

Metro North Health

Message from the

Executive Director RBWH

Louise Oriti



Summary:

- Have Your Say Survey - all-staff forum recording
- Commitment to excellence in trauma care
- Staff profile - Scott Trindall
- Health Equity showcase film
- Celebrating Speech Pathology Week
- PREMS returns to RBWH
- Wear it Purple Day

Message feedback



Audience: All staff



Read time: 5 min



For: Information

Dear colleagues

Thank you to those who joined yesterday's all-staff forum to learn more about the results of the recent Have Your Say Survey.

The session was an opportunity to reflect on what we are doing well as an organisation, and where we need to improve.

Pleasingly, survey feedback indicates we are living our values of compassion and teamwork and maintaining a strong commitment to patient care.

Along with the rest of the executive team and other leaders across RBWH, we have heard your feedback that we have work to do in a number of areas, including addressing instances of occupational violence and supporting you to do your job and deliver services.

The results briefings are just the beginning. In the coming weeks, I will keep you updated on actions that are being taken to address your feedback at the organisational level.

Locally, your manager will share team results with you soon and start working on a



few team goals based on the survey feedback. I encourage you to get involved and be a part of creating positive change in your team and across RBWH.

Commitment to excellence in trauma care

Our hospital is recognised as a leader in trauma care for Queensland. To ensure we continue to provide the highest standards of care for trauma patients, we are participating in Trauma Verification — an internationally recognised quality assurance process that validates the care we provide.

Scheduled across two days in March 2026, this comprehensive process includes every stage of trauma care, from the critical moments of pre-hospital emergency response to acute treatment, rehabilitation, and discharge back into the community.

This process reflects our commitment to excellence and continuous improvement to ensure the best possible outcomes for trauma patients through coordinated, multidisciplinary care.



Staff Profile - Scott Trindall

Making progress toward achieving Health Equity for Aboriginal and Torres Strait Islander people is a key focus for RBWH.

To guide us on this journey, I'm pleased to introduce our new Cultural Capability Officer, Scott Trindall.

Originally from Gomeroi Country near Narrabri in NSW, Scott brings a wealth of experience in cultural capability projects to us and is keen to see RBWH become and remain a Culturally Safe place for members of the Aboriginal and Torres Strait Islander community.

"Just like any other safety and quality standard in the hospital, we need to be consistent in ensuring we are meeting the needs of the community," Scott said.

"As part of my job, I provide cultural support across RBWH and support activities to help staff ensure our services are culturally competent."

"I also partner with Aboriginal and Torres Strait Islander communities and stakeholders to deliver projects and services that improve health outcomes for Aboriginal and Torres Strait Islander patients."

Away from work, Scott enjoys fishing and camping with friends in his spare time.

Health Equity showcase film

Continuing the Health Equity theme, last month Metro North Health launched the [Metro North Health Equity Strategy 2025-2028](#) — marking the next chapter in our health equity journey. This strategy reinforces our commitment to deliver equitable health care for Aboriginal and Torres Strait Islander peoples.

At the launch, Elders, community members and staff spoke powerfully about the significance of the health equity agenda — what it means for community, and our responsibility to get it right. Their words were a timely reminder of the work ahead. I encourage you to watch an inspiring video [here](#) to learn more.

Achieving health equity is a shared responsibility, and it requires the dedication of everyone at RBWH. I am committed to this important work, walking alongside our community to ensure our services reflect their needs, priorities, and voices.

Celebrating Speech Pathology Week

This week is Speech Pathology Week, where we celebrate the life-changing power of communication and the important role speech pathologists play in enabling it. All week, our RBWH speech pathologists (pictured below) have been hosting a display to promote their work and to answer questions from patients, staff and visitors. Thanks, team for the important role you play in our hospital.



PREMS survey returns to RBWH

As we near the end of Safety and Quality month across Metro North, the team are pleased to let everyone know that the Patient Reported Experience Measures (PREMs) survey is returning to the Emergency and Trauma Centre soon.

PREMs is an online survey sent to patients 48 hours after they are discharged, which asks them about their care. The responses give us important insight into how we can improve care for everyone.

The plan is for PREMs to be rolled out again to inpatient areas later this year and to outpatient clinics in early 2026.

Wearing if Purple

Finally, today is Wear it Purple Day for 2025, where we show solidarity with LGBTQIA+ young people and demonstrate that RBWH is a safe space where they are seen and supported. It was great to see staff across the hospital supporting the cause today, including those who came together this morning for a purple-themed photo.



Thank you all for everything you do for our community.

Kind Regards

Louise Oriti
Executive Director,
Royal Brisbane & Women's 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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