

Metro North Health

Message from the

Executive Director The Prince Charles Hospital

Tami Photinos



Summary:

- Welcome new Registrars
- Multi-storey car parks update
- First Deadly Feet clinic
- Stop Racism: It starts with me
- Safety and Quality Month

Message feedback



Audience: All staff



Read time: 3 min



For: Information

Dear team,

I have been out and about during the nursing protected industrial action (PIA) making beds and undertaking other tasks alongside our volunteers.

I have enjoyed talking with staff and patients and hearing their stories. Thank you to everyone who has volunteered to date.



Director Corporate Services Sharyn Trappett and Director of Operations Heart and Lung Drew Kear volunteered for an evening shift this week - it was hard to tell them apart!

TPCH supports our nursing colleagues taking part in PIA. Please continue to look after each other and have the Metro North values front of mind.

It is Safety and Quality Month at Metro North Health. More details below.

Executive update

49 medical registrars started work at TPCH this week. This includes three International Medical Graduates (IMGs) new to Queensland Health.



We welcomed a majority of the registrars at a group orientation in the Education Centre on Monday.

Look out for new faces in anaesthetics, emergency, general surgery, geriatrics, ICU, medical imaging, medicine, orthopaedics, paediatrics, palliative care, psychiatry and rehabilitation. Please help them feel welcome.

Yesterday was the National Day of Recognition for Aboriginal and Torres

Strait Islander health workers and practitioners. Meaningful change comes when we work together to ensure culturally safe care.

Multi-storey car parks update

The express ramp is now open providing access to level 3 and above in the new multi-storey car park. Final repairs works and testing of the lift in the existing multi-storey car park are still occurring and we are aiming to reopen it next week.

Activity based funding workshops

Do you know what ABF is and how it works at Metro North Health?

Go along to a one-hour workshop during August to find out how clinical activity is recorded across Metro North Health using the Activity Based Funding (ABF) model.

Metro North is working with Create Health to ensure we recognise, optimise and receive appropriate funding for the complex clinical activity that happens every day.

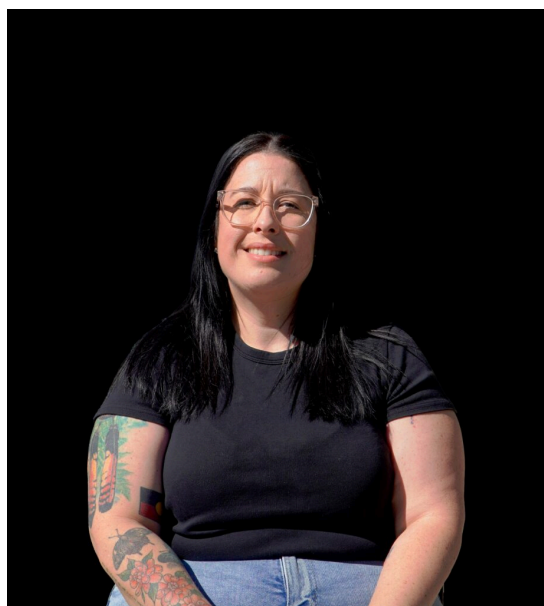
More details including dates and times available are on [QHEPS](#). Find one that suits you and add it to your calendar.

First Deadly Feet Clinic great success!

Deadly Feet is a specialist outreach service for Aboriginal and Torres Strait Islander people. The team provide culturally safe care closer to home for patients at risk of foot conditions related to diabetes and/or peripheral vascular disease.

It improves clinical pathways and outcomes for Aboriginal and Torres Strait Islander patients with foot disease through early detection, risk modification and early intervention, delivering podiatry, vascular sonography and specialist services.

The first monthly clinic at Kallangur Satellite Health Centre (Kallangoor) yesterday was a great success with 12 patients seen, including Aunty Deb here with Dr Murray Ogg. Well done!



Stop racism. It starts with me.

A proud Kuku Yalanji woman and Aboriginal Advanced Peer Worker at The Prince Charles Hospital, Tegan Taylor is one of 30 deadly Metro North Health staff leading the Anti-Racism Campaign as an official ambassador.

Tegan is using her voice and lived experience to challenge discrimination, lead brave conversations and provide awareness.

"I know firsthand the deep impact racism can have – not just on individuals, but whole communities. That's why promoting anti-racism is so important to me."

A series of Pause and Reflect Yarning Circles at TPCH will offer a safe, respectful space for staff to reflect on experiences, listen and share, build connections and receive support.

The first Yarning Circle will be held on Monday 11 August at the TPCB Gathering Garden, starting at 12.30pm.

Everyone is welcome.

For more details, email TPCB Cultural Capability Officer [Rebeckah Mooney](#).



HELIX Innovation Accelerator Program

Have a great idea? Want to tackle real-world healthcare challenges?

The 2025 HELIX Innovation Accelerator Program is a great opportunity for TPCB staff to drive frontline-led change across Metro North Health.

Keen to learn more? [Send an email](#) to join the next Q&A session on Friday 15 August from 9.30am. Learn more [here](#).

August is Safety and Quality Month

The TPCB Safety and Quality Unit is led by Acting Nursing Director Zac Sheldrick and includes over 30 staff who support the provision of safe, high-quality care for every patient, every day.

During August, we will talk more about TPCB commitment to a patient safety culture.

The TPCB Standard 1 (Clinical Governance) Committee is working on a new robust and transparent process for work instructions, which are TPCB governance documents created when procedures don't have detailed processes so tasks can be performed safely in local areas. They have been previously known as work Unit Guidelines (WUG). Work instructions are now published on the TPCB PPP QHEPS page.

See the [Work Instruction Governance Fact Sheet](#) for more details.

For more details on TPCB Safety and Quality, read the latest [newsletter](#) or visit the [QHEPS](#) page.



Safety and Quality Unit staff profile - Nikki Cheales

Nikki Cheales is the Clinical Nurse Consultant (CNC) Quality for Surgery and Clinical Care.

Nikki ensures the Surgery and Critical Care program meets the requirements in the actions



within the NSQHS Standards.

She provides a valuable role in representing Surgery and Critical Care in safety and quality forums, such as the Clinical Governance Committee and as a TPCCH representative on Metro North Standards groups.

Nikki is uniquely positioned to support front line clinicians with clinical governance and safety and quality initiatives.

She studied nursing while working as an AIN in CIU and started work as a Registered Nurse in Ward 2A. During her career, Nikki has also been a CNCF, NUM and Nurse Educator for Ward 2A.

She has always had a strong commitment to ensuring safe, patient focused care.

Outside of work, Nikki has two young boys and is passionate about sport. She enjoys playing hockey (above) and Oz tag.

Shout out

A shout out to four members of the TPCCH Food Services team who were recognised as finalists at the Institute of Hospitality in Healthcare (IHHC) QLD/NSW awards night in Fortitude Valley last week.



- *Joe Boyes, Joe La Spina (Stores Team):*
 - Customer Service Award for transitioning the hospital from a paper-based system to an electronic platform for ordering, stocking and managing food supplies.
- *Angela St James:*
 - *Leadership Award* for upgrading the electronic patient meal management system and updating associated clinical workflows.
- *Kalesh Kamal:*
 - *Leadership Award* for coordinating the TPCCH Food Service response during preparations for Cyclone Alfred.

These nominations reflect the team's outstanding commitment to service excellence and leadership within healthcare hospitality. Congratulations.

Finally,

It's Ekka time so our colleagues at Caboolture, Redcliffe, Kilcoy and COH will have a public holiday on Monday (11 August). TPCB, RBWH and Metro North staff will have a public holiday on Wednesday (13 August).

A reminder that TPCB's Cafe for the Common Good will open 8am to 3pm on Wednesday but the emergency coffee van and main entry kiosk will both be closed.

Kind regards,

Tami Photinos

Executive Director

The Prince Charles Hospital

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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