

Welcome to Sally Rashbrooke

Sally arrived on Norfolk Island for a twelve month role as Safety Quality and Accreditation Officer with NIHRACS.

This is to assist with the achievement of National Standards of Accreditation of the Health Services provided by NIHRACS to the community, and visitors.

Sally has a nursing background, with experience in intensive care, administration, teaching/training, risk and quality management.

Her passion for 'excellent or high quality care and service' has helped her in supporting organisations meet their requirements for accreditation. More recently she had combined her part time training and development role in a Residential Aged Care and Community Health facility with being an 'Assessor' across a range of health and community service standards.

Sally's personal interests include learning about cultures, travelling, knitting and personal development. She has studied quality, auditing, human resources, risk management, sustainability and some complementary health practices. Among her values are respect for diversity, equity, equality, integrity, doing the 'right job first time, every time', compassion, awareness and mindfulness.

Sally is honoured to have this opportunity to partner with and support NIHRACS staff through their journey to achieve accreditation.



Accreditation – what is it and why is it important?

Accreditation is internationally recognised as an evaluation process used in many countries to assess the quality of care and services provided in a range of areas such as health care, long term residential aged care, disability services, and non-health related sectors such as child care. Accreditation has been adopted by health and aged care services worldwide as part of a safety and quality framework.

Accreditation is the process of being assessed against agreed health (or industry) standards by an Independent Review Body. The evaluation of the systems of work and the processes used by staff to support care for residents, patients and clients uses a 'tri-angulation' method – reading, observing and interviews or questions. This approach will confirm how NIHRACS (or any organisation) uses information to educate and train staff, share information with patients, residents, clients and their family or representative, and continually improve through 'partnering with consumers' using reflective practices and reviewing feedback.

NIHRACS hosted two Consultants during 19-22 October who undertook a 'gap analysis' of the current buildings, support and services. Their report will give us feedback of how NIHRACS would currently meet

these National Standards. After we receive their report and read their recommendations and suggestions we can prioritise activities and overall improvements. One of the final comments they made was “I am in awe of you, the care in a remote setting is incredibly resilient and resourceful”.

For an MPS delivering health and aged care services, like NIHRACS, the service must comply with the Aged Care Quality Standards as well as the National Safety and Quality Health Service (NSQHS) Standards under state and territory government requirements.

As there is a significant overlap in the requirements of the two sets of standards an Aged Care module has been developed for Multi-Purpose Services, such as NIHRACS, to meet the requirements of both the NSQHS Standards and the Aged Care Quality (ACQ) Standards by assessment to one set of standards. This both reduces regulatory burden for the service but most importantly ensures the delivery of quality health and aged care services to consumers.

The primary aims of the NSQHS Standards are to protect the public from harm and improve the quality of health service provision, in other words the focus is on safety and quality which is systematically delivered and evaluated. This is referred to as having evidence-based policies, procedures, plans of assessment, care and them being reviewed and monitored for how they could be improved.

General Practice Clinic Update

Due to the current restrictions due to the risk of COVID-19 the main entry to NIHRACS is currently locked however the General Practice clinic is still open for business for all your health care needs and our emergency department is still operating. To decrease the risk of COVID-19 our processes have changed and Medicare is providing funding for telephone consultations where our Doctors can provide their services without you having to present to NIHRACS. If the assessing Doctor decides you need further medical intervention they will inform you on what to do next. To book appointments please phone our reception on 24134. Please continue to help us to reduce the risks of coronavirus on our small community by taking advantage of our telehealth services.

Hours of Operation

Monday- Friday 8.30am – 5pm

Saturday & Sunday Closed

Please note the clinic is closed for lunch from 12.30 – 1.30pm.

Please call 24134 for appointments only during opening hours.

If you require medical assistance outside business hours please phone the hospital on 22091. In cases of emergency please dial 000.

GP Staffing Update

The following locum GP's will be joining our team:

Dr Clive Bishop 19th September – 6th November

Dr Samuel Jones 19th October – 31st January

Dr Lisa Watson 2nd November – 27th November

How long should you book your appointment for?

Most appointments with your GP only require 15 minutes. If you have multiple issues or you think they are complex and will require extensive discussion, please let our receptionist know that you would like a **long appointment**. This will ensure you have the time needed with your GP and will assist us in managing the GPs time and patient flow.

Updating Your Details

When you next visit the GP Clinic you will be asked to update your details. This is to maintain accurate

information on your medical record and therefore assist with your consultation. Please arrive for your appointment 5 minutes prior to your appointment to allow time to complete. We thank you for your assistance in this important task.

Test Results and Referrals

Test results can be obtained in a booked consultation. Referrals to specialists must be made during a consultation.

Walk-ins

The GP Clinic operates on an appointment basis. Walk-ins are accepted, however there may be an unavoidable wait as priority is given to patients who have a booked appointment with their Doctor. All patients should present to reception with their current Medicare Card. At times you may experience a waiting period due to doctors tending to urgent or complex medical issues. We apologise for any inconvenience.

Skin Check Clinic

As part of a complete early detection strategy, we recommend that you see your GP once a year, or more often if you are at a higher risk of skin cancer, for a full-body, professional skin exam. To make a booking for the skin check clinic call the GP Clinic on 24134.

Women's Wellness Clinic

The Women's Wellness program continues. Interested women of all ages are encouraged to book an appointment (lasting forty minutes) with Dr Jenny Sexton on Tuesday or Thursday. Please mention 'Women's Wellness' when making the appointment – phone 24134.

Child Health Clinic

Child Health Clinic will now be run from the GP Clinic every Thursday, 8:30am to 4pm by Janine. This clinic is for 0 – 5 year olds and includes: Developmental Assessment, Baby Growth Checks, Emotional and Social Development, Breastfeeding Support, Settling/Sleep Support and Introducing solids.

Smoking Cessation Clinic

It's hard to stop, but with help and support, you **can** quit smoking.

Quitting smoking can be one of the most difficult, yet rewarding, things a person can do. Most smokers say they would like to quit, and may have tried at least once. Some are successful the first time, but others try a number of times before they finally give up for good.

It might take time, it can be hard as your body has become dependent on nicotine, but many people have succeeded in giving up smoking. Become one of them by making a quit plan

The clinic will provide a proven approach to assisting people who wish to either quit smoking or cut down. Every cigarette not smoked is doing good for smokers' health. The clinic uses a multidisciplinary approach to match individual needs.

To make a booking for the smoking cessation clinic call the GP Clinic on 24134.

Asthma Management

Asthma cannot be cured, but with good management people with *asthma* can lead normal, active lives.

For good asthma management:

- See your GP for regular check-ups and work together to manage your asthma
- Understand what triggers your asthma – this can be different for everyone
- Try to avoid or reduce your exposure to these triggers
- Use your medications as instructed by your GP, even when you feel well
- Make sure you are using your inhaler (puffer) correctly, including using a spacer where required
- Follow your written asthma action plan

Ask your GP for a personal written asthma action plan. As well as being a reminder of your usual treatment, an action plan helps you to recognise worsening asthma and tells you what to do in response.

If your child has asthma, give copies of the action plan to the school and to anyone else who regularly looks after your child.

Heart Health Check

Do you know what your risk of having a heart attack or stroke is? Having a regular Heart Health Check with your GP will help you better understand your risk of a heart attack or stroke.

Most importantly, your GP and nurse can support you to lower this risk. A Heart Health Check is a 20-minute check-up with your GP to assess your risk of having a heart attack or stroke.

Anyone 45 years and over or 30 years and over for Aboriginal and Torres Strait Islander peoples should have a regular Heart Health Check with their doctor.

To make a booking for a heart health check please call the GP Clinic on 24134.

All patient information is treated as confidential

Protocol for Visitors entering NIHRACS

- All visitors must be screened at the NIHRACS's entrance as per the current screening protocol. This may be at the front door plus also the dental clinic or allied health entrances (eg Physio, Social Work, Psychology)
- Please remember the staff who do the entrance screening are following the procedures for the safety of our patients, visitors and staff and rudeness is not acceptable
- All visitors coming into the Hospital acute ward and Aged Care Facility must have received the current 2020 Flu Vaccine
- All visitors to the hospital must sign in at the Nurses Station and list a contact phone number
- Hand hygiene before and after visiting must be carried out
- Only 1 visitor at a time (2 visitors if providing end of life support)
- Visits by family, friends or carer to be held in the resident or patient's room
- For our Residents in the Aged Care Facility, please stay in touch remotely with your loved ones, if unable to visit. Phone calls utilising technology (eg Messenger) letters or cards will certainly brighten their day.

Thank you for your understanding during these difficult /uncertain times.

Phyllis Evans. Nurse Unit Manager