

STATEMENT ON MATERNITY SERVICES

Canberra Health Services is concerned that unsubstantiated claims made by anonymous individuals in submissions to the Legislative Assembly Inquiry into Maternity Services in the ACT are being presented as facts in media reports.

The allegations are misleading and unfair and likely to lead to unnecessary concerns in the community about public maternity services in the territory.

Further, the unsubstantiated allegations are an unfair attack upon the dedicated and caring staff of CHS.

The media headlines do not reflect the unsubstantiated nature of the allegations.

This is occurring before the Standing Committee on Health, Ageing and Community Services has begun to hear evidence. Public hearings are not scheduled to take place until the middle of the year.

The committed and hard-working staff of the Centenary Hospital for Women and Children provide safe and high quality care in a modern and well-equipped facility.

Feedback CHS receives in relation to patients' experience of treatment in the Centenary Hospital for Women and Children is overwhelmingly positive.

CHS encourage all patients, including those who have had a positive experience, to lodge a submission to the inquiry.

CHS is committed to working with maternity staff to address issues impacting patient care or the wellbeing of our staff.

There are processes in place at CHS for staff to raise any concerns about clinical service delivery.

In addition, since joining CHS in October 2018, CEO Bernadette McDonald has encouraged staff who have such concerns to contact her via email, make an appointment to see her or take up her standing invitation to join her for lunch in the staff cafeteria one day a week.

"We're a team and we need to work together to make sure that CHS's service is the best that it can be," Ms McDonald said.

"I am incredibly proud of the great work our maternity staff do each day and am very disappointed that they are being subjected to publication of unsubstantiated claims about their professional practice."

Ms McDonald said CHS was working actively to recruit more midwives and to retain those already working at the Centenary Hospital to address staffing issues that occur at times. She noted that there was currently a national shortage of midwives.

Members of the public who wish to provide feedback on CHS's maternity services can make a submission to the inquiry by emailing LACommitteeHACS@parliament.act.gov.au.

CHS encourages them to also contact its Consumer Feedback team on (02) 6207 7627 or via email at healthfeedback@act.gov.au.

Whittall, Christine (Health)

From: Harper, Charlotte (Health)
Sent: Wednesday, 8 May 2019 2:32 PM
To: Whittall, Christine (Health)
Subject: Email 13 [SEC=UNCLASSIFIED]
Attachments: STATEMENT ON MATERNITY SERVICES.docx

From: Harper, Charlotte (Health)
Sent: Tuesday, 12 March 2019 1:25 PM
To: CEOHealth <CEOHealth@act.gov.au>
Cc: Tzavalas, Olivia (Health) <Olivia.Tzavalas@act.gov.au>
Subject: FW: Updated maternity statement [SEC=UNCLASSIFIED]

Hi Bernadette,

Updated media statement taking in solicitor's advice for your approval.

Thanks,

Charlotte

STATEMENT ON MATERNITY SERVICES

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Whittall, Christine (Health)

From: Harper, Charlotte (Health)
Sent: Wednesday, 8 May 2019 2:32 PM
To: Whittall, Christine (Health)
Subject: Email 14 [SEC=UNCLASSIFIED]
Attachments: STATEMENT ON MATERNITY SERVICES.docx

From: Harper, Charlotte (Health)
Sent: Tuesday, 12 March 2019 2:10 PM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: Maternity services statement

Hi Claire,

Media statement as discussed - CHS rather than Ministerial.

C

Whittall, Christine (Health)

From: Harper, Charlotte (Health)
Sent: Wednesday, 8 May 2019 2:33 PM
To: Whittall, Christine (Health)
Subject: Email 15 [SEC=UNCLASSIFIED]
Attachments: maternity all staff email v2.docx

From: Harper, Charlotte (Health)
Sent: Tuesday, 12 March 2019 4:34 PM
To: CEOHealth <CEOHealth@act.gov.au>
Cc: Tzavalas, Olivia (Health) <Olivia.Tzavalas@act.gov.au>; Greenaway, Elaine (Health) <Elaine.Greenaway@act.gov.au>; Douglas, Cynthia (Health) <Cynthia.Douglas@act.gov.au>; Canberra Health Services Media <CHSmedia@act.gov.au>
Subject: All staff message [SEC=UNCLASSIFIED]

Hi Bernadette,

Draft all-staff message attached for your clearance.

Kind regards,

Charlotte Harper | Media Manager
Communications and Government Relations Unit | Canberra Health Services | ACT Government
Phone: (02) 5124 9526 | 0466 382 078 | Email: charlotte.harper@act.gov.au
Level 3, 6 Bowes Street, Phillip ACT 2606 | GPO Box 825, Canberra City ACT 2601 | www.health.act.gov.au

Canberra Health Services media on-call phone: 0466 948 935

Good afternoon,

As some of you may be aware, yesterday (March 11 2019) the Canberra Times published an article containing unsubstantiated claims about the conduct of staff at the Centenary Hospital for Women and Children.

The article referenced claims made by a midwife in a submission to the Legislative Assembly's Inquiry into Maternity Services in the ACT.

The midwife made the submission anonymously and has not raised the matters set out in the submission with Executive Director, Women Youth and Children nor with me, though we would welcome the opportunity to discuss them with him or her.

While it would not be appropriate or possible for me to write to you to comment on all media coverage about our health service, I wanted to do so on this occasion to express my disappointment and frustration about the nature of the article.

I am incredibly proud of the great work our maternity staff do each day and am very disappointed that they are being subjected to publication of unsubstantiated claims about their professional practice.

The allegations are misleading and unfair and the media headlines do not reflect the unsubstantiated nature of the allegations.

I have expressed my concerns to the publication involved and will seek advice about what other action can or should be taken in relation to the article.

While we cannot control what is said about CHS, we can improve the way we identify and address issues internally, and should do so wherever possible.

If you have concerns about the quality and safety of the care we deliver, I want you to raise them, but to do so through the appropriate channels – in the first instance through your manager. If you don't feel comfortable doing so, or you have done so and don't feel that appropriate action has not been taken, please talk to me. Send me an email, give me a call or join me for lunch and a chat in the cafeteria. I genuinely want to hear from you and to support you to do the best job you can.

This is not about hiding issues, it's about identifying them early and working together to address them.

Conversely, if you would like to make a positive submission to the maternity inquiry about the care we provide to our patients, I would encourage you to do so by emailing LACommitteeHACS@parliament.act.gov.au.

I want to end by saying that the Canberra Times article is in no way a reflection of the public's perception of our health service, or the standard of care we deliver.

Feedback CHS receives in relation to patients' experience of treatment in the Centenary Hospital for Women and Children is overwhelmingly positive.

Each day I receive feedback from members of the public expressing their gratitude for the high quality care they received throughout CHS's healthcare facilities. From these people and from me, thank you.

Bernadette

**Chief Executive Officer
Canberra Health Services**

Whittall, Christine (Health)

From: Harper, Charlotte (Health)
Sent: Wednesday, 8 May 2019 2:34 PM
To: Whittall, Christine (Health)
Subject: Email 16 [SEC=UNCLASSIFIED]

From: Harper, Charlotte (Health)
Sent: Wednesday, 13 March 2019 11:58 AM
To: Chatham, Elizabeth (Health) <Elizabeth.Chatham@act.gov.au>
Subject: RE: Letter to the CT Editor [SEC=UNCLASSIFIED]

What an excellent letter! I have forwarded to Cynthia re social suggestion.

From: Chatham, Elizabeth (Health)
Sent: Wednesday, 13 March 2019 11:53 AM
To: Harper, Charlotte (Health) <Charlotte.Harper@act.gov.au>
Subject: FW: Letter to the CT Editor

See below Could we put on our facebook page?

Elizabeth Chatham

Executive Director
 Ph 02 6174 7389
 Division of Women, Youth & Children

Care ▲ Excellence ▲ Collaboration ▲ Integrity



From: Kate Gorman [<mailto:KateGorman@hcca.org.au>]
Sent: Wednesday, 13 March 2019 11:03 AM
To: McDonald, Bernadette (Health) <Bernadette.McDonald@act.gov.au>; Chatham, Elizabeth (Health) <Elizabeth.Chatham@act.gov.au>
Cc: Darlene Cox <DarleneCox@hcca.org.au>
Subject: Letter to the CT Editor

Good morning Bernadette and Liz,
 Please find attached HCCA's letter to the Canberra Times Editor in response to the article published on Sunday.
 Kind regards
 Kate

Kate Gorman

Manager | Consumer and Community Participation | Health Care Consumers' Association Inc
 100 Maitland Street, Hackett ACT 2602 | T: 02 6230 7800 | E: kategorman@hcca.org.au
hcca.org.au | hcca-act.blogspot.com | [facebook.com/HCCA.ACT](https://www.facebook.com/HCCA.ACT) | twitter: @HealthCanberra

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HCCA has flexible work practices, and I may be working at unusual times. If you receive my emails outside of standard work hours, please know that I have no expectation that you will respond outside of your own work hours.

From: Kate Gorman
Sent: Tuesday, 12 March 2019 5:40 PM
To: 'letters.editor@canberratimes.com.au' <letters.editor@canberratimes.com.au>
Cc: Darlene Cox <DarleneCox@hcca.org.au>
Subject: Letter to the Editor

Dear Editor,

Please accept this letter from the Health Care Consumers Association, in response to the article of 11 March "Vaginal examinations done without consent at Canberra Hospital".

Kind regards
Kate Gorman

Kate Gorman
Manager | Consumer and Community Participation | Health Care Consumers' Association Inc
100 Maitland Street, Hackett ACT 2602 | T: 02 6230 7800 | E: kategorman@hcca.org.au
hcca.org.au | hcca-act.blogspot.com | [facebook.com/HCCA.ACT](https://www.facebook.com/HCCA.ACT) | twitter: @HealthCanberra

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Whittall, Christine (Health)

From: Harper, Charlotte (Health)
Sent: Wednesday, 8 May 2019 2:34 PM
To: Whittall, Christine (Health)
Subject: Email 17 [SEC=UNCLASSIFIED]
Attachments: CT Ed letter- Maternity issues 11 March 2019.docx

From: Harper, Charlotte (Health)
Sent: Wednesday, 13 March 2019 12:02 PM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: FW: Letter to the CT Editor [SEC=UNCLASSIFIED]



Health Care Consumers' Association Inc
 100 Maitland Street
 HACKETT ACT 2602
 Phone: 02 6230 7800
 Fax: 02 6230 7833
 Email: adminofficer@hcca.org.au
 ABN: 59 698 548 902

I am writing to express Health Care Consumer's concern with the article in the Canberra Times on Monday 11 March 2019 headlined "Chaos at Hospital".

The crux of the article is "a midwife says that a woman said that a procedure was done to her without consent". I do not have any knowledge of the truth of the claims in the article. However it is not fair and balanced reporting. What the woman actually said is not produced. The woman has not been spoken to further. No clinicians or other staff have been interviewed for their perspective on this claim. Nor have any other consumers been asked their experiences. No evidence of this happening in a systemic way (as the online headline indicates) is produced.

Stories like this continue to undermine community confidence in our local maternity services. The continuous trashing of Canberra Health Services, under the cover of 'reporting' is doing a great disservice to the community who need to understand the reality of their health system and how it's performing, so they can have confidence in seeking health care when they need it.

HCCA staff have seen recent data which compares the Centenary Hospital quality and safety data with equivalent services in Australia. They do at least as well as equivalent Australian hospitals and in many cases the Centenary Hospital is in the top cohort.

There is a clear need for better public reporting on quality and safety data about our health system. If this material was in the public domain it would be easier for consumers and citizens to have real information about the quality of care, and make informed choices for themselves.

How about an article- "In a recent survey of discharged patients, 100% of patients from the Centenary Hospital for Women and Children would recommend Canberra Hospital to family & friends"? Perhaps that's not controversial enough to be news. But it is evidence based.

Yours sincerely

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

Dr Alan Thomas
 President, HCCA
 12 March 2019

Whittall, Christine (Health)

From: Harper, Charlotte (Health) on behalf of Canberra Health Services Media
Sent: Wednesday, 8 May 2019 2:57 PM
To: Whittall, Christine (Health)
Subject: Email 25 [SEC=UNCLASSIFIED]

From: Harper, Charlotte (Health) **On Behalf Of** Canberra Health Services Media
Sent: Tuesday, 12 March 2019 6:08 PM
To: Lim, Boon (Health) <Boon.Lim@act.gov.au>
Subject: FW: Canberra Health Services Media Release - Statement on Maternity Inquiry [SEC=UNCLASSIFIED]

Hi Boon,

Please find media release below.

Kind regards,

Charlotte

From: Harper, Charlotte (Health) **On Behalf Of** Canberra Health Services Media
Sent: Tuesday, 12 March 2019 4:48 PM

To: [REDACTED] Alexander, Tonia (Health) <Tonia.Alexander@act.gov.au>;
[REDACTED]
[REDACTED]; Attridge, Vanessa <VanessaS.Attridge@act.gov.au>;
[REDACTED] Bone, Chris (Health) <Chris.Bone@act.gov.au>; byrne.elizabeth@abc.net.au;
[REDACTED]
[REDACTED] Douglas, Cynthia (Health) <Cynthia.Douglas@act.gov.au>; Dugdale, Paul
(Health) <Paul.Dugdale@act.gov.au>;
[REDACTED]
[REDACTED] Harper, Charlotte
(Health) <Charlotte.Harper2@act.gov.au>; [REDACTED] Health Media <HealthMedia@act.gov.au>;
[REDACTED]
[REDACTED] Johnston, ClaireV <ClaireV.Johnston@act.gov.au>;
[REDACTED] Kelly, Paul (Health)
<Paul.Kelly@act.gov.au>; [REDACTED]
[REDACTED] McConachie, Alex (Health)
<Alex.McConachie@act.gov.au>; McDonald, Bernadette (Health) <Bernadette.McDonald@act.gov.au>;
[REDACTED]
[REDACTED] Paviour, Mark
<Mark.Paviour@act.gov.au>; Phillips, Georgia <Georgia.Phillips@act.gov.au>; Pulli, Tracey (Health)
<Tracey.Pulli@act.gov.au>; [REDACTED]
[REDACTED] Walsh, Jack (Health) <Jack.Walsh@act.gov.au>; [REDACTED]

Cc: Canberra Health Services Media <CHSmedia@act.gov.au>

Subject: Canberra Health Services Media Release - Statement on Maternity Inquiry [SEC=UNCLASSIFIED]



Media release

12 March 2019

Statement on Maternity Inquiry

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Statement ends

Media contact/s:

Canberra Health Services Media M 0466 948 935 E chsmedia@act.gov.au

ACT Government | Canberra Health Services



GPO Box 158, Canberra ACT 2601



0466 948 935



www.health.act.gov.au

Whittall, Christine (Health)

From: Darlene Cox <DarleneCox@hcca.org.au>
Sent: Monday, 11 March 2019 11:19 AM
To: Chatham, Elizabeth (Health); McDonald, Bernadette (Health); Bone, Chris (Health); Harper, Charlotte (Health); Hammat, Janine (Health); Lamb, Denise (Health); Carlisle, Hazel (Health); Chaudhari, Tejasvi (Health); Cleary, Donna (Health); Colliver, Deborah (Health); Davis, Deborah (Health); Edwards, Stephanie (Health); Faichney, Karen (Health); George Malecky; Golley, Pip (Health); Guinard, Tarryn (Health); Kecskes, Zsuzsoka (Health); Lang, Samantha (Health); Lim, Boon (Health); Maher, Penny (Health); Mitchell, Anne (Health); Moore, Alison (TCH) (Health); O'Neill, Cathy (Health); Peek, Michael (Health); Prof Robson; Raco, Ida (Health); Ringland, Cathy (Health); Roberson, Bronwyn (Health); Robson, Stephen (Health); Sansum, Catherine (Health); Soufan, Abel (Health); Warwick, Linda (Health)
Cc: Marcia Williams; matthew@anmfact.org.au
Subject: Re: CT Article 11 March re Maternity Service at CHS [SEC=UNCLASSIFIED]

I feel for you and your team Liz.

From my perspective this is a clear demonstration of the need for better public reporting on quality and safety indicators. If this material was in the public domain it would be easier for you to tell your story. And better for women and families who are currently using services (or may in the near future) and may lose confidence in the quality and safety of care at CHWC after reading articles like this in the CT.

Darlene Cox (she/her/hers)
 Executive Director | Health Care Consumers' Association Inc | Canberra
 T: 02 6230 7800 | M: 0429 653 890

----- Reply message -----

From: "Chatham, Elizabeth (Health)" <Elizabeth.Chatham@act.gov.au>
To: "McDonald, Bernadette (Health)" <Bernadette.McDonald@act.gov.au>, "Bone, Chris (Health)" <Chris.Bone@act.gov.au>, "Harper, Charlotte (Health)" <Charlotte.Harper@act.gov.au>, "Hammat, Janine (Health)" <Janine.Hammat@act.gov.au>, "Lamb, Denise (Health)" <Denise.Lamb@act.gov.au>, "Carlisle, Hazel (Health)" <Hazel.Carlisle@act.gov.au>, "Chaudhari, Tejasvi (Health)" <Tejasvi.Chaudhari@act.gov.au>, "Cleary, Donna (Health)" <Donna.Cleary@act.gov.au>, "Colliver, Deborah (Health)" <Deborah.Colliver@act.gov.au>, "Davis, Deborah (Health)" <Deborah.Davis@act.gov.au>, "Edwards, Stephanie (Health)" <Stephanie.A.Edwards@act.gov.au>, "Faichney, Karen (Health)" <Karen.Faichney@act.gov.au>, "Golley, Pip (Health)" <Pip.Golley@act.gov.au>, "Guinard, Tarryn (Health)" <Tarryn.Guinard@act.gov.au>, "Kecskes, Zsuzsoka (Health)" <Zsuzsoka.Kecskes@act.gov.au>, "Lang, Samantha (Health)" <Samantha.Lang@act.gov.au>, "Lim, Boon (Health)" <Boon.Lim@act.gov.au>, "Maher, Penny (Health)" <Penny.Maher@act.gov.au>, "Mitchell, Anne (Health)" <Anne.Mitchell@act.gov.au>, "Moore, Alison (TCH) (Health)" <Alison.Moore@act.gov.au>, "O'Neill, Cathy (Health)" <Cathy.O'Neill@act.gov.au>, "Peek, Michael (Health)" <Michael.PEEK@act.gov.au>, "Prof Robson" <stephen.robson@anu.edu.au>, "Raco, Ida (Health)" <Ida.Raco@act.gov.au>, "Ringland, Cathy (Health)" <Cathy.Ringland@act.gov.au>, "Roberson, Bronwyn (Health)" <Bronwyn.Roberson@act.gov.au>, "Robson, Stephen (Health)" <Stephen.Robson@act.gov.au>, "Sansum, Catherine (Health)" <Catherine.Sansum@act.gov.au>, "Soufan, Abel (Health)" <Abel.Soufan@act.gov.au>, "Warwick, Linda (Health)" <Linda.Warwick@act.gov.au>

Subject: CT Article 11 March re Maternity Service at CHS [SEC=UNCLASSIFIED]

Date: Mon., Mar. 11, 2019 10:52 AM

Dear All,

I feel angry and distressed about today's CT article. Please find attached the Maternity Services submission to the enquiry FYI. . Benchmarked against peers we are constantly a high performing maternity service.

In information I received on Friday I read the following: In 1 October to 31 December 2018 on the question "would you recommend CHS to family and friends?" the WYC Division scored 100% from women. On the question "Overall how would you rate your care?" the WYC Division received 93%. These scores are the highest amongst the CHS Division. The survey that this data comes from is an adult inpatient survey that in the Division WYC only refers only to maternity patient, as our other inpatient are children and babies

We have delivered almost 18,000 babies since the CHWC opened. There are only 38 submissions to the Maternity enquiry. Less than 10 are from consumers with poor experiences of care. All with lessons that we can learn from. One submission was from a Midwife from CHS who raised issues referred to in the article. The submission from ANMF raised midwife shortages but not quality and safety.

Constant negative media stories leads to unfounded community concern about the quality and safety of the maternity service at CHWC and damages the reputation and morale of our doctors, midwives and allied health staff. Women planning to birth at CHWC should feel confident in the care that they will receive.

Bernadette Odonnell' our CEO s seeking a right of reply in tomorrow's media.

I feel very proud of the maternity service. Please remind staff that EAP is available. Please distribute this email to your staff.

Regards

Liz Chatham

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Whittall, Christine (Health)

From: Kate Gorman <KateGorman@hcca.org.au>
Sent: Tuesday, 12 March 2019 2:02 PM
To: McDonald, Bernadette (Health)
Cc: Darlene Cox
Subject: Canberra Times article

Hello Bernadette

We're doing a few things in response to the Maternity issue. A letter to the CT editor, a piece in our newsletter, possibly something in RiotACT.

Can I have your permission to use this quote from the Quality and Safety report tabled today at HSEC?

"In a recent survey of discharged patients, 100% of respondents from the Centenary Hospital for Women and Children would recommend Canberra Hospital to family & friends"

Thanks
Kate

Kate Gorman

Manager | Consumer and Community Participation | Health Care Consumers' Association Inc
100 Maitland Street, Hackett ACT 2602 | T: 02 6230 7800 | E: kategorman@hcca.org.au
hcca.org.au | hcca-act.blogspot.com | [facebook.com/HCCA.ACT](https://www.facebook.com/HCCA.ACT) | twitter: @HealthCanberra

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Whittall, Christine (Health)

From: Kate Gorman <KateGorman@hcca.org.au>
Sent: Tuesday, 12 March 2019 3:11 PM
To: McDonald, Bernadette (Health)
Subject: RE: Canberra Times article

Thanks Bernadette, I know it's not large- but I'm just using it to make a point...
 And the 18 consumers in that sample is much larger than the Canberra Times sample size of 1!
 Kate

Kate Gorman

Manager | Consumer and Community Participation | Health Care Consumers' Association Inc
 100 Maitland Street, Hackett ACT 2602 | T: 02 6230 7800 | E: kategorman@hcca.org.au
hcca.org.au | hcca-act.blogspot.com | [facebook.com/HCCA.ACT](https://www.facebook.com/HCCA.ACT) | twitter: @HealthCanberra

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From: McDonald, Bernadette (Health) [mailto:Bernadette.McDonald@act.gov.au]
Sent: Tuesday, 12 March 2019 2:54 PM
To: Kate Gorman <KateGorman@hcca.org.au>
Cc: Darlene Cox <DarleneCox@hcca.org.au>
Subject: RE: Canberra Times article

UNCLASSIFIED

Kate, happy for you to use however the numbers are not large as a sample, the phrase we are using is that the 'feedback we receive from our consumers is overwhelmingly positive'.

Thanks for your support

Regards

Bernadette

Bernadette McDonald
Chief Executive Officer
 Canberra Health Services

Phone: 02 5124 2728 | **Email:** bernadette.mcdonald@act.gov.au
 Building 24, Level 2, Canberra Hospital, Yamba Drive, Garran ACT 2605

Care | Excellence | Collaboration | Integrity



ACT
 Government

**Canberra Health
 Services**

From: Kate Gorman <KateGorman@hcca.org.au>
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To: McDonald, Bernadette (Health) <Bernadette.McDonald@act.gov.au>
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Thanks

Kate

Kate Gorman

Manager | Consumer and Community Participation | Health Care Consumers' Association Inc
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Whittall, Christine (Health)

From: McDonald, Bernadette (Health)
Sent: Tuesday, 12 March 2019 4:40 PM
To: Kate Gorman
Subject: RE: Canberra Times article

UNCLASSIFIED

Agree thanks Kate

Bernadette McDonald
Chief Executive Officer
 Canberra Health Services

Phone: 02 5124 2728 | **Email:** bernadette.McDonald@act.gov.au
 Building 24, Level 2, Canberra Hospital, Yamba Drive, Garran ACT 2605

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**Canberra Health
 Services**

From: Kate Gorman <KateGorman@hcca.org.au>
Sent: Tuesday, 12 March 2019 3:11 PM
To: McDonald, Bernadette (Health) <Bernadette.McDonald@act.gov.au>
Subject: RE: Canberra Times article

Thanks Bernadette, I know it's not large- but I'm just using it to make a point...
 And the 18 consumers in that sample is much larger than the Canberra Times sample size of 1!
 Kate

Kate Gorman
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From: McDonald, Bernadette (Health) [<mailto:Bernadette.McDonald@act.gov.au>]
Sent: Tuesday, 12 March 2019 2:54 PM
To: Kate Gorman <KateGorman@hcca.org.au>
Cc: Darlene Cox <DarleneCox@hcca.org.au>
Subject: RE: Canberra Times article

UNCLASSIFIED

Kate, happy for you to use however the numbers are not large as a sample, the phrase we are using is that the 'feedback we receive from our consumers is overwhelmingly positive'.
 Thanks for your support

Regards
Bernadette

Bernadette McDonald
Chief Executive Officer
Canberra Health Services

Phone: 02 5124 2728 | Email: bernadette.McDonald@act.gov.au
Building 24, Level 2, Canberra Hospital, Yamba Drive, Garran ACT 2605

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**Canberra Health
Services**

From: Kate Gorman <KateGorman@hcca.org.au>
Sent: Tuesday, 12 March 2019 2:02 PM
To: McDonald, Bernadette (Health) <Bernadette.McDonald@act.gov.au>
Cc: Darlene Cox <DarleneCox@hcca.org.au>
Subject: Canberra Times article

Hello Bernadette

We're doing a few things in response to the Maternity issue. A letter to the CT editor, a piece in our newsletter, possibly something in RiotACT.

Can I have your permission to use this quote from the Quality and Safety report tabled today at HSEC?

"In a recent survey of discharged patients, 100% of respondents from the Centenary Hospital for Women and Children would recommend Canberra Hospital to family & friends"

Thanks
Kate

Kate Gorman

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Whittall, Christine (Health)

From: Kate Gorman <KateGorman@hcca.org.au>
Sent: Wednesday, 13 March 2019 11:03 AM
To: McDonald, Bernadette (Health); Chatham, Elizabeth (Health)
Cc: Darlene Cox
Subject: Letter to the CT Editor
Attachments: CT Ed letter- Maternity issues 11 March 2019.docx

Good morning Bernadette and Liz,
 Please find attached HCCA's letter to the Canberra Times Editor in response to the article published on Sunday.
 Kind regards
 Kate

Kate Gorman
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From: Kate Gorman
Sent: Tuesday, 12 March 2019 5:40 PM
To: 'letters.editor@canberratimes.com.au' <letters.editor@canberratimes.com.au>
Cc: Darlene Cox <DarleneCox@hcca.org.au>
Subject: Letter to the Editor

Dear Editor,

Please accept this letter from the Health Care Consumers Association, in response to the article of 11 March "Vaginal examinations done without consent at Canberra Hospital".

Kind regards
 Kate Gorman

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 100 Maitland Street
 HACKETT ACT 2602
 Phone: 02 6230 7800
 Fax: 02 6230 7833
 Email: adminofficer@hcca.org.au
 ABN: 59 698 548 902

I am writing to express Health Care Consumer's concern with the article in the Canberra Times on Monday 11 March 2019 headlined "Chaos at Hospital".

The crux of the article is "a midwife says that a woman said that a procedure was done to her without consent". I do not have any knowledge of the truth of the claims in the article. However it is not fair and balanced reporting. What the woman actually said is not produced. The woman has not been spoken to further. No clinicians or other staff have been interviewed for their perspective on this claim. Nor have any other consumers been asked their experiences. No evidence of this happening in a systemic way (as the online headline indicates) is produced.

Stories like this continue to undermine community confidence in our local maternity services. The continuous trashing of Canberra Health Services, under the cover of 'reporting' is doing a great disservice to the community who need to understand the reality of their health system and how it's performing, so they can have confidence in seeking health care when they need it.

HCCA staff have seen recent data which compares the Centenary Hospital quality and safety data with equivalent services in Australia. They do at least as well as equivalent Australian hospitals and in many cases the Centenary Hospital is in the top cohort.

There is a clear need for better public reporting on quality and safety data about our health system. If this material was in the public domain it would be easier for consumers and citizens to have real information about the quality of care, and make informed choices for themselves.

How about an article- "In a recent survey of discharged patients, 100% of patients from the Centenary Hospital for Women and Children would recommend Canberra Hospital to family & friends"? Perhaps that's not controversial enough to be news. But it is evidence based.

Yours sincerely

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

Dr Alan Thomas
 President, HCCA
 12 March 2019

Whittall, Christine (Health)

From: Chatham, Elizabeth (Health)
Sent: Wednesday, 13 March 2019 11:24 AM
To: Kate Gorman; McDonald, Bernadette (Health)
Cc: Darlene Cox
Subject: RE: Letter to the CT Editor

Thank you All I can say is this level of support for your organisation means a lot to the maternity services and to me. Fingers crossed they print it

Elizabeth Chatham

Executive Director
 Ph 02 6174 7389
 Division of Women, Youth & Children

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From: Kate Gorman [mailto:KateGorman@hcca.org.au]
Sent: Wednesday, 13 March 2019 11:03 AM
To: McDonald, Bernadette (Health) <Bernadette.McDonald@act.gov.au>; Chatham, Elizabeth (Health) <Elizabeth.Chatham@act.gov.au>
Cc: Darlene Cox <DarleneCox@hcca.org.au>
Subject: Letter to the CT Editor

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Whittall, Christine (Health)

From: Kate Gorman <KateGorman@hcca.org.au>
Sent: Wednesday, 13 March 2019 11:27 AM
To: Chatham, Elizabeth (Health); McDonald, Bernadette (Health)
Cc: Darlene Cox
Subject: Re: Letter to the CT Editor

We'll be distributing it to our membership via our newsletter.

K

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Sent: Wednesday, March 13, 2019 11:24 am
To: Kate Gorman; McDonald, Bernadette (Health)
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