

Metro North Health

Message from the Executive Director Redcliffe Hospital

Cang Dang



Dear colleagues

The fourth bi-annual Metro North Have Your Say Survey will open on 12 May. This is your opportunity to provide feedback and let us know what's working well and where we can do better as an employer. Your feedback is important and leads to meaningful change. A few weeks ago, I shared actions that had been taken to make our workplaces safer and healthier following feedback from the 2023 survey. Today, I'm pleased to share the '*advancing our staff*' initiatives which were introduced in response to your feedback and suggestions.



Advancing our staff: *Building (Attracting) and retaining a workforce which is capable, skilled, and agile, now and into the future.*

- Reviewed Models of Care in preparation for hospital expansion
- People and Culture all staff forums
- Recruitment and selection, employee value proposition
- Supporting employees through performance and development.
- Regular promotion of HR fundamentals, Respect@Work initiative and Metro North coaching, mentoring and leadership development opportunities
- AO/OO Leadership Development Program.

Stay tuned for more information on how to complete the survey in the coming weeks.

Medical Workforce Wellbeing Survey

Sticking with the survey theme, all Queensland Health doctors will shortly be invited to participate in a survey to help us understand work-related issues impacting your wellbeing.

The anonymous survey will be sent by email and will be live from Monday 17 March to Friday 2 May 2025. It will take approximately 5 minutes to complete.

Your feedback is crucial in shaping future local and state-wide wellbeing initiatives. I encourage all doctors—from interns to consultants—to share your honest feedback. Your input will have a direct impact on future supports for you.

This survey is part of the Medical Workforce Wellbeing project, commissioned by the Chief Medical Officer. For more information, please contact CMO_Corro@health.qld.gov.au.

Staff Profile: Anne Trinks

Anne Trinks is a passionate advocate for staff health and wellbeing at Redcliffe Hospital.

With a career as a social worker, Anne has been part of the Redcliffe team for almost two years



as our Culture and Wellbeing coordinator.

“Essentially, I promote Metro North Health initiatives, including the employee assistance program, staff psychology, the Have Your Say Survey and of course the Peer Responder Program,” Anne said.

Anne has been integral to the Peer Responder Program expansion over the last few years and explains its importance.

“Peer responders play a key role in helping staff manage difficult situations, whether they be personal or work related.”

“Responders are equipped with psychological first aid training and can refer staff to other support service as needed.”

Peer responders are hospital staff, whose main role is to listen to staff and help them manage difficult or stressful times.

“Peer responders are simply providing a safe space where staff can talk openly and feel heard,” Anne said.

As the peer responder service has grown, the team are on the lookout for more people to join as responders.

“We currently have 36 trained peer responders at Redcliffe Hospital,” Anne said.

“Our aim is to continue to grow and eventually have a peer responder available in every team.”

“There are no pre-requisites to apply, all we ask is that our peer responders are genuine and enthusiastic about supporting their colleagues and have an empathetic and nurturing approach.”

“The feedback we receive about the peer responder program from both the responders and those who access the service is overwhelmingly positive,” Anne said.

Aside from her culture and wellbeing role, Anne also maintains a clinical workload as a social worker.

When she’s not at work, her diverse range of interests include hiking, theatre and sewing to name a few!

If you would like to become a Peer Responder, or if you would like to access the service, head over to [QHEPS](#) for more information.

Patient Safety Net

The new Patient Safety Net (PSN) program is launching in Metro North on 31 March 2025. This program provides an escalation process to strengthen the way we address patient safety concerns and empower all staff to raise their concerns.

PSN provides an easy, confidential way for staff to raise patient safety concerns that they feel have not been addressed through the standard reporting processes. It is available to all staff at Metro North including contractors, agency staff, students and volunteers, and can be accessed via [phone, email, or online](#).

As part of our ongoing commitment to the safety and wellbeing of our patients I encourage you to familiarise yourself with how PSN works, how to raise concerns, and when to take action. For more information, visit the [QHEPS](#) site.

Together, we can ensure a safer environment for our patients and continue to uphold the high standards of care we all strive to provide.

Upcoming SLT changes

I am pleased to announce that Debbie Dickinson (pictured, right) has been appointed as Nursing Director - Surgical Services Line. Debbie will come to Redcliffe Hospital from COH where she is the Nursing Director of Safety and Quality. Other career experience has seen Debbie work in her native UK, the ACT and more recently St Andrews War Memorial Hospital in Brisbane. Debbie brings extensive experience in the surgery and critical care arena and is also an accredited ACHS surveyor.



Debbie will start at Redcliffe on 14 April. We look forward to welcoming her to the team.

Ahead of Debbie's arrival, I'd like to take the opportunity to sincerely thank Stacey Hobden for her dedication and commitment while acting in the role. She has led the team through a period of positive change and has role modelled curiosity, open communication and lifelong learning in supporting others in their own development. Stacey's collaborative contributions around the executive table have been highly valued and we are all looking forward to continuing to work with her when she returns to her substantive role as Assistant Nursing Director in the Surgical Services Line.

A performance to remember

There was toe tapping, clapping and even dancing in the DAFU patient lounge earlier this week as volunteer Peter entertained patients and staff with his trusty ukulele. There wasn't a spare seat in the room as Peter (ably assisted by facilitator, Anna) performed crowd pleasing tunes, including 'Take Me Home, Country Road' and 'Roll Over, Beethoven'. Thanks to the Eat, Walk, Engage team and the nurses and support staff in 4 East for enabling patients to attend and helping to brighten their day through music. Special thanks to Peter for bringing his talents to our patients and staff.



National Close the Gap Day

Yesterday was National Close the Gap Day, an occasion to reaffirm our commitment to improving outcomes for Aboriginal and Torres Strait Islander people. The day allows us to reflect on where we are and review our pathways towards achieving health equity across the life span of Community.

To mark the day, Cultural Capability Officer Elwyn Henaway led a Yarning Circle where he discussed what closing the gap means in a health setting and the differences achieving the measures would make to the Community.

At the event, Gordon from the Redcliffe Men's Shed (pictured left with Elwyn)



presented a street library his group made for the Reconciliation Action Plan Committee. This will be placed near the staff courtyard entrance, with all patients, staff and visitors welcome to use it to exchange books.

ospital Research Hub publish a quarterly current recruiting clinical trials and research read it and learn more about the great research is the latest edition [here](#).

Owners and Custodians of the land on which our acknowledge Elders past, present and the future.

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Produced by the Metro North Communication Directorate