

Metro North Health

Message from the

Executive Director Community and Oral Health

Glynis Schultz



Summary:

- One Front Door to COH services
- Upcoming Events - Women's and Families Health Expo
- Less than a week to nominate - COH Staff Excellence Awards
- Wanted: Strong Teams Innovators
- A good read - Marilyn is enjoying life at Gannet

Message feedback



Audience: All staff



Read time: 4 min



For: Information

Dear Team,

Work has been completed to improve patient flow, reduce duplication and work more cohesively as One Metro North.

One Front Door is a streamlined model that will ensure that referrals into our services are managed end to end and never sent back to the referrer.

There will be no change to the primary referral pathway [Refer](#), but behind the scenes a newly established Navigation team will now support complex or redirected referrals to ensure that patients are connected to the most appropriate service.

This approach reduces the burden on referring clinicians by asking them to provide a clear clinical handover and then promising we will take responsibility for navigating the patient to the right place.

As part of this change, services are no longer required to contact internal Metro North referrers when declining or redirecting referrals. Instead, referrals should be redirected to CRU with the reason documented. The Nurse Navigator will then manage onward coordination and



placement.

Thank you to everyone who has supported this important change to improving patient flow, reducing duplication, and working more cohesively as One Metro North.

Further information about this change can be found by reading the [flyer](#) or the [Central Referral Unit QHEPS page](#).



Upcoming Events - Women's and Families Health Expo

Metro North invite our women and their families to the Women's and Families Health Expo to support our women on their health journey.

Bring your family along for a fun day with us! Free activities which include health screening for women, women's health information, BBQ lunch, face paint and cultural activities.

Women's & Families Health Expo

Date: 4th September

Venue: Brighton Auditorium

Time: 10.00 am – 3.00 pm



Less than a week to nominate - COH Staff Excellence Awards

With less than a week to go, nominations are being sort for the COH Staff Excellence Awards. This year following some great suggestions from staff we have introduced the **Culture and Wellbeing Award**!

This **new award** recognises an individual or team who consistently fosters a positive, inclusive, and supportive workplace culture while actively promoting the health, wellbeing and engagement of their colleagues.

[Nominate a colleague or team today.](#)

Award nominations close Tuesday 21 July.

Community and Oral Health Staff Excellence Awards 2026

Recognise your peers or a team for excellence, includes multiple staff awards including the annual Connecting Care Champions award.

Nominations close 5pm, Tuesday 21 July.

Presenting Partner:



Nominate here

Wanted: Strong Teams Innovators

Workplace culture continues to be a priority—our culture impacts how decisions are made, how people work together, how leaders respond to issues raised, and whether staff feel safe and supported to speak up and solve problems locally.

The three focus areas as part of the [Our Metro North – Stronger Teams, Better Care](#) work are:

- Clearer local decision-making
- Visible leadership
- Reducing friction.

We're looking for teams who have a local challenge they need support to solve. No matter how small the problem, express your interest to be one of the teams selected to test practical solutions with support from HELIX Hub and our Organisational Culture team.

You don't need to find more time; the support team will work with you and your existing rhythms to troubleshoot solutions. [Express your interest](#)

A good read - Marilyn is enjoying life at Gannet

"I've been here about four months, I'm enjoying it. I had a fall last year which meant I did a lot of physio at Redcliffe Hospital and then moved in here.

[Read more ...](#)



Glynis Schultz
Executive Director

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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