

Metro North Health

Message from the

Executive Director The Prince Charles Hospital

Tami Photinos



Summary:

- Have Your Say survey results

Message feedback



Audience: All staff



Read time: 3 min



For: Information

Hi Team,

Thank you to everyone who completed the Have Your Say staff survey recently.

If you're yet to watch it, the Metro North-wide results vidcast with Jacqui Parle from BPA Analytics, Acting Chief Executive Dr Liz Rushbrook and Metro North Clinical Council Chair Dr Alan Yan is available on QHEPS [here](#).



The Prince Charles Hospital had a 38 per cent response rate this year, which is slightly below the Metro North Health response rate of 43 per cent but still provides a clear picture on how TPCH staff are feeling.

The TPCH engagement score was 40 per cent, which means we have a 'Culture of Strengthening', which was the same as Metro North overall. You can learn more about what that result means [here](#).

I will host an all-staff forum soon to unpack the TPCH results in detail. Today, I wanted to provide an early glimpse of some of our best results and areas we should improve:

- 62 per cent of staff said TPCH was a great place to work
- 83.5 per cent of staff feel safe at work, above the Metro North average of 82.1 per cent
- 78.9 per cent of staff said Metro North values are reinforced by colleagues - a strong result.

However, you also identified several areas we need to prioritise for improvement. Occupational violence, burnout and workload were key concerns.

The next step for TPOCH is to develop a workplace culture action plan using the Have Your Say feedback as well as other data sources.

All staff will have an opportunity to contribute to action planning. You will hear more about how to get involved soon.

All managers – whether they receive a report or not – are expected to use this opportunity to talk to their teams about where positive improvements can be made at a team level.

I also encourage you to attend the in-person All-Staff Forum with Acting Chief Executive Dr Liz Rushbrook to discuss the survey results and the recent refresh of the Metro North Strategic Plan. This will be held in the TPOCH Education Centre on Tuesday 2 September from 1pm to 2.30pm.

We all have a role to play in addressing areas of improvement and sustaining existing strengths. Let's work together to create a workplace to be your best.

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
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