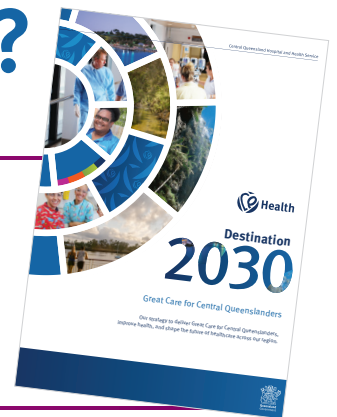




What specialist outpatient services do you want at your hospital?

Complete the survey to have your say on what services you think should be delivered in the **new specialist outpatient department** at Gladstone Hospital.



What is a specialist outpatient service?

Some health conditions require specialist services that can't be provided by your GP.

Specialist outpatient services provide:

- a specialist opinion
- investigation and diagnosis
- advice and treatment for complex health conditions without admission to hospital

When the new Gladstone Hospital Emergency Department is completed in April/May 2020, a million dollar contract will be awarded to turn the existing emergency department into a bigger and and better specialist outpatient department. Detailed design of the new specialist outpatient department will begin in November 2019.

The services we offer must be safe and sustainable. There must be enough demand for a service or clinicians will not be able to maintain the required skill level. CQ Health and our three Gladstone-based board members, want to know what services you'd like to see delivered locally. If you suggest a service that cannot be safely and sustainably introduced, we will explain why.



Complete the survey

Complete the survey online.
Scan the QR code or go to:
cqhealth.citizenspace.com/gladstone-hospital/specialist-outpatient-services-gladstone

Survey closes **Sunday 27 October 2019.**

Gladstone Hospital has great staff, and more of them

Gladstone Hospital is a great hospital. It is growing and improving every day. There is more we can do. We need to continue our focus on clinical governance and safe care and be conscious of our organisation's values when dealing with patients, visitors and the community to make each experience as pleasant as possible.

Gladstone Hospital has great staff. There is no doubting the care and compassion they have for the community they live in.

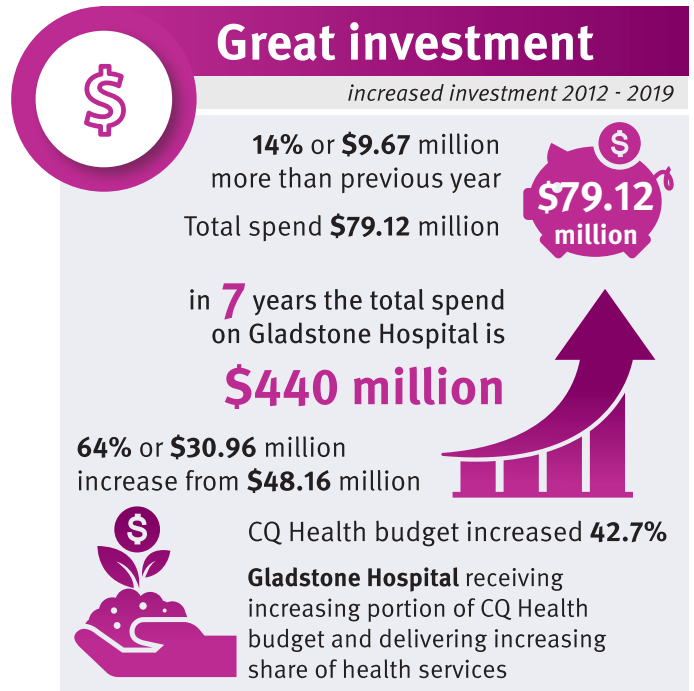
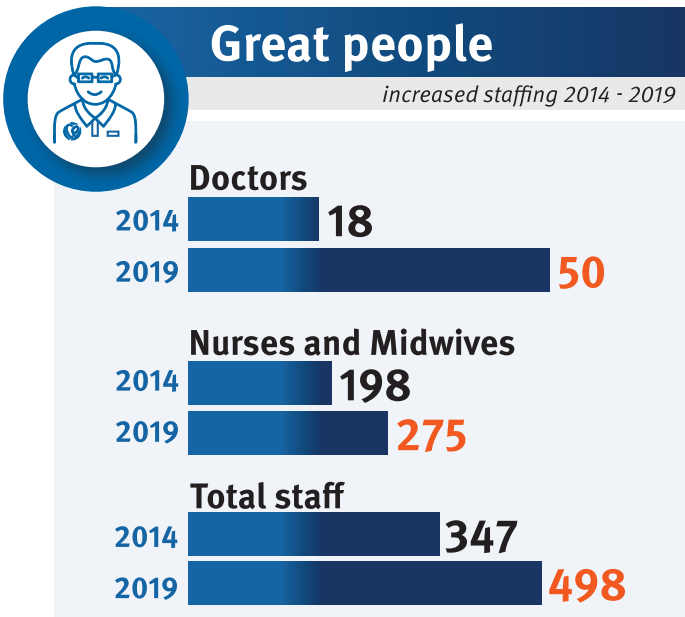
We not only have great staff, we have more of them. Gladstone Hospital transitioned from General Practitioner- led clinical services to clinical director- led services about four years ago. There are now six clinical director positions delivering general medicine; surgery; anaesthetics; paediatrics; emergency; and obstetrics and gynaecology.

This transition has been supported by a significant growth in staff at Gladstone Hospital. In the past five years the number of tenured doctors at Gladstone Hospital has increased from 18 in 2014 to 50 in 2019, and the number of nurses increased by 77 to 275.

Gladstone Hospital now employs 498 great people, up from 347 five years ago. Every staff member has a very important part to play for our patients to have a great experience.

Our staff are supported by a rapidly growing budget which increased almost 10% last financial year to more than \$79 million.

Together, our extra doctors, nurses, allied health staff and support staff across the hospital deliver more care closer to home year on year.



Gladstone Hospital delivers great care, and more of it

Gladstone Hospital is delivering great care, safer care, more care and care closer to home.

In modern healthcare clinicians are required to treat a certain number of patients or deliver a certain amount of care. This ensures they practice frequently enough to remain appropriately skilled. When demand reaches the appropriate level for a safe and sustainable service, it will be delivered.

The growing budget, staff numbers and investment delivered these successes for the Gladstone community:

- There are very few hospitals that could boast a 20% increase in surgeries. In 2018/19 we performed 3165 surgeries and our increase accounted for a significant portion of the increased number across Central Queensland.
- We delivered 4000 more outpatient appointments. This is a direct indicator of the increased number of services and resulted in a

decline in the number of outpatient appointments at Rockhampton Hospital.

- The performance in our Emergency Department is still one of the best in the state. We had more than 32,000 people through the ED and catered for a 9% increase but still discharged 85% of patients within the 4-hour benchmark.
- We also had a 10% increase in discharges and an 8% increase in the number of scopes we performed.

Three of the nine-member Central Queensland Hospital and Health Board deliver strong representation for the Gladstone community.



Poya Sobhanian



Tina Zawila



Matthew Cooke

Great care

increased services 2018 - 2019

- 3165** surgeries up **20%**
- 60,774** outpatient appointments up **4000** appointments or **6%**
- 32,567** ED presentation up **9%**
- 85%** of ED presentations discharged in **4 hours** – *one of the best in Queensland*
- 1091** scopes up **8%**
- 13,661** discharges up **10.7%**

Great capital investment

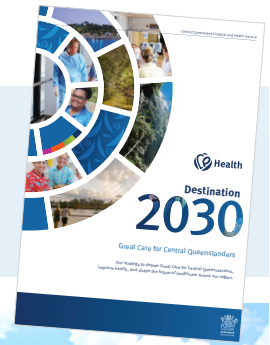
increased capital 2018 - 2020

- \$42 million** Emergency Department (ED) delivering **double** the treatment spaces - pending the ED upgrade to **refurbished outpatient department**
- \$800,000** to redevelop birthing suites and 24-hour Nursery
- Expanded high dependency unit
- More theatre equipment



Gladstone Hospital - a blueprint for the future

CQ Health has a clear vision of a comprehensive general hospital in Gladstone with a new emergency department, separated surgical and medical wards, intensive care unit, special care nursery, and new and larger operating theatres delivering more complex surgeries and more care in Gladstone.



“A comprehensive general hospital for the Gladstone region”



2019

Birthing suite upgrade
24-hour nursery
Step Up Step Down
mental health service

2020

New emergency department

2021

Upgraded specialist
outpatient department

2022

CQ/Wide Bay medical school

2023

Cardiac care unit

2023

Separated medical and surgical wards
Expanded and updated operating
theatres including recovery spaces
Intensive care unit
Expanded cancer services

2030



Connect with us

www.health.qld.gov.au/cq

