

Metro North Health

Message from the

Acting Executive Director The Prince Charles Hospital

Melanie Dubbelde



Summary:

- Christmas breakfast
- Executive update
- Dental service open day
- Staff Profile - Megha Jolly
- What a compliment
- Doctors' Society bake sale

[Message feedback](#)



Audience: All staff



Read Time: 5 Minutes



For: Information

Dear Team,

Christmas has always been one of my favourite times of year!

Thank you for your generosity, your kindness, your compassion and your leadership throughout 2025 to ensure the ongoing health of our community. I'm always inspired by the work you do and the care you provide.

It was great to see everyone at the staff Christmas breakfast on Tuesday and welcome Metro North Board Chair Bernard Curran, Acting Chief Executive Nick Steele and Tami Photinos, who is Acting Metro North Chief Operating Officer this month.

Together, with members of the TPCH Executive, we gave out more than 900 breakfast burgers and several cartons of fruit!



The TPCH Executive Team is providing special festive hampers for staff working on Christmas Day.

Each hamper will be filled with a cheerful assortment of sweet and savoury Christmas treats to share within your team. The hampers will be personally delivered by Executive members just before Christmas to help bring a little extra sparkle to your day.

Executive update

The independent transplant benchmark recommendations audit has been completed.

The report received this week confirms TPCH has made excellent progress with 80 per cent of the recommendations already implemented. It also identifies opportunities to support the sustainability of improvements - focused on workforce, consumers, research and operational matters, to further strengthen our delivery of transplant services.

Despite cultural issues identified in the benchmarking exercise, long term patient outcomes have been in line with or above international rates. You can read the full report online [here](#).

Cherie Franks starts leave this week. Gill Nasato will backfill the role for the first three months (to March) followed by Adriana Hada. Cherie has been a wonderful leader, colleague and friend for many years and I hope she enjoys the well-earned rest.

A couple of quick reminders:

Planned cleaning and maintenance of the Administration Building (Building 7) will start on Monday 29 December. Please tidy your desks and offices and remove any personal or work

items from windowsills before you go on leave.

Is your mandatory training up to date? Particularly fire safety training! We need to improve compliance across TPCH. If your training is past due, allocate time now in your diary (less meetings over this time) to book in for early 2026.

New dental service opens

Thank you to everyone who came to the new TPCH dental service open day on Tuesday. The first patient was seen the same afternoon!

This welcome new service delivered by our Community and Oral Health colleagues is located on the ground floor, near the main entry, between admissions and the Charlies Angels desk.



It is staffed by a Dentist and a Dental Assistant, with ad-hoc support from a Clinical Nurse.

Great news for TPCH inpatients who will no longer need to travel to receive dental treatment. This will include:

- Cardiology and cardiac surgical patients requiring dental clearance prior to urgent valvular surgery or investigation for infective endocarditis
- Adult Cystic Fibrosis patients and those in rehabilitation and stroke units needing urgent care or clearance for bisphosphonate medication
- Mental Health units for acute or chronic dental needs
- Selected cases from the Emergency Department will also be managed under specific conditions.

To refer your patient, complete the [Inpatient Referral for Dental Treatment](#) and email to stafford-dental-clinic@health.qld.gov.au

Improving our culture

In January, Metro North will host some co-design sessions for shaping Metro North's future organisational culture. If you are interested in participating, complete the Organisational Culture Co-Design Session [Expression of Interest form](#).

Please note, places are limited and the aim is to have a representative cross-section of our workforce.

For more information, contact Director Organisational Culture Transformation [Hannah Reed](#).

New anti-racism fact sheet available

Racism has no place in our facilities or workplaces.

New [fact sheets](#) are now available to support staff to understand how to report racism, the different reporting pathways available and what happens after a report is made. These resources reinforce Metro North's commitment to a confidential, trauma-informed, and fair process, with staff wellbeing at the centre.

We all have a role to ensure culturally safe environments where staff feel supported to raise concerns without fear of reprisal.

Please encourage your teams to review the fact sheets and to speak up if they experience or witness racism. Eliminating racism is a shared responsibility, and leadership visibility is key to making this commitment real.



Staff Profile - Megha Jolly

Megha Jolly is an Eat Walk Engage facilitator at TPCH. She's worked with Metro North Health for 11 years.

Megha started as a physiotherapist and joined Eat Walk Engage after seeing the great initiatives underway.

"Knowledge of how we care for patients is evolving and improving," Megha said.

"It's about caring for the person as a whole, ensuring they are having a positive experience throughout their stay in hospital.

"We know we can make a big impact to delirium and functional decline just by making simple changes to how we care for patients in hospital."



What a compliment!

We received a compliment this week for Theresa Malpas from the Adult Congenital Heart Disease (ACHD) clinic:

Theresa has been helping look after my son for a number of years now. She has great clinical experience, is knowledgeable and always takes my call when I need assistance to navigate difficult times with my son's heart journey.

It's great to know that Teresa has mastered the 'human element' when dealing with families and children of congenital heart disease. I hope she knows she is a valued member of the ACHD team and The Prince Charles Hospital.

I don't often give feedback and express my gratefulness, unless I get that wonderful 'customer service feeling' whereby I know someone is putting their heart and soul into their role and has empathy and understanding for the feelings involved and the difficulties faced by parents, trying to get the best care for their children.

Theresa has exceeded my expectations on a number of occasions, driving outcomes and getting answers when I needed them. Well done to Theresa, she's certainly one of a kind and I trust you will pass on my thankfulness and deep appreciation for her.



THE CAFE
FOR THE COMMON GOOD

Christmas trading hours

TPCH Main Café trading hours

Thursday 25 Dec	8:00am - 3:00pm
Friday 26 Dec	8:00am - 3:00pm
Saturday 27 Dec	8:00am - 3:00pm
Sunday 28 Dec	8:00am - 3:00pm
Monday 29 Dec	7:00am - 5:00pm
Tuesday 30 Dec	7:00am - 5:00pm
Wednesday 31 Dec	7:00am - 5:00pm
Thursday 1 Jan	8:00am - 3:00pm
Friday 2 Jan	7:00am - 4:00pm

TPCH Entrance cafe is closed
from 1pm Wed 24 December.
Reopening Monday 5 January 2026.



TPCH ED Coffee caravan is open from
7am-1pm from 29th-31st December.
Returning Monday 5 January 2026.

Please note: Some menu offerings will be limited due to seasonal demands

Finally,

The Prince Charles Doctors' Society is hosting a fundraising bake sale and launch party this morning.

Visit The Common Good Cafe staff dining area to 1pm today - or until sold out!

Purchase a tasty treat and raise funds for a great cause.

Kind regards,

Mel Dubbelde

Acting Executive Director
The Prince Charles Hospital

* THE PRINCE CHARLES DOCTORS SOCIETY *

BAKE LAUNCH



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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