

# COMMUNITY NEWSLETTER

## HIGHLIGHTS



**NCN Update**



**Open Day**



**Careers Day Out**



**Numurkah Network**

Winter Edition 2019

# COMMUNITY NEWSLETTER

## MESSAGE FROM THE CEO

We are delighted that work has commenced on the renovation at Karinya and the master plan and feasibility study for the Lodge is commencing soon with the architect now appointed. Community consultation will take place in the coming weeks.

The proposal for the voluntary amalgamation of Nathalia, Cobram and Numurkah health services was submitted to the Department of Health and Human Services following endorsement from the Boards. We continue to work in close consultation with the Department of Health and Human Services and the proposal is yet to be considered by the Minister for Health for approval. No decision has been made.

Numurkah District Health Service has commenced the use of the "My Emergency Doctor" App in the Urgent Care Centre, which allows you to have a video consultation with a specialist emergency doctor. This is a valuable addition to our services.

The Numurkah District Health Service Open Day was held on 1 May with over 80 people attending. The event showcased our facilities and enabled people to talk to staff and participate in behind the scenes tours. It was a great success.

We also enjoyed a range of great activities as part of Active April, including the More4Moira community celebration, which was enjoyed by over 50 people.

We celebrated the amazing work of our nurses during International Nurses Day and we recognised our fantastic volunteers during National Volunteer Week. Thank you for all the work you do - caring for our community.

With winter now here, I'd like to remind the community to get your flu shot. Stay warm and healthy over the colder months.

Jacque Phillips OAM  
**Chief Executive Officer**

## 'MY EMERGENCY DOCTOR' APP

In Urgent Care, a Registered Nurse will currently undertake a thorough assessment of any patient who presents to determine if they can provide treatment or advice, or if further consultation is needed by a medical practitioner. As an unfunded Urgent Care Centre we rely on local GPs who provide an on call service most days of the week.

Numurkah District Health Service has commenced the use of the "My Emergency Doctor" App in the Urgent Care Centre, which allows you to have a video consultation with a specialist emergency doctor within minutes, 24/7, from wherever you are in Australia.

The emergency doctors are experts in making rapid, accurate assessments of all medical emergencies to assess a situation via the built-in video on a smart phone or tablet. They can write prescriptions, order X-rays and pathology tests, refer patients to other specialists, or send them straight to the emergency department when needed. These expert doctors are Fellows of the Australasian College for Emergency Medicine, or FACEMs and are the most senior doctors who work in hospital emergency departments.

## NCN UPDATE: NATHALIA COBRAM NUMURKAH HEALTH SERVICES



The proposal for the voluntary amalgamation of Nathalia, Cobram and Numurkah health services was submitted to the Department of Health and Human Services following endorsement from the Boards, extensive community and staff consultation, due diligence assessment, and careful consideration of the benefits and issues.

The health services continue to work in close consultation with the Department of Health and Human Services and the proposal is yet to be considered by the Minister for Health for approval. No decision has been made.

### **About the proposal**

There will be no loss of services, staffing or funding. Existing hospitals/facilities will remain in place, in their current locations. Current services will be maintained and enhanced. The local identity and unique characteristics of each facility are valued and will be preserved.

The merger will be business as usual. A CEO has been managing the three entities over the past 12 months and the management structure is well advanced with a range of senior management positions in place across the campuses. The proposal will combine the governance of the three organisations.

In an amalgamated entity, the Board would have local representation from each community and three Community Advisory Groups. Local funding will remain local. Reserves at each organisation will be kept for local priorities. Donations and items will remain with each facility/location.

### **Ongoing feedback welcome**

We welcome ongoing feedback and we are continuing to meet with service groups and community members to hear feedback and answer questions in relation to the proposal. Please feel free to make an appointment to come and talk to the CEO; Email: [ncnhealthservices@humehealth.org.au](mailto:ncnhealthservices@humehealth.org.au); or Write to: NCN Proposal, PO Box 252 Cobram 3644 VIC.

A dedicated newsletter on NCN projects taking place across the three organisations has been developed. The latest edition of 'NCN News' is now available and provides updates on the capital works taking place at each organisation, shared training, cultural development and partnership initiatives. A letter has also been sent to stakeholders across the three towns.

Information is ongoing through meetings, newsletters, media and the NCN website: [www.ncnhealthservices.org.au](http://www.ncnhealthservices.org.au)

## CAPITAL WORKS

### NUMURKAH PIONEERS MEMORIAL LODGE REDEVELOPMENT

The first stage of planning for the redevelopment of Numurkah Pioneers Memorial Lodge is underway. Interviews have been conducted for the master plan and feasibility study and the tender has been awarded to Bamford Architects. We are currently in the process of finalising the contracts.

The entire project including master planning, feasibility study and redevelopment stages will include extensive consultation. The initial stage of consultation will commence in late June-early July. This will involve residents and families, community and staff/volunteers.

The master plan and feasibility study process is expected to take six months.

Part of the process involves selecting the most appropriate site and structure for the redevelopment. Site investigation will consider the existing site or another part of land within the Numurkah District Health Service grounds. Once this is completed the feasibility study will take place, followed by the tendering of works and construction.

This project is self-funded. Numurkah District Health Service will use reserves to fund the capital project.

### KARINYA UPGRADE

The renovation of Karinya Nursing Home is underway. Moretto Builders was appointed and commenced on 29 April. James Seymour is the architect.

Several consultation meetings have been held with residents, families and staff in the design of the extension.

There is no change to the front entrance of the building. However, there is activity taking place at the rear access and back car park. A noticeboard has been placed in the Karinya foyer to provide regular updates on works taking place, including any potential disruption or noise on a particular day.

Works will include the extension of the west dining room and renovation of the kitchenette and dining area with an activities kitchen for residents to enjoy. The new facilities will enable residents to prepare food, cook and enjoy meals - activities cherished by many. The lounge will provide an extended area for residents to enjoy and a quiet space for meeting with friends and family. The new facilities will bring a modern, bright addition to Karinya, to enhance the lifestyle and experiences of residents.

The works were made possible through a successful State Government refurbishment grant along with funding allocated by the Numurkah District Health Service Board.

## VOLUNTEERS – MAKING A DIFFERENCE

Numurkah District Health Service held a lunch for volunteers in recognition of their significant contribution to the community during National Volunteer Week. The theme this year was: 'Making a world of difference'. We have 85 volunteers who make a difference to the lives of our residents, clients and patients. Thank you for your incredible support!



## TGA Reporting – Reactions to Medication

Have you ever had a reaction to a medication that was prescribed to you by your doctor?

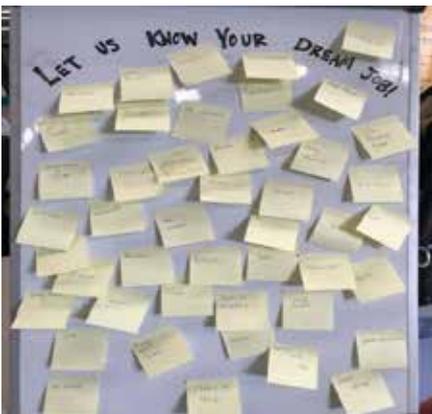
Do you know that the Therapeutic Goods Administration (TGA) monitors all adverse reactions to any new medication that has been released within the past five years OR if the adverse drug reaction required extensive treatment or prolonged hospital admission?

Members of the public can report any concerns to:

<https://www.ebs.tga.gov.au/ebs/ADRS/ADRSRepo.nsf>

## CAREERS DAY OUT

The Education team from NDHS held an information stall at the 'Careers Day out' at Shepparton Showgrounds on 30 April 2019. Different employment opportunities for the general public and career options for the high school students were discussed. Approximately 1700 high school students attended the event. The team met with more than 100 inquisitive high school students. A total of 70 kids expressed their interests regarding future ambitions, which included the aim to become a 'Nurse', 'Doctor', 'Engineer', 'Lawyer', 'Police', 'Paramedic', 'Physio', etc.



## MY HEALTH RECORD

It's your choice who sees your My Health Record and what's in it. You can choose to share your information with the healthcare providers involved in your care.

Learn more at <https://www.myhealthrecord.gov.au/>  
or <https://www.facebook.com/MyHealthRec/videos/2118157888278498/>

## NUMURKAH NETWORK

The Numurkah Network is a program that offers regular events and provides a friendly place to share a meal, catch up with friends or make new ones, and enjoy a range of activities that help to improve health and wellbeing. The program has a calendar of events that run every week on Wednesdays, Thursdays and Fridays.

Numurkah Network visited Numurkah Kindergarten on Wednesday 15 May. We were made most welcome by the staff and pupils. After watching the children sing nursery rhymes we were supplied some beautiful scones made by the pupils with a cup of tea. We were then invited to go outside where some pupils were more than happy to give the group a tour of the yard. The visit was enjoyed immensely by the group.

**If you would like more information regarding the Numurkah Network group please contact Primary Health Reception on 5862 0560.**



<p><b>Wednesday 5 June</b> Morning Melodies Let's enjoy the music/laughter and fun.</p> <p>\$10.50 includes lunch Meet at Primary Health Reception at 10:15am</p>	<p><b>Thursday 6 June</b> A visit to the Shepparton Law courts followed by lunch at the market place and then to SPC to stock up on your winter goodies.</p> <p>\$5 plus cost of lunch Meet at Primary Health Reception at 8:45am</p>	<p><b>Friday 7 June</b> Let's celebrate an Italian feast day by making some great Italian food.</p> <p>\$10.50 includes lunch Meet at Primary Health Reception at 10:15am</p>
<p><b>Wednesday 12 June</b> Cards with Tanya.</p> <p>\$10.50 includes lunch Meet at Primary Health Reception at 10:15am</p>	<p><b>Thursday 13 June</b> Wunghnu Primary School - let's enjoy morning tea and reading with the children. Then back at PAG for lunch and bingo in the afternoon.</p> <p>\$10.50 includes lunch Meet at Primary Health Reception at 9:15am</p>	<p><b>Friday 14 June</b> Tour of Visy Pac Shepparton followed by lunch at the RSL.</p> <p>\$5 plus cost of lunch Meet at Primary Health Reception at 8:45am Pick up Waaia 9am, Bearii 9:20am</p>
<p><b>Wednesday 19 June</b> Aboriginal Painting with Aunty Faye. Wear something purple to show our support for World Elder Abuse Day.</p> <p>\$10.50 includes lunch. Meet at Primary Health Reception at 10:15am</p>	<p><b>Thursday 20 June</b> Rural Group. Benalla Aviation Museum.</p> <p>\$5 plus cost of lunch &amp; \$5 entry fee. Meet at Primary Health Reception at 8:45am</p>	<p><b>Friday 21 June</b> Join residents from the Lodge to celebrate world music day with the musical talents of Bill Arnell. Followed by bingo.</p> <p>\$10.50 includes lunch Meet at Primary Health Reception at 10:15am</p>
<p><b>Wednesday 26 June</b> A visit from our Dietician Michelle Have a chat and make some great food together!</p> <p>\$10.50 includes lunch Meet at Primary Health Reception at 10:15am</p>	<p><b>Thursday 27 June</b> Cooking with Ash What inspiration can she produce with her Thermomix?</p> <p>\$10.50 includes lunch Meet at Primary Health Reception at 10:15am</p>	<p><b>Friday 28 June</b> Cooking with Flo &amp; Haley</p> <p>\$10.50 includes lunch Meet at Primary Health Reception at 8:45am Pick up at Waaia 9am, Bearii 9:20am</p>

## AGED CARE ACTIVITIES

### **Pioneers Auxiliary Coffee Afternoon at the Lodge**

Thursday 20 June, 2pm

\$10 entry includes 3 raffle tickets, afternoon tea and guest speaker.

There will be a craft stall as well.

Guest speaker: Debbie Fowler from the Bohollow Wildlife Shelter.

### **Pioneers Auxiliary Preloved Fashion Parade at the Lodge**

Thursday 18 July, 2pm

Gold Coin Donation.

Raffles

Preloved fashions will be for sale.

### **Sailability**

The Lodge has secured a spot in Term 4 from October 10 to December 12, each Thursday afternoon, fortnightly for an hour, to enable more residents have an opportunity to participate in Shepparton Sailability on beautiful Lake Victoria.

Shepparton Sailability is a not-for-profit volunteer based organisation that runs sailing activities. They provide facilities such as a wheel chair accessible pontoon and lifting hoist to make sailing accessible and to enrich the lives of people of all abilities. For more information about Shepparton Sailability visit their website <https://shepsailing.wixsite.com/shepsailability>.



## INCLUSIVE HEALTH CARE



Numurkah District Health Service is committed to providing an inclusive and supportive local health service for everyone in our region.

We recently had Kasey Holyman and Georgina Poort from Uniting provide cultural competency training for all clinical staff to help promote a better understanding of the needs of the LGBTIQ+ people (lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual) and provide staff with more confidence to deliver an inclusive, best practice service.

## WALKING FOR HEALTH

Walking is a great way to improve your health. Some of the many benefits of walking include: Increased fitness; decreased risk of cardiovascular disease; improved mood and mental health; increased strength and endurance; and socialising with friends when you walk with others.

Numurkah District Health Service Staff participated in Active April through a "Pedometer Challenge". The aim was to increase physical activity by working in pairs to try to get the most amount of steps.

As a Health Service a total of 54 people joined with a total of 10,235,654 steps taken in four weeks. This is an average of 10,832 steps a day per person so we reached our daily goal of 10,000 steps a day.

## ABORIGINAL HEALTH

Our 2019 goals for Aboriginal and Torres Strait Islander Health include training the workforce in cultural competency, improving identification rates and making the environment more welcoming.

### TRAINING THE WORKFORCE IN ABORIGINAL AND TORRES STRAIT ISLANDER CULTURAL COMPETENCY

Culture refers to a people's way of life - their ideas, values, customs and social behaviour. Culture is passed down from generation to generation, and while cultural practices and beliefs change and evolve, many of the basic aspects remain the same. Land, family, law, ceremony and language are five key interconnected elements of Aboriginal and Torres Strait Islander culture.

Understanding their culture will enable our staff to provide culturally appropriate care and improve the health of Aboriginal and Torres Strait Islander people living in our community.

- NDHS participated in the Koolin Balit Cultural Competency Audit Project 2017 and a review of the project undertaken by the University of Melbourne's Department in 2018.
- Online learning module of cultural competency has been mandatory for staff to complete.
- Aboriginal Cultural Competency training with Robynne Nelson will be held in July 2019.

### IMPROVING IDENTIFICATION RATES OF ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

Improving rates of Aboriginal and Torres Strait Islander people has been prioritised as part of the Closing the Gap project to ensure that all people, regardless of their appearance are asked whether they identify.

Benefits for the Aboriginal and Torres Strait Islander community include:

- Safe, high-quality and culturally appropriate clinical care;
- Understanding that self-identification is important to enable access to services in response to community health needs;
- All patients have the right to self-report their status, rather than have their status assumed and recorded on their behalf.

**We need to ask everyone. We need you to tell us.**

**We cannot rely on appearances or assumptions. The only sure way to find out is to ask.**

### WELCOMING ENVIRONMENT FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

In collaboration with a local Aboriginal Elder, several initiatives have been implemented to ensure Aboriginal people feel supported within a welcoming environment and provision of care at NDHS addresses the needs of Aboriginal and Torres Strait Islander people including:

- Renowned local Aboriginal Artist Troy Firebrace Commissioned to complete a large artwork for the main hospital foyer - expected October 2019;
- Aboriginal and Torres Strait Islander Flags for each reception desk, includes engagement project with Cobram's Men's Shed for the red gum bases; and
- Celebration/acknowledgment of significant events including NAIDOC Week and Sorry Day included in the Culture and Diversity calendar.

# OPEN DAY SUCCESS!

More than 80 people attended the Open Day event at Numurkah District Health Service on 1 May, enjoying tours of the facilities, a barbecue, face painting, information on services, show bags/giveaways and the opportunity to speak to staff and see emergency services in action. It was a fantastic afternoon for all involved.



## International Nurses Day

On International Nurses Day (12 May), we recognised the hard work of our amazing nursing staff and thanked them for their ongoing dedication and compassion to our patients, residents and clients.

Our nurses were treated to a relaxing massage as part of our International Nurses Day celebrations.



## DIETITIAN STUDENTS

This year's dietitian students have completed their placement work with three local pubs. They asked the question - 'if healthy options were highlighted on the menu would people be more likely to pick those options?'

Findings from the three local participating pubs/bistros had similar outcomes.

The 'healthier' menu items chosen were based on the items that were already 'healthier' choices so that minimal changes would be required. Most changes suggested involved serving the dressing on the side. While there was little to no changes in the menu items chosen, at the venue that displayed the posters the results included:

- An increase in vegetable and salad as side serves;
- A decrease in chips only as a side; and
- A reduction in extra gravy.

While many people go to the pub already knowing what they want to eat, they may be encouraged to choose a healthier side dish. The students recommended having a longer survey period and also looking at the children's menus.

***What would you recommend for local pubs and cafes to make healthy choices easier?***

### STICKER GUIDE



**WHAT**  
These logos illustrate a **healthier** option on the menu

**WHY**  
For you to have the chance to make a **healthier** choice

**HOW**  
Make a **change** now by choosing the meals with the sticker

### RECOMMENDATIONS

SALAD/VEG	DRESSING	GRAVY
		
High in vitamins, minerals and fibre. <b>Choose</b> these as your sides to go along with your main meal.	High in sugar and saturated fat. <b>Limit</b> the amount of dressing you put on your salad.	High amount of saturated fat. <b>Limit</b> the amount of gravy you put on your meal.

**WHAT IS MORE4MOIRA?**  
More4moira is a community based approach in Numurkah and surrounding areas, working with the community to make the healthy choice the easy choice.

\*Disclaimer: These meals may not be the healthiest choices, but are healthier options on the menu.

**Numurkah** HEALTH & WELLNESS CENTRE  
Jenny Barrow  
Health Promotion Officer  
T: (03) 5263 0660  
jenny.barrow@nhs.org.au

# NATIONAL PALLIATIVE CARE WEEK

National Palliative Care Week (19-25 May 2019) is a national week supported by the Department of Health to raise awareness and understanding about palliative care in the Australian community.

The theme addresses the need for Australians to plan ahead for their end-of-life care and discuss it with their loved ones and health professionals.

Moira Palliative Care have 16 palliative care volunteers from more than 1,500 palliative care volunteers across Victoria who support people with a life limiting illness and their families to live, die and grieve well. Their care, compassion and community spirit make an enormous difference – to all the people that they support and to our palliative care team colleagues.



Some of our palliative care volunteers and staff from across the region gathered on 21 May.

## YOU SAID....

*"There was no sharps disposal container anywhere to be seen when my needle was getting changed."*



## WE DID....

*"Ensured that all treatment trolleys in the Urgent Care Centre have a sharps disposal bin attached."*

We value your feedback as it helps us to make improvements to our service. We will be posting some examples of what we've done in response to your feedback on our Facebook page #yousaidwedid

# COMMUNITY NEWSLETTER



## Overall Patient Satisfaction 95% (July –September 2018)

Patients (over 16 years) admitted to hospital are randomly sent surveys. “Overall how would you rate the care you received in Hospital?” State average: 92.4%.

**Overall Staff Satisfaction 90%:** People Matter Survey 2018. The People Matter Survey is a public sector employee opinion survey run by Victorian Public Sector Commission. It is compulsory for Victorian Public Hospitals to offer it annually. Responses are anonymous. NDHS had a 83% response rate.

**Staff Fluvax Immunisation:** Staff Flu vaccination rate 98%: Highest immunisation rate in the State.

**Patient Discharge 76%:** “Were adequate arrangements made for any services you needed? (e.g. transport, meals, mobility aids.) State average 67.35%, Peer average 84.9%, NDHS September 2017 94.6%.

**Hand Hygiene:** Audits are undertaken by a Gold Standard Hand Hygiene auditor. They observe staff to make sure they wash their hands at 5 appropriate “moments” that indicate best practice. On this occasion those observed (nurses, support services staff and students) washed their hands appropriately on 48 out of 50 moments. This is well above the State benchmark.

**Work Health and Safety incidents:** What types of incidents were there?

- Sprain to staff knee
- Occupational Violence and Aggression from patient family member
- Code grey

**Inpatient Falls:** 9. Patients are admitted for acute care when they are unwell and this can lead to an increased risk of falls. They may be weak, dizzy or unsteady and they are in an unfamiliar environment. Plans are put in place to reduce the risk of falls, depending on the needs of the patient. Unfortunately falls sometimes still occur. Falls are defined as coming to rest at a lower level unintentionally and includes near miss slips and trips. Staff are obligated to report all falls.

FALLS Jan-Mar 2019	Number of falls	Bed days	Rate %	Falls resulting in fracture
Acute	9	1029	0.87%	0

### What do we do to prevent falls?

NDHS uses a number of strategies and tools to reduce the risk of falls and the harm caused by falls. These include:

- Use of red non-slips socks
- Falls risks assessments on admission and as the condition of the patient changes
- Encouraging the use of aids such as wheelie walkers and sticks
- Physiotherapy review and strengthening programs
- Dietician review
- Occupational Therapy review
- Medication reviews
- Improvements to the living environment
- Adequate lighting
- Ensuring call bell availability
- Falls management training and meetings for staff
- Hourly rounding by staff to check on patients and proactively assist patients

**Medication errors:** What does this mean? A rate of 0.87% means that for every 114 days patients stayed in acute hospital beds at NDHS, one patient experienced a medication error.

Medication errors Jan-Mar 2019	No. of medication incidents reported	Bed days	Rate %	Number of errors resulting in harm
Acute Ward/ Theatre	9	1029	0.87%	0

Types of errors occurring during the period:

1. Medication missed for 2 days
2. Wrong medication given to patient
3. Incorrect strength of medication given
4. Gave medication to patient on the wrong day
5. No new long-term drug chart available not done by Doctor
6. Commenced on antibiotic that patient is allergic too
7. Missed AM insulin
8. Incorrect insulin amount given due to BGLs
9. Missed AM medication

What are we doing?

- Incident reports and investigation
- Education
- Audits
- Meetings with Doctors
- Medication Advisory Committee
- Charts that meet the best practice National Standards
- Medication chart reviews
- Patient education – information and education provided by Pharmacist and Staff.
- Clinical reviews

### Complaints

- Complaint re: inconvenience of car park.
- Complaint re: Doctor on call did not attend UCC
- Complaint re: breakfast over weekend being late

### Compliments

- Twenty six compliments about the food whilst in hospital
- Seventeen compliments about the friendly staff
- Six compliments about the care provided



**Our Patient Information Booklets for our Acute Ward and Theatre have recently been updated. You will be given one of these booklets to read when you arrive in hospital. You can also view this booklet on our website: [www.ndhs.org.au/hospital](http://www.ndhs.org.au/hospital).**

# COMMUNITY NEWSLETTER



## MORE4MOIRA COMMUNITY CELEBRATION

We had a great time at our More4Moira community celebration on Wednesday 17 April, with over 50 people coming along to enjoy the activities and music.

The music was provided by River Lazu (Rivety Rascal) and the kids' exercise session was provided by Kim at Fitness 3636.

We also enjoyed a barbecue with some healthy options. Those that tried the koftas and salsa were impressed!

More4Moira is about supporting the community to make the healthy choice the easy choice. If you have any ideas we would love to hear from you.

Please email: [more4moira.info@ndhs.org.au](mailto:more4moira.info@ndhs.org.au)

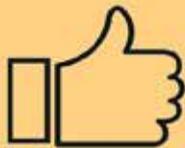
### Comments from participants:

- *Such a great night . My girls had an absolute blast.*
- *Great event lots of fun had! Well done, and brilliant music by local artist showcasing his talents.*
- *This was so much fun for everyone! Thanks for putting on an awesome afternoon.*

## FEEDBACK TO NUMURKAH DISTRICT HEALTH SERVICE || JANUARY- MARCH 2019 ||

COMPLIMENTS, COMPLAINTS AND SUGGESTIONS MADE ACROSS  
ALL DEPARTMENTS AT NUMURAKH DISTRICT HEALTH SERVICE

### 73 Responses



53 people provided a  
compliment



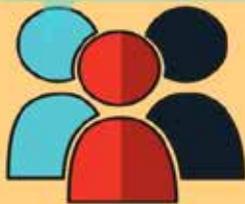
12 people provided  
a complaint



4 people provided a  
suggestion

**All complaints received are dealt within a timely  
manner normally within 48hrs**

"Thank you for all the  
amazing care you give to  
my dad, you are all  
angels in my eyes."



18 respondents entered a  
compliment about  
staff across all departments

"All meals have been of  
excellent quality and staff  
that deliver the meals are  
very helpful and friendly  
thank you. Looking  
forward to meals on  
wheels"



23 respondents entered a  
compliment about the  
food that was provided  
during their stay

10 respondents entered  
a compliment about the  
care that was provided



"Allied Health Assistant had  
made a huge impact on my  
recovery following hip  
replacement. I enjoy coming  
to my weekly sessions."

**You said:** "Replace plastic cups for paper cups."

**We did:** We have changed out plastic cups  
and plates to paper so they are recyclable.

# COMMUNITY NEWSLETTER

## RESEARCH PRESENTED AT CONFERENCE

Our 2018 Monash Dietetic students presented some of their Numurkah research recently at the National Rural Health Conference in Hobart. The research was about breastfeeding friendly practices in food outlets across the Numurkah area.

This was a great opportunity for the students to network in the field and expand their experiences. They will also be presenting at the North East and Goulburn Valley Allied Health Conference in Beechworth in June. It was great to have our local research presented at the conference.



## NEWSLETTER FEEDBACK

Please give us your feedback on this newsletter:  
Numurkah District Health Service Primary Health  
Numurkah.PrimaryHealth@ndhs.org.au  
Tel: (03) 5862 0560  
2 Katamatite Road, Numurkah  
P.O. Box 128, Numurkah 3636  
www.ndhs.org.au

## CONSUMER FEEDBACK

### How to provide consumer feedback:

We encourage you to discuss any concern or complaint with the staff caring for you. OR



Electronic 'touchscreen' Feedback Hubs are located in all departments. You can enter a compliment, suggestion or complaint at any time which is sent immediately to management. You can choose whether or not to leave your name.



Write a letter and mail it to:  
Director of Clinical Services  
Numurkah District Health Service  
PO Box 128 Numurkah 3636.



Our Director of Clinical Services is available to all residents, patients, their relatives, carers and friends during the hours of 9am—5pm Monday to Friday (03) 5862 0513.



You can enter your feedback any time on the feedback section of our website at: [www.ndhs.org.au](http://www.ndhs.org.au)

**PATIENT  
OPINION**  
BE HEARD.

**Patient Opinion** is a website that gives patients, carers and families the opportunity to provide feedback, both good and bad, about their experience with our health services. Patient Opinion is safe and you will remain anonymous.  
[www.patientopinion.org.au](http://www.patientopinion.org.au)

 **Numurkah**  
DISTRICT HEALTH SERVICE