

Friendly Life



Leading Healthcare for the Wide Bay

thefriendlies.org.au

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The Friendlies Emergency Department **CELEBRATES FIRST BIRTHDAY**

More than 9000 patients have sought treatment at The Friendlies Emergency Department since it opened one year ago.

Celebrating its first milestone, Friendly Society Private Hospital CEO Alan Cooper said patient numbers to the emergency department in its first year showed community support for the service.

"We knew there was a need in the community for this service, as our patients were telling us all the time," Mr Cooper said.

"It is good to see that reflected in our patient presentations, but also in the positive feedback we receive about the service and its doctors and nurses.

"We have worked hard in our first year to deliver specialist emergency care during times people need it most, all while offering minimal wait times."

Mr Cooper said there had also been 1580 ambulance presentations to the emergency department.

"Patients can self present or get a referral from their GP to come to the ED, but patients can also be brought to The Friendlies between 8am and 8pm by ambulance – you just need to make your wishes known to the ambulance officers treating you," he said.

Mr Cooper said in its second year The Friendlies would consider opening the ED for longer hours.

"If the community need is there, it is certainly something we want to look at as we head into our second year," he said.

The Friendlies Emergency Department treated a range of patients and conditions in its first year, from acute injuries, broken bones and heart attacks through to minor health complaints.

Our focus is continuing our level of service with patient follow-ups the following day and letters sent to your regular GP. Patients are also able to return within seven days for the same complaint without incurring any additional out-of-pocket costs," Mr Cooper said.

"We continue to offer no out-of-pocket charges for Workcover and DVA patients."

CARD DONATIONS

A huge thank you to the Year 4 students at St Mary's Catholic Primary School.

Students created thoughtful hand-made Get Well cards that were donated to The Friendlies Emergency Department to be given to patients.

The cards were well received.



LOCAL ARTISTS BRIGHTEN UP HOSPITAL WITH MURALS

High School students have brought smiles to the faces of patients at the Friendly Society Private Hospital by painting bright murals with local motifs – taking some plain brick walls outside patients' windows from drab to fab.

Senior Manager of Business Development Stuart Bonnett said in response to patients' requests for something to look at, The Friendlies put a call out to local high schools to design and paint a mural that was reflective of the Bundaberg region.

Bundaberg Christian College and Bundaberg North State High School both answered the call, each providing a 2.4m x 3.6m mural.

Mr Bonnett said the murals had delighted patients but had also had a positive impact on staff.

"The patient feedback was immediate, and we have been getting rave reviews of the students' work – even staff are enjoying the murals. The students have really done a fantastic job and have brought some colour and life to a part of the Level 1 Courtyard walls that will last for years to come."



Out & About with The Friendlies



The Friendlies have been raising awareness of Be Medicine Wise. If you need to know more about the medicine you are taking or what to do once they expire, pop in and speak with one of our pharmacists.



Thank you to Carlyle Gardens who made a \$740 donation to The Friendlies Foundation, raised from raffles and donations at their open day.



Staff from the Friendly Society Private Hospital and Friendly Society Pharmacy had a wonderful time talking to many of the region's seniors at the Bundaberg Seniors Expo. There was even some scooter test drives!

BREAD TAGS SUPPORT KIDS IN NEED

Staff at The Friendlies are making good use of bread tags and milk bottle lids – collecting them and donating them to charities turning them into wheelchairs and prosthesis for kids.

Serving hundreds of patients, staff and visitors through the kitchen and café everyday, bread tags and milk bottle lids are in abundant supply and until recently had ended up in the rubbish.

Catering and Café staff heard about the two initiatives and set about to collect the items – encouraging other staff to bring their items in from home.

With bucketful's collected each week, The Friendlies is operating as a collection point for both Bread Tags for Wheelchairs and Lids 4 Kids. Tags and lids can be dropped at the collection point beside main reception.

Bread Tags for Wheelchairs collects bread tags and recycles them for cash that is used to purchase wheelchairs in South Africa.

The organisation has been recycling the tags since 2006 and currently collect about 500kg of the plastic clips each month, which is enough to fund 2-3 wheelchairs.

Lids 4 Kids is part of the Envision Hands project, whose target is to turn milk bottle lids into bespoke aids for children by melting the plastic and using it to 3D print the prosthetic hands. They blew past their original target to recycle one million lids which created 100 hands and are now well on their way to recycling their second million.



FREE WIFI FOR PATIENTS

Having access to a free wifi network is something patients at the Friendly Society Private Hospital can now enjoy.

Senior Manager of Business Development Stuart Bonnett said free patient wifi was something the hospital had been developing for some time.

"Free wifi is by far the most common request from patients at The Friendlies," Mr Bonnett said.

"A lot of our patients are looking for things to occupy their time while they are in hospital, and mobile data can get quite expensive. Our free wifi will be beneficial to all patients, but especially those we see regularly who spend a lot of time with us, like our day oncology patients."

The Friendlies Information Services team has been working behind the scenes to set up and test the network.

"It is fantastic that we have been able to offer this to patients at no cost, and have been able to roll out the wifi using existing resources."

Patients can simply search for The Friendlies in their wifi setting, with no password required.



\$10,000 RAISED TO SUPPORT LOCAL HEALTHCARE SERVICES

Golfers have hit a hole in one by raising \$10,000 at the fourth annual The Friendlies Foundation Charity Golf Day.

The Friendlies Foundation public relations officer Maria Ebert said it was a record turnout of players on the day, with 116 men and women taking to the Bundaberg Golf Course for a few holes, beverages and laughs.

"In its fourth year, it was great to see so many returning players, as well as some joining us for the first time," Maria said.

"It shows the fantastic support out there for our golf day and our Foundation, and it just made for a really relaxed and fun day."

Golfers enjoyed lunch by Guzman Y Gomez, a sausage sizzle on the course by Ray White Bundaberg City and burgers before presentations by the Bundaberg Burger Company.

"We have also had an amazing response from businesses sponsoring the event and helping to make it such a success, with almost \$4000 in prizes given away on the day.

Money raised from events like the golf day goes to ensuring the Friendly Society Private Hospital continues to provide life-saving services locally, reducing the need for Bundaberg patients to travel to Brisbane.

THANKS GO TO:

GOLD SPONSOR: eFlux

SILVER SPONSORS: Ray White Bundaberg City, Guzman Y Gomez, Ulton, Mensland.

BRONZE SPONSOR: The Bundaberg Burger Company, MRH Lawyers, Kalkie Moon. **HOLE SPONSOR:** NAB, Mark Haster Painting, Churches of Christ Care, Commonwealth Bank.



FIRST NEW CAR FOR THE FRIENDLIES FOUNDATION ART UNION WINNER

After purchasing just two tickets into The Friendlies Foundation Art Union a few months ago, Woodgate resident Trish Hansen had put the thought of winning a Mazda 2 out of her head completely.

"You always think it would be nice to win, but I just consider it a donation really. You never think it will actually happen to you," Ms Hansen said.

So when she received a call on Friday, September 13, it took a while for the reality to sink in.

"I've never had a new car before, it is just amazing, I was jumping around the room," she said.

The Friendlies Foundation public relations officer Maria Ebert said after months of selling tickets, it was wonderful to be able to deliver the good news.

"We have had an amazing team of volunteers who have put in a lot of hours to sell the tickets over the past six months, so I would like to thank them for helping make the Art Union such a success," Maria said.

"I would also like to thank Ross Gray Mazda and Mazda Australia for partnering with us again this year, and for the great service they provided."

Ms Hansen said she was now able to help out another family member who didn't have a car, by giving her older car to them.





Keeping You Healthy at Home



PHARMACY PRODUCTS ON SALE SATURDAY NOVEMBER 2 TO SATURDAY NOVEMBER 30.

HOMECRAFT HANDREACHER

- Improved reacher with rotating head and magnetic tip
- Three sizes - Standard 61cm, Long 76cm, Extra Long 90cm



\$26.95
REG \$36.95

2-IN-1 TRANSIT ROLLATOR

- Combines rollator and transit chair in one
- Includes bag beneath seat to hold your personal belongings



\$154.95
REG \$189.95

TAPTURN TURNERS

- One red, one blue
- Designed for crosshead, x-style taps
- Suitable for all handsizes and abilities



\$25.95
REG \$17.95

HOMECRAFT INCURVE PLATE SURROUND

- Flexible guard will fit to ordinary plates to assist with one-handed eating
- Dishwasher safe
- Three-clip attachment



\$10.95
REG \$12.95

DAYS STEEL OVER TOILET AID

- With Seat and Splashguard
- Height adjustable



\$79.95
REG \$99.95

HOMECRAFT RAISED TOILET SEAT WITH ARMRESTS

- Three fixed adjustable seat heights



\$114.95
REG \$144.95

- Securely bolts on most toilets

HOMECRAFT STEEL SHOWER CHAIR

- Height Adjustable
- 450mm width



\$59.95
REG \$74.95



HOMECRAFT BARIATRIC ALL-IN-ONE OVER TOILET AID

- Removable backrest
- Moulded armrests to assist gripping and transferring



\$149.95
REG \$249.95

* Optional Splashguard
\$16.96
MEMBERS PRICE

HOMECRAFT STEEL SHOWER STOOL

- Sturdy, but comfortable
- Lightweight and rust resistant
- Adjustable legs



\$59.95
REG \$74.95

DAYS ALUMINIUM SHOWER STOOL WITH ARMS

- Adjustable legs with easy push button
- Removable padded seat for extra comfort



\$69.00
REG \$89.00

HIGH BACK CHAIR

- Available in Mocha or Teal
- Contoured backrest and padded armrest
- Adjustable height



\$285
REG \$360.00

*Footrest sold separately

PRIDE PATHRIDER 10

- Feather-touch disassembly
- Low-profile, puncture-proof tyres
- Back-lit battery gauge



\$1999
REG \$2499.00