

24th November 2020

Following the recent changes to the MPHS service in Julia Creek effective Monday 23rd November 2020, Council coordinated a Stakeholder meeting to clarify the changes for our community. The NWHHS, Julia Creek MPHS, Council and Julia Creek Medical Centre have collaboratively developed this community message.

The Julia Creek Multi-Purpose Health Service (MPHS) has been down graded from a level 2 facility to a level 1 facility on a **TEMPORARY** basis due to difficulties staffing both nurses and a doctor (which is being experienced across Queensland). The NWHHS Chief Executive and Chair have confirmed that this downgrade is only a temporary measure and all efforts are being made to return the service to a level 2 as soon as practically possible.

Our community can rest assured that health care will continue to be available 24/7 through the MPHS, with support from the Julia Creek Medical Centre and the Queensland Ambulance Service (QAS).

A note from the Director of Nursing Julia Creek MPHS:

The MPHS downgrade to a level 1 facility effective Monday 23rd November, is a temporary measure only, due to the difficulties in recruiting nurses and doctors in this extraordinary time (COVID-19). I want to assure you we are here for the community 24/7, to continue to provide a high standard of Emergency Care. Patients requiring inpatient care will be transferred to Cloncurry, Mount Isa or Townsville. We are all working towards restoring our level two status and bringing our aged care residents home. At this stage we expect that nursing workforce shortages will ease once border restrictions are lifted. We will continue to review our staffing and service capabilities on a monthly basis.

Questions & Answers

Can I still present to the hospital?

Yes, you can present to the hospital Monday to Friday between 8am and 6pm when nursing staff will be on site. For afterhours presentations, including weekends, nursing staff will be on call.

How do I present?

During the new opening hours of Monday to Friday (8am to 6pm) walk – in patients should present to the main reception, and nursing staff will attend to you.

If you arrive outside of these hours, please call the Hospital on 07 4746 4000 and your call will go to the on call nurse. If you attend the Hospital (after hours) in person, present to the main entrance and look for the signs to press the red call button.



Can I still get bloods done at the Hospital?

Yes between 8am and 6pm, Monday to Friday. Unfortunately, fasting bloods cannot be done before 8am.

Can I still see a Doctor at the Hospital?

Yes a Doctor will be available in town two days per week, face to face. As always highly trained nursing staff will be available 24/7 to attend to all medical issues including emergencies, with support from Specialist Emergency Doctors via telehealth (TEMSU).

Are the Allied Health Services (Dietician, Podiatrist, Women's Health etc) still visiting?

Yes the visiting Allied Health Services will continue to visit as per normal

Are there any impacts on the local Staff at the MPHS?

There are no job losses to permanent staff members at the MPHS.

What is required to re-open Palliative Care and Aged Care for residents?

Palliative Care – The MPHS would require a full complement of nursing staff and a doctor available to be on-call (within Julia Creek) 24/7. This is considered complex care and would require the ability to have inpatients which we cannot currently provide at a level 1.

Aged Care – The MPHS would require a full complement of nursing staff, registered nurses to provide 24/7 care.

Can we still see a GP at the Julia Creek Medical Centre?

Yes a GP will be available face to face two days per week. A nurse will be onsite three days per week as per usual. Reception will be onsite and available to contact five days per week - please call 07 4746 7159 to make appointments and clarify any questions.

Can I get prescriptions and access pathology services at the Julia Creek Medical Centre?

Yes, please call the practice on 07 4746 7159.

The NWHHS will be coordinating a community meeting at 10:30am on Friday 27th November 2020 at the Julia Creek Civic Centre.

If you have any further queries that this information hasn't answered feel free to call the Community Nurse, Nicole Morris on 0447 773 151 to guide you in accessing the services you require.

Please remember in all Emergent Situations Call 000

