



Health  
Sydney  
Local Health District

Clinical Associate Professor Winston Cheung  
Staff Specialist  
Concord Repatriation General Hospital

Via email: [REDACTED]

*Winston*

Dear A/Professor Cheung,

I write in response to your letter to the Sydney Local Health District (SLHD) Board dated 12 October 2022, and following our subsequent meeting with the SLHD Board Chair, the Hon. John Ajaka, and Board Member, Dr John Sammut on 15 November 2022. In both your correspondence and in this meeting, you raised concerns regarding governance, patient safety, and the health and wellbeing of staff at Concord Repatriation General Hospital (CRGH).

I am sorry that you feel that the environment at CRGH does not provide adequate protection against reprisals. SLHD and CRGH take these matters very seriously and do not tolerate bullying or harassment under any circumstance. It is very important that all concerns of bullying and harassment are escalated to the CRGH Executive, or if more appropriate, the CRGH Workforce team. If staff do not feel comfortable escalating to the Executive or Workforce in Concord, they can escalate to the Director of Workforce, SLHD

I can assure you that the SLHD Board and SLHD Executive have comprehensive governance processes and extensive oversight in place to ensure the provision of high-quality, safe patient care and staff health and wellbeing. As you would be aware, the SLHD Board provides the overarching governance structure to SLHD. The CRGH Executive team provides regular reports to the SLHD Board which includes quality and safety indicators and work health and safety indicators. CRGH demonstrates an ongoing commitment to clinical governance, with oversight of all safety and quality planning processes within the facility.

As discussed in our meeting, the CRGH hospital budget has grown each financial year. In the December 2022 Medical Staff Council, I will provide a presentation on the CRGH budget over the past 11 years.

CRGH successfully underwent Accreditation against the second edition of the National Safety and Quality Health Service (NSQHS) Standards on 4 to 8 July 2022. The feedback received in the Organisation Wide Assessment Final Report included themes of strong leadership governance and reporting culture. The feedback also highlighted the governance structures and processes to support the provision of comprehensive care across a diverse range of services, as CRGH maintains a strong research, education, and training focus. The independent Assessment team had the opportunity to interview over 40 consumers regarding their experiences as a patient at CRGH and also spoke to the staff that they met while spending time on the wards.

In relation to your concerns regarding planning, the SLHD Planning Unit are currently working with CRGH Executive and clinicians to complete the Stage 2 CRGH Clinical Services Plan for submission to the NSW Ministry of Health. Service activity, models of care, forecasted activity and future service demands are taken into consideration as part of the plan. The SLHD Strategic Plan 2018-2023 and the CRGH Strategic Plan 2019-2024 was developed in consultation with management, consumers, and staff.

To reassure of the strong governance processes in place within SLHD and CRGH, I would like to invite you to the SLHD Clinical Quality Council. You will soon receive an invitation to the monthly meeting.

As discussed, Dr John Sammut and I will attend the next CRGH Medical Staff Council on 22 December 2022 to address any concerns the members may wish to raise.

Thank you again for taking the time to meet with us. If you require additional information, please contact Dr Genevieve Wallace, Executive Director, Operations, SLHD on [REDACTED]

Yours sincerely

A handwritten signature in black ink, appearing to read 'Teresa Anderson', with a large, stylized flourish extending from the end of the signature.

Dr Teresa Anderson AM  
Chief Executive

Date: 16.12.22.