

To: Genevieve Wallace,
General Manager,
Concord Repatriation General Hospital.
Email: [REDACTED]

From: Winston Cheung
Chair, Medical Staff Council,
Concord Repatriation General Hospital.
Email: [REDACTED]

16th June 2022

Re. Feedback, Issues and Questions arising from Concord Repatriation General Hospital Medical Staff Council Members Meeting, 9th June 2022.

Dear Genevieve,

The Concord Repatriation General Hospital Medical Staff Council members met on the 9th June 2022. The meeting was chaired by Rosalba Cross in my absence.

This letter is to provide you with written feedback from this Members' meeting, so that you and the SLHD can be aware of the issues, relevant to you and the SLHD, that were discussed.

Some of the points are just for your information, but some points may need a response from you at the next combined MSC meeting with the Executives.

The following is a summary of the key issues relevant for the Concord and SLHD Executives from the meeting:

1 Departmental Priorities

Many departments have new or existing priorities for their services.

I have advised them, as per our previous discussion, that the processes for informing the executive of the priorities remain the same as previously – that is, the first approach will be directly to you from the departments themselves, and that departments need to write the business cases, briefs, or provide costings and other necessary documents.

We have reiterated the importance of the business cases in the decision-making as to whether some requests are approved or not.

You should start to see approaches from the departments in the next few months regarding their new proposals.

2 Escalation Process for Priorities

There is ongoing uncertainty about the exact escalation process that departments should undertake if they wish to appeal any decisions that have been made regarding their proposals, business cases, briefs, costings, or other priorities.

Teresa advised me previously that she would inform us of the appropriate escalation pathway. Please advise the MSC and the Heads of Departments of this process as soon as possible.

3 Beginners Guide to Business Cases and Briefs

Many of the MSC members, especially the smaller departments, have not submitted formal business cases or briefs to the executive before, and are not sure the best way to go about this. Many are not sure exactly what information the executive requires.

Can you please arrange for a short “Beginners Guide” or summary document to be provided on how departments should write the cases/briefs, and exactly what information you require? This will greatly improve the quality of the cases/briefs, and reduce the workload for the MSC members.

Some specific questions that the members have requested to be answered are:

When does the finance department (or other departments) need to be involved, and who is the contact there?

Can templates and example briefs be made available for departments to use?

4 Mandatory Training

There is a concern about the content and the relevance of some of the mandatory training that senior medical staff have to undergo.

The MSC is setting up an Education subcommittee to look at these issues.

The MSC requests that the MSC is involved in the development of future mandatory training programs that medical staff are expected to complete. The major concern is that the MSC has not been involved in the process of developing or approving mandatory training before, even though the mandatory training directly affects us.

5 Reporting of safety issues and fear of reprisals

We fed back to the MSC members and the nurses your commitment and Andrews commitment to encouraging the reporting of safety issues at Concord, as discussed at the last MSC meeting with the Executives.

We also fed back your reassurances that there will be no reprisals taken against staff who report safety issues.

Unfortunately, there are still many staff who continue to fear reprisals, and are still unwilling to report safety issues. Staff are particularly fearful of reprisals when the safety issues involve staff or managers to whom they may directly report to. This is a significant concern for the MSC.

We think a reasonable step to encourage more reporting of safety concerns is for the executive to provide an open letter to staff, encouraging them to report safety issues, and to reassure them that reprisals will not be taken against them for reporting these issues.

Staff also need to know that the reporting system allows for anonymous reporting, as discussed at the last MSC meeting with the Executives.

Reporting of safety issues at Concord needs to improve, and we need to encourage and facilitate a culture of safety and continued improvement.

6 Emergency Department Summit

The MSC has arranged a summit meeting of MSC members, the Emergency Department, and members from the Divisions of Surgery and Medicine to discuss the problems associated with the management of patients in the Emergency Department and with the transition of patients to the hospital wards.

The summit is planned to be a constructive and collegial meeting to identify problems, and to allow those present to think about potential solutions.

We don't expect the problems to be solved immediately, but think that this meeting will be a good first step.

7 ICT support

The members report ongoing problems with being able to speak to a support person for computer-related issues. There are ongoing issues with the ICT service desk telephone line.

The MSC understands that the ICT support is due to be centralised, but the immediate problems need to be rectified in the interim.

8 Cleaners

The MSC is aware that there are occasions where there are not enough cleaners.
Can the executives please update the MSC on the current situation?

9 Ward Clerks

The MSC is aware that there are occasions where there are not enough ward clerks.
Can the executives please update the MSC on the current situation?

Please let me know if you have any queries.

The MSC looks forward to meeting with the Concord and SHLD Executives on the 23rd June, and to continue our work to improve Concord Hospital.

Yours Sincerely,

Winston Cheung,
Chair, Medical Staff Council.