



Medical Secretary, Spencer Smith with Medical Consultant Orthopaedics, Subodh Srivastava. Subodh's wife Chhavi has also joined the Horsham team in the role of Medical Consultant Anaesthesia.

A fresh perspective at Horsham

Our Horsham campus has welcomed two experienced consultants in Anaesthesia and Orthopaedics late last year, who bring with them years of expertise.

Subodh and Chhavi Srivastava have spent the last several years working in the UK and are eager to bring their skills to a rural setting.

They were drawn to the challenge of working in a different environment that would allow them to contribute to the improvement of the community's health services.

Having their son based in Melbourne was an added advantage to their journey.

Subodh and Chhavi are both deeply appreciative of the support they've received from administration and clinical staff.

"The staff have been exceptionally welcoming. Greg [Henderson, Director of Anaesthetics] and Michael [Coundous, Clinical Director Surgical & Procedural Services] have been invaluable in responding to all queries promptly and resolving any issues as soon as they arose," Chhavi remarked.

Working across both our Ballarat and Horsham campuses provides Subodh and Chhavi with a diverse range of experiences.

Subodh is particularly focused on consolidating orthopaedic services in Horsham; while Chhavi is looking forward to extending anaesthetic support in theatres, and providing crucial services in maternity anaesthesia, anaesthetic pre-assessment, ICU, and the emergency department.

Another aspect they are looking forward to is the opportunity to teach and mentor junior doctors.

Outside of work, Subodh and Chhavi are keen travellers. Hiking in the Grampians has already become a part of their routine, although they are still adjusting to the country's varying weather conditions.

Trainee nurses celebrate 50 years of service



It's been 50 years since a teenage Susie Barber walked through the doors of Wimmera Base Hospital, for training to become a nurse.

She was joined by 14 fresh-faced students in 1975, who this year reunited to celebrate their incredible 50-year milestone.

Eight of the graduates gathered at a Dimboola hotel, with two extras joining via Facetime, to reflect and reminisce on five decades in the health sector.

Susie, who is the last of the group to retire, was recently recognised by Grampians Health with a 50-year service award.

Chief Executive Officer Dale Fraser noted the community trust built by staff members like Susie, who become the face of localised healthcare.

"There is no doubt continuity of care leads to stronger connections and better healthcare and, in this sense, Susie's contribution is impossible to quantify," he said.

Five decades of service is a remarkable achievement and a generous gift to the wider Dimboola community. We collectively thank and congratulate Susie for her invaluable contribution."



Although she's technically on long service leave, Susie has already worked her last day as a nurse and is learning to embrace retirement.

"I miss the contact with colleagues and the community, although people still stop and talk to me about work down the street," she said.

And retirement will not sever the bond of those 15 young students, who had no idea that their pursuit of a career in nursing would lead to lifelong friendship.

"We got together after 25 years, then again for this 50-year event," Susie said. "It certainly won't be another 25 years before we meet up again."



Top left image: Susie Barber (front left) celebrated 50 years of nursing with fellow 1975 trainees, including high school friend Margaret (front right).

Flu season is just around the corner



This winter, we know what to do to stay well against the flu and COVID. Get your flu shot and up-to-date COVID vaccine. It's the most effective way to stay protected this winter.

You can get both vaccines at the same time, and the flu shot is free if you're:

- aged 65 and over
- pregnant
- an Aboriginal or Torres Strait Islander over 6 months old
- a person with medical conditions that put you at increased risk of severe flu.

Remember, the flu shot protects children from serious illness caused by the flu.

Children and babies six months or older need to get the flu vaccine every year. It can be given at the same time as other routine childhood vaccines and it's free for kids aged 6 months to under 5.

Book now with your doctor.

For more information visit betterhealth.vic.gov.au/stay-well-this-winter

Capturing the present for our future

The 'here and now' of Grampians Health Horsham has been captured in a package sealed up for opening in 2050.

An initiative of the Lions Club of Horsham, the community time capsule is opened and resealed every 25 years. Its latest opening, in January 2025, featured around 100 letters, returned to community members from the year 2001. The subsequent resealing of the capsule took place on Friday 28 February.

Horsham's Librarian Michelle Pitman said it was a great legacy for Grampians Health to contribute to this time capsule, particularly following last year's 150 year anniversary of the Wimmera Base Hospital.

"Our health service has been such an important part of the fabric of Horsham for many, many years," Michelle said. "We are thrilled to

take part in this initiative, to capture the past and present, for our future staff to reflect on."

The package included a letter to the 2050 community, as well as an annual report, strategic plan, 'We are Grampians Health' booklet and a Grampians Health flag.

to think about what the next generation will be able to connect with from our 2025 health service."

"Who knows what our health services will be like in 25 years' time?" Michelle said. "It's exciting

Horsham librarian Michelle Pitman hands over Grampians Health's time capsule contribution to Leonie Lawson, Secretary of the Lions Club of Horsham.



Welcoming our 2025 Medical Interns

A big welcome to our first cohort of Horsham medical interns for 2025, with the group coming to us from Melbourne, Gippsland, Ballarat, Ardmona (near Shepparton), and Northern China.

Over the course of the year, Horsham will host a continuous rotation of interns every ten weeks, providing them with hands-on experience in various clinical settings, including inpatient wards, surgical wards, and anaesthetics.

For these young doctors, it is their first time working in the Wimmera region. Already part-way through their ten-week rotation, and they are expressing how welcoming and supportive the local community and their colleagues at Wimmera Base Hospital have been.

Grampians Health is proud to play a role in shaping the next generation of medical professionals and providing invaluable experience in a regional healthcare setting.



Medical interns (L-R): Sarah Nethersole, Ding Yongchao, Annie Guo, Yajat Dua, Connie Malliaras, Callie Stavrou, and Sylvie Sherborne.

Help us improve healthcare and bring services closer to home, now and for the future.

Financial donations to Grampians Health Horsham help us implement innovative projects and build on existing programs, to ensure our service-delivery is matched to unique community needs.

You can donate to a specific program, department or contribute to our 'Most Urgent Need' campaign reserved for projects that are our highest need.

With ongoing support, we can continue to lead the way in rural healthcare and collaborate with

our community on exciting new developments.

We've recently introduced digital giving-making it easier for our community to donate.

People support Grampians Health Horsham to help us improve patient care, acknowledge the care they received, or express gratitude for the care a loved one received, and to honour a loved one as an in memoriam gift.

To donate online, [scan the QR code](#) or contact Peter Miller, Public Relations Manager West, on **03 5381 9309**.

All donations of \$2 and over are tax-deductible.

Please donate today.



Congratulations Joselin!

Horsham's Joselin Matias, Registered Nurse in the Intensive Care Unit and Emergency Department, has been named the recipient of the 2024 Post Graduate Critical Care Award best all-rounder for Deakin University.

Joselin's 'Best All-Rounder' award came after he was nominated for exceptional professional and clinical performance and exceptional academic achievement.

Joselin will be awarded this prestigious award at the Deakin University School of Nursing and Midwifery Awards Night held in May 2025.

Congratulations to Joselin, and thank you to the Clinical Nurse Educators at Horsham for supporting Joselin to excellence.

Nomination statement:

"We would like to nominate Joselin Matias for Best All-Rounder graduated student. This year he has shown that he goes above and beyond what is expected of him as a critical care student. He has worked well between the two clinical areas of ED and ICU, and everyone has loved working alongside him.

We have only ever heard positive feedback about him and his extensive nursing knowledge. His dedication, responsibility and accountability for his own learning has been exceptional.

He has always attended lectures, sought out learning opportunities if he has had trouble understanding concepts, and has always put in the extra effort to complete assessments.

He is caring and supportive for both patients and their families with great attention to detail. He has become knowledgeable, capable and reliable in caring for a critically ill patient and we are excited to see where he takes his knowledge next year."



Centenarian Hazel inspires meaningful care at Grampians Health

Jackie Exell knows her grandmother, Hazel, is unlikely to remember details of her grand 100th birthday party or recall the names of all the relatives, who travelled across Victoria and interstate, to celebrate her milestone birthday.

But Jackie, who achieved her Diploma of Dementia Care following her grandmother's diagnosis, knows that memory comes in different forms.

"They might not remember who you are, but they won't forget how you make them feel," Jackie said of people living with dementia.

Jackie's career as Meaningful Life Manager is shaped around

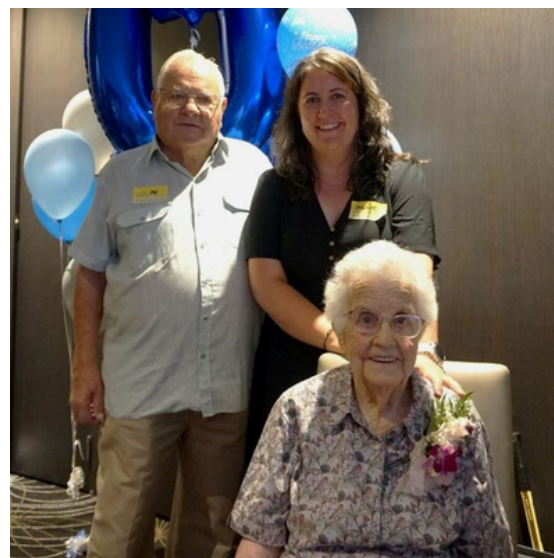
sparkling joy and building purpose among care community residents.

"My transition into this role has definitely been inspired by grandma, Hazel," she said.

"I think I brought that perspective to the role, of how challenging it can be to move a loved one into a care community and to experience something like dementia."

It's the same approach Jackie applies to all residents in the care communities she oversees, spread across the five Grampians Health campuses.

"We're always striving to provide person-centred care and to create opportunities for meaningful engagement."



Volunteer drivers step in to help

Our volunteer drivers at Horsham have answered the call for help from the Wimmera Cancer Centre's Dialysis Unit.

Since October three clients – one each from Hopetoun, Beulah and Warracknabeal – have been travelling to and from the Cancer Centre for treatment three times a week, via Horsham Taxi Service.

After liaising with the Volunteer Services Coordinator West, Kellie McMaster, a call for help was put out to our Horsham volunteer drivers to see if anyone could assist with these drives.

As a result, four of the six weekly drives are now currently being completed by volunteer drivers.

Wimmera Cancer Centre Manager Carmel O'Kane said how wonderful it was to have volunteers supporting patients who need to travel for their Dialysis treatment.

A staff member from Dialysis commented that the patients have recognised how friendly our volunteers are, resulting in an improvement in their travelling experience and their wellbeing.

Volunteer drivers generously provide their time for clients that don't have any other means of transport, to attend medical appointments all over the Wimmera and beyond.

If you, or someone you know, is interested in volunteering with Grampians Health please contact Kellie McMaster on **5381 9347** or visit grampianshealth.org.au/volunteer

Volunteer drivers Dennis McGuigan, Joanne Bibby, Peter Anthony and Gary Howard.



ARE YOU OUR NEXT VOLUNTEER?

Grampians Health Horsham is looking for people to volunteer in the following areas:

~ Drivers ~ Palliative Care ~
~ Community Friendship Program ~ Emergency ~
~ Care Community ~ Cancer Centre ~



If you, or someone you know, is interested in volunteering with Grampians Health Horsham, please contact **Kellie.McMaster@gh.org.au** or **5381 9347**

Scan the QR Code to fill out an Expression of Interest form.

Contact us

Grampians Health strives to deliver quality care for all our communities through safe, accessible and connected health services.

Emergency Department

For emergencies arising from accident or illness. Services are available 24 hours, 7 days a week.

If your condition is serious, or you are experiencing chest pains, you need to call 000 (Triple Zero) for an ambulance.

Acute Care

24 hour care, managed by our experienced nursing staff and visiting medical officers.

Care Communities

Kurrajong Lodge

5381 9271

Wimmera Nursing Home

5381 9307

Horsham Maternity Clinic

5381 9010

Community Options

5381 9336

Assisting people and their carers to live independently in their own homes.

Allied Health

5381 9333

Allied Health resources are based in the Arapiles Building. Services available include:

- Dietetics
- Occupational Therapy
- Physiotherapy
- Podiatry
- Speech Pathology
- Social Work
- Dental and Prosthetic Clinic

Alan Wolff Medical Clinic

5581 9167

A specialist medical clinic servicing the needs of patients in Horsham and the surrounding districts.

Primary Health

Community based services which are delivered to the wider community.

- District Nursing 5381 9391
- Hospital in the Home 5381 9311
- Continence Service 5381 9333
- Memory Support Service 5381 9333
- Post Acute Care 5381 9115
- Residential in Reach 5381 9115
- Complex Care (HARP) 5381 9115

Day Centre

5381 9285

Offers a welcoming, supportive environment for our older community and for people with dementia and/or disabilities to maintain personal independence and provide support for their carers.

Dental Clinic

5381 9248

Treats patients who hold a Health Care Card or Pensioner Concession Card and children under 13 without a concession.

Radiology

5381 9236

Lumus Imaging, a private company provides medical imaging for the hospital and the Wimmera region. Services include Radiography, Computer Tomography, Mammography, Ultrasound, MRI, Echocardiography, DEXA and OPG (Orthopanthomogram).

Wimmera Cancer Centre

5381 9169

Oncology service, incorporating Dialysis and Palliative Care.



If you have a suggestion or an issue you want to raise, please contact us at feedback@gh.org.au

We are committed to working with the communities in which we live and we value your feedback.

For the full range of services and more detail on accessing the services please visit www.whcg.org.au



**Grampians
Health
Horsham**

URGENT CARE

When it can't wait,
but it's not an emergency



When you need medical attention that can't wait, consider urgent care (if your condition is not life-threatening).

Urgent care – in person, online or on the telephone – is a well equipped medical service which health professionals have used for some time. It is now available to you, too.

Keep this page handy, so when you need care you know where to go. And remember, keep yourself well with routine visits to your GP, and by following health advice.



Routine care

When you have a medical issue, but it's not urgent or life-threatening, you can make an appointment with your GP / doctor. Many GPs now have same-day appointments.



Urgent care

When you need care that needs immediate attention before your next GP appointment. This can include:

Skin allergies & insect bites

- A rash without pain, vomiting or fever
- Swelling of limbs, fingers, toes, etc (oedema)
- Insect stings
- Spider bites

Infections

- Teeth / toothache
- Sinus
- Respiratory (coughs and colds)
- Small skin wounds (red and inflamed)

Injuries

- Sprains, strains
- Small bones (toes, fingers, ankles, wrists)
- Minor burns (not deep but is red & irritated)

Ear, nose, throat & eye

- Small things stuck in the ear, nose or eye
- Nose bleeds
- Suspected tonsillitis
- Sinus issues

Aches and pains

- Headaches
- Sore arms or legs
- Back pain
- Neck pain

Stomach complaints

- Nausea and/or vomiting
- Diarrhoea
- Constipation
- Urinary Tract Infections

Women's health & obstetric

- Early pregnancy bleed
- Menstrual issues
- Early Mastitis

Other general issues

- Falls or mobility concerns
- Wound dressings
- Abnormal test results



Emergency care

Emergency or life-threatening illnesses and injuries require immediate medical attention and management by an emergency department or hospital. Call triple zero (000) if this applies to you.

Sometimes it is difficult to know if your condition is life-threatening, in which case you should call triple zero (000) or go to your nearest emergency department.

Always access emergency care, not urgent care, for:

- Chest pain or tightness
- Breathing difficulties
- Uncontrollable bleeding
- Severe burns
- Poisoning
- Numbness or paralysis
- Unconsciousness
- Unresponsiveness
- Seizures
- Ongoing fever in infants

Source: <https://www.health.gov.au/find-a-medicare-ucc/when-to-visit>

Urgent Care Options

When you need immediate care, but it isn't life-threatening

Virtual Emergency Department

(Online service – smart phone or computer with camera required)
No appointment necessary | Free service
24 hours, 7 days
Interpreter services available
vved.org.au

Health Direct (Nurse on call)

(Telephone service)
No appointment necessary | Free service
24 hours, 7 days
1300 60 60 24

National Home Doctor (Health Direct)

(Telephone service) After hours GP clinic
Bulk-billed for eligible Medicare card holders | Booking lines open:
6pm weekdays, 12 noon Saturday, all day Sunday and public holidays
13SICK (137 425)

Doctors on Demand

(Online service – smart phone or computer with camera required)
An out-of-pocket fee applies to most appointments.
Book online 24 hours, 7 days
doctorsondemand.com.au

Helplines

- Pregnancy Birth and Baby Hotline 1800 882 436
- Victorian Poisons Information Centre 131 126
- Lifeline 13 11 14
- Beyond Blue 1300 224 636
- Sexual Assault Crisis Line 1800 806 292
- Safe Steps Family Violence Centre 1800 015 188
- Rainbow Door (LGBTIQ+) 1800 729 367
- Kids Helpline 1800 511 800
- 13YARN 13 92 76

GPs and Medical Centres

Find your closest medical service at healthdirect.gov.au

Lister House Medical Clinic

Co-payment/Appointment required
9am – 5pm, Monday to Friday, 9am – 12pm Saturday
Ph: 5382 0011
146 Baillie Street, Horsham

Horsham Doctors

Co-payment/Appointment required
8am – 6pm, Monday to Friday, 10am – 6pm weekends
Ph: 4336 4099
1C Madden Street, Horsham

Emergency Departments

For life-threatening emergencies, chest pain or uncertainty

Call Triple Zero (000) or proceed to your nearest Emergency Dept.

Wimmera Base Hospital

No fee
24 hours, 7 days
Ph: 5381 9111
Access from Baillie Street



Emergency: call Triple Zero (000)
Urgent but not life threatening: see options at top of page
Not urgent: see your regular GP

my.gh.org.au/emergency