

Friendly Life



Leading Healthcare for the Wide Bay

thefriendlies.org.au

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EXCELLENCE AT THE FRIENDLIES RECOGNISED AT 6th ANNUAL AWARDS EVENING

The Friendlies was proud to recognise the hard work of people within the organisation at the sixth annual Friendlies Awards Evening, on Friday, March 8.

More than 250 people attended the annual event that acknowledged the excellent work of many across the organisation from the hospital, pharmacy, physiotherapy and allied health.

The Friendlies awards night recognised the years of service staff have worked from 10, 15, 20, 25 and even 30 years. In addition, there were 29 individual and team awards presented to doctors, members of the public, staff and volunteers for their work and support of The Friendlies. These included awards for customer service, excellence awards in Health & Safety and Leadership

& Management, as well as individual awards for our core values – Friendliness, Compassion, Diligence, Wisdom, Courage and Trust.

CEO Alan Cooper said the standard of both nominees and award recipients continued to grow each year, further strengthening the organisations commitment to excellence.

"Each year we receive hundreds of nominations for our staff, volunteers and teams. A wonderful part of the process is reviewing the nominations and reading the positive comments about our staff, written by their colleagues," Mr Cooper said.

"It was heartening to recognise great work being done, but also to see our staff at the event cheering each other on, supporting and encouraging one another."



Guest Speaker at the evening was Critical Care Paramedic Peter Davidson, who was on the first rescue helicopter to reach survivors in the ill-fated 1998 Sydney to Hobart Yacht Race, where six sailors lost their lives.

Peter reinforced the value of a close working team who trusted each other and the resilience needed to achieve excellence.



WIN A CAR FOR JUST \$5 WITH THE FRIENDLIES FOUNDATION

The Friendlies Foundation is again holding a major Art Union and will be raffling off a new car.

For the third year, The Friendlies Foundation has partnered with Ross Gray Mazda and Mazda Australia to raffle a Silver 2019 Mazda 2 Neo, four-door hatch, including on-road costs, valued at \$20,494.

The Friendlies Foundation Public Relations Officer Tunja Cottier thanked Ross Gray Mazda for their support once again.

"It is great to be able to partner with a local business in what is one of our major fundraisers for the year," Ms Cottier said.

"Last year we raised \$11,000 through our Art Union, which was a fantastic effort and a wonderful boost to the foundation."

"It is in part what enabled us donate \$50,000 to the opening of The Friendlies Emergency Department last year, as well as purchasing a \$48,000 scalp cooling machine for day oncology, to help minimise hair loss in patients undergoing chemotherapy."

Ms Cottier said the tickets would be available at the Friendly Society Private Hospital and Friendly Society Pharmacy.

"We have a team of volunteers from Wide Bay Volunteers who will be helping us again this year to sell the tickets, which we are extremely grateful for," Ms Cottier said.

"Tickets can also be purchased over the phone with a credit card by calling 4331 1024. We also have Eftpos facilities available for people to purchase tickets."

"If there are any businesses that would be happy to support The Friendlies Foundation by selling tickets for us, we would welcome their call on 4331 1024."

Tickets are available now, with the winner drawn on Friday, September 13. For terms & conditions visit our website

thefriendlies.org.au/foundation



Fundraising begins for machine that lessens hair loss due to chemotherapy



A group of Bundaberg women have banded together to begin fundraising for a second scalp cooling machine that will make a huge difference in the treatment of people undergoing chemotherapy.

Scalp cooling is a complementary therapy that may limit hair loss in patients undergoing treatment.

The Friendlies Foundation Public Relations Officer Tunja Cottier said the foundation donated the funds to The Friendlies for the purchase of the first machine for the Day Oncology Unit, at a cost of almost \$48,000.

"The Friendlies recognised the need to bring this technology to a regional center. One of the main aims of The Friendlies Foundation is to support The Friendlies in growing and expanding

healthcare services in Bundaberg to reduce the need for patients having to travel to Brisbane," Ms Cottier said.

"Dozens of patients have already benefited from scalp cooling during treatment, and with a second machine, we can make sure more patients have access to this therapy."

Day Oncology Nurse Unit Manager DA Halpin said the benefit of the complementary therapy was undeniable.

"We have had patients who were not going to try chemotherapy or who were going to travel to Brisbane who have now been able to have their treatments here."

"But also, a lot of patients, especially women, feel very self-conscious when they start to lose their hair. Being able to

potentially reduce that hair loss has an amazing effect on patients' emotions and self-confidence while they battle a cancer diagnosis and treatment."

The Fundraising group are hosting a multidraw raffle over the next few months to raise money for a second Paxman Scalp Cooling Machine for The Friendlies.

Tickets are \$5 each, with one of the major prizes being a Queen-Sized Bella mattress kindly donated by OMF.

"Tickets are already on sale, and we already have more than \$3000 of prizes donated from generous businesses and organisations like OMF, GHD, Goldwell, NAK and Nurses for Nurses," Ms Cottier said.



Tickets are available at Signature Hair, Burnett Carpet Court, OMF and The Friendlies Foundation office.

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Friendly Society
Pharmacy

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New Emergency Department CELEBRATES SIX MONTHS

After six months in operation, The Friendlies Emergency Department has treated more than 4500 people, with an overwhelmingly positive response to the new service. Since opening, the department saw an average of 24 patients a day.

Friendly Society Private Hospital CEO Alan Cooper said feedback since opening the service had been extremely positive.

"Our patients had been asking for an alternative emergency department to the public system for some years," he said.

"We have been grateful for the wonderful feedback and reviews we have received. When you are meeting people and they are thanking you for a service you know you have answered a need in the community."

Mr Cooper said The Friendlies Emergency Department offered minimal wait times and a department led by emergency specialists.

"In the past six months we have treated a number of conditions from minor health complaints, all the way to acute medical conditions such as heart attacks and broken bones," he said.

"We follow up with phone calls the following day, letters to GPs, as well as patients being able to return within 7-days for the same complaint without incurring any additional out-of-pocket costs."

"There are also no out-of-pocket charges for Workcover and DVA patients."

Opening the new service has also seen an increase in staff at the hospital.

"We have employed 16 nursing and support staff for the emergency department, but have also increased staff across other areas, including Unit 5. We are continuing our recruiting process as people continue to seek direct admission to The Friendlies," Mr Cooper said.

Grant provides new machine to improve recovery time and patient comfort

The Friendlies will be able to offer improved recovery time and comfort to patients with wounds, thanks to the purchase of a VAC Therapy System wound care machine, made possible with a grant from the St John's Grace Fund.

Due to increasing number of surgical patients at The Friendlies, The VAC Therapy System is a welcome addition to the current equipment available for this kind of wound care.

It assists by providing an optimal environment for healing and the removal of fluid to enhance the healing process, improving recovery time, independence and patient comfort.

Unit 3 Nurse Unit Manager Donna Stallan said the machine was useful for both surgical wounds, and also other patient wounds such as ulcers, injuries, burns and skin grafts.

"In addition to being a good option for a lot of patients, it also is a benefit to nursing staff as it reduces the amount of time spent redressing wounds," Mrs Stallan said.

Public Relations Officer Tunja Cotter thanks the St John's Grace Fund for its grant of almost \$15,000.

"This machine will primarily be used on our Unit 3 Surgical ward, but will be utilised across all our patient units as the need arises."

"As a not-for-profit hospital, receiving grants like this one means we offer more patients access to these kinds of treatments," Ms Cottier said.



THE FRIENDLIES THANKED for saving hundreds of lives

The Friendlies is proud to be a champion of the Australian Red Cross Blood Service, with our staff having made 112 donations in 2018, saving 336 lives. This year we are aiming for 160 donations. The Friendlies and other Bundaberg businesses were thanked at an event at the hospital to help promote the Red 25 team donation program.



Specialist Emergency Doctor Phil Gaudin and his team have been happy with the public response to The Friendlies Emergency Department.





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HOT Price