

# Concord Connection



Autumn 2020

The official newsletter of Concord Hospital

[www.slhd.nsw.gov.au/concord/](http://www.slhd.nsw.gov.au/concord/)



## Continuous Service Awards



International Women's Day



March Arts



MDOK launches at Concord





# Executive Message

**Dr. Genevieve Wallace**  
General Manager



I am passionate

Welcome to the autumn edition of the Concord Connection.

As we quickly progress through the first few months of another year, I would like to thank our staff who worked tirelessly over what was an extremely busy Christmas and New Year period. I would also like to acknowledge the outstanding work of our Burns Unit team who treated several burns patients involved in the New Zealand White Island tragedy and bushfire disasters. Your efforts were greatly appreciated by myself and our District.

In December, we had the opportunity to reflect on the wonderful work of our dedicated volunteers at the Volunteers Appreciation Lunch. Thank you once again to our volunteers for all the work that you do to help keep Concord Hospital running smoothly. Your support in collaboration with our fantastic staff is appreciated and acknowledged.

Construction on the Concord Hospital redevelopment has got off to a flying start for 2020 and the site has changed significantly. I would like to sincerely thank you for your continued patience as we experience disruptions around the campus. I know these can be challenging at times, but your continued dedication is appreciated as we begin to see our new clinical services building taking shape.

The month of January saw a number of our Concord nursing and allied health staff deployed to Southern NSW Local Health District to support our health colleagues in bushfire impacted communities. Our nurses have also been on duty for infection screening at Sydney airport. I am very proud of the response from our staff to help these areas in need of assistance.

February provided an opportunity to acknowledge our staff at the Continuous Service Awards, where we celebrated the dedication of some of our longest-serving staff members. These staff members have made significant contributions to our hospital community over the years, helping to shape the culture of pride for which Concord Hospital is renowned.

The launch of the MDOK Healthy minds, Healthy medicine program in March will teach our medical staff the skills to care for their own health, manage traumatic events and mentor younger staff. This will be in addition to attending workshops and sessions on goal-setting, relaxation, stress management, clinical debriefing, nutrition and exercise. This model will provide immediate support to those in need while effecting more long-term change.

Concord Hospital, along with other facilities in the Sydney Local Health District have dedicated the month of March to the Arts. The Wall of Compassion, located in the hospital's main foyer, is an arts project where staff, family and visitors are encouraged to write and post their well wishes and messages of inspiration and hope to our patients, to support them during their hospital visit or stay. The Staff Art Exhibition displayed in the conference rooms continues to highlight the wonderful talents and creativity of our staff.

International Women's Day provided an opportunity for us all to applaud and acknowledge the vital contribution women make in our workforce. It was wonderful to see the community gather and support the Breakfast by the River event, which celebrated the achievements of local women, whilst helping to raise funds for world-leading blood cancer clinical trials at Concord Hospital.

Our response to COVID-19 has increased as we continue to work hard to protect our patients, our staff and our community. It is reassuring that the plans we have in place and the measures we have taken so far continue to help us contain the virus. We have set up our own COVID-19 clinic to assist in the detection of the virus. Further precautionary measures are being taken as we navigate this constantly changing environment. I appreciate your vigilance, co-operation and understanding during this time.

Once again, I would like to thank all staff for your hard work and dedication in continuing to provide outstanding care to our patients.

# Thank you to our donors



I am the pride of Concord

## Generous donation for Concord's Emergency Department

The Humpty Dumpty and Audi Foundations have made a significant contribution to Concord's emergency department and the lives of children. Late last year, the department was gifted a Neopuff Resuscitation Device, valued at \$2,125. The resuscitator is designed to deliver controlled, consistent and precise pressures which can provide assisted respiratory breaths to neonates and infants (up to 10 kg).

Emergency department Nurse Manager Sharon Taylor emphasized the value of the resuscitator for babies and infants suffering from critical respiratory problems such as bronchitis, pneumonia and cystic fibrosis. She stated "This donation is extremely valuable in ensuring we can provide best possible care to stabilise the unwell child before transfer. The Neopuff resuscitator allows us to provide the best practice care to our neonate/paediatric patients waiting in our emergency department."

The Humpty Dumpty Foundation is a children's charity that has been purchasing life-saving medical equipment for sick and injured children in paediatric wards, neonatal units, maternity and emergency department units in hospitals across Australia for over twenty five years.

Concord Hospital would like to thank both the Humpty Dumpty and Audi Foundations for their generous support.



ED staff member Sabin Gautam with the Neopuff Resuscitation Device

# Concord bids farewell

## Concord Hospital farewells Dr Kashmiri De Silva

It is with great sadness that Dr Kashmiri De Silva, Director of Medical Services, has departed from Concord Hospital.

Dr De Silva was an invaluable member of the Concord Hospital Executive team for the past two years and also made a significant contribution to the Medical Services Directorate across the District.

Kash was formerly the Deputy Director of Medical Services at Royal Prince Alfred Hospital and previously the Director of Medical Services at St. Joseph's Hospital within the St. Vincent's Health Network. As Director of Medical Services, Dr De Silva has made significant contributions to the clinical workforce, clinical governance as well as improving patient safety and quality.

Concord Hospital General Manager Dr Genevieve Wallace said the departure of Kash will be felt among all staff.

"Kash has been an important part of the Executive," Dr Wallace said. "She was a hard working colleague who went over and above for everyone around her and was well respected by all the staff she worked with. Concord Hospital will miss her dearly."

We congratulate Dr De Silva on her appointment to the position of Director of Medical Services at Nepean Hospital and wish her well on this wonderful opportunity.



# Calendar of Events 2020

DATE	EVENT	VENUE	TIME	CONTACT
Thursday 3 September	Spring Markets	On the Green	9am-3pm	Leaht Kalev-Roy 9767 6919
Saturday 26 & Sunday 27 September	Rivendell Flower Show	Thomas Walker Estate, Rivendell	10am-3pm	Alice Kang 9767 8488
Wednesday 14 October	Tour de Concord	On the Green	12 noon	Lukas Zawadzki 9767 7560
Thursday 22 October	Clinical Day	Medical Education Centre	8am-5pm	Winston Cheung 9767 6221
Friday 23 October	Medical Staff Council Dinner	Thomas Walker Estate, Rivendell	7pm	Alice Kang 9767 8488
Friday 30 October	Veteran Health Day	Medical Education Centre	9:30am	Alice Kang 9767 8488

## We want to hear from you!

Does your ward or department have a story, event or staff achievement that you would like to share with the Hospital community?

Mail [peta.macfarlane@health.nsw.gov.au](mailto:peta.macfarlane@health.nsw.gov.au) with your story and pictures.

Front cover picture: (L-R) RN Soledad Gilbert and CNS Yuet Lin Tay celebrate 35 years of continuous service at Concord Hospital

Photograph by: Audio Visual Services, SLHD

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# March Arts

I am persistent

Art in its many expressions has the ability to move people along their journey of grief and loss into a more balanced place of healing and hope.

As part of the SLHD March Arts program, the unveiling of "The Wall of Compassion" at Concord Hospital took place on Tuesday 5 March. The concept behind the arts project was the undeniable power of words to help the healing process. A number of staff, volunteers and visitors gathered from across the hospital to write their well wishes and messages of hope to our patients to support them during their hospital visit or stay.

The interactive display has been installed in the hospital's main foyer in celebration of the month long event.

A photographic display titled 'Animals in War', prepared by Dr Lloyd Ridley, can be viewed from the walkway between the Hospital foyer and the Medical Centre. This photographic exhibition is a tribute to the service of animals during wartime.

A number of talented hospital staff, Rivendell students and Ward 17 patients have also showcased their creative artworks in this year's staff art exhibition in the conference rooms.

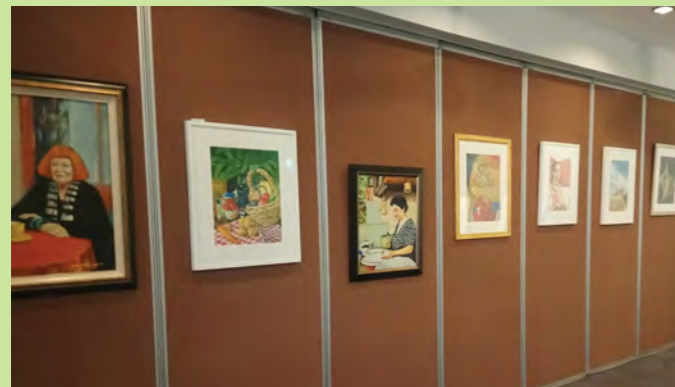
Local Drummoyne artist Jose Gutierrez who is a long-time supporter of the hospital, also displayed a selection of his unique and beautiful works.



The Wall of Compassion.



The Staff Art exhibition displayed the creative talents of Concord staff.



A collection of local artist José Gutierrez's works.



A number of staff gathered to write their message of hope.



Concord staff show their support for our patients.



Animals in War photographic display.



# Harmony Day

I am the pride of Concord

## Celebrating Harmony Day with a difference at Concord

With COVID-19 precautions in place to protect staff, visitors and patients, Concord Hospital continued to celebrate our diverse community and foster a sense of belonging.

Harmony Day is normally an opportunity for hospital staff to come together, share cultural food, enjoy cultural performances and wear national dress.

But with COVID-19 precautions in place to protect staff, visitors and patients, our organisation still found a way to celebrate our incredibly diverse community and foster the sense of belonging for everyone.

International flags were displayed along the covered walkway, representing the many nations from around the world.

Hospital staff were encouraged to participate in a "Name that Flag" competition, by correctly identifying the 49 flags which were on display.

Congratulations to PAS Supervisor Ellis Longhurst, who submitted the winning entry.

For her efforts, Ellis won a wonderful hamper full of assorted HESTA goodies.



Ellis Longhurst with her prize.

# Volunteers Thanksgiving Service



(L-R) Volunteers Janice Calder, Michelle Celler, Peggy Dickinson and Ray Pozzato cutting the celebratory cake.

The loyal and committed volunteers of Concord Hospital celebrated their return to voluntary work with a Thanksgiving Service at the 113th AGH Memorial Chapel on Tuesday 25 February.

Commencing with a tribute to our dearly departed volunteers, Father Graeme Malone, SSS led the intimate service. This was followed by a bible reading by volunteer Bernadette Gallagher. Consumer representative Ray Pozzato delivered a few words on the rewards and challenges of his volunteering experience. During the program interludes, CSO Jeremy King performed lovely renditions of songs by Leonard Cohen and The Beatles.

At the conclusion of the service, volunteers gathered in the conference rooms to enjoy refreshments and to discuss volunteering activities for the coming year.





# Australia Day Honours for Concord staff

I am the pride of Concord

## Concord staff acknowledged

Australia Day 2020 was a special occasion for three Concord clinicians who were acknowledged for their commitment, dedication and hard work towards their medical profession.

Professor Pierre Chapuis, Head of Academic Surgery, Concord Clinical School and Gastroenterologist was made a Member (AM) in the General Division of the Order of Australia for significant service to medical education, and to colorectal surgery.

Associate Clinical Professor Meng Ngu, Head of Gastroenterology and Hepatology received a medal (OAM) in the Order of Australia in the General Division for service to medicine in the fields of gastroenterology and hepatology.

Professor Robert Cumming, group leader of the Concord Health and Ageing in Men (CHAMP) project was made an Officer (AO) in the General Division of the Order of Australia for distinguished service to medical education and research, particularly to ageing and age-related diseases.

Concord Hospital congratulates Professor Chapuis, Associate Clinical Professor Ngu and Professor Cumming on their outstanding achievements.



Professor Pierre Chapuis AM



Associate Clinical Professor Meng Ngu OAM



Professor Robert Cumming AO

## Dry July

Dry July is a not-for-profit organisation that challenges people to abstain from drinking alcohol for the month of July to support adults living with cancer.

Concord Cancer patients have been direct beneficiaries of this fund raiser over the years, and each year Concord Cancer Centre recruits an enthusiastic team of willing health professionals, patients, friends and families to go Dry each July to raise money.

In 2019, Concord Cancer Centre was the beneficiary of \$51,363 of hard earned Dry July funds which will go toward Sydney Cancer Survivorship Centre wellness courses; music therapy for our Palliative Care patients; and purchase of equipment to improve the patient experience after major colorectal cancer surgery.

You too can support the Dry July Foundation and Concord Cancer Centre in 2020 by signing up, or if that's too much for you, you can sponsor one of our dedicated Concord Cancer Centre Dry July Team members.

Go to <https://www.dryjuly.com/> for all the details.



(L-R): Zoe Burrell, Beneficiary Program Manager, Dry July Foundation; presents A/Prof Philip Beale, Director SLHD Cancer Services & Palliative Care with the 2019 Dry July beneficiary cheque.

# Redevelopment Update



I am passionate

Construction on the Concord Hospital Redevelopment has got off to a flying start for 2020 and the site has changed significantly. From Level 1 on the Western wing (IPU), near the existing Drug Health building, Ryde Bridge can now clearly be observed. There are 39 suspended slab pours to go within this area alone. For the next few months, concrete pours will become the norm as the clinical services building moves vertically up towards level 7 and horizontally across the three sections or IPU's of the new building. The Central wing of the building is expected to commence lower ground pouring. The new radiation bunker took an entire day to complete its thick concrete wall pours and can also be observed from the hospital campus. The atrium welcomed new steelwork structures and the focus over the next few months will be the continuation of work in the new lift shaft area. Preparation work will continue as Buildings 5 and 3 are connected with the new clinical services building. The lift lobby work and internal hoardings of Building 5 have also been completed and we thank all staff for their patience and understanding over the past few months. Complex breakthrough work is scheduled for the next few months and this will involve a lot of staff consultation.

A 400T mobile crane removed the temporary 40T mobile crane that was being used for structural steel installation for the lift shaft within the Atrium.

The jumpform, clearly marked in the centre of the construction site with black signage has also moved up to Level 2. This structure automatically jumps a level when the level it is currently working on is complete. Some 70m3 of concrete exists in jumpform walls from Basement to Lower Ground.

There is also a variety of work that is ongoing around the site. The footing for tower boom number 2 has been completed. Soil remediation works have started and inground services are continuing near Palliative Care.

During March, more workers were on site as the internal rough in on the lower levels is commenced. This represents an exciting time as the space has begun to take shape. There will also be more plywood hoardings to the external windows of Building 5 to protect them from works taking place in the atrium area.

Finally, UNSW Sydney researchers and Health Infrastructure have begun a study into how a reduced work week improves the health and wellbeing of construction workers and their families. The current Main Works Contractor Roberts Pizzarotti are contracted to work on this Project on a Monday to Friday week.

As always if there are any queries, questions or concerns do not hesitate to contact Deborah Jenkins, Planning and Transition Manager or email [SLHD-ConcordRedevelopment@health.nsw.gov.au](mailto:SLHD-ConcordRedevelopment@health.nsw.gov.au)



Redevelopment works are progressing well for 2020.





I am caring

# International Women's Day Breakfast



**Celebrating International Women's Day**

International Women's Day is celebrated around the world to acknowledge the significant contributions made by thousands of women every single day. To mark the occasion, a breakfast event was held at Drummoyne restaurant Aqua Luna, which celebrated the achievements of local women whilst helping to raise funds for world-leading blood cancer trials at Concord Hospital.

Guest speaker Paralympian Louise Savage talked about her journey from wheelchair racing at 16 to becoming an international sporting champion and now a coach, mentor and advocate. She also told of the strong women who made a positive difference to her life along the way.

Senior staff specialist Dr Jane Estell, Director, Concord Haematology Clinical Research Unit, spoke of a network of supporters who encouraged and enabled her to pursue a career in clinical research, overseeing trials to find treatments and cures for blood cancers.

Clinical Trials Nurse Jenny de Vos provided an insightful conversation with blood cancer clinical trials patient Noelene Wilkinson.

Since its establishment in 2005 more than 600 patients have participated in clinical trials, giving them access to cutting edge treatments, however there are many more patients with leukaemia, lymphoma and myeloma who need help.

Approximately \$16,000 was raised on the day, with monies going towards the funding of an additional clinical research nurse at the Concord Haematology Clinical Research Unit. Thank you to all those who supported the event.



I am the pride of Concord

# Focus on doctor wellbeing



**MDOK Launch at Concord**

Bringing a focus on doctor wellbeing to Concord Hospital, the Medical Doctor Okay (MDOK) program launched on Monday 2 March with a sunny all staff BBQ. With over 750 staff members attending, MDOK showcased key initiatives targeting wellbeing and available resources.

MDOK is Sydney Local Health District's multi-faceted program that has been developed to combat medical staff burnout and improve wellbeing. Through this program, MDOK will drive cultural, organisational and system change and empower staff to maintain their wellbeing.

If you would like to find out more about the program, get involved, or have any suggestions, please email [SLHD-MDOK@health.nsw.gov.au](mailto:SLHD-MDOK@health.nsw.gov.au).

Thank you to everyone who attended and embraced the MDOK movement!







## Another step closer to understanding diseases of motor neurons

"I'm really excited for the whole team because it's been a long journey," says Marina Kennerson, recipient of an NHMRC Ideas grant of \$782,000 over the next three years, and recently promoted by the University of Sydney to the academic rank of Professor.

As Principal Scientist in the Northcott Neuroscience group at the ANZAC Research Institute, Professor Kennerson has spent almost 30 years studying hereditary neuropathies and motor neurone disorders, with particular emphasis on Charcot-Marie-Tooth neuropathy.

Although not fatal, CMT causes patients to lose the use of muscles in the feet and hands, leaving them with chronic disability, unable to work and dependent on carers. During the past few years the ANZAC Research Institute team has led the way in identifying several of the gene mutations which cause the disease.

"But of the cases we work with, 40 per cent are still genetically unsolved," says Professor Kennerson.

"We need to end this diagnostic odyssey for these people. We need to go into the more difficult area of where the DNA doesn't code the genes but where DNA elements that control the genes may be causing disease. It's what we used to call junk DNA. Now we know it's not junk DNA but is very important.

"With this project we've been able to find some families where we've found large structural variations and DNA rearrangements. If you find a gene that doesn't have a mutation you have to start thinking about what pieces of DNA might be switching it on, switching it off, controlling it. It's like looking at the switches and circuits that control a light bulb, not the light bulb itself."

The NHMRC grant will allow Professor Kennerson and her senior researchers, Dr Gonzalo Perez-Siles and Dr Ramesh Narayanan, to investigate ways of identifying dysregulated genes among these structural variations.

"For CMT we have to look at the right tissue that is affected, and that is in the nerves, the neurons," Professor Kennerson explains.

"If you have a muscle disease taking a biopsy of the muscle is possible. If you have nerve or brain diseases, taking a nerve biopsy is very invasive and we avoid doing that sort of thing. So I've set up this pluripotent stem cell program which allows us to reprogram skin cells from the patient and then turn them into motor neurons. Then if we have the motor neurons we have the correct tissue to look for gene expression."

As well as studying the motor neurons in cell culture dishes, the team will be able to investigate abnormal gene expression in a tiny worm-like nematode, known as *C.elegans*, to research the consequences of genetic variations in a living creature.

Professor Kennerson says the NHMRC grant recognises the urgent need to define a high quality structural variation map and highlights the importance of this group of genome variants.

"Our project will influence future genetic testing for inherited peripheral neuropathies, not just for CMT but also for other neurological diseases," she says.

"It will also provide a target for the development of drug or gene therapy treatments."



Professor Marina Kennerson

## Outstanding research has the potential to change transplant surgery

The achievements of the Dendritic Cell Research group at the ANZAC Research Institute have led to a commercial venture which, if successful, has the potential to revolutionise transplant surgery and autoimmune disease, and save thousands of lives world-wide.

In 1981 Professor Derek Hart, then a Rhodes Scholar at Oxford University, first floated the idea that the problems of immuno-suppression, which can result in a patient's body rejecting transplanted organs or tissue, could be overcome by the injection of antibodies.

Almost four decades later, the late Derek Hart's vision is set to become a reality with the formation of Kira Biotech, an emerging Australian biotechnology company in which DendroCyte Biotech Pty Ltd, a company set up to manage the Dendritic Cell Group's intellectual property, has a significant shareholding. Kira has secured \$20 million funding to develop as a commercial product an antibody known as KB312 which has been developed by the team at Concord.

As group leader Associate Professor Georgina Clark explains, this unique set of white cells is a key factor in causing, for example, a bone marrow transplant to fight the body, or the patient to fight a transplanted kidney.



"The fighting is being done by dendritic cells that are becoming activated. Our antibody stops the cells being activated, so it removes them before you can get the rejection happening.

"This antibody, KB312, is a really specific immune-suppressant and we have shown in animal models that it is safe to use."

With the financial backing of Kira Biotech, the antibody can now be taken to the next stage of development, with clinical trials and then to commercial production.

"The actual large scale production of the antibody has to be worked out," says Georgina Clark.

"We generally grow it in small containers. For testing in the clinic, this will need to be in at least a 500-litre container so there's a huge scaling up process that is beyond our capabilities. Kira will contract people in Queensland who are able to do that.

"Once we have the large amount it can go through all the processes to make it safe to put into humans – finding out how stable it is in the fridge, how you administer it, probably intravenously, how often, how concentrated it needs to be – all those things have to be decided.

"It's a fantastic breakthrough and one of the biggest recent investments in Australian biotech. It will change the face of immune suppression globally."

The \$20 million investment for Kira to develop KB312 commercially has been led by One Ventures (\$10m) which has its Healthcare Fund III backed by the Australian Government's Biomedical Translation Fund, IP Group (\$7.5m) and the Advance Queensland Business Development Fund (\$2.5m).

The project will be led by Kira's founding CEO, Dr Dan Baker, a rheumatologist and immunologist with vast experience in the USA of developing commercial drugs for immunology.

"Kira's research program focuses on immune tolerance and targets cells and pathways that are key activators of the immune response in patients with diseases such as rheumatoid arthritis, systemic lupus erythematosus and type 1 diabetes," says Dr Baker.

The development of KB312 could not have happened without the passionate belief in finding this antibody that Derek Hart continued to express, right up until his death from cancer in December 2017. Together with his wife and research partner, Georgina Clark, his dedication brought him to the ANZAC Research Institute after earlier appointments in Brisbane and

Sydney.

Professor Clark says the breakthrough could not have happened without the support of the management of the ANZAC Research Institute and the wonderful team who continue to work on dendritic cells.

"This antibody has come through five institutions and everyone here has put in a huge amount. The guys here have improved the chances of it being successful and could be used in other areas."

"It's a gamble – but that's why we're here, to make life better for people."

As an indication of just how significant the discovery of KB312 could be world-wide, it's been estimated that 12 per cent of the population will be affected by an autoimmune disease in their lifetime. The economic impact of autoimmune diseases in Australia is \$30 billion each year – twice that of cancer. In the US more than 50 million people are affected by autoimmune disease.

Professor David Handelsman, the Institute's Director commented, "This wonderful step forward is the culmination of over 20 years work by Georgina and Derek to create what may easily look like an overnight sensation. We at ANZAC Research Institute are immensely proud of Georgina who has carried this work through to bring their joint discoveries and innovations to an important stage of practical clinical application. It is only with such persistent, inspired and dedicated work that real progress is made in medicine from discoveries, for which the immediate purpose is not always known at the time, to applications that brighten, enhance and prolong the lives of patients".



Associate Professor Georgina Clark (centre- back row) with members of the Dendritic Cell Research group.





# Continuous Service Awards



## Concord staff acknowledged at Continuous Service Awards

On 14 February Concord Hospital hosted an event to recognise longstanding staff for their dedication and commitment to the organisation. An awards ceremony was held where each of the recipients received a pin or medallion to mark their years of service.

One hundred staff were acknowledged at the presentation, and of those, three were presented bronze medallions for 35 years of service. CNS Moira Fraser was acknowledged for her 40-year contribution.

As Moira was unable to attend the event, the plaque was accepted on her behalf by A/DON Helen Goldsack.

Guest speaker and 2019 Pride of Concord Medal winner Professor Judith Trotman spoke on the importance of teamwork, women's leadership and professional growth, inspiring many to continue their great work at the hospital.

Congratulations to all our award recipients. Staff who were unable to attend the luncheon should contact the Marketing and Community Department (Bldg 8A) on ext 77560 or 76038 to arrange collection of their service pin.







# NCVH Update

I am persistent



## Delivering comprehensive care for our veterans

Our NCVH team remains committed to delivering comprehensive care for our veterans. While Concord Hospital is supporting our community in response to COVID-19, NCVH continues to support veterans and their families. We have moved our clinical consultations to online platforms, to continue to provide telehealth case management and mental health support (psychiatry and psychology).

Meanwhile, the Kokoda Track Memorial Walkway Anzac Day commemoration service has been cancelled for 2020. Concord Hospital has a proud history and longstanding connection with our veterans and their loved ones. In early March, RSL NSW cancelled all Anzac Day services due to COVID-19 fears with group gatherings. RSL NSW is calling on people across the state to stand at the end of their driveways or on their balconies to commemorate Anzac Day this year.

With Anzac Day services and marches across the country cancelled because of the ongoing COVID-19 pandemic, RSL NSW acting president Ray James urged Australians to honour the country's servicemen and women in a different way.

"Anzac Day will be commemorated and the Anzacs will not be forgotten," Mr James said.

For those veterans, staff and patients who want to be involved in commemorations there are a few options.

In light of the COVID-19 pandemic, the Australian War Memorial will hold a private, nationally televised Anzac Day commemorative service. This service will be held in the Commemorative Area and Hall of Memory at 5.30 am on Anzac Day. The traditional Dawn Service, National Ceremony and veterans' march will not take place. The event will not be open to the public but will be broadcast live across Australia by the ABC and streamed online.

Please look out for yourselves, your family, friends and neighbours and please reach out if you need - (02) 9767 8669 or SLHD-NCVHConcord@health.nsw.gov.au

## Concord welcomes Anglican Chaplain

### A warm welcome

Concord Hospital warmly welcomes Anglican chaplain Rev Emily Carpenter to the Pastoral Care team. Rev Carpenter will generally be around the hospital from Monday to Friday between 8:30am to 4:30pm. As well as supporting patients, the Anglican chaplain is here to support hospital staff and volunteers as well.

Whether you are religious or not, Rev Carpenter can provide the following:

- To be a listening ear
- Discuss religious/spiritual issues
- Read the bible and pray with you
- Run prayer and meditation sessions
- Run music sessions – can be Christian or non-Christian songs, or a mix.

Emily is interested in meeting with you so that she can learn how she can best support you within her role as chaplain, so please feel free to connect with her.

Her contact details are 9767 7760 or emily.carpenter1@health.nsw.gov.au



Rev Emily Carpenter

# Concord Compliments Corner



I am the pride of Concord

Last week I spent three days in the neurology north wing of Concord Hospital. Could you please pass on to your medical and nursing staff my appreciation of their expertise, professionalism and kindness given to me as an inpatient. I could not fault Concord Hospital. Regards

- Name Withheld

My 93 year-old mother was in the hospital today for day surgery to remove a lesion from her hand.

At her age it was a traumatic experience for her to be in an unfamiliar place with people she did not know. As a result, a bit of that trauma was inflicted on those looking after her.

Thanks to all who looked after her and in particular, the nursing staff who were so patient, caring and respectful after Mum had her operation up until she was discharged. They were wonderful; a credit to themselves, their profession and the Hospital.

Best wishes

- Name Withheld

I would like to convey our appreciation for the care given to my daughter. We arrived at ED via private transport at 9am the reception staff were courteous and efficient, the triage nurse was knowledgeable, professional and friendly. In the department all the staff were caring, efficient and professional. I was particularly impressed with the thoughtfulness of the nursing staff ensuring my daughter was never left uncovered during her ECG. The doctor explained the treatment plan and was very thorough. Could you please pass on our gratitude and kind regards to all the ED staff.

Thank you

- Name Withheld

Today at about 11.30am my 93 year old father was brought to Concord Hospital via ambulance and admitted.

I write to commend your staff and procedures. Everybody appeared well trained, knew their job, had answers to my questions, were well mannered and amongst the staff there was an air of good morale and respect for each other.

I am grateful for having such a capable and pleasant team and facility available. All the staff were great!

In particular I wish to commend ED Doctor "Sammy" who diligently examined my father's condition and prepared him for admission tonight.

Thank you and kind regards

- Name Withheld

I had an appointment at Concord Hospital for an iron infusion and I had an amazing experience that I felt was necessary to share in order to give praise where it's deserved.

From the first minute, I was met by the receptionist who assisted me greatly and helped relieve me of the stress I was feeling. It was explained to me step by step what was going to happen and how long it would take, which made me feel much more confident and calm about what was going to happen. They then called the doctor, Dr Ting, who proceeded with a full check-up and gave the nurses the green light to go ahead and start with the iron infusion. To make my story short, I am writing this to thank everyone for the great, professional service they provided me with. This email is nothing but appreciation and thankfulness for their patience, humanity and the top treatment they gave me. Thank you

- Name Withheld





# Do you know a great Employee?...

# ... Nominate them for Employee of the Month!

Download a nomination form at  
<http://slhd-intranet.sswahs.nsw.gov.au/Forms/CRGHEmpIM.pdf>  
Forward your nomination to  
[SLHD-ConcordHR@health.nsw.gov.au](mailto:SLHD-ConcordHR@health.nsw.gov.au) and please include  
reasons why this employee is deserving of this award.

