



Dear team,

Yesterday marked the anniversary of the National Apology to the stolen generations.

It is important to understand that the effect of the stolen generation is still being felt by Aboriginal and Torres Strait Islander Peoples today. Many families have experienced inter-generational trauma, due to the trauma experienced by their parents or grandparents who lived through this period of history.

We respectfully acknowledge Aboriginal and Torres Strait Islander staff, patients, Elders and community members on this significant day and stand in solidarity to provide our support as part of the healing journey.

### Executive update

I'd like to welcome Gillian Nasato as Acting Director of Nursing for the next six weeks while Cherie Franks is on leave. Gill is an experienced and passionate nursing leader who has undertaken a variety of roles across Metro North. Her extensive knowledge and skills have been developed through many clinical, managerial, project and leadership opportunities in both nursing and as a health care executive.



She has a strong interest in future proofing our workforce, service improvement, and the quality of the care delivered across Metro North. Her top priorities are responding to care needs of patients and their families, and supporting a positive workplace culture with a strong focus on staff wellbeing.

This week Director Allied Health Perry Judd and I attended the Podiatry team meeting where I had the opportunity to learn about some of the team's achievements over the last 12 months. TPCH Podiatry team provides high-risk foot services across all inpatient wards, emergency department, as well as an outpatient foot ulcer clinic. You can read more about the team in our fast facts below.



*Podiatry team meeting*

Yesterday, Director of Operations Heart and Lung, Drew Kear and I were invited to speak with the transplant nursing staff, workshoping some strategies around managing demands to help support the team within a very busy service.

In the last few weeks, I've been getting around to various Senior Medical Officer (SMO) meetings. This week Director of Operations EPIC, Geoff Grima and I joined the IMS SMO meeting where we discussed future models of care for our older and frail patient cohorts. I also attended the Orthopaedic SMO meeting to learn about current issues, and the Emergency Department medical staff meeting where we discussed general business include flow and interim orders.

The Metro North Speech Pathology Research and Quality Improvement Symposium provided an interesting highlight to the week. This session provided the opportunity to promote various quality improvement and research projects being undertaken across the health service to improve the care journey of patients requiring speech pathology input. A great teaching and learning activity and a chance to identify further opportunities for collaboration among our teams. Well done to TPCH speech pathologists, Alycia Dawes and Bella Vaisanen who coordinated the event.

I was also a guest at the Women in Science High Tea event hosted by TPCH Foundation at the Brisbane Convention Centre. The event, which was in celebration of International Day of Women and Girls in Science, showcased the stories of some remarkable women connected to TPCH Foundation who have made some significant contributions to healthcare and science through ground-breaking research, compassionate care and personal resilience. A very inspiring showcase of talent! You can read more about one of the speakers, TPCH Child Life Therapist, Meenu Wadhwa in the staff profile below.



*Women in Science High Tea event*

### **Metro North Strategic Plan pop up sessions**

Metro North is currently hosting a series of pop-up sessions for staff to provide feedback on the Metro North Strategic Plan 2024-2028. Chief Executive Jackie Hanson and other members of the Metro North Senior Executive Team are on hand at these sessions to discuss the Plan and answer questions.

I invite you to attend the upcoming sessions at TPCH:

#### **Wednesday 19 February**

12.00pm – 1.00pm  
Education Centre foyer

#### **Friday 28 February**

2.00pm – 3.00pm  
Education Centre foyer

Staff can also consult on the draft plan which is [available here](#) and share their feedback by completing a [short survey](#) before the end of February.

### **Have Your Say survey**

With the next Have Your Say survey coming up in May, I would like to highlight some of the local improvements that have been made through your feedback from the last survey. We listened to staff and some of the common themes identified include workplace safety and team culture.

What has been done:

#### ***Improving safety at work***

- Purchase of new equipment to make staff work flows more efficient and comfortable
- Introduction of local OV ambassadors

#### ***Improving team culture***

- Establishment of local culture groups to improve care and access to Aboriginal and Torres Strait Islander people
- Team building exercises during local departmental orientation.

These initiatives are a direct result of your feedback and I will share more of the improvements that have come out of local survey action plans in my upcoming weekly messages. We're committed to continuing this work, and your feedback in the 2025 Have Your Say survey will help shape the next phase of improvements and make TPCH an even better place to work.

## Staff profile - Meenu Wadhwa

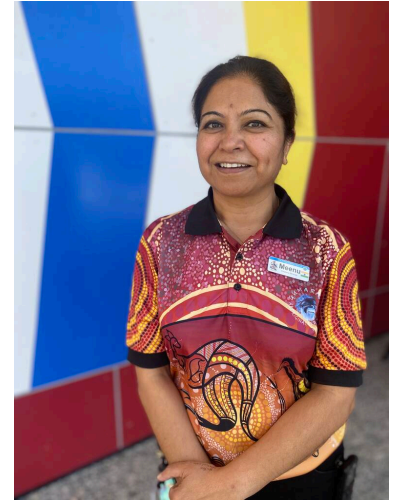
Meenu is a Child Life Therapist in TPCH's Children's Emergency Department. She implements play-based, developmentally appropriate interventions to support the emotional safety and psychological well-being of young patients. This helps minimise their fear and anxiety in order to improve their ability to cope with procedures and the unknown of the clinical environment.

"As a child life therapist, my job is to support the emotional well-being of children and their families while they are in hospital receiving medical care," said Meenu.

"I'm there to ensure when we fix their broken bones or treat their illnesses, we aren't leaving them with emotional scars or trauma that will follow them long after they leave hospital."

Meenu has paved the way as a child life therapist at TPCH, being the first in a Queensland public hospital.

She is passionate about people finding their courage to dream and not being confined by the expectation of others.



## Fast Facts - Podiatry team

### *Did you know?*

- TPCH Podiatry is a small clinical team of 4.9 full-time equivalent staff, supported by other roles including Director Podiatry Metro North, Statewide Podiatry Clinical Educator, and conjoint Research Fellow.
- Podiatry's core business is a hospital-wide foot disease and high-risk foot service, Monday and Friday. It also delivers a part-time musculoskeletal/biomechanical service to support orthopaedic wait list management.
- The service has weekly joint clinics with Infectious Diseases and Orthopaedics which enables timely interdisciplinary care to reduce the risk of hospitalisation and improve patient outcomes.
- Diabetes related foot disease is a leading cause of hospitalisation and disability burdens, but staff all have a role to play in early recognition, early response and timely referral. Undertake a short (20 minute) training 'Recognise, response and refer to Foot Disease' [Foot Disease: Recognise, Respond, Refer \(FDRRR\) - Courses - Central \(csds.qld.edu.au\)](https://www.csdcs.qld.edu.au/courses/recognise-respond-refer-fdr-rrr)

## Shout out

Because it's Valentine Day, I'd like to shout out to the GEM Ward staff for their compassionate care to a recent patient. June, age 96, has been at TPCH for the last two months while she recovered from a hip fracture and has finally left hospital this week. During her admission, June received regular visits from her husband Frank, also 96, which helped support her recovery and well-being. Impressively, the couple is about to celebrate their 74th wedding anniversary – wow! To mark the occasion, Frank bought June a special ring which he presented to her early as he couldn't wait for her to receive it – a true romantic.

The GEM staff caring for June have been moved by the couple's unwavering commitment to each other and appreciate the role Frank's presence and support has played in June's recovery.

This team goes above and beyond in caring for vulnerable patients like June, who frequently have varying medical conditions and complex health needs often with little or no social support. Their dedication and expertise in caring for these patients and their loved ones ensures that patients receive a high quality, comfortable and holistic care experience.

This story reminds us about the importance of maintaining positive connections with the people around us, no matter what age we are.



*Frank and June*

Today's quote

"I hope you don't mind that I put down in words how wonderful life is while you're in the world" - *Elton John*

Kind regards,

**Tami Photinos**  
Executive Director  
The Prince Charles Hospital

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.

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Produced by the Metro North Communication Directorate