



Dear colleagues

Every day our hospital cares for people who need our help. As a health service, we take the health, safety, and wellbeing of our community seriously too. Individually though, we aren't always as good at looking after ourselves and each other.

[CrazySocks4Docs Day](#) is all about helping to change that - in particular when it comes to the mental health of our doctors, clinicians and all health practitioners.

Thank you to Dr Seema Saddi and the Wellness Working Group for arranging the fun activities in the Zen Den this morning, and to everyone who participated. You've all helped make conversations about mental health easier and less stigmatising for clinicians and health workers everywhere.



Length of Service Awards



We recognised around 4,000 collective years of patient care at our annual Length of Service Awards on Wednesday.

In all, 262 staff members were recognised - around 10% of the hospital workforce. Among the awards presented were:

- 135 for ten years of service,
- 63 for 15 years of service,
- 30 for 20 years of service,
- 10 for 25 years of service,
- 13 for 30 years of service, and
- nine for 35 years of service.

We also presented awards for 40 years of service to Julie Hooper, Susan Mills, and Russell Reilly.

The full list of award recipients is available here on [QHEPS](#).

Assisting in the presentations were the Member for Redcliffe, Kerri-Anne Dooley MP, Metro North Board Chair, Bernard Curran, and Grant Carey-Ide, on behalf of Acting Chief Executive, Dr Liz Rushbrook.

Thank you again to the Facility Services team and event sponsor, *QSuper part of Australian Retirement Trust*, for making the event possible.

Operational plan update

Work is progressing well on the update to our hospital's operational plan. The Senior Leadership Team met this week for a workshop to review what we've achieved over the past 12 months, and what our challenges and opportunities will be in the coming year.

The next step will be staff consultation, and I look forward to presenting the broad brushstrokes of the updated plan at a Special Staff Forum in coming weeks.

Clinical Communication Committee EOI

Effective clinical communication is essential to safe and quality patient care. As a Senior Leadership Team, we look to our Clinical Communications Committee to inform important decisions around the systems and processes we rely on when communicating with patients and consumers, and between clinicians.

An opportunity is now available for clinicians and staff with an interest in improving clinical communication to join this Committee. [Expressions of Interest](#) are now open, and more information is available by contacting [Michelle Cope](#).

Smartpage is live!

Our six-month trial of Smartpage began on Monday morning with the rollout expected to be complete across all areas of the hospital by next Tuesday.

Smartpage is the latest digital system to be introduced to Redcliffe Hospital, helping streamline the way our patient support services respond to requests for support.

I've heard many encouraging stories from wards and patient areas about how easy the system is to use and also from our patient support staff too.

If you have any questions about Smartpage, keep an eye out for the floorwalkers in blue vests, talk to your line manager, or visit the [support page](#).

CE listening post



The next CE Listening Post at Redcliffe Hospital will be held on Wednesday 25 June, from 1pm in the Staff Courtyard.

The Listening Post is an opportunity for all hospital staff and volunteers to chat with the Metro North Chief Executive, Jackie Hanson in an informal setting.

If there's a suggestion you'd like to make, an idea you'd like to share, or an important question you'd like to ask - the Listening Post is a great opportunity.

Giving Day - Next Wednesday

Raise it for Redcliffe's Giving Day is less than a week away.

There's still room in the [Phone Action Hub](#), if you're able to volunteer some of your own time on the day.

Wednesday will be a big day, with lots of guests - including from the Dolphins NRL team. Local radio station, 99.7 Bridge FM will be broadcasting live from the Hospital, where we'll also be hosting a Bake Sale, and lots more.



For more details on how to get involved this Giving Day, follow Raise it for Redcliffe on [Facebook](#).

More time to Have Your Say

With the Have Your Say Staff Survey closing this Sunday, time is running out. Have Your Say only comes around every two years and it's your opportunity to tell us what you like about work and where we can improve.

It's great to see that more than 900 hospital staff have had their say so far.



Well done this week to the Health Information Management team, with more than 54% of staff participating so far. Likewise, the Finance team, and Safety and Quality, both with over 60% participation.

If you haven't accessed the survey yet, please make time today or tomorrow. You don't need to complete all the answers – just the ones that matter most to you. I understand it's a very busy time, but your voice matters and we want to hear from you.

The survey will close at midnight this Sunday. [Take the survey now!](#)

Staff Profile: Estelle Berryman

During the week I heard some wonderful things about one of our Food Service Officers from the midwifery team on level three.

Estelle Berryman has been with Redcliffe Hospital for more than twenty years, and as part of her role, she delivers meals and beverages to patients each day.



Estelle says her job involves plenty of patient interaction, and says patients are usually very grateful for the meals she delivers.

"It's a good, fulfilling job," Estelle said.

"We do the beverages as well. Tea, coffee, cordial, Milo, green tea, peppermint tea, apple juice, orange juice."

"Kids love the flavoured milk and they get a big choice. Plus there are Zooper Doopers!"

When it comes to the food, Estelle says the feedback is often positive too.

"I had one lady today say it was absolutely delicious and tasty. Most people are very happy with it. You get some funny little kids - other kids, they just demolish it!"

"The patients are great, really. It's just about spending time with the patients and sometimes just being compassionate. If mum's cup of tea has gone cold while she's feeding her baby, you run back and get another one. Just seeing how grateful they are, and that you're appreciated. That's really good."

Estelle says food services and the kitchen does more than just keeping patients hydrated and nourished.

"It's making them happy - and then you're happy in your job."

We're grateful to Estelle, and all of our food services and kitchen team.

Lastly this week, the arrival of winter typically means more flu, respiratory and gastro-type illnesses in the wider community, and consequently among our patients.

If you've not yet been vaccinated for the flu, please talk to Infection Prevention, or make an appointment with your GP or community pharmacist.

Hand hygiene is always essential and is one of the best ways to reduce the risk of catching and passing on these illnesses.

Please take care of yourselves, and each other this winter.

Kind Regards

Cang Dang
Executive Director,
Redcliffe 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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