

14 September 2021

Urgent Care Centre change - Frequently Asked Questions

1. What is the Urgent Care Centre?

The Urgent Care Centre is a nurse-led service (with our local GP on call) that is focused on the treatment of injuries or illnesses that require immediate care, but are not serious enough to require an Emergency Department visit.

2. What is changing at the Urgent Care Centre?

All the services Maldon Hospital currently provides will still be available from the hospital but we will not be staffing the Urgent Care Centre to support advanced life support, which is required for an Urgent Care Centre. A more accurate reflection of what the service now offers is primary care.

3. Where will I go if there is an emergency?

In any emergency, nothing changes – if you require immediate emergency care dial 000 and an ambulance will be called. In all other cases, please call the hospital on 5475 2000 for advice from the nurse on duty on what to do next.

4. What has prompted the change?

The change reflects the need to adapt the way we operate in response to how our community uses Maldon Hospital so that we can best support our staff to manage clinical risk. Some facts about how the Urgent Care Centre is currently used showed us that:

- around five people visit the Urgent Care Centre each month, which is less than 70 people a year, and this figure is declining
- when local residents have injuries or illness that need attention the majority go to Castlemaine Health or other health services in the region.

Analysis of Urgent Care Centre usage showed that Maldon Hospital can provide better, safer, healthcare and ensure best use of hospital resources by changing the service it offers. The change will also allow Maldon Hospital to better support our aged care residents, our people and manage clinical risk.

5. What does this mean for acute care and residential care at Maldon Hospital?

Maldon Hospital will still be meeting the community's health needs for treatment of non-emergency injuries and illnesses through our Acute Care ward, and providing aged care residential services.

6. What consultation are you doing or have you done with staff on this change?

We have discussed the change with key staff who work at the Urgent Care Centre, including Dr Chris Fowler of Maldon Medical Clinic. We are continuing the conversation with our dedicated staff at the hospital to understand their needs and support them to continue serving the people of Maldon and district.

7. Will this affect staff jobs at Maldon Hospital?

The Urgent Care Centre is serviced by staff working in the hospital so there will be no changes to staff jobs at all.

8. How is the name change being communicated to the community?

MEDIA RELEASE

Sue Race, Chief Executive Officer



We are publishing information about the name change in the media, on our website, making one-to-one contact with residents, families and District Nursing clients, as well as including it in Maldon Hospital newsletters. The change is consistent with our mission, which is to Build Community Health and Wellbeing alongside the community, and supports sustainability of our services into the future.

9. Will the change affect services to aged care residents and patients at the hospital?

The change will have no impact on the ongoing care provided to the aged care residents but will enable Maldon Hospital to better support our aged care residents, our people and manage clinical risk. We are in the process of contacting residents, families and patients to let them know about the change and answer any questions they may have.

10. When is the change taking place?

This change will be effective from Friday, 17 September 2021.