

Rural and Community Services

All you need to know about

Thames Hospital



Patient safety at Health Waikato:
a continuous improvement





Thames Hospital provides secondary services for the population of 44,600 people in the Thames / Coromandel region. This can increase to approximately 200,000 people over the summer months.

The hospital is situated in Thames and recently underwent extensive redevelopment and upgrading. The hospital is 100km northeast of Hamilton, and travel time is approximately 90 minutes between Thames and Hamilton via ambulance.

Hospital facilities and services

Emergency Department

The new unit has 15 beds including two resuscitation bays, a negative pressure isolation room, a plaster room and three short-stay observation beds.

It is co-located with Radiology, Outpatients Department and main reception. It provides a 24/7 service and currently averages 38 presentations a day or 13,000 patients a year. Presentation rates are growing by approximately 10 per cent per year. One-third of presentations to Thames Emergency Department are over the age of 65 years.

Inpatient ward

This area is new with state-of-the-art facilities. There are 54 inpatient beds for general medical, general surgical and rehabilitation patients. There are mainly single and double rooms with five four-bed

rooms available. Two rooms have negative pressure capacity.

Thames has a three-bed high acuity area for close monitoring and there is a transfer bay directly into the unit for inpatients transferring to / from Waikato Hospital by ambulance. It is appreciated if transfers can be completed by 5pm.



Day Unit

The Day Unit is open Monday to Friday 7am to 4.30pm. Attendance averages 110 patients per month. This includes patients for general and local surgical procedures, endoscopy, urology and haematology.

Operating Theatre

There are two theatres and a recovery room operating Monday to Friday, 8am to 4.30pm, with an acute 'on-call' team available overnight.

General surgery, bowel surgery, breast surgery, women's health and dental surgery are performed with an emphasis on laparoscopic procedures.

Visiting Waikato Hospital surgeons provide orthopaedics, ear, nose and throat, plastics and paediatric surgery.

Local and regional patients come to Thames to have their elective surgery.

Pre-admission processes serve patients having surgery at Thames and Waikato hospitals.



Pharmacy

There is no pharmacy on site. A local pharmacist and technician provide the pharmacy service, with basic stock held on the inpatient ward, ED and in theatres. Discharge patients fill their prescriptions at the pharmacy of their choice.

Family Health Team

There is a dedicated building onsite for the Hauraki / Thames / Coromandel Family Health Team.

Radiology

The Radiology department houses two general rooms, an ultrasound room and a CT scanner. Thames operates a full digital system. The department operates Monday to Friday with 'on-call' cover after hours.

Laboratory

The laboratory facilities at the hospital include biochemistry, microbiology, blood cross match. Service is available 24/7.

Sterile services

This unit services all hospital departments, theatre, podiatry, district nurses, and houses endoscopy cleaning and a reprocessing area.

Patient lounge

The “Pohutukawa Room” is a large lounge / dining / rehabilitation area in the inpatient unit that opens into the rehabilitation courtyard.

Whānau rooms for family meetings are a feature of the new building.

Te whare whānau

Whānau House accommodates families who are supporting an inpatient. A kitchen, laundry and bathroom facilities are available for families / whānau use on a koha basis.

Helicopter access

The helipad is situated at the rear of the hospital.

Education suite

There are two large meeting rooms; one with teleconferencing / telemedicine facilities and computer units, available.

Outpatient clinics

A full range of outpatient services are available from resident and visiting clinicians.

Resident physicians provide medical clinics (and exercise tolerance tests). General surgeons provide general surgical and minor operations clinics.

Visiting clinicians provide geriatric, diabetes, cardiology, renal, respiratory, rheumatology, neurology, ophthalmology, ear nose and throat, orthopaedics (including fracture clinic), plastics, urology, women's health (including colposcopy), oncology, haematology, palliative care, paediatric medicine and surgery.

Nurse-led clinics include chemotherapy infusions, blood transfusions, ear treatment, spirometry, holter, visual fields, continence, ulcer clinic, and respiratory education.

Allied Health outpatient services include audiology, podiatry, speech language therapy, pacemaker, diabetic photo screening and sleep clinics.

Clinical equipment

All standard resuscitation, monitoring and IV/sub-cut administration equipment is available, as is mobility and pressure care management equipment. Propac ventilation units are used mainly for transport purposes. Bipap and CPAP is also available. Bariatric equipment can be accessed as well.

Staff



Doctors

Four general physicians, three general surgeons and a visiting geriatrician, staff Thames Hospital. Registrars and medical officers / senior house officers support the team. There are two anaesthetists and ED doctors, consultant level and medical officers.

NB: Medical officer / senior house officers cover low-risk inpatient surgical patients during the weekend (no surgeon cover). A physician is onsite or on-call at all times. ED doctors are also onsite 24/7, but surgeons and anaesthetists are not available on weekends.



Nurses

Clinical nurse managers in each area (ED, AT and R, theatre and Inpatient Unit) manage the nursing staff complement. A clinical nurse educator supports the nursing staff.

Nursing staff

Nursing staff can manage standard IV, PIC lines, sub-cut lines, porto-caths, epidural, central lines and chest drains. Nurses also manage chemotherapy clinics at Thames Hospital. In addition, this team manages all insulin and inotrope infusions, ostomies / stomas / pegs and nasogastric tubes.

They undertake a wide range of wound care, vacuum-assisted closure devices (although prior notice required please). They manage long-term tracheostomies.

Continuous positive airways pressure, BiPAP and CAPD Haemodialysis patients. Nurses are phlebotomists and can IV cannulate. They can take and interpret basic spirometry and electrocardiographs.

NB: Some individual nurses have skills that are more extensive. For further information, please contact the clinical nurse managers directly.



Allied Health

The allied health staff (social work, physiotherapists, occupational therapy and dietician) work very closely with medical and nursing staff, working from 8am to 4.30pm Monday to Friday.

The Physiotherapy Department covers inpatients, outpatients and community services five days per week seeing Health Waikato and ACC patients.

Family Health

The team includes mental health, public and community health, the Older Persons Assessment Team, Disability Support Link assessor, drug and alcohol services, vision-hearing technician, ear nurse and diabetes nurse specialist.

Older Persons Assessment

This is a multidisciplinary team service between the hospital and community, aiming to keep people in their homes as long as possible. The team also facilitates packages of transitional care in the community for up to six weeks. Clients live within one hour's travel from Thames.

Kaitiaki

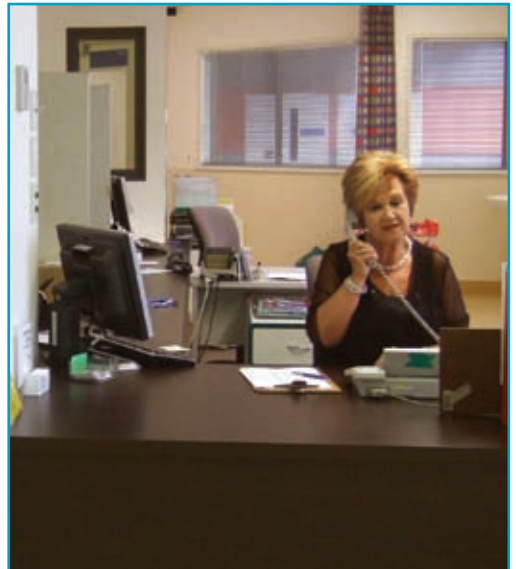
There is a part-time kaitiaki service available.

Administration

Receptionists, medical typists, clinical coders and medical records support the teams.

Hotel Services

Non-clinical staff include property and kitchen staff, orderlies and cleaners.





Contact details

Thames Hospital

Phone (07) 868 6550

Fax (07) 868 9864

Clinical Nurse Manager (Inpatients)

Phone ext. 24237

Associate Clinical Nurse Manager

Phone ext. 25256

Clinical Nurse Manager (ED)

Phone ext. 25205

Clinical Nurse Manager (Theatre / Day Stay)

Phone ext. 8890

Manager Outpatients / Administration Services

Phone ext. 25224

Clinical Nurse Educator

Phone ext. 25258

Clinical Nurse Specialist Gerontology

Contact hospital switchboard

Hospital/Community Service Manager

Phone 021 285 6691

District Nurses

Phone ext. 8802

Fax (07) 868 6598

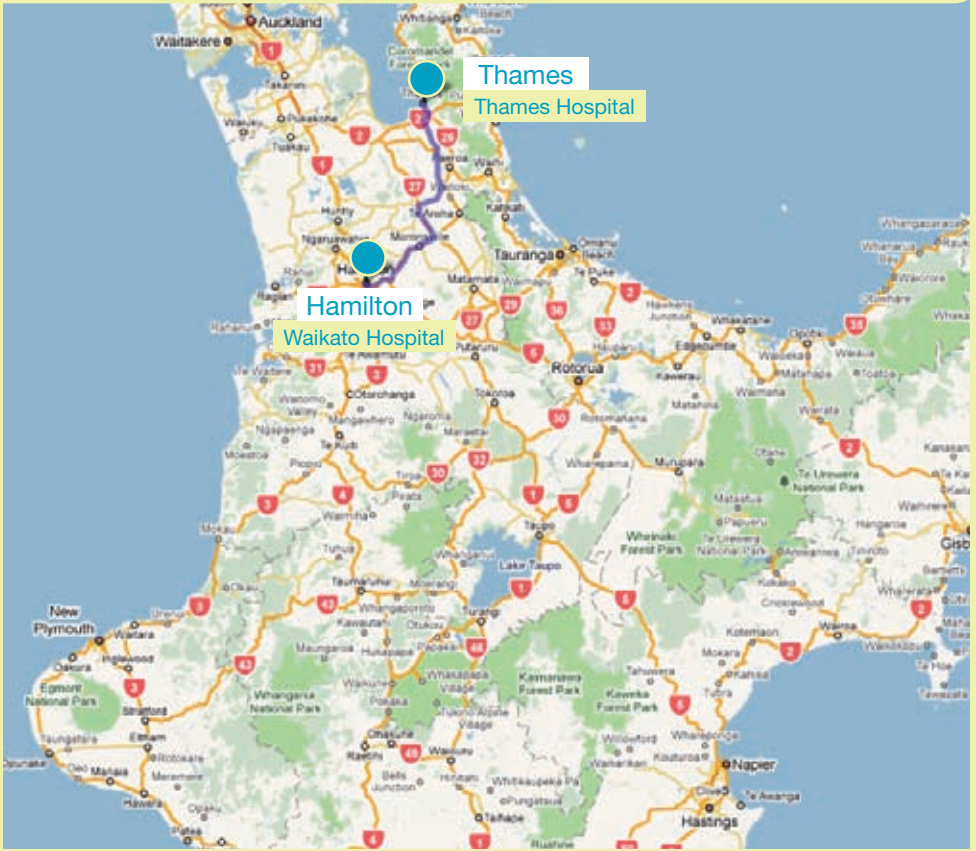
Mailing address

Thames Hospital

PO Box 707 (or Mackay Street)

Thames

Thames Hospital



© 2009 Google maps

- G2458HWF Rhoda Read and Matariki continuing care facilities brochure
- G2460HWF Taumarunui Hospital brochure
- G2462HWF Te Kuiti Hospital brochure
- G2464HWF Thames Hospital brochure
- G2466HWF Tokoroa Hospital brochure

G2464HWF

JT 2/10

© Waikato District Health Board 2009

Patient safety at Health Waikato:
a continuous improvement

