

## MESSAGE FROM THE ED METRO NORTH MENTAL HEALTH

Metro North Health

Dr Kathryn Turner



Dear Staff,

July provides us all with the opportunity to pause for a moment, refocus, and consider our priorities for the second half of the year. A challenge staff frequently describe is the constant influx of emails which can hinder our productivity, take time away from clinical care and cause unnecessary stress.

To address this concern and promote efficient communication, we are trialling the implementation of an email charter. The goal of this charter is to streamline our email practices and ensure we make the most of our time and energy.

Follow the EMAIL acronym:

**E** - ENSURE a clear and concise subject line and email body

**M** - MINDFUL USE - keep it brief


**A** - AVOID REPLY ALL unless absolutely necessary.

**I** - IMMEDIATE RESPONSE NEEDED - pick up the phone, there will be delays to response.

**L** - LIMIT RECIPIENTS - only include individuals who are directly involved or necessary for the topic being discussed.

**S** - SHORTHAND - EOM (End Of Message); NNTR (No Need To Reply).

Here are a few tips you can use:

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The Metro North Mental Health email charter will be circulated through the Executive Leadership Team to all facilities to be provided to all staff within Mental Health or you can [access it here](#).

Best wishes,

Kathryn