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Executive Message

Metro North Health



Summary:

- Engaging with our consumers
- NSQHS public consultation now open
- Infrastructure update.

Message feedback

Chief Executive Adjunct Professor Jackie Hanson



Audience: All staff



Read time: 5 min



For: Information

Dear colleagues,

Thank you to all staff across Metro North for your ongoing commitment to providing high quality care to our patients during this period of high demand. I encourage everyone to continue maintaining a strong focus on safety—not only for our patients but for yourselves. Please be vigilant with keeping up basic health practices including hand hygiene, vaccination and staying home when you're unwell. Taking care of your health is essential in ensuring your personal wellbeing, as well as protecting the health of our patients and community.



Engaging with our consumers

Engaging with consumers is essential to providing safe, high-quality, and person-centred care and to achieving improved health outcomes. We recognise that consumers offer

valuable insights and lived experiences, and their perspectives should be utilised to actively inform and shape the way we deliver care and design systems.

Metro North is currently in the process of developing an updated Consumer Engagement Strategy 2026 – 2028. This strategy will reflect our strong commitment to building meaningful partnerships with consumers at every level of our health service.

Development of the Consumer Engagement Strategy is based on feedback received from consumers, community partners, consumer representatives and staff. The strategy will align with national and state healthcare standards as well as current Metro North strategies and frameworks to ensure it reflects our commitment to Metro North's vision of *creating healthier futures together – where innovation and research meets compassionate care and community voices shape our future*.

On 19 August, we are hosting a Community Board Forum at the Brighton Health campus where consumers, consumer representatives and community organisations and partners will come together with Metro North staff, executive and Board members to provide feedback around the direction of the updated Metro North Consumer Engagement Strategy. This feedback will be considered in the refinement of the strategy which will undergo several iterations before the approval process and the subsequent planned launch in January 2026.

Consumer engagement occurs in varying degrees across our health service and is an area that we need to give continual importance to. I encourage staff and teams to consider how they can include consumers as part of routine practice in service delivery and service design.

For more information on how to meaningfully engage with consumers, please visit the [Metro North Consumer Engagement QHEPS page](#).

NSQHS public consultation now open

The Australian Commission on Safety and Quality in Health Care has recently commenced a national consultation to inform the development of the National Safety and Quality Health Service (NSQHS) Standards (third edition) in collaboration with the healthcare system and community representatives.

The NSQHS are important as they provide a framework for delivering high-quality care consistent with national systems, and are the measures we are assessed against for accreditation. The Standards can help to:

- Strengthen clinical governance
- Improve quality of care
- Prioritise patient safety
- Build consumer trust and confidence.

I encourage interested staff to participate in this consultation process, which will help shape the future of the NSQHS standards, and ultimately maintain the high levels of care for the patients of Metro North moving forward.

Read [here](#) to learn how to provide feedback. Consultation closes on 30 September 2025.

Staff profile - Martin Canning

Martin Canning is the Consultant Safety and Quality Pharmacist, Metro North Clinical Governance. In this role, Martin is responsible for reviewing, updating and supporting implementation of medicine-related procedures across the health service, and regularly provides advice to clinical staff on medicine legislation. He also facilitates medicine safety related audits to identify areas of exemplar practice and improvement, and is often requested to provide advice regarding clinical incidents.

Martin is a regular member of Metro North Health National Safety and Quality Health Service Standard Peer Review Teams, and frequently communicates with medication safety colleagues across the state to raise awareness and mitigate identified medication safety risks. He is also involved in various evaluation and research projects relating to clinical pharmacy service delivery and medication safety.

Prior to his current role, Martin was the safety and quality pharmacist at TPCH for seven years which preceded his earlier work as a clinical pharmacist across many of TPCH's clinical areas and specialties.

Martin enjoys evaluating the delivery of care and identifying opportunities for improvement, especially in the area of clinical pharmacy, where he looks at how the development of pharmacists and pharmacy services can enhance medicine use outcomes for patients. He is passionate about ensuring that work performed is purposeful and focussed on real change to patient outcomes.



Shout out

This week's shout out goes to RBWH patient Adam who recently became Australia's first dialysis patient to run a marathon. His journey began in 2012 with a diagnosis of chronic granulomatous disease, a condition which weakens his infection-fighting white blood cells, making him more susceptible to infections.

Six years after this diagnosis, Adam's kidneys failed and in 2019 he was the recipient of a donor kidney. Unfortunately, he contracted an infection and spent seven months at RBWH, where he had six surgeries on top of his three weekly dialysis sessions. Adam consulted with a range of Metro North specialist teams over a three-year period to ensure he could complete the marathon safely. This included conducting numerous tests and simulations, and strict nutritional and hydration guidance. With the support of our teams, Adam successfully completed the marathon, running 42km in just over five hours.

Congratulations to Adam on this remarkable outcome and a sincere thanks to all the teams who supported Adam to reach this impressive goal. This is an excellent example of how the care we provide makes a huge difference to the lives of our patients and their families.



Patient Adam (right) with Nephrology Senior Staff Specialist Dr Brian Doucet

Finally, I would like to advise that Perry Judd will continue in the Metro North Chief Allied Health Practitioner role until 15 December as Mark Butterworth has decided to extend his leave period.

As you will read in the update below, the Northern Car Park on the Herston campus will formally open on Monday. A big thanks to Michael Campbell and the Sustainable Assets and Infrastructure team for their great work in bringing this important project to completion.

Regards,
Jackie

Acting Executive Director, Sustainable Assets and Infrastructure

Michael Campbell



Audience: Clinical teams



Read time: 2 min



For: Information

Northern Car Park opening

I am pleased to advise that our collaboration through our development agreement with Australian Unity to redevelop Herston Quarter will reach another milestone with the formal opening of the Northern Car Park on Monday 11 August.

The 1,165 space car park is important infrastructure for staff, patients and visitors and to support the growth of the Herston Health Campus, including the new Queensland Cancer Centre proposed for Herston.

The building is owned by Australian Unity and will be managed by private operator IPG and operated by Wilson Parking who also manage the existing Butterfield St car park. A staff rate will be available to RBWH and Metro North staff. Staff who are interested in parking in the new car park can get in touch with the [Wilson car parking manager](#).

Please be aware that IPG and Wilson Parking are preparing for a soft opening from 7am tomorrow, Thursday 7 August, and may complete some operational commissioning activities within the car park this week prior to the formal opening. Vehicles will be able to enter the car park, however access cards may not be in place until Monday.

Vehicles can access the new car park from the Kauri Pine entry off Butterfield St or via the staff vehicle entry via Jacaranda St. Please note that all vehicles must exit via Kauri Pine St only.

From tomorrow, to minimise the pedestrian traffic from the new car park via Cassia Court through to Cancer Care Services located in the Joyce Tweddell Building (B39) and to help protect some of our sickest patients, staff (other than B39 and BEMS staff) are asked to use an alternative route between 6am and 10am weekday mornings.

I would like to thank staff for their patience and cooperation through the complex delivery of the car park throughout the life of the project. Due to the location, the site excavation was extensive requiring the enormous removal of 47,000m³ of Brisbane tuff, anchoring and shoring, in close proximity to sensitive use and clinical buildings including Cancer Care Services, HADS, the Centre for Clinical Nursing, Ronald McDonald House, the UQ Herston Medical Research Facility, and the BEMS building and workshop.

For more information about the new car park, you can visit the FAQs on QHEPS: <https://qheps.health.qld.gov.au/rbwh/about-us/infrastructure/faqs>



Regards,
Michael

Metro North Health



We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High Performance | Teamwork



Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.

Metro North Health's vision

Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.



**Queensland
Government**

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