of small communities.

*"The Sanctuary Point Challenge provided opportunities for people to get active, eat well and connect with one another. The Challenge offered a range of achievable health initiatives to inspire residents to make healthy choices and support change,"* Ms Thompson said.

The Sanctuary Point community has worked tirelessly over recent years to create a safe and vibrant neighbourhood, with initiatives such as a community garden, a bike safety course for children, community services, Men's Shed and a newly established Youth Hub.

*"An important part of the Challenge was to consult with and work very closely with local services, to make sure we were listening to the needs of the community,"* she said.

Community members who joined the Sanctuary Point Healthy Town Challenge also registered with the Get Healthy telephone coaching service.

## Key Facts and Figures

- Around 170 people registered to join the Challenge
- The Sanctuary Point 5 x 5 initiative launched the Challenge – a series of community walks along the St Georges Basin foreshore
- Skills-building workshops offered including: free cooking classes, healthy family workshops, gentle exercise classes, outdoor gym 'come and try' sessions and vegetable gardening classes
- Two walking groups emerged during the Challenge: parents' walking group and general community walking group
- The challenge supported a number of community events such as the Community Garden Open Day, Community Expo and film night
- Two workplace challenges were self-initiated by partner organisations as part of the Challenge: a Pedometer Challenge and an Inter-office Challenge

The second phase of the Sanctuary Point Healthy Town Challenge focussed on ways to sustain healthy outcomes once it finished. The Challenge has contributed resources to ongoing projects in the area, such as the community initiated Bay & Basin 'Nippers Club', which will provide water safety skills and resources to encourage families to enjoy water sports. Previously, local families had to travel almost an hour to take part in similar activities. The Challenge has resulted in strong partnerships in the Bay and Basin area and future strategies are being developed.

*"After successfully co-ordinating two Healthy Town Challenges, we've developed a model for delivering a range of health initiatives to vulnerable populations in specific rural areas."*

The Healthy Town Challenge is an initiative of the NSW Office of Preventative Health and the Heart Foundation to improve the health of small rural towns. Local partners included Sanctuary Point Youth and Community Centre, the Connect Centre, Sanctuary Point Community Pride, Sanctuary Point Public School and Clifton Road Community Garden. For more information on the Sanctuary Point Healthy Town Challenge, call Kim Thompson on **4455 5366**.

To register with Get Healthy, the free personal telephone health coaching service visit: [gethealthynsw.com.au](http://gethealthynsw.com.au) or phone: **1300 806 258**.



Chief Executive, Margot Mains formally opens the evening

## The second annual ISLHD Research Dinner saw 140 guests join together to celebrate and promote local health and medical research.

Our Chief Executive, Margot Mains opened the evening, acknowledging that the event has become an important fixture on the annual research calendar. Ms Mains spoke about the many exciting research initiatives happening locally in health, including the progress of students undertaking the joint ISLHD/University of Wollongong (UOW) Scholarship and the Illawarra Health Information Platform (IHIP).

The IHIP will allow clinicians to access important data in order to investigate determinants and the natural history of health and disease. It will also enable them to explore relationships between how patients use services and how models of care are developed and adapted.

The evening also served as an opportunity for professionals from across the District to come together to discuss similar interests in research. Guests at this year's event included the Pro Vice Chancellor of UOW, Professor Judy Raper; UOW Dean of Medicine, Professor Ian Wilson; Director of ASHRI, Professor Kathy Eagar; Director IHMRI, Professor David Adams; IHMRI Clinical Director, Professor Leonard Arnold; General Manager of South Coast Private Hospital, Ms Kim Capp; and Chief Executive of Wollongong Private Hospital, Mr David Crowe, as well as many of the senior executives from across the District.

The initiatives and collaborations facilitated during the night contribute to our District's core purpose of creating healthy people and resilient communities. By integrating research into everyday practice we are providing the community with proven best practice treatments, procedures and care. We are working to create a research culture within our District and part of this is ensuring we explore and strengthen the partnerships we have (and those we could have) and collaborating to support better research.

We welcome community representatives who have an interest in research and aim to collaborate with all areas of the District. We hope to see you at the next Research Dinner.



Research dinner attendees

# New local Palliative Care webpage

Palliative care is one of those topics people have heard about, but often find difficult to understand. *What is it? When do you need it? Who provides it? Where?* And, probably the hardest question of all, *What do I need to know about how to care for a loved one?* These questions and more are answered on the new ISLHD Palliative Care Internet site.

**Palliative Care Clinical Services Manager, Kay Cope, coordinated development of the new Palliative Care site. She worked with the Palliative Care team over the last 12 months to develop content and sought feedback from carers and staff to ensure the site is simple and easy to use for all. Kay talks us through some of the site's features.**

The Palliative Care webpage introduces patients and carers, as well as the general public, to our Palliative Care services and what we do. We wanted to emphasise that palliative care is essentially about managing symptoms when other treatments aren't doing the job. People with advanced cancers or chronic diseases, such as heart failure or kidney failure, might still be receiving treatments for their disease, but have complex symptoms that can be really helped by palliative care.

Palliative care is more about living as well as you can, rather than terminal care. People often don't realise that good management of

advanced disease symptoms can significantly improve a patient's quality of life. These days, people have more choice about how they want to be cared for as their disease progresses. Do they want active treatment or purely symptom relief, or both together? Do they want to be cared for at home or in hospital? Do they want to utilise loan equipment, such as hospital beds and wheelchairs, to help in their care at home?

There are also resources for those that do want more information about help as they contemplate the end of their life. We have included a page of links to additional resources so readers can find information on how to write a Will or an Advance Care Plan, how to care for someone who is dying, or how to understand prescribed medications and complementary medicines. We recommend a few sites that can be very helpful if you need them.

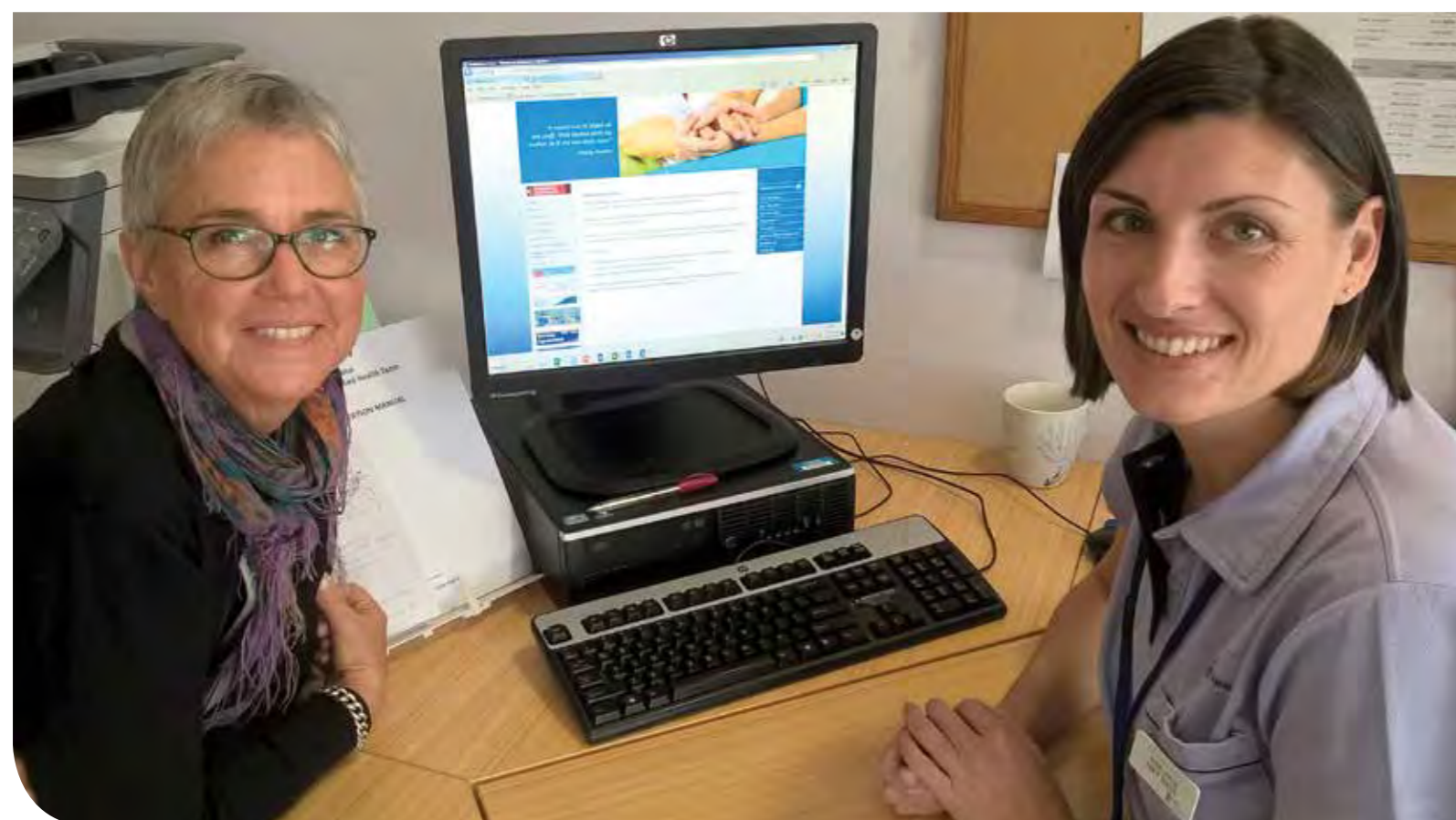
The webpage also celebrates our small but incredibly valuable army of volunteers who help in our wards, by making the hospital feel as much

like home as possible for palliative patients. While in the community, volunteers provide a little time-out or respite for carers. Our community volunteers are trained to spend time with patients while their carers can go shopping or attend other appointments, for example.

If you're interested in supporting the Palliative Care Service, the webpage also provides information on how to become a volunteer or make a donation.

To view the Palliative Care webpage, go to the Illawarra Shoalhaven Local Health District Internet page, and look under Our Services [isihd.health.nsw.gov.au](http://isihd.health.nsw.gov.au)

*Webpage project lead, Kay Cope and developer, Lucy Mann proudly display the new Palliative Care webpage which they hope will help people better understand what the service offers.*



## COLLABORATIVE PROJECT BRINGS GPs and Geriatricians together



Dr Susan Subrata (Geriatrician ISLHD); patient, Brian Melville and wife Wanda Melville; and Dr Alistair Kyle (GP) at Worrige Medical Centre

Going to see a doctor can be a daunting experience, particularly if you need to see a specialist. It can feel even more overwhelming if the specialist is a Geriatrician who may be about to confirm your fears about having dementia.

The *Geriatricians in the Practice* project in the Shoalhaven aims to calm some of these concerns by having the patient's General Practitioner (GP) be part of the consult. The initiative involves a Geriatrician and Dementia/Delirium Clinical Nurse Consultant (CNC) accompanying the GP and Practice Nurse in their rooms and providing an integrated appointment that is easily accessible for patients. Importantly, the appointment takes place in a familiar environment where patients already feel comfortable.

The project is facilitated by ISLHD and Coordinare. The first clinic was held in December 2015 and has gone from strength to strength. Feedback from patients and carers has been extremely positive; they've told us that they feel more involved in discussions and decisions about their health.

*"This was a wonderful experience – we talked, you listened and we felt included. Thank you."* – Patient.

These clinics are about much more than a community get together; they also provide an opportunity for doctors and nurses to work more collaboratively and share knowledge and experience. Being able to access the GP and Practice Nurse, who have known their patients for a long time, provides invaluable background and history for the Geriatrician and Dementia/Delirium CNC.

*"My partner has been having problems with her memory for a long time – she is only in her 50s – everyone said she was just anxious and depressed but we weren't convinced. Today I felt like we were taken seriously for the first time – and we were right, they think she does have a type of younger dementia and we have been referred to Sydney for further testing. I feel like we are finally getting somewhere and to have this done at our GP has been magic. My partner was so nervous all week but this has turned out to be the best thing we ever did for her health!!!"* – Carer.

If you live in the Shoalhaven region and are worried about memory loss or possible dementia for you or a loved one, please talk to your GP.



Kathryn Goodwin (Practice CNC); Karen Shepherd (Dementia/Delirium CNC); and Brian and Wanda Melville at Worrige Medical Centre



Dr Janet Kunze (GP), Mary-Lou Eldridge (Practice Nurse), Karen Shepherd (Dementia/Delirium CNC), Dr Jeremy Christley (Geriatrician), Dr Jenny Woods (GP) and Dr Jarrod Alkemade (GP) meeting at Moss Street Medical Practice



Alexander Rostankovski practices his firefighting skills during a visit to Hillview Child Care Centre by local fire fighters

## Places available at Hillview Child Care Centre

**Hillview Child Care Centre is located at Port Kembla Hospital and provides long day care for children aged 6 weeks to 5 years. Places are available in most categories, but particularly in the 3 – 5 year old age group.**

Hillview has a rating of 'Exceeding National Quality Standard', which is the highest category awarded under the National Quality Standard (NQS) assessment and the hardest to achieve. The NQS rates services across seven quality areas:

- 1. Educational program and practice**
- 2. Children's health and safety**
- 3. Physical environment**
- 4. Staffing arrangements**
- 5. Relationships with children**
- 6. Collaborative partnerships with families and communities**
- 7. Leadership and service management**

To achieve an overall rating of Exceeding National Quality Standard, a service needs to receive an "exceeding" rating in four or more quality areas. This exceptional achievement is a testament to the dedication and hard work of staff at the Centre and the care they provide the babies and children that attend.

Hillview Child Care Centre provides long day care for the general public, in addition to employees of the District and other state health care organisations.

To enquire about placements or for more information contact Gina Frino on **4223 8099** or email: **Gina.Frino@health.nsw.gov.au**

## Bowel Cancer SCREENING SAVES LIVES

The National Bowel Cancer Screening Program is a gift that could save your life. If you're aged 50-74 and eligible, you'll be sent a free bowel cancer screening kit. Around 80 Australians die of bowel cancer every week, but if detected early, up to 90% of cases can be successfully treated.

The campaign, 'A Gift for Living', was launched recently across the state by the Cancer Institute NSW to encourage more people to get involved.

Participation in the National Bowel Cancer Screening Program in NSW is the second lowest in Australia at 34.5%. Increased participation in this program will have a profound impact on outcomes for bowel cancer across the community.

The National Bowel Cancer Screening Program hopes that by 2020, around four million Australians will be invited to screen annually and more than 12,000 suspected or confirmed cancers will be detected each year.

Completing the test is quick and easy and it can be done in the privacy of your own home. The test is free and you'll get your results back in a couple of weeks.

**If you, or someone you know, are eligible for a free bowel cancer screening test, please visit the National Bowel Cancer Screening Program website through [cancerscreening.gov.au](http://cancerscreening.gov.au)**



## Health Alert: Unlicensed Cosmetic Procedures



If you are considering cosmetic surgical and medical procedures, it's important to undertake careful research and make sure the person doing the procedure is qualified to do so. NSW Health is issuing this important reminder following a recent complaint to the Health Care Complaints Commission (HCCC). Members of the public should visit the Australian Health Practitioner Regulation Agency (AHPRA) register online at [ahpra.gov.au](http://ahpra.gov.au) to check that a health practitioner is registered.

Following the HCCC complaint, NSW Health became aware that Ms Pu Liu, also known as Mabel Liu, was performing cosmetic procedures from premises situated at 14/239 Great North Road, Five Dock. Ms Liu is not a medical practitioner registered in Australia and an inspection of the residential unit found evidence of poor infection control.

There is a risk that clients who've had cosmetic procedures performed at this address may have been exposed to blood-borne viruses such as hepatitis B, hepatitis C and HIV. There is also a risk of skin and soft tissue infections and poor cosmetic results. NSW Health has recommended that clients who have had procedures performed by Ms Liu at this address should seek the advice of a GP and be tested for blood-borne viruses. For more information, including a list of physical symptoms of infection, visit NSW Health's website: [health.nsw.gov.au](http://health.nsw.gov.au).

There may be other unregistered practitioners operating in NSW who perform cosmetic procedures and/or surgeries in unregulated, unlicensed premises including homes and hotels. These may also pose a health risk.

If you've had a procedure with a poor outcome or have concerns about a practitioner or location, you can inform the HCCC on **1800 043 159** or access the HCCC website - [hccc.nsw.gov.au](http://hccc.nsw.gov.au)

## One of our own named NSW Pharmacy Intern of the Year

Wollongong Hospital's Kerry Watts was recently named the 2015 NSW Intern Pharmacist of the Year. Kerry was last year's intern at Wollongong and is now a Pharmacist at the hospital.

The Pharmaceutical Society of Australia (PSA) MIMS Intern Pharmacist of the Year Award recognises intern pharmacists who are showing outstanding performance in their development as professional pharmacists, and are role models amongst early career professionals. Interns are recognised for striving to raise standards to provide a future model for the practice of pharmacy, before being fully-registered.

Kerry was nominated for demonstrating leadership skills in development of the pharmacists' role above and beyond expectations. She has been recognised for her contribution to the quality provision of pharmaceutical services and her involvement in education of patients and staff.

**This is a major achievement, and the first time a hospital-based intern has won this award. Congratulations Kerry!**



Kerry Watts accepting her award with Stephen Carter (PSA NSW Branch President) and Dinah Graham (MIMS representative)

## HERE'S CHEERS TO DRY JULY 2016

Special thanks, and well done, to the 135 participants who took part in this year's Dry July campaign which raised \$40,000 for the Illawarra and Shoalhaven Cancer Care Centres.

In the last six years, Dry July has raised more than \$380,000 for our Cancer Services. The event sees staff and the community go without alcohol for the month, while raising funds to help enhance services and create a more pleasant environment for adults undergoing cancer treatment.

Funds raised through Dry July have enabled us to improve amenities at our cancer care centres and create more comfortable spaces for patients. Projects include skylights and murals in the wards, a garden retreat and quiet spaces for resting and relaxing. We have also installed a wayfinding kiosk at the Illawarra Cancer Care Centre and refurbished our patient accommodation at Wollongong Hospital, Alkira Lodge, making it a more home-like place for out-of-town patients and families to stay while receiving treatment.

Congratulations to all those that successfully undertook the Dry July challenge and thank you to everyone who sponsored or donated to the campaign.



## TWITTER

Did you know you can follow us on Twitter? @IllaShoalHealth

We use our Twitter feed to let the community know about things such as:

- Upcoming events and workshops
- Local and state-wide health initiatives
- Public health notifications
- Our innovations and achievements

# Caring for Carers

SUPPORTING PEOPLE WHO LOOK AFTER SOMEONE

A carer is someone who looks after a family member or friend with disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail aged.



For more information on carers, visit [multiculturalhealthweek.com](http://multiculturalhealthweek.com) or call (02) 8753 5047

For health resources in different languages, visit [mhcs.health.nsw.gov.au](http://mhcs.health.nsw.gov.au)



Information for carers and the services and support we provide are available on our website: [islhd.health.nsw.gov.au](http://islhd.health.nsw.gov.au). Select 'Carer Program' on the *Our Services* page.

## Read me online

You can read or download the current edition of Health in Focus online at [islhd.health.nsw.gov.au](http://islhd.health.nsw.gov.au)  
You can also read past editions of Health in Focus online.



# LET'S RUN WOLLONGONG



**SUNDAY 16 OCTOBER**  
**100% FOR WOLLONGONG KIDS IN NEED**  
**FEATURING CYRUS**

**RENAUSTRALIA.COM.AU**

**COTTON:ON**