

Metro North Health

Message from the

# Acting Executive Director The Prince Charles Hospital

Melanie Dubbelde



## Summary:

- Christmas decoration winners
- Executive update
- New dental service
- Toy drive delivers cheer
- What a compliment!
- Free staff Christmas breakfast

[Message feedback](#)



**Audience: All staff**



**Read Time: 5 Minutes**



**For: Information**

Dear Team,

It's beginning to look a lot like Christmas! A heartfelt thank you to everyone who entered the annual TPCH Christmas Decorations competition this year.

Katie Tully and I were joined by 96-year-old GEM patient Joyce, husband Victor and son Paul, to help as judges. A wonderful way for Joyce to celebrate her 96th birthday!

We were all overwhelmed by the effort everyone had made and how much the Metro North value of teamwork was evident, with everyone coming together to ensure patients and their families in hospital at this time of year can enjoy the Christmas spirit.

Congratulations to our 2025 decoration competition winners. Your prizes are on the way:

- Most Unique - Safety and Quality - The Grinch.
- Traditional - Ward 2E - Santa's Workshop.
- Aussie Christmas - Ward 1B.





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Special mentions also go to:

- Children's Emergency for the children's library.
- ACFC for hundreds of Japanese paper cranes, which made for a calm and reflective space.
- Ward 2A for the Christmas photo booth.





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Christmas spirit, including the ward ID team below who gave us a very warm welcome.



## Executive update

It's great to be TPCH Acting Executive Director over the Christmas and New Year period while Tami Photinos is acting in the Metro North Chief Operating Officer role. This will continue until Tami returns to TPCH on Monday 5 January 2026.

Welcome back to Keiran Costigan, who returned to the TPCH Director Aboriginal and Torres Strait Islander Health Services role recently after being away overseas letting the world know about health equity in Australia.

The report from strategic health care leader, Bernadette McDonald, is due next week. The Director-General engaged Bernadette to conduct an independent review of the implementation of the transplant review recommendations. We look forward to Bernadette's findings.

## TPCH new dental service open day

TPCH will soon have a new Dental Clinic, opening on Tuesday 16 December. The clinic will welcome patients on Tuesdays and Wednesdays to start, extending to a third day next year.

The phone number is 3139 7295 and "Dental Unit" has been added to Nervecentre for Patient Support Services requests.

This is a great partnership between TPCH and our Community and Oral Health colleagues, which will mean that dental patients will no longer have to travel - often with a special - to the COH clinic in Stafford.

The dental clinic will host an Open Day on Tuesday 16 December from 1pm to 3pm. Please come along to have a look around and learn more about this new service, including how to refer patients.

The new dental clinic is located on the ground floor, near main entry, between admissions and the Charlies Angels desk.

## Nurse Practitioner Week celebrations



I joined Director of Nursing Cherie Franks and our Nurse Practitioners this week to celebrate Nurse Practitioner Week (8-14 December).

It was a great opportunity to say thank you to our wonderful Nurse Practitioners, who contribute so much to our patient outcomes each and every day.

This year's theme is Strength to Strength - 25 Years of Nurse Practitioner Care. More details [here](#).

## Toy drives delivers Christmas cheer for our young patients

We're very grateful that Harvey Norman Aspley and the Rotary Club of Aspley have again joined forces to coordinate a Christmas toy drive for young patients at TPCH.

Organised with The Common Good, about 100 gifts were donated this year, which can be given to children who present to the Emergency Department or on the ward over Christmas.

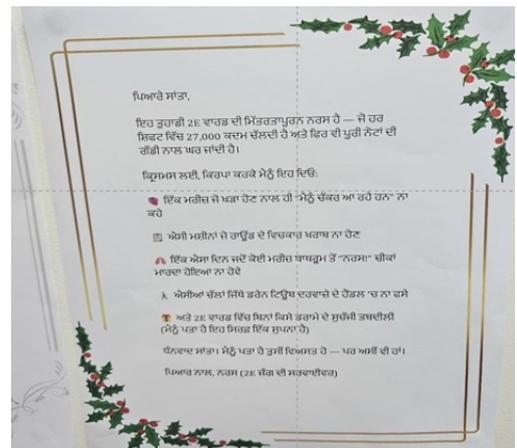
Harvey Norman Aspley and the Rotary Club of Aspley have hosted this toy drive for eight consecutive years now. We certainly appreciate the support and long may it continue.



## Inclusivity at Christmas time

Across TPCH, wards have been engaging in creative and meaningful initiatives to enhance patient experience and foster inclusivity.

On Ward 2A, nurses have been actively promoting patient involvement and shared decision-making, reinforcing awareness of Standard 2 of the National Safety and Quality Health Service Standards through interactive displays and conversations.



Meanwhile, Ward 2E has embraced the festive spirit by creating multicultural Christmas letters to Santa in various languages (above), which celebrate cultural diversity and inclusivity.

These activities not only brighten the environment but also strengthen connections between staff, patients, and families, reflecting a commitment to both safety and community.

## Helix Hub Innovation Accelerator Program EOI open now!

Do you have a healthcare challenge that needs solving? Are you keen to build your innovation and human-centred designed capability?



The HELIX Innovation Accelerator Program 2026 is now accepting Expressions of Interest.

Join a team to learn, collaborate and innovate in healthcare. Use [this EOI form](#) to apply.

To learn more about the HELIX Hub, visit [QHEPS](#).

## What a compliment!

We recently received a wonderful compliment for Internal Medicine Services Multidisciplinary

Team social worker Lauren Boisen from a patient's family member. I wanted to share some of it with everyone here:

*I wanted to take a moment to express my sincere appreciation for the exceptional support provided by Lauren during my grandmother's recent care.*

*Lauren assisted me with both the QCAT application and applications for nursing homes, guiding me through each step with clarity, efficiency and deep knowledge.*

*She made what is usually a complicated and overwhelming process feel manageable and seamless. I have worked with several social workers in the past and Lauren truly stands out for her professionalism and skill.*

*Throughout the entire experience, Lauren was caring, kind, and genuinely invested in ensuring my grandmother received the best possible care. Her compassion and commitment were evident in every interaction and she made me feel supported and understood at all times.*

*Lauren is an absolute asset to your team, and I hope her outstanding work is formally recognised. I am truly appreciative of everything she did for me and my grandmother.*

**Finally,**

Don't miss the TPCH all staff free Christmas breakfast at The Common Good Cafe on Tuesday morning. Breakfast burgers will be available from 7am until they run out!

It will also be a great opportunity to chat with Metro North Board Chair Bernard Curran and Acting Chief Executive Nick Steele who are coming along.

Kind regards,

**Mel Dubbelde**

Acting Executive Director  
The Prince Charles Hospital



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 we 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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