

Fact Sheet #2

Leigh Creek Health Service

The way services are delivered at Leigh Creek Health Service is changing.

From 1 March 2017, the new remote clinic model of care will begin.

This fact sheet provides information about the new model of care and how health services will be delivered at Leigh Creek.

How is health service delivery changing in Leigh Creek?

Over the past four months, Country Health SA has consulted with a broad range of communities in Leigh Creek and surrounds to ensure any changes to the way we provide health services meets their needs.

As a result of the consultation process and the feedback received, Country Health SA will implement a remote area clinic model on 1 March, based on similar models of care that already operate successfully in places such as Maree, Marla, Andamooka and Oodnadatta.

What does the new service look like?

The clinic will be located in the medical centre and will operate during normal business hours, 8.30am to 5.00pm from Monday to Friday, excluding public holidays. A range of community based services will continue to be provided.

The clinic can be contacted at all times on telephone 8678 6022. When the clinic is closed, the telephone will automatically divert to the on-call nurse.

The clinic will be staffed by Clinical Practice Consultants who have the necessary skills, knowledge and experience to provide nurse-led care in a remote setting, including advanced life support, as well as being skilled in assessing and managing less urgent situations such as lacerations, wounds and illnesses. Care and treatment will be provided in line with established procedures and protocols.

When you present to the clinic or contact staff after hours, you will be assessed and triaged. The triage system is based on levels one to five, with one being the most critical and five being the least critical or urgent. The treatment you receive will depend on how you are triaged. You may be asked to attend the clinic immediately or at an agreed time, depending on your triage level.

If you are not able to be treated on-site and you require a higher level of care than can be provided at the clinic, you will be transferred to another facility. How you are transferred will depend on the level of and urgency of the care that you require. Arrangements for your transfer will be made by the Clinical Practice Consultant.

Country Health SA has installed digital video conferencing equipment at the clinic, so staff are able to use the South Australian Virtual Emergency Service (SAVES). They will be able to discuss your treatment with the on-call medical officer or with a range of other health professionals by video conference or by telephone if required.

What should I do in a medical emergency?

You should still dial 000 for emergencies. However, if you do not need an ambulance, and require medical assistance you may attend the clinic during operating hours or contact clinic staff after hours on 8678 6022.

The Royal Flying Doctor Service, MedStar and SA Ambulance Service will continue to provide the same level of support to the local community.

Will a pharmacy and GP visits be available?

Pharmacy services will be available at the clinic on Monday and Thursday, and weekly GP visits will continue. Appointments can be made by contacting the clinic.

Will these changes meet the needs of our community?

Country Health SA is committed to ensuring you continue to receive appropriate, high-quality and safe care.

The clinic will be staffed by appropriately skilled and qualified staff who provide care in line with established policies and procedures.

The clinic will continue to be supported by a range of services and the installation of videoconferencing equipment will further support staff to ensure you receive the care and treatment you require.

Country Health SA knows that working with our consumers and the community can make for better, safer health services, so we will continue to seek and listen to your feedback and suggestions and evaluate the services we provide to ensure they continue to meet your needs.

For more information on how we engage with our consumers, visit the [Country Health SA website](#)

Feedback from the Community Open Day

A community open day and BBQ was held at Leigh Creek Health Services on 31 January 2017, where people were able to ask Country Health SA staff questions and provide feedback about the proposed changes to health services in Leigh Creek.

The Open Day was well attended, despite it being a very hot 43 degree day. Approximately thirty five people from Leigh Creek and the surrounding communities, including Copley and Nepabunna, were in attendance. Representatives from the Outback Communities Authority, Health Advisory Council, Royal Flying Doctor Service and the Beltana Progress Association were also present.

The questions asked and feedback provided has helped us to identify some additional considerations which we are currently working on, such as:

- reviewing the signage at the health service and around town
- arranging a notice board at the clinic to display relevant information for the community
- developing a brochure that provides an overview of the new service

Where can I go for more information?

Country Health SA will continue work with the local Health Advisory Council, liaise with staff and members of the community, and provide regular updates.

For more information, visit www.sahealth.sa.gov.au/leighcreekhealthservice.

You can also provide your feedback to the Director of Nursing via e-mail at ashley.parkinson@sa.gov.au or via the suggestion box at the clinic.