

NEWS



FEEDBACK: Chairman Phil Barwick with the advisory group at Mount Isa hospital.



Activ8me has hooked up remote RFDS clinics to the net.

RFDS clinics hooked up

IN THE last three months, Aussie Telco Activ8me has connected 14 new Royal Flying Doctor Service Primary Health Clinics across country Queensland to high-speed Satellite broadband internet.

The new clinics in Gregory Downs, Adels Grove, Croydon, Einasleigh, Pentland, Chillagoe, Greenvale, Dajarra and Urundangi offer GP consultations, immunisations, peri and post-natal care, and assistance with health conditions.

These clinics operate on a fly-in-fly-out basis, either weekly, fortnightly or monthly.

When RFDS doctors and specialists fly to the clinic and conduct consultations with patients they are now able to access online the most up-to-date patient records, and also other online health resources, or consult other specialist in the city via video link.

A further ten sites - at Bedourie, Birdsville, Boulia, Bourketown, Camooweal, Doomadgee, Eulo, Mornington Island, Stonehenge and Yaraka - are being considered for new connections in late 2019.

Critical feedback plays factor in health

PUBLIC HEALTH

BY AIDAN GREEN

IN THE health world prevention is cheaper than cure.

Advice and communication being the main factor of this.

The Community Advisory Group for the North West Hospital and Health Service are calling for members of the Mount Isa community for critical feedback and possible membership delivered by the Mount Isa Base Hospital

Newly elected chair of the group Phil Barwick said that while we had a wonderful

hospital facility and great staff, the best thing that could happen was for consumers, patients, and caregivers to provide regular feedback.

"We need to ensure that all health services and patient's experience can be continually improved," Mr Barwick said.

"There are a few pathways for this feedback to happen and one is through the Consumer Advisory Group.

"We are looking to have a membership on the group that closely represents the local community.

"Another pathway is through the compliments

and complaints mechanism that is available on the website, at the front counter or over the telephone to the hospital."

Mr Barwick said the development of services and models of care were what the community needed open and transparent assessment of our health care services from the consumer's point of view.

"Engagement starts with communication, each of us taking the time to listen and talk with each other, and to learn from each other," he said

"This strategy aims to help

that two-way communication work, for the benefit of all our consumers, their families, carers and communities.

Mr Barwick said communication is important.

"We also want to share patient stories to help staff understand the consumer experience.

"We can all learn from each other and display performance information on public display in our facilities so consumers can see how we are performing."

Mr Barwick said it was key that it was easy for consumers to contact them, ensuring

they feel they are an important part of the health service.

"Consult with consumers to develop leaflets, brochures and information which is easy to read and understand so patients can make informed decisions about their healthcare."

If you are interested in becoming a member please phone the hospital on 4744 4444 and express your interest.

You would be doing you community a service.

If you have any questions please phone the Chair Phil Barwick on 0403 404 469.

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