

WE ARE A VITAL **COMMUNITY LINK**



**BEAUFORT APEX CLUB**

Beaufort Apex group recently approached the Beaufort and Skipton Health Service to offer support to people who are vulnerable and need hands on support. We immediately set about devising a plan with Apex to support people who are on the Transition Care Program.

There is often a need in small rural communities for 'outside the square' support that is difficult to meet with through formal service provision. Apex have already assisted the Transition Care Program where there was a lot of small maintenance and cleaning tasks needing to be done to make the home environment safe for the client to return.

The "man power" and support that Tim and his team from Apex were able to provide meant the difference between this client being able to return home or stay in hospital. The Apex team donated several hours on a Saturday to complete the cleaning and maintenance tasks to get the job done. This was a partnership between Apex, the health service care coordinator and the client. This demonstrates the special relationship that people and organisations have in small communities to support each other.

Apex are able to support clients with a wide variety of tasks and if anyone identifies a client who needs help please contact Danni Trezise at Beaufort and Skipton Health Service.



L-R: Ben Curnow Apex Club President, Kylie Scofield, Beaufort and Skipton Health Service TCP Co-Ordinator and Tim Sutherland Deputy Service Director and 2017/18 President, Beaufort Apex Club.

**VARIETY BASH TRIBUTE PARADE**

On Thursday 23 August the Beaufort residents enjoyed morning on the veranda cheering on the Variety Bash vehicles performing a drive by tribute to their fellow companion/mechanic Eric George "Hec".

Hec passed away recently and it was wonderful to be able to acknowledge his community contribution.



Two "sheep" spent time with the residents offering goodies! Thank you variety Club Members you put a smile and lots of opportunities for everyone to remember Hec.



**LOOKING AFTER THE ENVIRONMENT**

**IN JULY 2018, THE BALLARAT COURIER INTERVIEWED KEY STAFF AT BEAUFORT AND SKIPTON HEALTH SERVICE. THE PAPER HAD HEARD ABOUT WHAT THE HEALTH SERVICE WAS DOING TO ENSURE IT WAS DOING TO LOOK AFTER THE ENVIRONMENT.**

It just goes to show that a small country hospital can show how the concepts of waste to energy can be applied in the community.

Beaufort and Skipton Health Services has been using waste woodchip from local sawmill Pyrenees Timber to power the heating in the Beaufort hospital and nursing home since 2014.

It has meant a cheaper energy bill for the health service and value adding to a waste product for the local timber mill.

Beaufort and Skipton Health Services maintenance officer Kel Howden has been operating the bioenergy project for almost four years.

He explained the process – beginning with the delivery of four tonnes of wood chip to the site and ending with heating through hot water radiators.

Burning the wood waste heats hot water, which is then used in hot water radiators throughout the hospital and nursing home.

Beaufort and Skipton Health Services Chief Executive Officer Vicki Poxon said the technology had reduced the Beaufort hospital's energy costs, while addressing environmental concerns.

"Who knew in 2014 that in 2018 energy costs would be such a big pressure around the country?" she said.

"The other benefit is it allows other organisations to actually see something working and give them the impetus to have a go as well."

The health services team has been so excited by the results of the Beaufort waste to energy project, they are working to install another at their Skipton campus, but this time using a different feedstock.

The plan is to buy crop waste from farmers to power a biomass burner.

It is hoped advanced technology will generate enough energy for the Skipton hospital and nursing home as well as extra supplying extra energy into the town, for facilities like the swimming pool.

These small country communities are used to being innovative, and they do look for innovation all the time," Ms Poxon said.

"I think there are probably opportunities in the future for these towns to be leaders in reducing environmental impacts because they certainly are interested in the environment.

"Every day we are surrounded by issues whether it is drought or flood, so you are constantly looking at your commitment to environmental causes. If we can support home owners and others to embrace this with our leadership role, I think it is pretty exciting."

It is planned over coming months to hold a community forum in Skipton to discuss with the community the opportunity to be involved with the Bio Mass project. The Beaufort and Skipton Health Service would like to acknowledge and thank the support and contributions from the Pyrenees Shire.

Source: Ballarat Courier



**BEAUFORT CAMPUS**  
28 Havelock Street  
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P: +61 3 5349 1600

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2 Blake Street  
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We are a vital community link [bshs.org.au](http://bshs.org.au)

**INSIDE THIS EDITION**

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- Consumer Feedback Framework
- Dr Duraid Ibraheem
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# CONSUMER FEEDBACK FRAMEWORK

**Making your experience the best it can be.**

High quality experience for every consumer, every time by providing care that is personal, effective, connected and safe.



## Ways in which you can provide us with feedback:

### CONSUMER EXPERIENCE SURVEYS

Surveys developed within Beaufort & Skipton Health Service (BSHS) and surveys conducted from outside BSHS such as the Victorian Healthcare Experience Survey (VHES).

### CONSUMERS ON COMMITTEES

Consumers are represented on two key committees:

- Consumer Engagement Committee
- Consumer Advisory Committee.

### TIME OUT - "COFFEE TALK"

Allows consumers to touch base with the Board and CEO on a monthly basis.

### CONSUMER STORIES

Consumers stories are used and shared in a number of ways e.g. staff orientation and mandatory training.

### DID WE LISTEN

Interviews conducted by the quality team on a number of consumers who have lodged a complaint to determine their level of satisfaction on how their complaint was handled.

### PATIENT OPINION

Patient opinion is an online platform that allows you to give us feedback and share your experiences while using our health service – good or not so good. Patient Opinion is about you giving us honest and meaningful feedback. Your story will help us improve.

### ACCREDITATION AUDIT/SURVEY

Feedback that you provide to the people who assess our performance against the accreditation standards.

### COMPLIMENTS, COMMENTS AND COMPLAINTS

#### 'Your Health Service, Your Say'

A range of ways consumers can provide feedback including:

- Direct feedback to staff in the area
- Completing the 'Your Health Service, Your Say' form at all reception areas
- via email: bsbs@bsbs.org.au
- via phone; 5349 1682

### WALKAROUNDS

Members of the Board and senior staff walk around different areas of the health service and talk to patients, residents, clients and their carers/families.

### HOW WAS YOUR STAY?

Offered to patients prior to discharge from hospital and respite residents in aged care. Focuses on three (3) key questions relating to your experience and how we could have improved your stay.

### YOU SAID WE DID

Notice boards are situated at key points throughout the health service, which communicate to consumers what we have done in response to your feedback.

### CONSUMER FORUMS

These are also known as workshops or focus groups and provide an opportunity to hear the consumers views on certain topics or issues.

**Using Your feedback to improve care and services and create a great experience for You!**

## DR DURAI D I BRAHEEM JOINS SKIPTON MEDICAL PRACTICE

Beaufort and Skipton Health Service welcomes Dr Duraid Ibraheem to our team of General Practitioners, who provide outstanding primary care for our community.

Dr Ibraheem will work at the Skipton Medical Practice from 11 September, Monday to Friday, and will rotate on the on-call roster. Dr Ibraheem has over 13 years of dedicated experience in Australia and overseas. He first graduated from the Baghdad University College of Medicine and successfully completed his internship and residency in Iraq.

In 2008, Dr Ibraheem arrived in Australia and began working as an Emergency doctor. He completed further studies toward his Fellowship in General Practice and has a special interest in skin cancer with a professional Certificate of Skin Cancer Medicine at Bond University.

Dr Duraid Ibraheem is married to a fellow General Practitioner and is a father to three children. Beaufort and Skipton Health Service is excited to welcome Dr Ibraheem to our team.



## BEAUFORT AND SKIPTON HEALTH SERVICE - CONSULTING HOURS FOR GP SERVICES

### Beaufort Medical Practice - Walker St, Beaufort (03) 5349 1610

| GP                        | DAY   | TIME   |
|---------------------------|---|--|
| Dr Pushpa Ravindranayagam | Monday, Tuesday, Thursday, Friday<br>Saturday (1 day per month) | 9:30am – 4:30pm<br>9:30am - 4:30pm<br>9:30am - 12:30pm |
| Dr Phil Kyaw              | Monday - Friday<br>Saturday (1 day per month)                   | 9:30am – 4:30pm<br>9:30am - 12:30pm                    |
| Dr Jessica Purnama        | Wednesday, Thursday<br>Saturday (1 day per month)               | 9:30am - 4:30pm<br>9:30am - 12:30pm                    |

### Skipton Medical Practice – Blake St, Skipton (03) 5340 1110

| GP                   | DAY             | TIME            |
|----------------------|-----------------|-----------------|
| Dr Duraid Ibraheem   | Monday – Friday | 9:30am – 4:30pm |
| Dr Jessica Purnama   | Tuesday         | 9:30am – 4:30pm |
| Dr Malcolm Anderson  | Friday          | 9:30am – 4:30pm |
| Dr Mohammed Al Naima | TBC             | TBC             |

**\*Please note times may be subject to change.**