

Metro North Health

Message from the

# Acting Executive Director The Prince Charles Hospital

Melanie Dubbelde



Dear team,

On Monday, we celebrated International Nurses Day by recognising and thanking our nurses across TPCCH whose daily efforts make a meaningful difference.

TPCH Nursing Excellence Awards highlighted those nursing staff who have demonstrated outstanding performance, leadership and compassion in their respective roles. Congratulations to our award winners:

- **Leadership and Management** – Emma Holcroft (Kallangur Satellite Hospital)
- *Runner-up* – Bethany Linnane (PACU)
- **Education and Research** – Jackie Shapland
- **Clinical Practice** – Gay Carran (ICU)
- *Runner-up* – Wound and Stoma Service
- **Outstanding Collegial Support** – Duty Nurse Managers & After-Hours Nurse Navigators
- **Executive Leadership Award** – Duty Nurse Managers & After-Hours Nurse Navigators

Thank you to Metro North Board Member, Linda Lavarch for taking the time to join us in our celebrations. Well done to all of our winners and a sincere thanks to all nursing staff for your dedication and care.



## Executive Update

As many of you may be aware, TPCCH was on a Tier 3 for the majority of this week, along with other Metro North facilities, due to increased demand on our services.

I would like to acknowledge and thank all staff for the extra effort you are putting in to care for our patients during this time. I know these periods can be challenging and I encourage everyone to be

kind and continue supporting each other for our patients. I am pleased to report we are now on a Tier 2.

This week, Cherbourg Mayor Bruce Simpson dropped in to TPOCH to briefly meet with the Executive team and discuss a variety of issues. These included models of care that support culturally appropriate and patient-centred treatment and future opportunities to strengthen health outcomes for the Cherbourg community.

We also undertook a walkthrough of the Crisis Stabilisation Unit and the Gathering Garden, which officially opens on Wednesday 28 May at 9am.

A full feature will appear in an upcoming message to highlight this important new space and its connection to National Reconciliation Week.



On Wednesday, members of the Executive team visited the Have Your Say survey hub at the Café of the Common Good, where staff and managers had the opportunity to ask questions and complete the survey. It was encouraging to hear the level of interest and engagement, particularly from leaders wanting to support their teams to take part. See further details about the survey further below.

The next TPOCH survey hub will take place on **Wednesday 29 May from 8am – 2pm** at the Café of the Common Good.



### It's time to Have your say

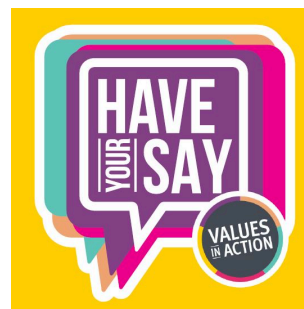
You've hopefully seen that the Have Your Say (HYS) staff survey kicked off this week and with BPA Analytics feeding us regular updates on participation rates, I'm pleased to share **5%** of you have already completed the survey. Thank you.

I'd love to see a big increase in participation this coming week, so if you're a manager, please ensure each staff member has 30-minutes set aside to complete the survey.



The survey is administered by BPA Analytics, and you should have received a link to the [survey](#) from them via email on Monday. However, there are also posters with QR codes about the place, a link and more information on [QHEPS](#), as well as survey hubs popping up at facilities over the census period. Find the dates and locations [here](#).

Remember all responses are anonymous and your employee number is only needed to gain access to the survey and map you to the correct work unit. All links to your employee number are severed by BPA before they begin their analysis so that it can never become part of any reports.



### [COMPLETE THE SURVEY NOW](#)

## **Nursing Careers Expo on today**

A reminder that the TPCH Nursing careers Expo is happening **today from 12pm to 6pm** at the Education Centre car park.

If you're thinking about your next step, come along to learn more about different speciality areas, postgraduate study options and chat to university representatives and fellow nurses about opportunities across TPCH.



## **Staff Profile**

This week, we're highlighting our Duty Nurse Managers (DNMs) and After-Hours Nurse Navigator (AHNN) teams – a group of experienced nurses who work behind the scenes to keep TPCH running smoothly around the clock.

Together, they provide leadership, guidance and practical support to clinical teams, respond to emerging issues, coordinate patient flow and ensure safe care continues. Their ability to stay calm under pressure, solve problems quickly and support staff across all areas is a key part of what makes them so valued.



The teams were recently recognised with the Executive Leadership Award at this year's TPCH Nursing Excellence Awards. It was a well-deserved acknowledgment of their leadership and the vital role they play in supporting staff and patient care.

## **Shout out**

Shout out to everyone involved in last week's Wheelchair Cleaning Day. It was a great success,

with just under 100 wheelchairs inspected, cleaned and repaired across TPCH.

This simple but important initiative supports safety, patient comfort and equipment maintenance.

The QuEST team, with assistance from operational staff, thoroughly checked and cleaned each wheelchair, while Engineering handled minor repairs and adjustments.

Thank you to all staff who contributed – your attention and teamwork helps create a better experience for our patients, right down to the smallest details.



Today's quote:

*"Be kind whenever possible. It is always possible."* – Dalai Lama

Kind regards,

**Melanie Dubbelde**

Acting 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.

Metro North  
Health



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