

Pindara Private Hospital

medicalmatters

WHAT'S INSIDE

- 2 Message from the CEO
- 3 The Southport Private Hospital invests in the future of mental wellbeing
- 4 Building skills and confidence in parenting through Baby Assessment Unit
- 4 Midwives on hand for mothers at Pindara Private Hospital
- 6 New robotic surgical technology arrives
- 6 Cost savings for emergency patients at Pindara
- 10 Free online news access for Pindara patients
- 11 Pedalling proven to speed up recovery times for Total Knee Replacements

Driving better
surgical care for
children p7



Pindara
Private Hospital

Part of Ramsay Health Care



The Southport
Private Hospital

Part of Ramsay Health Care

Message from the CEO



Welcome to the latest edition of Medical Matters and my first as CEO of Pindara Private and The Southport Private Hospitals. I have been with Ramsay Health Care for 19 years and I am very excited to be back at Pindara having worked here some 13 years ago. Thanks to

everyone in the medical community for making me feel so welcome.

Affordability of health care services is very much a focus at present and something that I know we all turn our minds to frequently. So, it is with much pleasure that I share with you that Pindara has partnered with South Coast Radiology to remove all out-of-pocket charges arising from imaging services provided to our Emergency Department patients.

A new robot has joined the ranks at Pindara to assist surgeons in providing non-invasive procedures for patients. The da Vinci Xi robot allows surgeons to operate through a few small incisions, with the use of a 3D visual system and tiny wristed instruments. It's expected the da Vinci Xi robotic surgical system will be used across a range of specialties with possible benefits to patients including less postoperative pain and decreased risk of infection following surgical procedures.

We are extremely proud of the rapid growth and development of the Clinical Trial Unit we established just last year at Pindara. The unit assists in the establishment of clinical trials to be undertaken at Pindara and is responsible for trial administration, patient involvement and care. Some of the trials currently being established or on offer include Non Hodgkins Lymphoma, Breast or Gynaecologic Malignancies and Prostate Cancer.

In our maternity service, a free 'Know My Midwife' program has been developed to provide mothers who will deliver at Pindara the opportunity to have

pre- and post-natal check-ups with the midwives who will attend their birth. A core group of Pindara midwives have been specially trained to deliver the program and will work in conjunction with Pindara obstetricians to provide an extra level of care to our patients. Work has also continued to upgrade our birth suites with our third beautifully refurbished suite coming on line late in 2018.

By the project's end, Pindara will have a total of five ultra-modern birth suites offering mothers a luxurious birthing experience, enhanced by the confidence that comes with access to expert staff and comprehensive hospital facilities. Recently the gardens adjoining the maternity unit have been completed, allowing patients to take in some fresh air and sunshine in a calm and relaxing environment. The birth suite balconies have been decoratively screened and trees planted close by to provide privacy.

After 18 months, renovations at Short Street Day Surgery have been completed with staff now enjoying their new space. The recent refurbishment of the Day Centre was designed to accommodate Short Street's growing team and to provide an opportunity for further expansion in the future. The refurbished area includes four new offices, a tearoom with views to the water, medical records storage, a reception waiting area, and a Ramsay Pharmacy.

There are many more exciting upcoming developments in the works across Ramsay Health Care's Gold Coast hospitals and I look forward to sharing these with you in future editions.

Best wishes,

Mark

Mark Page

Chief Executive Officer
Pindara Private Hospital
The Southport Private Hospital

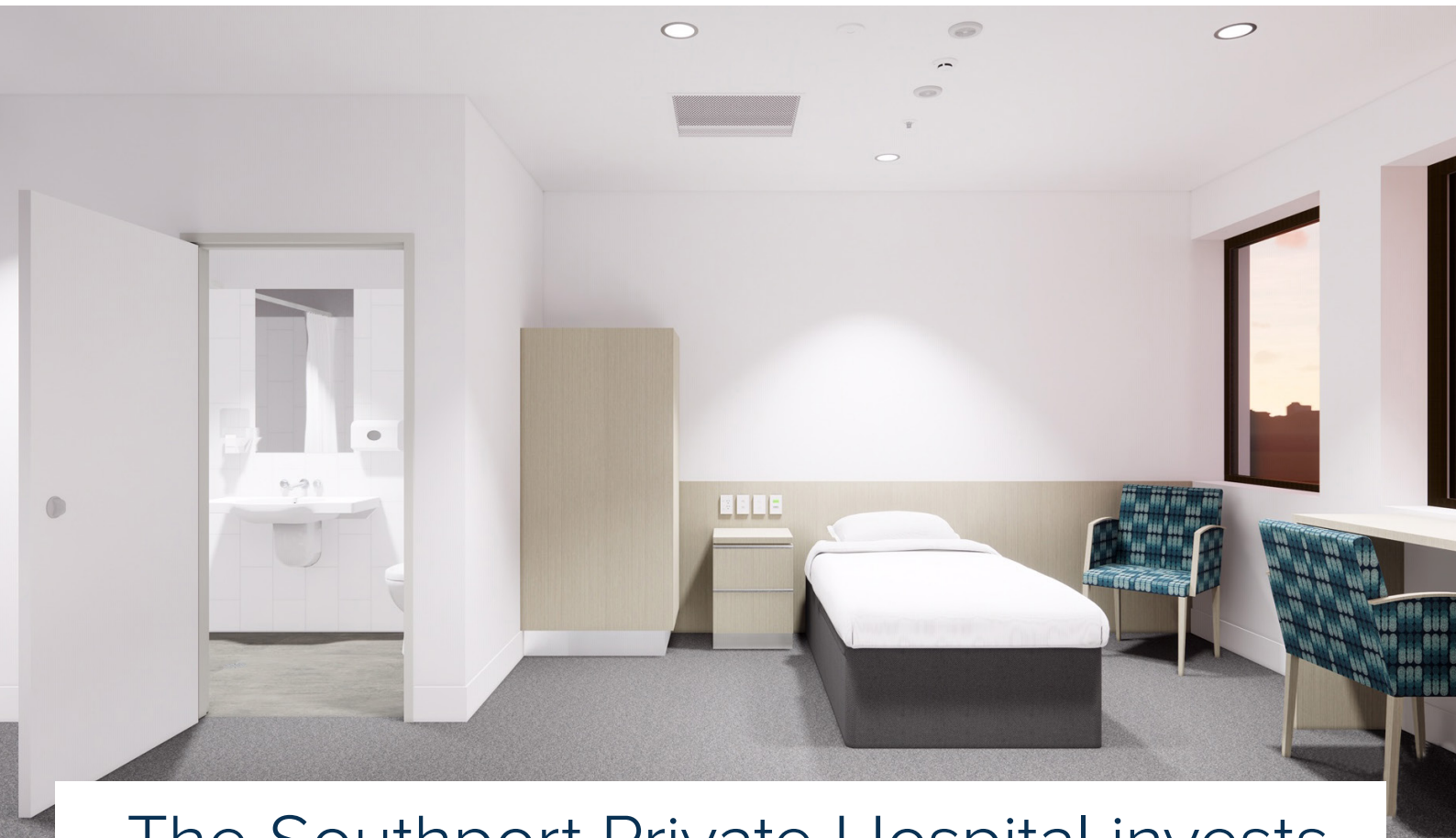
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Southport QLD 4215
www.southportprivate.com.au
07 5671 8000

Short Street Day Surgery
Level 1, 2 Short Street
Southport QLD 4217
www.shortstreetdaysurgery.com.au
07 5528 4033

Pindara Day Procedure Centre
13 Carrara Street
Benowa QLD 4217
www.pindaradayprocedurecentre.com.au
07 5588 9588



The Southport Private Hospital invests in the future of mental wellbeing

In its bid to meet increased demand from Gold Coasters and surrounding communities, The Southport Private Hospital has announced an investment of \$8 million to expand its mental health services.

Construction is currently underway at the hospital to double the number of beds from 24 to 48 in the mental health care unit.

In addition to the extra beds, the expansion allows The Southport Private Hospital to add a range of new speciality care services for patients seeking treatment for addiction, post-natal depression, eating and anxiety disorders.

The redevelopment will also include space for group therapy, art and music therapy, a gym and a sensory modulation area; an environmentally controlled space to reduce levels of distress.

The Southport Private Hospital Executive Officer Athol Webb said that since opening its doors in 2017, the demand for mental health and rehabilitation services has continued to grow.

“We are very excited about this extra capacity which will allow us to continue to provide care for all those who need specialist intervention and assistance,” Mr Webb said.

“The additional beds and therapy areas will enhance our current services to meet increasing demand to deliver contemporary, evidence-based practice. What we’re offering is more choice and a great standard of care for our patients.

“The sensory modulation area within the new mental health facility will have low level lighting, and strategic sight, sounds, smells, movement and items such as weighted blankets and massage chairs to complement existing therapies and further reduce stress and anxiety,” Mr Webb said.

Further to the extended therapy areas, additional psychiatrists will join the team at The Southport Private Hospital to cater to the specific needs of patients and to help with the roll-out of new targeted treatments.

Director of Community Psychiatric Services and the Day Programs Dr Philip Muller said the expansion demonstrates Ramsay’s commitment to deliver key services to the Gold Coast community.

“This expansion marks a significant milestone for private mental health services on the Gold Coast and will serve as the counterpart to Ramsay Health Care’s growing commitment to community psychiatry,” Dr Muller said.

Works are expected to be completed by February 2020. ■

Building skills and confidence in parenting through Baby Assessment Unit



Pindara Private Hospital's paediatric ward offers a multi-disciplinary, specialist child health service for families who require support and guidance with building skills and confidence in parenting.

The Baby Assessment Unit offers a paediatric nurse-led program which works in partnership with families to understand their needs and concerns. It provides expert advice with issues such as irritability, reflux, feeding difficulties and settling babies. A thorough history will be taken and any medical concerns raised will be addressed with a paediatrician.

The service offers multiple inpatient programs for families with children aged from birth to 12 months in conjunction with follow up phone consultations.

Parents can receive education and guidance for:

- Responsive settling
- Responsive feeding
- Breast feeding
- Bottle feeding
- Child development and behaviour

Staying at Pindara Private Hospital

Mothers and babies will be cared for by our experienced paediatric nurses under the guidance and support of a paediatrician. Generally the stay here is three days; the first 24 hours allow for staff to assess the child's sleep and feeding patterns and to develop an individual plan.

During the stay, we provide all meals for mother and baby, as well as nappies, bottles and expressing machines. We do advise parents to bring along their own formula if needed.

Appointments

For more information, please contact Pindara Paediatrics on 5588 9537. Our experienced nurses are happy to assist you with arranging an appointment. A referral from a GP or Paediatrician is required. Fax referrals to 0755 889 154. ■

Midwives on hand for mothers at Pindara Private Hospital

New and expectant mothers at Pindara Private Hospital now have access to free pre and post-natal appointments with midwives, who will provide support during and after their pregnancies.



A group of Pindara midwives have been specially trained to work alongside obstetricians to deliver the 'Know My Midwife' program to maternity patients at the hospital.

Maternity Nurse Unit Manager Johanna Stevenson said: "While the care and service we provide has always been well received we wanted to do even more for our Pindara mothers, specifically in regard to pre and post-natal support, so this a great way to achieve this."

Patients who choose to birth at Pindara Private Hospital will have access to up to

four appointments prior to their birth with a designated midwife. This service also includes a comprehensive appointment at 20 weeks.

"It's an hour and half appointment and involves comprehensive obstetric, family, and social screening and assessment to ensure appropriate intervention, support, and referrals can occur," Johanna said.

After the birth, mothers are provided with a weekly appointment with their midwife for six weeks, with the aim of providing support and identifying any health or social issues.

"There is something about midwives; women open up to us and this helps to make this 'Know My Midwife' service really valuable for these mothers and their families," Johanna said.

Each year one thousand babies are born at Pindara Private Hospital.

Expectant mothers can be referred to the program by an obstetrician, General Practitioner or self-referral by contacting the Pindara Maternity Unit directly on 55889401 during office hours or by emailing:

maternity.pgc@ramsayhealth.com.au ■

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Visiting Medical Specialist

21 Spendelove Avenue, Southport QLD 4215

southportprivate.com.au

General Enquiries
07 5671 8000



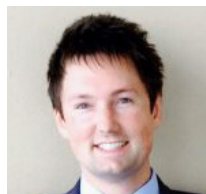
Dr Philip Muller

MBChB; BHB; FRANZCP
Psychiatry

Ph: 07 5591 7034

Fax: 07 5676 6755

Areas of Expertise — general psychiatry, anxiety disorders, autism spectrum disorders (adult), mood disorders, obsessive compulsive disorders, personality disorders, post-traumatic stress disorder, schizophrenia and related disorders



Dr Lee Williams

MBBS, FRANZCP
Psychiatry

Ph: 07 5591 7034

Fax: 07 5676 6755

Areas of Expertise — general psychiatry, mood disorders, anxiety, psychotic disorders, personality disorders and perinatal psychiatry

HOW TO REFER TO THE SOUTHPORT PRIVATE HOSPITAL

- Patient requires specialist mental health admission
- Patient has adequate cover—either Private Health Insurance, DVA status, workers compensation or is self-insured
- Download a referral form by visiting www.southportprivate.com.au - [For Doctors](#) - How to refer a patient for Mental Health
- Send referral to Fax: (07) 5671 8132, Email: onlinepreadmissionmailbox.tsp@ramsayhealth.com.au or contact us on Ph: (07) 5671 8128

This is not a comprehensive list of specialists with visiting rights to this Hospital. Please contact the Hospital to establish if your preferred specialist is accredited here.

People caring for people.

Cost savings for emergency patients at Pindara



Emergency department patients no longer have to pay out-of-pocket costs for medical imaging services at Pindara Private Hospital, thanks to a partnership with South Coast Radiology.

The new initiative means people who seek urgent treatment at Pindara's ED could save hundreds of dollars on diagnostic imaging services.

Pindara Private Hospital CEO Mark Page said: "Affordability of health care is always at the forefront of our minds. We believe this initiative will be of great benefit to patients who will now save what could have previously been many hundreds of dollars in emergency imaging costs."

South Coast Radiology said the decision was made in an effort to reduce costs for patients, while increasing accessibility to health care.

Plans are now underway to achieve similar outcomes for inpatients at the hospital.

South Coast Radiology CEO Warren Berry said: "To achieve this we are undertaking a series of negotiations with all major private health insurance providers which we hope will prove successful."

Pindara Private Hospital's emergency department has tripled in size since it opened in 1987. More than 20,000 patients are treated at the facility each year.

The expected wait time in the Pindara ED can be viewed at any time by visiting <https://www.pindaraprivate.com.au/Our-Services/Emergency-Department-Waiting-Time>. ■

New surgical technology arrives at Pindara Private Hospital

Pindara Private Hospital is among the first in Queensland who have invested in the latest da Vinci software, giving patients on the Gold Coast access to the most advanced medical technology.

The 'da Vinci Xi' robot allows surgeons to operate through a few small incisions, with the use of a 3D visual system and tiny wristed instruments that bend and rotate. Surgeons have full control over the instruments during procedures, which are operated by their own hand movements.

Pindara Private Hospital's Assistant Director of Clinical Services, Tracey Clark, said: "We've got a navigated robotic knee system, but this is the first true robot where the surgeon is separated from the operating table, so they sit behind the console."

The da Vinci Xi was installed earlier this year and has already been very well received by the surgeons using it and the patients who have realised the benefits that arise from this world leading technology.

To date urology, bariatric and ENT procedures have been undertaken using the da Vinci Xi robot. It is expected that robotically assisted colorectal procedures will also soon commence at Pindara.

"We're very excited to be able to offer the Gold Coast community and surrounds the very best and latest in technology as an adjunct to the great care and service that I believe Pindara is well known for providing," Mrs Clark said.

It is anticipated the da Vinci Xi robot will be used well over 300 times each year with those patients likely to have less post-operative pain, a decreased risk of infection and a shortened stay in hospital. ■





Pindara Private Hospital launches a tiny car for children's surgery

Pindara Private Hospital (PPH) has launched a Tiny Car program for paediatric patients, which allows children to drive themselves between the pre-operative area and operating theatre.

The aim of the program is to reduce the stress and fear around surgery for children and their parents. It is part of PPH's ongoing efforts to make any hospital visit as comfortable and stress free as possible.

Anaesthetist Dr Tony McDougall said it is a great opportunity for the hospital to demonstrate it listens to its patients, taking not only their physical health into account, but their emotional health and wellbeing as well.

"At Pindara Private Hospital we are focused on delivering the best outcomes for all of our patients. Not only do we want the surgical experience to be as comfortable as possible, but we value the health and wellbeing of our patients at every level," Dr McDougall said.

"Over the years, we've recognised that for many children and their families, the unknown of surgery can be a frightening, stressful and often daunting experience. Through this Tiny Car

program, we want to remove some of this fear."

Tiny Car program coordinator and Assistant Director of Clinical Services at PPH, Tracey Clark, said the program demonstrates the commitment Ramsay Health Care has to all patients and customers who come through its doors.

"The Tiny Car program is the perfect addition to our repertoire of stress management tools to support our young patients and their parents at times when they need it most," Mrs Clark said.

"We want to be leaders in the space of patient care, and that involves maximising the comfort had by all of our patients."

The Tiny Car program builds on PPH's comprehensive private paediatric service adding to its dedicated, purpose built paediatric ward and ability to accept and care for children through its private Emergency Department. The initiative is part of PPH's future focused approach to patient care. ■

ezifind

Visiting Medical Specialist

Allchurch Avenue, Benowa QLD 4217

pindaraprivate.com.au

General Enquiries
07 5588 9888

Hospital Fax
07 5588 9811

24hr Emergency &
Cardiac Care Centre
07 5588 9000

ANAESTHETICS

Anaesthesia & Critical Care Services
Ph: 07 5578 8543

Anaesthesia & Pain Management Service
Ph: 07 5574 0018

Gold Coast Anaesthetic Service
Ph: 07 5562 2448

Gold Coast Tweed Anaesthesia Group
Ph: 07 5598 0900

Southport Anaesthetic Specialists
Ph: 07 5532 3667

BARIATRIC SURGERY

Dr Jason Free
07 5564 6501

Dr Jacobus Jordaan
07 5556 8888

Dr Suzanne Ma
1300 985 677

Dr Harald Puhalla
07 5563 1360

BREAST SURGERY

Dr Daniel de Viana
07 5532 3455

Dr William (John) Gault
07 5539 3999

Dr Danielle Ghusn
07 5598 0644

Dr Geoffrey Miller
07 5503 0101

CARDIOLOGY

Dr John Bou-Samra
07 5613 2363

Dr Stirling Carlsen
07 5598 0322

Prof Jonathan Chan
07 5531 1833

Dr Michael Greenwood
07 5618 5508

Dr Ben Hunt
07 5598 0322

Dr Vijay Kapadia
07 5510 2501

Dr Shailesh Khatri
07 5598 0322

Dr Kang-Teng Lim
07 5618 5508

Dr John Meulet
07 5598 0322

Dr Geoffrey Trim
07 5610 4945

Dr Mathew Williams
07 5598 0484

Dr Guy Wright-Smith
07 5598 0322

CARDIOTHORACIC SURGERY

Dr Ben Anderson
07 5598 0789

Dr Andrie Stroebel
07 5655 0107

COLORECTAL SURGERY

Dr Mark Doudle
07 5564 6310

Dr Kenneth Loon
07 5600 4977

Dr Greg Nolan
07 5563 1360

Dr Stephen Markey
07 5528 2628

Dr Michael von Papen
07 5563 1360

DERMATOLOGY

Dr Michael Freeman
07 5597 7170

EAR NOSE & THROAT

Dr Matthew Cronin
07 5631 4080

Dr Samuel Dowthwaite
07 5631 4080

Dr James Hallam
07 5631 4080

Dr Brent McMonagle
07 5539 2399

Dr Dan Robinson
07 5631 4080

Dr Alison Sprague
07 5597 0303

EMERGENCY DEPARTMENT

07 5588 9000

Doctors in ED

Dr Ben Walters (Director)

Dr George Bilios

Dr David Brock

Dr Robert Bush

Dr Martin Clark

Dr Paul Hannah

Dr Michael Heaney

Dr Adam Inglis

Dr Darren Lien

Dr Atef Mousa

Dr Malcolm Osborne

Dr Paul Pluss

Dr Anthony MacKay

ENDOCRINE SURGERY

Dr Daniel de Viana
07 5532 3455

Dr William (John) Gault
07 5539 3999

Dr Danielle Ghusn
07 5598 0644

Dr Jacobus Jordaan
07 5556 8888

Dr David Phillips
07 5597 5976

Dr Leigh Rutherford
07 5571 2477

Dr Man-Shun Wong
07 5564 6501

ENDOCRINOLOGY

Dr Brian Fredericks
07 5571 0380

Dr Spero Negas
07 5571 0380

GASTROENTEROLOGY

Dr Mohammad Al-Freah
07 5564 6922

Dr Bhaskar Chakravarty
07 5531 7809

Dr Lloyd Dorrington
07 5591 4455

Dr Olga Ellison
07 5592 0948

Dr Geoff Francis
07 5564 6922

Dr Simon Louis
07 5571 5444

Dr Animesh Mishra
07 5564 6922

Dr Michael Murray
07 5539 1240

A/Prof George Ostapowicz
07 5591 3155

Dr Mark Thompson
07 5564 6922

GENERAL SURGERY

Dr Mark Doudle
07 5564 6310

Dr Jason Free
07 5564 6501

Dr William (John) Gault
07 5539 3999

Dr Jacobus Jordaan
07 5556 8888

Dr Kenneth Loon
07 5600 4977

Dr Stephen Markey
07 5528 2628

Dr Suzanne Ma
1300 985 677

Dr Geoffrey Miller
07 5503 0101

Dr Harald Puhalla
07 5563 1360

Dr Leigh Rutherford
07 5571 2477

Dr Craig Sommerville
07 5563 1360

Dr Michael von Papen
07 5563 1360

Dr Man-Shun Wong
07 5564 6501

GYNAECOLOGY

Dr Michael Flynn
07 5564 8011

Dr Miriam Lee
07 5564 6886

Dr Kee Ong
07 5519 1602

GYNAECOLOGIC ONCOLOGY

Dr Helen Green
07 5597 2710

Dr Marcelo Nascimento
07 5564 5110

HAEMATOLOGY

Dr Shane Bleakley
07 5598 0733

Dr Herman Lee
07 5597 1211

Dr Gregory Seeley
07 5532 7655

Dr Hanlon Sia
07 5597 1211

Dr Steven Stylian
07 5597 1305

Dr Patrick Tsang
07 5597 1305

HEPATOBIILIARY SURGERY

Dr Jason Free
07 5564 6501

Dr Suzanne Ma
1300 985 677

Dr Harald Puhalla
07 5563 1360

Dr Leigh Rutherford
07 5571 2477

INFECTIOUS DISEASES

Dr Andrew Jones
07 5591 2611

Continued overleaf...



IVF

Dr Claire Allanach

07 5564 8011

Dr Andrew Cary

07 5597 3770

Dr Alwyn Dunn

07 5564 9359

Dr Suzan Elharmeel

07 5527 9277

Dr Michael Flynn

07 5564 8011

Dr Penelope Isherwood

07 5597 2660

Dr Irving Korman

07 5532 3066

Dr Timothy O'Dowd

07 5539 6333

Dr Kee Ong

07 5519 1602

Dr Gary Swift

07 5564 6017

MELANOMA SURGERY

Dr William (John) Gault

07 5539 3999

Dr Leigh Rutherford

07 5571 2477

NEPHROLOGY

Dr Mohamed Khafaji

07 5527 8270

Dr Jagadeesh Kurtkoti

07 5597 5825

Dr Alan Parnham

07 5591 2611

Dr Siddharth Sharma

0409 892 625

Dr Robert Shaw

07 5591 2611

NEUROLOGY (ADULT)

Dr Richard Adams

07 5591 2627

Dr Meenakshi Raj

07 5564 8562

NEUROSURGERY

Dr Anna Chang

1300 000 151

Dr Chris Schwindack

07 5655 0430

Dr Ellison Stephenson

07 5564 8480

Dr Leong Tan

1300 000 151

Dr Teresa Withers

07 5564 6255

OBSTETRICS & GYNAECOLOGY

Dr Claire Allanach

07 5564 8011

Dr Andrew Cary

07 5597 3770

Dr Thomas Chong

07 5527 8166

Dr Alwyn Dunn

07 5564 9359

Dr Suzan Elharmeel

07 5527 9277

Dr Suhad Hassan

07 5597 6887

Dr Sean Holland

07 5539 2797

Dr Penelope Isherwood

07 5597 2660

Dr Catherine Mills

07 5597 5023

Dr Gary Swift

07 5564 6017

Dr Drew Moffrey

07 5597 5344

Dr Timothy O'Dowd

07 5539 6333

Gynaecology /IVF

Dr Miriam Lee

07 5564 6886

Gynaecology only

Dr Kee Ong

07 5519 1602

Gynaecology only

ONCOLOGY

Dr Pawan Bajaj

07 5597 1305

Dr Keith Horwood

07 5657 6400

Dr Marco Matos

07 5597 1628

Dr Michael Slancar

07 5657 6430

Dr Steven Stylian

07 5597 1305

Dr Andrea Tazbirkova

07 5597 1211

OPHTHALMOLOGY

Dr Nick Andrew

07 5555 0800

Dr Robert Bourke

07 5570 8600

Dr Frank Howes

07 5555 0800

Dr Sharon Morris

07 5570 8600

Dr Louise Robinson

07 5555 0800

Dr Heather Russell

07 5570 8600

ORAL & MAXILLO FACIAL SURGERY

Dr Shannon Webber

07 5527 8858

ORTHOPAEDICS

Dr Jason Beer

07 5609 6682

Dr Lochlin Brown

07 5591 3454

Dr David Christie

07 5597 3127

Dr David Graham

07 5598 0194

Dr Terence Hammond

07 5597 6024

Dr Matthew Hartley

1300 447 563

Dr Michael Kalamaras

07 5532 2721

Dr Andrew Letchford

07 5527 1818

Dr Laurence McEntee

07 5528 6477

Dr Angus Nicoll

07 5597 3927

Dr Aneel Nihal

07 5564 6877

Dr Angelo Rando

07 5526 4488

Dr James Reidy

1300 399 223

Dr Matthew Scott-Young

07 5528 6477

Dr Stephen Sprague

07 5597 0303

Dr Will Talbot

1300 399 223

A/Prof Christopher Vertullo

07 5597 0338

Dr Danielle Wadley

1300 105 464

Dr David Zavattaro

07 5591 3138

Dr Mario Zotti

1300 281 979

PAEDIATRIC DENTISTRY

Dr Michael Chong

07 5597 2000

PAEDIATRIC MEDICINE

Dr Scott Blundell

07 5564 9668

Dr Syed Fasihullah

07 5564 9668

Dr Glenn Harte

07 5564 9668

Dr David Pincus

07 5564 9668

Dr Hannah Rogers

07 5564 9668

Dr Olivia Starowitz

07 5564 9668

Dr Catherine Stewart

07 5564 9668

Dr Dylan Wilson

07 5564 9668

Dr Stephen Withers

07 5564 6255

PAEDIATRIC SURGERY

Dr Jennifer Ah Toy

07 5503 1344

Dr Deborah Bailey

07 5503 1344

PAIN MEDICINE

Dr Leigh Dotchin

07 5527 8025

Dr Anthony Espinet

07 5527 8025

PHYSICIAN

Dr Talib Al-Jumaily

07 5530 0770

Dr James Clark

07 5539 5566

Dr David Deller

07 5539 4676

Dr Iain Feather

07 5597 1622

Dr Brian Fredericks

07 5571 0380

Dr Andrew Jones

07 5591 2611

Dr Mohamed Khafaji

07 5527 8270

Dr Jagadeesh Kurtkoti

07 5597 5825

Dr Spero Negas

07 5571 0380

Dr Alan Parnham

07 5591 2611

Dr Shunil Sharma

07 5532 7655

Dr Robert Shaw

07 5591 2611

Dr Michael Thompson

07 5564 7775

PLASTIC & RECONSTRUCTIVE SURGERY

Dr Andrew Campbell-Lloyd

07 5503 0248

Dr Drew Cronin

07 5509 4488

Dr Dilip Gahankari

07 5539 4611

Dr Craig Layt

07 5597 4100

Dr William Widdowson

07 5509 4488

REHABILITATION MEDICINE

Dr Benedicte Mancel

07 5532 5337

Dr Chin Wong

07 5556 6355

RESPIRATORY

Dr David Deller

07 5539 4676

Dr Iain Feather

07 5597 1622

Dr Michael Thompson

07 5564 7775

RHEUMATOLOGY

Dr Jennifer Ng

07 5591 5542

Dr Shunil Sharma

07 5532 7655

SPINAL SURGERY

Dr Matthew Scott-Young

07 5528 6477

Dr Laurence McEntee

07 5528 6477

Dr Mario Zotti

1300 281 979

UROGYNACEOLOGY

Dr Bernadette Brown

07 5564 9300

Dr Vivien Wong

1300 848 966

UROLOGY

Dr Charles Chabert

07 5597 6293

Dr Martin Elmes

07 5575 7922

Dr Scott McClintock

07 5531 2255

Dr John Pisko

07 5532 7655

Dr Neil Smith

07 5532 4333

Dr Yang Sun

07 5606 6100

Dr Christopher Tracey

07 5532 4644

VASCULAR SURGERY

Dr Paul Dinnen

07 5597 1877

Dr Richard Ward-Harvey

07 5597 1653

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• 24 Hours, 7 Days

• Immediate care • Free parking

5588 9000



Pindara Private Hospital

Part of Ramsay Health Care

Ramsay Australia launches Net Promoter Score

Ramsay Health Care has launched a specific Net Promoter Score (NPS) survey for patients across its Australian hospitals including Pindara Private Hospital and Short Street Day Surgery.

NPS is a customer satisfaction metric that measures a customers' willingness to return for another service as well as to make a recommendation to their family, friends or colleagues.

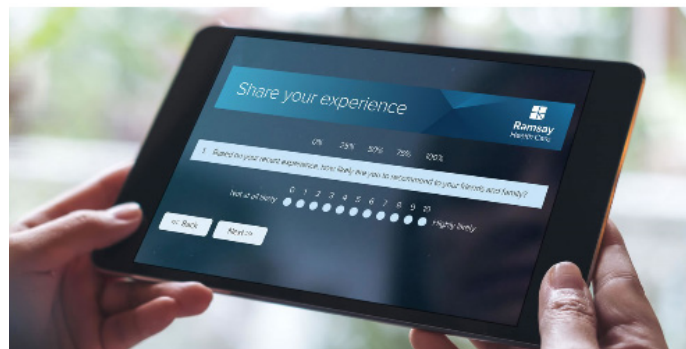
It was first introduced in 2003 by the Harvard Business Review and has since been widely adopted by more than two thirds of 'Fortune 1000' companies and by top organisations across the world. It is a practical and reliable way of determining customers' satisfaction with a company's goods or services.

The score is calculated by subtracting the 'demoters' from the 'promoters'. The final score can range from -100 to 100.

Based on global NPS standards, 50 and above is considered excellent while 70 and above is considered world-class.

Head of Marketing and Customer Experience, Joel Bowerman said, while Ramsay had always surveyed patients about their experience, the new method provides the information back much quicker via a dashboard to the hospital administration. The data can be interrogated by ward, specialty or other metrics to see where improvements can be made.

Results for each Ramsay hospital participating in the NPS have been published on the home pages of their websites. ■



Free online news access for Pindara patients

Patients now have access to free online news during their stay at Pindara Private Hospital, as part of a new digital pilot program.

Various papers will be available will be available to all patients and visitors who connect to the WiFi at the hospital.

Users can access local news, from the Gold Coast Bulletin and The Courier Mail, as well as interstate news, through the Herald Sun, The Daily Telegraph, The Advertiser, NT News and Mercury.

The catalyst for the new trial has been Ramsay Health Care's commitment to improving the patient experience.

The pilot has been made possible following a nation-wide upgrade to the WiFi network across all Ramsay facilities.

There are now 5,000 WiFi access points, which are 600 per cent faster; 230,000 connections are made to the WiFi network each month.

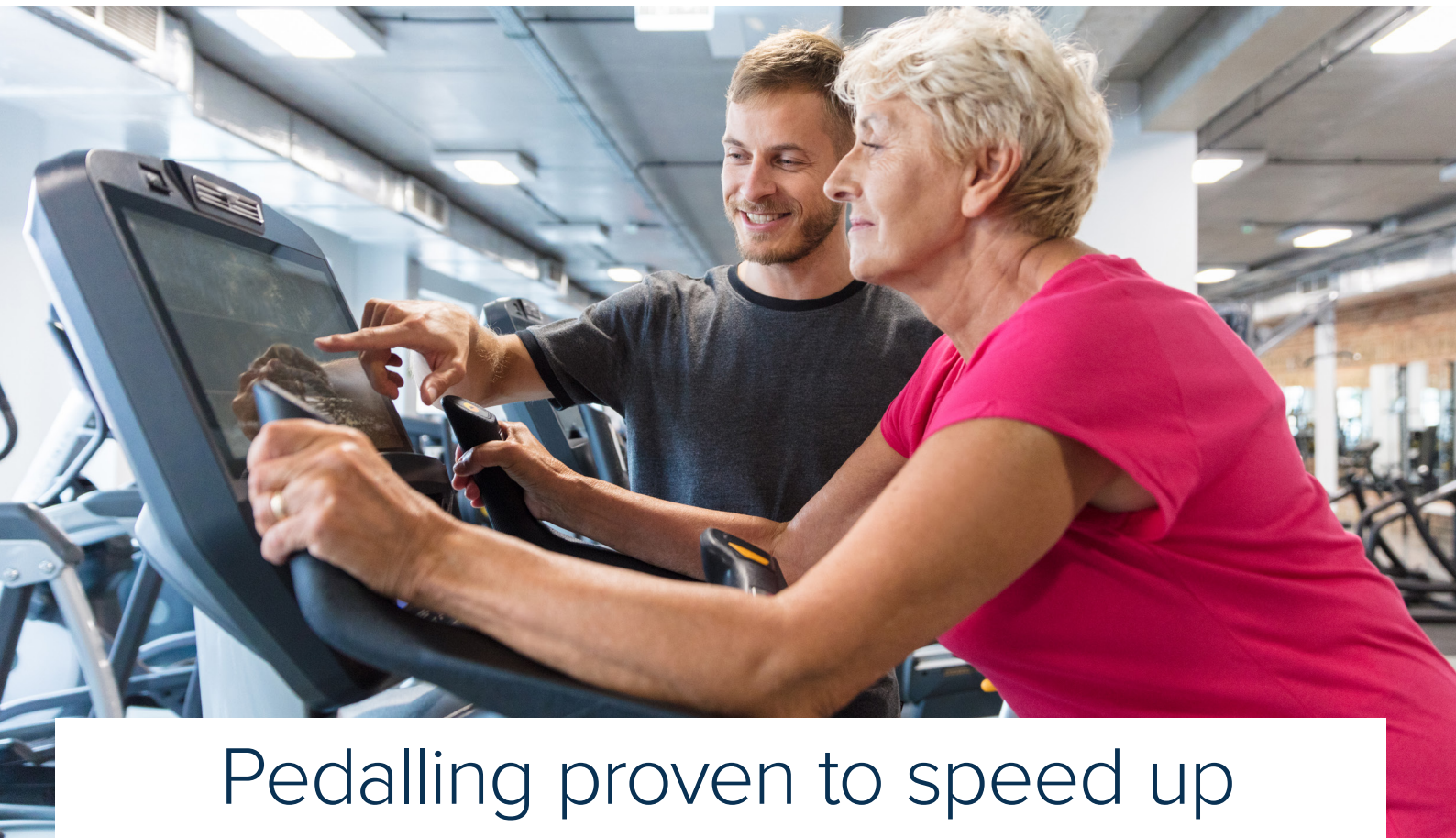
Hard copy papers will still be made available for patients who prefer them. ■

Complimentary digital news access

For seamless and immediate access to The Courier Mail simply connect to Ramsay Health Care wifi and then head to www.couriermail.com.au



Daily Telegraph **Herald Sun** **Courier Mail** **The Advertiser** **NT News** **MERCURY**



Pedalling proven to speed up recovery times for Total Knee Replacements

Research at Pindara Private Hospital has found pedalling exercises are much more effective than standard physical therapy in rehabilitating patients who have had Total Knee Replacement (TKR) surgery.

50,000 Total Knee Replacements are performed annually in Australia; this figure has grown by six per cent in the past year due to rising obesity levels, sporting injuries and an ageing population.

Despite the prevalence of the procedure, there is a lack of research around the best practice for patient rehabilitation.

Pedalling has often been recommended as therapy following Total Knee Replacement surgery, but there has been no formal investigation to prove it is effective.

Pindara Private Hospital senior physiotherapist Larissa Sattler said: "We completed a literature review as part of our research and there was a complete lack of data around Total Knee Replacement rehabilitation in the early period following surgery."

An 18- month medical trial at Pindara Private Hospital has proven pedalling following Total Knee Replacement surgery significantly improves patient outcomes.

The trial compared the outcomes of 60 TKR patients, who were randomised to receive either self-directed pedalling or standard therapy exercises.

Patients were reviewed at two days, two weeks and four months by assessors who were unaware of which physical therapy each patient had received.

"Patients who had undergone the pedalling program were able to walk further over six minutes and there was better self-reported function and earlier discharge home," Mrs Sattler said.

Specialist orthopaedic knee surgeon Dr Christopher Vertullo said: "We estimate there will be savings of over

\$25 million in direct medical costs due to earlier discharge home if there is an uptake of the pedalling therapy program throughout Australia."

The research allows surgeons and physiotherapists to safely prescribe a self-directed pedalling program to their patients.

The authors plan to promote the research to other surgeons at the Australian Orthopaedic Association Annual Scientific Meeting in October. The findings will also be published in the Journal of Bone and Joint Surgery, which receives international exposure.

"Rather than saying 'I think,' what I can say now is, 'I know' that pedalling has better outcomes for Total Knee Replacement patients. It's a powerful message we actually know, because we can prove it with the research," Dr Vertullo said. ■

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