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# The Montserrat Newsletter JUNE 2014

## Peer Review of Procedures Ensures Quality Control at Montserrat

As many of our referring GP's know, Montserrat records all of our endoscopy procedures from start to finish at all facilities. This unique Quality control aspect of our service has been standard for many years.

Whilst other devices used in endoscopies allow photo's to be taken of significant milestones achieved during the endoscopy (and colonoscopy in particular) they do not allow a full review of the procedure to be undertaken. Whilst formally retired I continue to undertake blind reviews of approximately 20 full DVD's every quarter to determine that :

- a) The bowel preparation was excellent
- b) The endoscopy technique was competent
- c) The view during the endoscopy matches the patient and GP report; and importantly
- d) The withdrawal time undertaken by the proceduralist was at least 6 minutes from the caecum.

Additionally, via our Medical Advisory Committee and Clinical Practice meetings we review other important measures of quality such as:

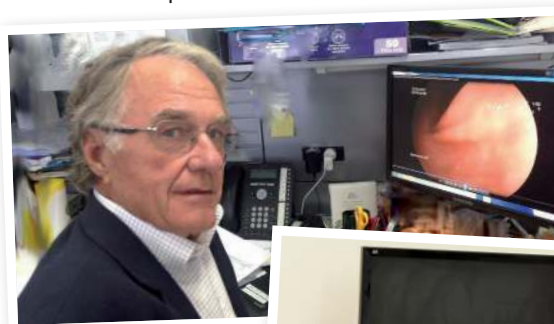
- a) Adenoma detection rates
- b) Quality of bowel preparation
- c) Patient Satisfaction and feedback
- d) Any significant episodes that require transfer to acute facility; and
- e) Any best practice changes that require us to modify any of our operating protocols (such as appropriate recall intervals)

We believe that all of these quality measures sets us apart, allows us flexibility to respond quickly to any issues, and sets the framework for excellent patient outcomes.

If you have any questions you would like to ask about our QA program at various practices, please feel free to contact me at any time.

Whilst Montserrat continues to broaden into other areas our commitment to Gastroenterology and Endoscopy remains as strong as ever.

Warm regards  
Dr Peter Stephenson



**World class, cutting-edge techniques  
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[brisbaneherniaclinic.com.au](http://brisbaneherniaclinic.com.au)



## Indooroopilly Hospital's Facelift

*Montserrat's Indooroopilly Day Hospital has been upgraded with a new reception area. The design creates a more welcoming and personal experience for 'our guests'.*

We believe it is important that patients are well educated, informed and consented when visiting a Montserrat hospital and with treatment of over 6000 patients yearly it is vital that their experience is positive.



## GP's Partnership with North Lakes Day Hospital

*GP Partners and North Lakes Day Hospital over the last few months have held two information evenings for General Practitioners with specialist that practice at the North Lakes Day Hospital.*



Chair of GP Partners, Dr Jayne Ingham facilitates these evenings for local GP's to have access to continual learning and it's a great opportunity that gives GPs specialist information to assist with treatment and diagnosis of patients.

The aim of GP Partners is to improve health care in our community through strong general practice and with the partnership of North Lakes Day Hospital they are becoming quite popular.

The most recent information evening on in March focussed on Thyroid disease from Endocrinologist Dr Deepali Shirkhedar, Joint pains with Rheumatologist, Dr Dr Mukhlesur Rahman and abdominal pain from Gastroenterologist Dr Sam Islam.

For information about these evenings please contact our Manager [ncarlson@montserrat.com.au](mailto:ncarlson@montserrat.com.au)

## From North Lakes to Cannes!

*Local film company Intelpix, under the guidance of Director Luc Van Horrick was given permission to use one of the North Lakes Day Hospital theatres for a scene in his short film based on rocks being taken from Uluru and giving people bad luck.*

Business Manager, Nadine Carlson had a small role as a receptionist and Clinical Manager, Frances Ross assisted with making the scene realistic with clinical advice. The film is being submitted to be shown at the Cannes film festival.





## Together, we can make a difference!

*My name is Cathy Apelt and I am privileged to be a McGrath Breast Care Nurse.*



The McGrath Foundation was co-founded by Jane McGrath and her cricketing husband Glenn after Jane's personal experience with breast cancer. It was this experience that led her to believe that the McGrath Foundation should raise money to place McGrath Breast Care Nurses in community's right across Australia and to increase breast awareness in young Australian women. Jane's breast cancer diagnosis at only 31 made her passionate about encouraging all women, including younger women (under 40), to be breast aware by regularly checking their breasts for any changes.

The McGrath Foundation's breast awareness initiative, Curve Lurve, has been developed to ensure the next generation of Australian women are breast aware. Also if you are a woman and over 40 I would encourage you to have a mammogram. If you know any women over 40 then I would encourage you to start an appropriate conversation about mammograms. Contact for Breast Screen Qld is 13 20 50.

I am a registered nurse and had a long history working in community cancer care before commencing in 2 half time positions with the McGrath Foundation. So 5 days a fortnight I am based at Nambour General Hospital and the other 5 days I am based at the Sunshine Coast Haematology and Oncology Clinic / Montserrat rooms at Cotton Tree on the Sunshine Coast. This is a free service. The position is here to help anyone diagnosed with breast cancer. Therefore I am talking to people (I am talking to a couple of men with breast cancer at present, so trying to be gender neutral!), from the Margate/Redcliffe area north to Pomona.

Hopefully I can help patients and their families understand any technical or complex information about breast cancer to enable appropriate treatment and management. Also I have liaised with other organizations and gathered information about support services appropriate for the breast cancer experience.

To find out more about Curve Lurve please visit [www.mcgrathfoundation.com.au/curvelurve](http://www.mcgrathfoundation.com.au/curvelurve) and click on the Curve Lurve. To download the Curve Lurve mobile App visit the App Store on iTunes store and download for free.

To find out more about the McGrath Foundation and how you can help make a difference, please visit [www.mcgrathfoundation.com.au](http://www.mcgrathfoundation.com.au).

And don't forget the conversation or the mammogram!!

Please feel free to contact me on [cathy.apelt@schoc.com](mailto:cathy.apelt@schoc.com) or on 0408 575 298.

As the McGrath motto goes -Together, we can make a difference!



*together we can make a difference®*

## Updated Open Access Specialists Timetable

	Mon	Tues	Wed	Thurs	Fri	Sat
Dr Cliona Maguire	GAY	GAY/CITY	GAY	GAY		Service Rotates between Doctors at Indooroopilly
Dr Derwin Williams		IND	IND / IPS	IND	IND / IPS	
Dr Mark Norrie		IND		IND / CITY	IND«	
Dr Sam Islam	IND		IND	NLDH		
Dr Rebecca Ryan	IND	GAY		IND#	IND#	
Dr Hugh McGregor		NLDH				
Dr Daniel Mehanna			NLDH			
Dr Terrance Tan	IND	IND#				
Dr Naeem Khan				NLDH		
Dr Antony Pan					IND / NLDH / GAY	

« Unless in Emerald or Longreach # Full day list usually available

\* Please note that whilst we offer an Open Access Service all our Gastroenterologists are available for consultations.

# Fortnightly only

## North Lakes Specialist Contacts

**Dr Deepali Shirkhedkar** 07 3833 6765

Endocrinology

**Dr Agus Brotodihardjo** 1300 513 255

Gastroenterology

**Dr Sam Islam** 07 3833 6701

Gastroenterology

**Dr Naeem Khan** 07 3833 6765

General Surgery

**Dr Roderick Borrowdale** 07 3283 4200

General Surgery

**Dr Wijaya Premaratne** 07 3833 6765

General Surgery

**Dr Daniel Mehanna**

General Surgery 07 3833 6765

Endoscopy 07 3833 6701

**Dr Hugh McGregor**

General Surgery 07 3283 4200

Endoscopy 07 3833 6701

**Dr Martin D'Arcy Evans** 07 3353 6965

Gynaecology

**Dr Mahilal Ratnapala** 07 5495 9546

Gynaecology

**Dr Moemen Morris** 07 3833 6765

Gynaecology

**Dr Archana Saraswat** 1300 853 546

Gynaecology

**Dr Lata Sharma** 07 3833 6765

Gynaecology

**Dr Anthoy Crombie** 07 3352 7422

Oral & Maxillofacial Surgery

**Dr Terence Alexander** 07 3832 3232

Oral & Maxillofacial Surgery

**Dr Mohammad Mansour** 07 3832 3232

Oral & Maxillofacial Surgery

**Dr Matthew Hawthorne** 07 3852 4888

Oral & Maxillofacial Surgery

**Dr Richard Harris** 07 3852 4888

Oral & Maxillofacial Surgery

**Dr Andrew Smith** 07 3385 0900

Ophthalmology

**Dr Kate Slaughter** 07 3385 0900

Ophthalmology

**Dr Stuart Reader** 07 3385 0900

Ophthalmology

**Dr Gaugin Gamboa** 07 3832 1652

Orthopaedics

**Dr Greg Farmer** 07 3883 2244

Orthopaedics

**Dr Jason Kwon** 07 3833 6701

Pain Management

**Dr Phil Richardson** 07 3257 1988

Plastic Surgery

**Dr Mjkhlesur** 07 3833 6765

Rheumatology

**Dr Ben Martin** 07 3834 6283

Urology

**Dr Jo Schoeman** 07 3831 9049

Urology

**Dr Matthew Valentine** 07 3833 6766

Vasectomy

## Sunshine Coast Specialist Contacts

**Dr John Rearden**

Medical Oncology / Clinical

Haematology

**Dr Hong Shue**

Medical Oncology

**Dr Sarah Shavaksha**

Clinical Haematology

Ph: 07 5479 0000 | Fax: 5479 5050



**SUNSHINE COAST**  
 HAEMATOLOGY & ONCOLOGY CLINIC  
 — Montserrat Cancer Care —



**MONTERRAT**  
 —DAY HOSPITALS—

**BRISBANE CITY** L1, Suite 9, 245 Albert St,  
 Brisbane Qld 4000

Ph: 07 3833 6701 | Fax: 07 3833 6740

**INDOORPOOLLY** 12 Riverview Tce,  
 Indooroopilly Qld 4068

Ph: 07 3878 7222 | Fax: 07 3833 6740

**GAYTHORNE** 383-391 Samford Rd,  
 Gaythorne Qld 4051

Ph: 07 3550 3550 | Fax: 07 3833 6740

**NORTH LAKES** 7 Endeavour Boulevard,  
 North Lakes Qld 4509

Ph: 07 3833 6755 | Fax: 07 3491 3614

**SUNSHINE COAST** 32 Second Avenue,  
 Maroochydore QLD 4558

Ph: 07 5479 0000 | Fax: 07 5479 5050

(Sunshine Coast Haematology and  
 Oncology Clinic)

\*Also serving Ipswich, Longreach & Emerald since 1997



**10 Day Patient Promise - COLONOSCOPY PATIENTS**  
 Call the GP Hotline on 3833 6788 or visit [www.montserrat.com.au](http://www.montserrat.com.au)