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Staff movements

We welcome Natasha to our nursing team. Natasha is an EEN who will be replacing Madalyn, who has gone off to work as a paramedic in WA.

We also see the departure of two of our longer serving admin staff members. Anna is leaving to work in a marketing and finance role for a company new to Australia and Fiona is heading off to be a project manager in the aged care sector.

We thank Anna, Fiona and Madalyn for their hard work and both congratulate and wish them luck in their new careers. They will be missed by staff and patients alike.

CONSUMER NEWSLETTER

May 2018

Accreditation: What does it all mean?

Accreditation is a status granted to a health service organization when they have been assessed as having met pre-established standards.

Skin Cancer Day Surgery is assessed against the National Safety & Quality Health Service Standards and AS/NZSS 9001: 2016 Quality Management Systems – Requirements annually.

Health services must pass accreditation to be able to continue to provide health services to consumers.

There is a lot of work done behind the scenes in preparation for accreditation. It is a continual process to ensure that we are providing a quality service, meeting the needs of our customers and complying with regulations and standards.

In preparation for accreditation, staff are conducting internal audits and surveillance, reviewing documentation and processes and working with consumers to ensure we are meeting our objectives in provision of quality health care.

On Thursday 14th June, Global Mark auditors will be present to assess Skin Cancer Day Surgery's suitability for accreditation status for the next 3 years.

Our audit results will be presented in the next issue of the Consumer Newsletter. Should you like any additional information in relation to accreditation, please contact the Director of Nursing on 9888 3590.



Sun protection in winter

Often people don't think about sun protection in winter, but in many parts of Australia UV levels are 3 or above right through the winter months. If you ski, you are at greater risk – UV levels are higher in Alpine regions than at sea level and snow is highly reflective.

Even mild sunburn can increase your risk of developing melanoma and the more often you are burnt, and the more severe the sunburn, the greater the risk.

Continued use of sunscreen throughout the year, lowers the risk. (Cancer Council NSW, May 2016).

Customer Feedback

As a key component of our partnering with consumer program, customer feedback is collected and presented to the Board of Management. We have included some of our feedback below:

- **Suggestion** - we provide a water dispenser in the patient waiting room.
Response – a water dispenser is now available for patients in the waiting room.
- **Suggestion** – family members to be able to wait with patients in recovery room with curtain drawn for privacy.
Response – patients must be visible to nursing staff at all times for safety reasons. At peak surgery times, there is inadequate space for additional people to be in the recovery area and other patients' privacy must also be respected. Relatives or carers are sometimes required to stay with the patient for medical reasons, and additional requests to stay with a patient in the recovery area are assessed by the DON on an individual needs basis.
- **Feedback** - privacy in reception area is sometimes an issue. Patients are sometimes asked personal information on arrival in earshot of others.

Response – staff at reception are required to check a patient's ID as part of the Regulations, however staff are aware to keep questions of a personal nature to a minimum. Should the patient like to discuss things away from reception, they may request to do so.

**What do you think
of our feedback?
We would love your
comments.**

My Health Record

From July 2018, every Australian will receive a My Health Record, unless they don't want one (they choose to opt-out).

My Health Record is a secure online summary of key health information such as a medical history, medicines, allergies and adverse reactions, immunisations, hospital discharge summaries and reports from tests and scans. For you, the patient, it means that your important health information is kept together in one place that is accessible anytime by your authorised healthcare providers, including medical emergency.

Skin Cancer Day Surgery will be implementing the My Health Record system in the second half of 2018. If you have already registered with My Health Record, or will be when it is rolled out nationwide, please provide your details to our reception / admin staff.

For more information on My Health record, please go to www.myhealthrecord.gov.au or speak the staff at reception.