



Dear team,

I look back over the past month and have to express my gratitude to everyone for their efforts.

A lot of work has occurred behind the scenes across the directorate to continue to support the wider health service, our patients and residents.

In particular, I want to highlight the work of Michelle Crawford and the team at Ebbside House for their efforts establishing the Brighton Geriatric Evaluation and Management (GEM) Service.

This wasn't a small undertaking, and is a reflection of how as a directorate we step up in times of need and just deliver.

The new GEM service has been introduced as part of a broader Metro North Health strategy to ease hospital demand and better support our patients.

The service aims to help older patients discharge safely from hospital and gives them the extra support and time to transition back into the community.

The service, which is a 15-bed inpatient unit, is focused on restoring patient's physical and cognitive function which has become impaired due to complex medical conditions or chronic disease.

Thank you to everyone involved - it was another outstanding effort to get the service up and running safely and smoothly.





The Brighton GEM Service team

**Be part of the change – Have Your Say action groups**

Since the 2023 Have Your Say survey, there’s been a lot of work going on at both our local level and at a Metro North-wide level to address the feedback received.

The next round of Metro North action groups are about to kick-off.

I strongly encourage you to put your hand up and **get involved**. Each action group is made up of approximately 10 staff members from across all levels and streams, working together to co-design some really important initiatives.

- A clear capability pathway – setting you up for success
- Metro North-wide mentoring program
- What does ‘great support from an organisation’ look like?
- Onboarding.

[Find out more.](#)

**Compliment - Ebbtide House, Brighton**

*"Firstly, a very big thank you for the love and care given to my wife in the time she spent at Ebbtide. She will miss you all and so will I.*

*"I truly loved being part of the entertainment, fun and games that helped patients to use their muscle memories.*

*"A big thank you to all those very special staff who worked tirelessly with the patients. I would like for them to receive awards of gratitude.*

*"There are so many staff I could mention, which include the nurses, the cleaners and the operational staff who bring around the meals.*

*"All of the staff have an infectious smile, which in turn brings a smile from the patients.*

*"Lastly, a big thank you to Tobi and the social work team who have done a fantastic job in helping with the relocation. Bless you all!"*



Community and Oral Health  
**Staff Excellence Awards 2024**  
**NOMINATIONS NOW OPEN!**  
**LET'S CELEBRATE OUR OVER PERFORMING ACHIEVERS... THE COH EXCELLENT ONES!**  
 Nominations close Thursday 29 August 2024  
**VALUES IN ACTION**  
**QSuper**  
 Part of Australian Retirement Trust  
**FIND OUT MORE AT**  
[qheps.health.qld.gov.au/metronorthcommunity/about/events/sea](https://qheps.health.qld.gov.au/metronorthcommunity/about/events/sea)

### A final shout out

Healthcare investment in community-based care has continued with significant improvements made to existing infrastructure, community services and patient care across Brisbane North and Moreton Bay.

Community and Oral Health Building, Engineering and Maintenance (BEMS) Manager Matt Smith said the last financial year saw a massive investment in maintenance, upgrades and infrastructure improvements across our community facilities and dental clinics.



"A range of important enhancements have occurred over the past year to improve the care and facilities provided to the frail and elderly, and the community," Matt said.

[Read more...](#)

**Glynis Schultz**  
**Executive Director**  
**Community and Oral Health**

*We respectfully acknowledge the Traditional Owners and Custodians of the land on which our facilities are built. We also pay respect and acknowledge Elders past, present and the future.*