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## Mid North Coast Local Health District



11 April 2024

Dr Nicola Holmes  
General Practitioner  
Email: [REDACTED]

Dear Dr Holmes

Thank you for your letter to Peter Treseder, Mid North Coast Local Health District (MNCLHD) Governing Board Chair, dated 23 March 2024, raising concerns about employee culture at Coffs Harbour Health Campus (CHHC) and mental health services for the Coffs Harbour area. Mr Treseder asked me to respond on his behalf.

I appreciate your advocacy on behalf of MNCLHD staff and patients and confirm your letter was provided to the Board in the April meeting papers.

### **Early psychosis**

Please find attached MNCLHD Early Psychosis Procedure for your reference.

Often it can be difficult to determine early psychosis as defined in the Australian Clinical Guidelines from drug-induced psychosis when determining the treatment pathway and where there is a significant overlay of adverse childhood events that impact personality development.

The case you refer to was reviewed and I can confirm the treatment provided was assessment and assertive follow-up with regular review, which included several consultations with the community mental health treating psychiatrist. Thank you for your ongoing engagement with our team regarding this patient's episode of care.

### **Workplace culture**

Improving organisational culture across all services is something the Board and Executive are strongly committed to. The People Matters Employee Survey for 2023 for CHHC indicated positive results in the areas of teamwork and job satisfaction, and some improvements in staff member burnout from the previous year.

There is always further work to be done to improve and we continue to do so with the support of our leaders and the People and Culture Advisory Group (PACAG) culture champions.

Staff communications are distributed for events and programs focusing on support services, burnout, fatigue, self-care, mental health, and leadership development. Information is further distributed and promoted at various meetings and committees.

A range of wellness initiatives are in place to support positive workplace culture, support employee resilience and psychological safety in the workplace. Wellbeing and staff support resources are showcased through the coffee and conversation program to raise awareness, seek to meet the various individual needs and preferences for wellness of our people.

These encompass individual support sessions with our external Employee Assistance Program, online applications including 'Your Care Hub' and structured group forums such as Schwartz Rounds. At CHHC four Schwartz Rounds were held in 2023 and three are scheduled for 2024.

Meditation Wednesdays are held weekly from 12.30-1.00pm onsite in the Reflection Room, CHHC Main Foyer or via Microsoft Teams.

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Please don't hesitate to direct any suggestions regarding primary care providers and continuity of care to Healthy North Coast to advocate on behalf of the greater primary care community. MNCLHD also partner closely with them to collaborate on health service matters for our region utilising existing communication channels and regular meetings.

I note the other items raised in your letter were for noting and no response from MNLHCD was required.

Thank you again for your advocacy.

If further information is required, please contact me on telephone 1800 726 997 or via email at [MNCLHD-ConsumerRelations@health.nsw.gov.au](mailto:MNCLHD-ConsumerRelations@health.nsw.gov.au).

Yours sincerely

A handwritten signature in black ink, appearing to read "DKruk".

Delwyn Kruk  
Manager Governance and Executive Services

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