



## Support Services team serves up Christmas in July for senior citizens

Our Support Services team went from 'hospital' to 'hospitality' recently, hosting a Christmas in July luncheon for the Stawell Senior Citizens Club.

The catering team provides a monthly luncheon for the club, generally served by club executive members. But for this year's Christmas in July, the campus team gave them the day off and served meals to all.

Stawell Support Services manager, Tim Shaw, led the hospitality service with support from Chief of Redevelopment and Infrastructure Veronica Furnier-Tosco, Director of Support Services Gerard Malcom, Site Director Sue Campigli, Perioperative Nurse Unit Manager Sally Hamilton, and Tanya, Leonie, Lorraine, Hugh and Fiona from our Support Services team.

A traditional Christmas lunch was served with all the trimmings, with the team providing table service before taking part in the luncheon as guests at the club's hall.

Club president Raie Gayle was so impressed with the team, she asked them to return to help with their December function!

Tim and Fiona from Support Services have been working with Raie for three months to organise the day.

Attendees were delighted with the food, as well as the opportunity to relax and enjoy the day as a group. The Senior Citizens Club were very grateful as they usually "have to do all the work."

Representatives from Northern Grampians Shire Council also attended the festive function.

Would you like  
Grampians Health to  
attend your meeting  
or event?

Whether you are a community group, social club, school, local government, or any other organisation, we are keen to attend and actively participate in discussions about health care and healthy living.

Our Grampians Health leadership team can provide insights on various healthcare topics, share updates about our organisation's plans for the future, answer questions related to health services, and collaborate on projects that align with our purpose of a public health service.

Please email details of your request to:  
[communications@gh.org.au](mailto:communications@gh.org.au)

## Stawell nurse upskills for operating theatre

Stawell nurse Shakira Jansen has benefited from a Grampians Health initiative which upskills novice practitioners in perioperative care.

Shakira attended six education sessions at Grampians Health's Ballarat Base Hospital, enhancing her knowledge and networking with peers. The program also offered her supernumerary shifts in operating theatres, providing practical experience and exposure to different procedures.

After completing the program, Shakira presented a case study on a patient she observed in Ballarat, incorporating her six months of learning.

She praised the program for boosting her confidence and expanding her knowledge in the perioperative field. Stawell perioperative Clinical Nurse Educator, Michelle Dunn, hailed her success, with the program providing a stepping stone into postgraduate studies.



## Stawell Medical Centre: Bringing timely care

At Grampians Health, our commitment to improving healthcare accessibility has led to progress at the Stawell Medical Centre. The clinic regularly has times slots for urgent same day reviews and also next day appointment availability.

The increase in available appointments has increased the community's ability to access a General Practitioner (GP) locally in a timely way.

The permanent GP workforce is currently supported by locum GPs. Some locum GPs have long placements or return placements in Stawell, as they have really enjoyed the diversity of work that comes from working in a regional community. The Stawell community will see these familiar faces when attending the clinic for appointments. As a team, Stawell Medical Centre is continuing to recruit permanent GPs to our current workforce.

Since the establishment of Grampians Health, the Stawell Medical Centre has undergone several changes, including the retirement of some of our long-time GPs, to whom we are deeply indebted for their dedicated service.



The Stawell Medical Centre team takes pride in the expertise of our qualified and credentialed health professionals, who work alongside our nursing and administrative team. Presently, the clinic is staffed with close to the equivalent of five GPs, the highest level since the service moved to its current location in 2012.

In the last three months Stawell Medical Centre has been able to recruit administration support for the busy clinic, and recruitment continues for nursing roles to build on the current work undertaken within the clinic.

Practice Manager Kelly Lee shared her thoughts on the progress, stating, "Recruiting additional

full-time and locum GPs has been instrumental in expanding the clinic's capacity and reducing appointment wait times.

"We are thrilled to provide patients with the convenience of receiving medical attention when they need it, ultimately leading to improved health outcomes across the community," Ms Lee said.

"Our commitment to providing timely care and enhanced healthcare services reaffirms our goal to prioritise the well-being and health of the Stawell community. Together, we strive to build a healthier and more accessible healthcare system for all."



## Delivering comradery, exercise and health checks



Graeme Wilson has been a regular client at Grampians Health's Stawell campus for the past six years.

Twice a week, the retired bus driver attends the cardio/pulmonary rehab at the campus gymnasium to keep his health in check.

Graeme had open heart surgery in 1997 which included a five-way bypass. A few years later, the same symptoms returned so he had to give up his job.

"I got partially blocked arteries again but they couldn't do anything with it because of where I'd had the operation before," Graeme said.

"So, I just started coming to the rehab groups so they could keep an eye on things and have a regular check-up.

"Apart from keeping an eye on my health, I enjoy the social side of it as well. I meet a lot of new people."

The rehab groups are led by Community Health Nurse Viv Cole.

Viv takes five groups, two for cardiac and three for pulmonary which is a total of around 60 patients twice weekly.

**For more information about the classes and how to access them, call 5358 8531.**

## You've got to hand it to Kirby

A hand therapy service at Grampians Health Stawell is available to help patients who would benefit from treatment for a hand or finger injury.

Occupational Therapist Kirby Egan learned to make splints while working for a plastics team at a Melbourne hospital. She is now able to offer custom-made hand splints for people with fractures, broken bones, carpal tunnel or arthritis.

Kirby said she also provides assessment and management of hand problems.



"Importantly, patients don't need to be referred by a GP for this service," Kirby said. "They can call us directly and make an appointment."

**To access this service, contact the Allied Health Intake Service to request an appointment on 5358 8601.**

## Sky settles in Stawell



Stawell community members needing CT scans and X-rays have the added comfort of knowing that a new local will be looking after them.

An international search by Grampians Health's People and Culture team led them to Korean-born Sky Yang, who moved to Stawell at the end of 2022 and has been recently joined by his wife Sunjoo.

In 2010, then 25-year-old Sky moved from his home in Seoul to Australia so he could study at Newcastle University.

He graduated in 2012 and moved to Singapore to start his new career at a general base hospital.

After nine years working there, Sky gained a visa to work permanently in Australia and Grampians Health Stawell became his lifestyle choice.

Sky said he is very happy with his decision and that he and Sunjoo loved the environment and the peace it provides.

"Everyone here is friendly and helpful and they make us feel comfortable to be here," he said.

## \$70,000 donation supports operating theatre and Urgent Care Centre



Surgical and Urgent Care patients at Grampians Health's Stawell will be the main benefactors from a \$70,000 donation from the Stawell Regional Health Foundation to upgrade equipment.

The donation will be used to buy a warming cabinet and four emergency trolleys for Grampians Health Stawell's Urgent Care Centre (UCC). The UCC will receive equipment to help improve the patient experience during and after anaesthetic using a high flow oxygen device, known as the Optiflow Thrive, and a monitoring device, Microstream Cable Co2 kit.

Stawell Regional Health Foundation has donated almost \$1.5 million to the Stawell hospital and aged care since they first met in 1989.

Chair Graeme Ellen said the Foundation had always concentrated on funding big ticket items that were out of the reach of auxiliaries and other fundraising groups.

"When there's a shortfall in grant funding, management from Grampians Health Stawell approach us and ask if we can fill the void," Mr Ellen said.

More recent examples of this have been the purchase of a \$400,000 CT scanner and colonoscopy equipment and tower for \$280,000.

Grampians Health Stawell Site Director Sue Campigli said the Foundation's fundraising efforts were vital to services in Stawell.

"The fundraising committees are so important to helping us upgrade our equipment to ensure our patients and clients have access to high quality care close to home," Ms Campigli said.

"We are forever grateful to our fundraising groups for their commitment to our organisation with all the work they do.

"We are particularly excited about getting the four electric emergency trolleys for Urgent Care," she said.

Grampians Health has made the commitment that all past and future fundraising will be tied to the community and the purposes it was raised for.

Information about how you can donate to the Stawell Regional Health Foundation can be found on our website [srh.org.au/foundation/](http://srh.org.au/foundation/)

## Respect

Grampians Health believes in treating our staff with kindness and respect, as they work tirelessly to provide exceptional care to our community.

We have a zero-tolerance policy for any form of aggressive or poor behavior towards our healthcare staff, including verbal abuse, threats, or physical harm.

Such behavior undermines the crucial work that our staff do, and has no place in any of our healthcare facilities.

We are committed to providing a safe and supportive work environment, where staff can feel valued and appreciated.

Please support our staff and your health service.



# Claire appointed as Communications & Fundraising Coordinator



We are excited to introduce Claire Smith as the newest addition to the Grampians Health Stawell team.

Claire grew up in the Stawell community and is very passionate about the health and well-being of the town. Claire has strong ties and a genuine love for the area.

As the Communications and Fundraising Coordinator, Claire will focus on enhancing staff and community engagement.

Claire's local perspective and genuine dedication will undoubtedly enrich our communications efforts and positively impact the entire community.

We welcome Claire and look forward to working together to make a difference in the health and wellness of our community.

**To contact Claire about Grampians Health being part of your community event, email [communications@gh.org.au](mailto:communications@gh.org.au)**

## We thank our dedicated volunteers



*Stawell Hospital Auxiliary members Carol Hutton, Doreen Bibby and Linda Maher.*

We thank our dedicated volunteers, who have committed their time to generously support our health service and the local community.

Earlier this year, to celebrate National Volunteer Week, we hosted a lunch event for our Stawell volunteers.

"We express our sincere appreciation for our volunteers' outstanding dedication and selflessness. These events not only serve as a celebration of the annual volunteering campaign but also as an invitation to the wider community to consider becoming volunteers with Grampians Health," said Claire Woods, Chief People Officer.

"Grampians Health encourages individuals from all walks of life to join its volunteering program and discover the joy and fulfillment that comes from volunteering.

"By joining forces with Grampians Health, members of the community can actively contribute to making a difference in the lives of others while fostering a sense of belonging and purpose," said Ms Woods.

**For further information about our volunteering opportunities in Stawell contact Kellie McMaster, 5381 9347 or [Kellie.McMaster@gh.org.au](mailto:Kellie.McMaster@gh.org.au)**

## Do you have any suggestions for us?

If you have a suggestion or an issue you want to raise, please contact us at [feedback@gh.org.au](mailto:feedback@gh.org.au)

We are committed to working with the communities in which we live and we value your feedback.

## Like to join our mailing list?

If you'd like to join our Stawell community mailing list please send your name, email and postal address through to **[communications@gh.org.au](mailto:communications@gh.org.au)** or call 0403 556 800.

Please also contact us if changes are required to your contact details.



# ARE YOU OUR NEXT VOLUNTEER

Grampians Health Stawell are looking for people to volunteer and assist in our hospital and nursing home. We are also looking for volunteer drivers for local and Ballarat travel needs.

The time commitment ranges from approximately 1 to 2 hours per week or fortnight for visits, and around 1 to 4 hours for drivers.



**Grampians  
Health  
Stawell**

Call or email Kellie (03) 5381 9347 –  
[kellie.mcmaster@gh.org.au](mailto:kellie.mcmaster@gh.org.au)  
for more information

# We CARE about your OPINION

Share your experience with us anonymously, no matter how good or bad, and help to improve care services through Care Opinion Australia.



Be heard.

Share your story.

Grampians Health wants to hear your story about your experience of care.

- How did it feel?
- What was good and why?
- What should change and why?

Scan the QR code or phone 1300 662 996



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Health  
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[www.careopinion.org.au/tellyourstory](http://www.careopinion.org.au/tellyourstory)

# Helping Communities Thrive

Grampians Health strives to deliver quality care for all our communities through safe, accessible and connected health services.

## Urgent Care

**5358 8500**

Fully bulk billed medical service. 24 Hours, 7 days a week.

**If your condition is serious, or you are experiencing chest pain, you need to call 000 (Triple Zero) for an ambulance.**

## Acute Care

**5358 8517**

Provides 24 hour care, with care managed by our experienced nursing staff and Hospital Medical Officer.

## Stawell Medical Centre

**5358 1410**

Open Monday to Friday, 9.00am to 5.30pm

## Care Community

**5358 8502**

At Macpherson Smith Residential Care residents are provided with 24 hour nursing care and comprehensive Allied Health services.

## X-ray & Radiology

**5358 8680**

- CT
- Ultrasound
- General Radiology
- Interventional
- Radiography

## Oncology

**5358 8556**

Treatment available Tuesday to Thursday. Oncologists are available at the centre each week for appointments.

## Surgical Services

**5358 8650**

- General surgery
- Gastroenterology
- Orthopaedic
- Ophthalmology
- Gynaecology
- Ear, nose and throat

## Telehealth

**5358 1410**

Have your appointment without leaving home, by linking with your clinician using a computer, smart phone or tablet.

## Community Services

- Hospital Admission Risk Program: **5358 8604**
- District Nursing: **5358 8546**
- Aged Care Assessment Service: **5358 8535**
- Memory Support Nurse: **5358 8551**
- Post Acute Care: **5358 8618**
- Transition Care Program: **5358 8535**
- Social Support Group: **5358 8523**

## Allied Health and Community Rehabilitation

**5358 8531**

Services can be provided in the hospital, at home, or at one of our facilities. Services include:

- Physiotherapy
- Exercise Physiology
- Dietetics
- Occupational Therapy
- Social Work
- Podiatry
- Diabetes Education
- Allied Health Assistants

For the full range of services and more detail on accessing the services please visit [www.srh.org.au](http://www.srh.org.au)



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