
**Chief Executive's Report to the Finance, Risk and Performance Committee,
Board, Audit & Risk Committee and the NSLHD Board
June 2019**

NSLHD PERFORMANCE

NSLHD remains on Performance Level 0.

SAFETY AND QUALITY

The first meeting of the newly formed Patient Experience Steering Committee (PEXSC) was held in April 2019. The PEXSC is co-chaired by the Chief Executive and the Director of Clinical Governance. The Committee's primary responsibility is to provide leadership, set the strategic direction for patient experience, and support the implementation of a patient experience roadmap, across all levels of the organisation.

An Accreditation Workshop focusing on the National Safety and Quality Health Service (NSQHS) Standard 5, Comprehensive Care was held in June. Sixty participants from across the District, from all disciplines attended to consider the patient journey and how integrated best practice can be achieved.

Quality Audit Reporting System (QARS) official launch is planned across the District during June / July 2019. A training package and a number of resources (to be made available on the intranet) have been developed for Auditors and Reviewers (unit/facility managers completing action plans). These resources were presented to the NSLHD QARS Governance Group. Rolling 30 minute presentations over 1-2 days in each facility will be delivered by Clinical Governance Unit staff across all sites.

PERFORMANCE¹

Summary

In April 2019 NSLHD experienced increases at Ryde and Hornsby Hospitals, with ED presentations increasing by 8.2% and 12.7% respectively. ED presentations at RNSH were down by 2.6% for the month.

NSLHD continues to perform strongly for Transfer of Care, achieving 94% for April 2019, an increase of 1% from the month prior. ETP for the month was 72%, an increase of 4% from the month prior despite increases in activity.

NSLHD had zero patients overdue for elective surgery at the end April 2019.

ED Presentations

ED presentations to NSLHD for April 2019 were 0.7% above target for the month, and increased by 3.2% (434 presentations) compared to April 2018.

Year to date, NSLHD ED presentations are 1% under the activity target, however have increased by 0.7% compared to the same period last year. The uplift in presentations from the exceptional winter of 2017 continues to mask the year on year growth in ED presentations in year to date figures.

¹ This data is for RNSH, Ryde and Hornsby. NBH data is contained within a separate section

The Urgent Care Centre at Mona Vale had 1655 presentations in April 2019; this is an increase on the month prior and the highest number of presentations since the commencement of services.

Emergency Treatment Performance (ETP)

ETP for NSLHD was 72% in April 2019 against the target of 81%.

Within this, ETP was 83% at Ryde.

ETP was 78% at Hornsby, the same as April 2018 and an improvement from 74% in March 2019. A number of processes were implemented at Hornsby which contributed to this improvement, including revised processes for the Patient Flow Manager, and increased utilisation of the ED Short Stay Unit and Medical Assessment Units.

ETP at RNSH was 65% for April 2019, an increase of 2% compared to April 2018. Paediatric admitted ETP has continued to increase. In April Paediatric admitted ETP increased a further 4.4%, following the 10% increase the prior month. For adult patients, a number of factors have contributed to the improved ETP. The Emergency Medical Unit (EMU) ETP increased from 56.7% in March to 63.9% in April 2019. Additionally the 'Bed Ready' project continues and has delivered a 19 minute improvement in admission to bed ready time and a 5 minute improvement in the bed ready to transfer time between March and April 2019.

Transfer of Care (TOC)

NSLHD continues to perform strongly against this indicator, achieving 94% for April 2019, an increase of 1% from the month prior.

In March 2019, Ryde achieved TOC of 99% Hornsby achieved TOC of 97% and RNSH achieved TOC of 91%.

Emergency Department (ED) Triage

NSLHD met the ED triage targets for all categories for April 2019.

Within this all triage category targets were met by all facilities.

Elective Surgery Access Performance (ESAP)

At the end of April 2019 there were no patients overdue for elective surgery.

ESAP for category 1 patients was 99% against the target of 100%. This was due to a data error. The administrative processes for managing the waitlist are now under review to prevent future data errors.

Average Length of Stay

The rolling 12 month ALOS;

Hornsby is 3.75 days, a small increase of 0.14 days from the year prior;

RNSH is stable at 5.05 days, compared to 5.09 days the year prior;

Ryde is stable at 4.07 days, compared to 4.08 days the year prior.

Northern Beaches Hospital

In April 2019, the NBH received 5124 ED presentations. NBH achieved ETP of 71.5%, an increase from 67.9% the month prior.

NBH continues to perform strongly against TOC with a result of 99% in April 2019, the fifth consecutive month of meeting the target of 90%.

There were no patients overdue for surgery at the end of April 2019.

FINANCIAL PERFORMANCE

The LHD's NCOS for May was \$2.97M (2.1%) favourable, resulting in an improved YTD result of \$26.03M (2%) unfavourable.

Total NSLHD Own Sources Revenue was \$1.9M unfavourable for the month and \$1.1M (0.5%) favourable YTD. The unfavourability for the month is mainly due to lower patient fees conversion to private patient billings at RNSH and correction of an over accrual (\$0.5M).

ACTIVITY BASED FUNDING

Acute ABF separations for April were 0.1% over target for NSLHD (excl Northern Beaches Hospital). RNSH and Hornsby were 0.4% and 2.2% below target respectively, and Ryde was 7.9% over target.

Apr YTD Separations are 1.6% above target, with RNSH driving the majority of the increase (3.2% over target).

NWAU

Acute NWAU for Apr was 1.0% below target for NSLHD (excl Northern Beaches Hospital), driven by RNSH (-2.6%). Hornsby and Ryde were 2.0% and 6.5% above target respectively.

RNSH's acute performance is driven by a decrease in volume compared to target, mainly from unplanned Orthopaedics, General Medicine and Obstetrics. Similarly with Ryde, the increase in NWAU is driven by an increase in activity, mainly in both planned and unplanned Orthopaedics.

Hornsby saw a decrease in separations but an increase in NWAU due to an increase in complexity in Orthopaedics and General Medicine patients.

Apr YTD NWAU (excl Northern Beaches Hospital) is 1.6% above target, with RNSH and Ryde 3.2% and 1.1% over target respectively. Hornsby is 2.6% below target YTD.

OPERATIONS

Innovation Program

Finalists for 2019 Round 2 were presented on 11 June, with joint winners. The program has now funded 17 projects around the District.

My Surgery Journey, a successful project from December 2017 will commence implementation of their initiative in June. My Surgery Journey will provide pre and post-surgery information to patients at all NSLHD sites. To complement this, in a NSW Health first, SMS reminders will also be sent to all patients regarding fasting times/reminders and appointment information.

PADDLE, the patient reported discharge letter, funded in December 2017 has been implemented on the cardiac ward of RNSH with great success. The project team have now successfully partnered with HETI to create an online learning model, teaching all clinical staff how to create patient centred letters with information at the appropriate health literacy level.

COMMUNICATIONS

Media

- Approximately 73 249 people were reached with the NSLHD Facebook pages.
- Two District newsletters were published to celebrate the achievements of staff, promote their work and provide staff with information.
- Stage 2 redevelopment community newsletter distributed to local homes and published on the NSLHD website
- Media release supplied to SMH on heart research
- Media planning for research with Professor Jim Elliott
- Media story on Channel 9 with Pain Management Research Centre on a pain management device
- Media story on Channel 7 about \$5M donation to the Adolescent and Young Adult Hospice
- Media coverage in Hornsby Advocate of Kolling scientist whose son painted his portrait and is a finalist in the Young Archies.

Projects

- Communication planning for the introduction of the Patient Queue Management System in Medical Imaging at Hornsby Hospital
- Photography undertaken of researchers for communication material continues
- Filming continuing of researchers for video showcasing research
- Ongoing communication on Mona Vale Hospital redevelopment works
- The Child, Youth and Family website was launched and well received by staff and consumers
- NSLHD Flu campaign continues with an online Flu Portal for staff to register their details prior to attending a clinic, social media promotion and all staff reminder emails have also been circulated to encourage staff.
- Work continues on the launch of the NSLHD Workplace Giving Program set to be implemented in time for the new financial year including, design and build of online portal, and design of promotional material.
- People Matter Employment Survey opened on Thursday May 30. Participation is being promoted through the district newsletter, intranet and staff emails.
- Corporate Communications is working in conjunction with the Innovation Team to review Premier Awards and NSW Health Awards prior to submission.
- Corporate Communications team is working with Health promotions on draft communications plans for R U OK Day and Steptember campaigns.
- Work on communication strategy for the proposed RNSH campus Lot 4b development and Health and Education precinct.

Events

- RNSH Volunteer Appreciation Day was held on Monday May 20 with Guest speaker Mr John Brogden, Lifeline Chairman. Volunteer Appreciation Day was also celebrated at Ryde Hospital on May 23.
- The NSLHD Carer Strategy launch was held on Friday May 24 with over 80 people in attendance. The event included information stands to inform visitors, patients and staff about the strategy.
- NSLHD 'Northern Lights' research showcase has been scheduled for 17 July 2019. Invitations to be sent early June to NSLHD Board and Executive, Research leads, University Partners, Industry Partners, philanthropy groups and Ministry of Health colleagues. The first event will showcase the NSLHD Musculoskeletal Team.

ABORIGINAL HEALTH SERVICES

The NSLHD Aboriginal Health Service held the Aboriginal and Torres Strait Islander Women's Health Check Day on the 8th May 2019 at Royal North Shore Community Health Centre. The day was focused on allowing women the opportunity to engage in their own health needs as they wish. The Chief Executive, Deb Willcox opened the day and welcomed the women. The NSW Public Service Commissioner, Emma Hogan attended the morning to greet the women also. The Aboriginal and Torres Strait Islander Women's Health Check Day provided the opportunity for the women to get together and have a yarn. On the day, 26 women attended the event. The women were given the opportunity to participate in NDIS consultations, general health checks, women's business, physio consults, skin checks breast screen and dental.

The NSLHD Aboriginal Health Services, Operations Manager was selected as one of the finalists in the 2019 Innovation Program Round Two.

The NSLHD Aboriginal Health Services, Executive Assistant attended the 'Next Generation of Leaders and Managers for NSW Health'. The two days the program covered 'Facilitating Continuous Improvement and Building and Sustaining and Innovative Work Environment'.

The NSLHD Aboriginal Health Services, Operations Manager was successful in the application of establishing an Aboriginal Population Health Training Initiative (APHTI) Traineeship at Northern Sydney LHD in 2019/2020. All applications were reviewed by the panel comprising representatives from the Ministry's Centre for Epidemiology and Evidence, Centre for Aboriginal Health, and the APHTI Advisory Committee.

Peter Shine, the Director of the NSLHD Aboriginal Health Service attended the 3 day Aboriginal Mental Health First Aid training in May 2019.

PRIMARY & COMMUNITY HEALTH

BreastScreen:

BreastScreen NSCC has recently secured funding to purchase a Lateral Arm biopsy device. The service is the first in NSW to upgrade its breast biopsy techniques to include a lateral arm. This new equipment provides the opportunity for BreastScreen to perform biopsies that previously were impossible, requiring women to be referred for surgery.

The use of the Lateral Arm increases the quality and safety of biopsy procedure, while reducing the healthcare cost and resources required for women who are referred for surgical open biopsy. This new innovation supports BreastScreen to provide a client-centred service that prevents anxiety and stress caused to women that had to undergo surgery and lose precious time with their family and take time off work while recuperating post-surgery.

The estimated cost of an open biopsy is \$3970. Based on the early trial data, with the use of the Lateral Arm, it is estimated that this device will prevent 20 open biopsies per year, translating to the annual "Health Budget" saving of approximately \$79,400. The equipment cost was \$13,500.

Child, Youth and Family

Mid April 2019 saw the 'soft' launch of the Child Youth Family Health Service responsive website that gives families up to date information and contact details for fourteen NSLHD Child Health services. It also provides easy access to evidence based information and links. www.nslhd.health.nsw.gov.au/CYFH

Currently under development are two infographs around the importance of the critical periods of development of a child's brain. The aim is to use the infographs as an electronic version on the CYFH Service website and as a poster format for use in all appropriate health services across the district, which provide services for children.

The infographs are **'My Brain Matters'** and **'My Brain Matters – How deadly is your tot doing?'** which has been co-developed with the NSLHD Aboriginal Health Service.

PACH Aged and Chronic Care and Allied Health

A TRANSPAC Consumer Forum was held on 26th March 2019

Eight consumers attended who were currently on the program from all four providers (Anglicare, BaptistCare, HammondCare and KinCare). Representatives from NSLHD Transitional Aged Care Package (TACP) team, Case managers from each Service provider and therapists from Royal Rehab also attended.

Attendees discussed the results of a consumer survey which was conducted in 2018. The feedback will be reported and actioned through the TACP Unit, TACP Partners meeting and the PACH Quality & Safety meeting.

COUNTER DISASTER

Members of the Counter Disaster Unit Team attended the World Association of Disaster and Emergency Medicine (WADEM) Congress in Brisbane, Queensland. The specific focus on what the future holds including understanding risks, the impact on our future communities and what these will look like, as well as future solutions and the role of technology will be shared throughout NSLHD.

In Brisbane, the Counter Disaster Unit Team had the opportunity to meet with Katastrofmedicinskt Centrum (KMC) Centre for Teaching and Research in Disaster Medicine and Traumatology at the University of Linköping who are the administrators of the Emergo Train System™ (a simulated training tool). This gave opportunity to provide feedback on the revised patient banks and gain an understanding of the future initiatives of using this tool.

Exercise Zenith 2 was held on 14 May 2019 and was a multiagency emergency management exercise which dealt with multiple simultaneous incidents occurring. The exercise objectives were to create and establish relationships between the agencies and awareness in developing plans and procedures. These opportunities strengthen our networking relationships which are vital in responding to an incident.

PATIENT ACCESS TRANSPORT UNIT (PATU)

- A review of the existing business model of PATU has been undertaken to inform a way forward that optimises existing resources within PATU to provide effective operational and strategic patient flow support the patients, staff and facilities within NSLHD.
- PATU has been invited to participate in further project work with Patient Transport Service (PTS) that will see further enhancements to the eBooking system with the Patient Flow Portal (PFP) and contribute to improved training and communication.

PLANNING

The revised NSLHD Clinical Services Plan (CSP) has been presented to the May Board meeting outlining the key directions of the plan. A sub-committee of the Board will be

convened to endorse the CSP on behalf of the Board. A master version is being finalised and prepared for print and design. A hard copy will be available in June/July.

WORKFORCE

“People Matter” Staff Engagement Survey

The annual public sector staff survey is taking place between 30 May to 28 June. In 2018 NSLHD increased both participation rate and engagement scores and we are aiming to repeat this in 2019. Results are usually available in August.

Exceptional People Awards 2019

EPA 2019 will be held on Friday 27 September at the Kirribilli Club, North Sydney. The nominations process will be announced second week of June and be open until mid-July. Board invitations for September have been issued.

Compliment system – peer to peer recognition

A great way to provide recognition to colleagues is to give a compliment for the small things. The Organisational Development team have developed an online compliment card (linking back to the CORE Values), so staff can say thank you and give a compliment to a colleague, team or volunteer. The launch of the compliment card will be the second week of June as the initiative has been developed in response to feedback through the People Matter Survey and this will feature heavily in the launch communication.

Bullying and Harassment Policy

Following the launch of the new policy in 2018 the workforce team have been building new resources to develop and improve management skills to prevent and manage potential psychological injury through inappropriate workplace behaviour including bullying. This resource set includes: a risk assessment tool for managers influenced by the People at Work tool endorsed by NSW, Queensland and Victorian authorities; a half day training program; and the integration of Psychological Injury management into our Health & Safety inspection regime. The training will be ready for pilot in July.

MEDICAL SERVICES

The JMO Wellbeing and Support Committee met at Ryde Hospital in May. The main action item from this meeting was to investigate options to promote the committee so JMOs within NSLHD feel comfortable engaging with it. This included setting up a generic email, which has been completed, and continuing to explore communication platforms and mentoring opportunities. Doctors Day in May was celebrated with events at Royal North Shore, Hornsby and Ryde Hospitals.

The Medical Staff Executive Council meeting scheduled for May 2019 did not proceed as the quorum was not met for the meeting. The next scheduled meeting is 12 August 2019.

The Basic Physician Training Network underwent accreditation on 29 May 2019. The network worked hard in preparation and a final report is pending.

Annual medical recruitment advertising for Junior Medical Officers in the 2020 clinical year will commence from early July, this campaign is coordinated by the Ministry of Health and facilities are currently finalising their FTE requirements and position details in preparation for this.

Medical and Dental Appointment Advisory Committee (MDAAC)

The Committee endorsed a list of nominated delegates to be recognised as MDAAC members for the purpose of participating as members of Credentials (Clinical Privileges) Subcommittees. This will make it easier for facilities to comply with By-laws requirements when they are credentialing senior medical staff.

Research

Work is progressing on the five year Research Strategy for NSLHD, with a final Research Workshop scheduled for June. The draft Research Strategy has been developed in consultation with our workforce and community with the aim of establishing a coherent and coordinated future direction for research across NSLHD. The strategy identifies six priority areas: growing research; optimising community engagement; enhancing research leadership and career development; building research infrastructure; enhancing research partnerships; and evaluating our research impact. These are embedded in a robust and inclusive research culture, underpinned by strong, effective communication. Once finalised and endorsed, there will be a number of initiatives within this strategy to be actioned by NSLHD, including establishment of a Research Advisory Committee.

INFORMATION & COMMUNICATION TECHNOLOGY (ICT)

Northern Beaches Hospital (NBH) Project

Testing of the Cerner Health Information Exchange (HIE) continues. HIE platform testing, issue remediation and clinical engagement activities about what to expect in the HIE continued throughout May 2019 to enable the system to be operational and safe for clinicians.

eMR Connect Program – Final eMedications (eMeds) Rollouts

The LHD is tracking to schedule for the final rollouts of the eMeds system to Macquarie, Mona Vale, Greenwich and Neringah Hospitals.

PACS/RIS (Medical Imaging Solution)

A series of PACS/RIS design working groups has now commenced to inform the systems final design/build. Many NSLHD clinicians and other stakeholders are involved in these design groups.

Cyber Security

The evolving nature of cyber risks and the complexity of the current cyber initiatives require a new, programmatic approach. There are three (3) interlinked initiatives continuing to strengthen our cyber security. The current state of cyber security will be presented to the Board Audit and Risk Committee in June 2019.

Redevelopment Projects – Mona Vale Hospital

ICT are transitioning the Mona Vale Hospital Campus ICT platform from Building 1 to the new campus communications room in Building 14. An ICT Project Working Group meets regularly to oversee the ICT Project expected to be completed by the end of May 2019.

Rollout of Windows 10 Standard Operating Environment

The LHD has commenced an upgrade project of the computer fleet's operating system from Windows 7 to Windows 10. Some key benefits of the upgrade include ensuring ongoing vendor support for security patches/upgrades to PC operating systems and key applications and improving the ability for ongoing support and fault resolution. The project is expected to run for twelve months and be completed by June 2020.

MENTAL HEALTH, DRUG & ALCOHOL SERVICES

Consumer and Carer Forum

It is noted that NSLHD MHDA leads the state with the highest number of electronic YES surveys returned, comprising 46% of the state's total of electronic YES survey returns. However, the percentage of all returns is also an identified area of focus for the Directorate. During the reporting month, the Director MHDA attended the consumer and carer forum during which there was noted lively discussion on the applicability of the tool and challenges with completion. Addressing points raised will be incorporated into Directorate planning moving forward.

NURSING AND MIDWIFERY

Clinical Practice/Safety Culture & Quality

- The NMD Safety Culture and Quality team is following up with survey feedback for the NSLHD Cancer Care team as well as several units across RNSH (Burns Unit, Short Stay Ward, Maternity Ambulatory Care), a critical aspect of improving the culture across all NSLHD nursing and midwifery teams.
- The NMD will facilitate sessions on leadership and the Team Leader role at key NSLHD wards/units, commencing with Ward 8D at RNSH.

Professional Development, Resources and Systems

- From 1 July 2019, Technical and Vocational Education and Training (TVET) students will be supported on all NSLHD wards by NMD clinical facilitators.
- The NSLHD Casual Staff Member Professional Development Day took place on Tuesday 14 May 2019. This forum provided a unique opportunity for casual staff members.
- AIN Clinical Skills Development Days are planned for June and September 2019. These sessions are critical to ensuring NSLHD AINs have completed the requisite mandatory education, as well as providing the opportunity for these staff members to develop and extend their skills and knowledge of clinical practice in the acute care setting.
- The September 2017 cohort of the Diploma of Enrolled Nursing (EN) students have completed their final clinical placements across NSLHD facilities. Many of these students have already interviewed and were successful in gaining positions with NSLHD.
- The February 2019 cohort of student ENs commenced their first clinical placements on Monday 20 May 2019, with 9 being placed at HKH and 16 at RNSH.

Maternal Neonatal & Women's Health Network

- Midwives throughout NSLHD celebrated International Day of the Midwife on 5 May 2019
 - The theme for 2019 is Midwives: Defenders of Women's Rights
 - 15 NSLHD midwives will be supported to attend the Advanced Life Support in Obstetrics course in recognition of their contribution as advocates for women's rights in maternity care

KOLLING FOUNDATION

The 2019 Financial Year Tax Appeal has recently launched. The focus this year is on the innovative and life-changing work that is being conducted within the NSLHD and helping to improve stroke treatments and outcomes for patients, in particular, the groundbreaking procedure - Endovascular Clot Retrieval (ECR). Associate Professor Martin Krause and Dr Brendan Steinfort have been able to demonstrate the difference that this is making to stroke

patients both nationally and internationally. The Appeal features Mandy, Stewart and Cheryl - patients who have all benefited from ECR.

James Griffin MP, NSW Member for Manly and a number of major donors have teamed up to put together an inaugural Black Tie Gala Dinner to raise funds for the Adolescent and Young Adult Hospice in Manly (AYAH) on 14 September 2019 at the Museum of Contemporary Art.

The 2019 Beanstalks Team Challenge will be held at Luna Park on Thursday 19 September 2019. The event is an interactive team building afternoon, focused on corporate teams working together and competing against other corporates, all in support of medical research. The Foundation is aiming to secure 50 teams (5 participants per team) to compete on the day. All funds raised will specifically support mitochondrial disease research at the Kolling Institute.

SYDNEY NORTH PRIMARY HEALTH NETWORK (SNPHN)

Integrating care for older persons has been established as our joint priority area for 2019/20. We continue to work in collaboration with the PHN on scoping the needs and opportunities to commence implementation early in 2019/20.

SNPHN hosted an 'Understanding Dementia' event with over 200 attendees. Professor Sue Kurrle, Geriatric Medicine Specialist at Hornsby Hospital, presented at the event and was also interviewed on ABC radio. SNPHN continue to work with the LHD Rapid Aged Care Response teams in each of the Health Service Regions, and bring these together with Residential Aged Care Facilities.

SNPHN and NSLHD continue to collaborate to improve public and Primary Care awareness of and engagement with the Northern Beaches Hospital.

CAPITAL WORKS

Royal North Shore Hospital

- Construction works on the southern campus (SHORE project) continue according to schedule. The high voltage power for this building will be sourced from the substation between North Shore Private Hospital and the TAFE at the northern end of the P1 car park. There will be disruptive works along southern Reserve Road and in the footpath alongside the Kolling Building forecourt. A schedule of these works will be provided shortly. Weekly meetings between Multiplex, RNSH and Savills (Project Managers) continue.
- Enabling works on the Dexus site, for the construction of the North Shore Health Hub are well advanced with perimeter piling works completed and excavation at an advanced stage. Regular interface meetings between the stakeholders continue.
- Ausgrid have commenced the high voltage cable replacement works in Westbourne St and Reserve Road. Traffic management is in place to manage these disruptive works. NSLHD Corporate Communications worked with local Corporate Services staff to develop communiques for both staff and patients of the hospital
- The first of two Metro Tunnels to pass under the Herbert Street Clinic has been constructed with minimal disruption. The second will pass to the east of the first in June. Discussions with Sydney Metro, NSLHD and other stakeholders continue with respect to the cross passage tunnel, an interlinking chamber between the two main tunnels.

ORDER OF AUSTRALIA MEDALS

Congratulations to all NSLHD recipients of an Order of Australia award as part of the Queen's Birthday honours list.

- Member of the Order (AM)
- Medal of the Order (OAM)

Name	Award	
Prof Mary Chiarella	AM	Prof Mary Chiarella, NSLHD Board Member and Chair of NSLHD Health Care Quality Committee has been awarded a Member of the Order of Australia for significant service to nursing and midwifery education, and to health care standards.
Prof Carolyn Sue	AM	Prof Sue, Director of the Kolling Institute, and Director of Neurogenetics at Royal North Shore Hospital has been awarded a Member of the Order of Australia for significant service to medicine, particularly to mitochondrial disease.
Dr Richard Lee	AM	Dr Richard Lee has been awarded a Member of the Order of Australia for significant service to intensive care medicine.
Professor Alan Cooper (OAM)	AM	Prof Alan Cooper, Head of Department of Dermatology at RNSH has been awarded a Member of the Order of Australia for significant service to medicine as a dermatologist and researcher.
Dr Jenny Kendrick	AM	Dr Jenny Kendrick, Director of Prevocational Education and Training (DPET) and a GP within the Hornsby GP Unit has been awarded a Member of the Order of Australia for significant service to medicine, and to medical education and standards.
Maureen Dillon	OAM	Manly's Maureen Dillon has been awarded the Medal of the Order of Australia for her service to the community of the northern beaches. Since 2009 she has been president of the Manly Hospital Auxiliary. She has also been a past president of Wakehurst Guild, Girl Guides NSW and ACT. Mrs Dillon has previously held roles on Warringah Council.
Dr Joan Castle	OAM	Dr Joan Castle, of Collaroy Plateau, has been awarded the Medal of the Order of Australia (OAM) for service to medicine. A former medical practitioner in private practice at Dee Why, Dr Castle was also an honorary consultant physician at Manly Hospital for 35 years and worked pro bono at diabetes clinics at Sydney and Royal North Shore hospitals. She also established a diabetes clinic at Manly Hospital.



Dr Tamsin Waterhouse
A/Chief Executive

Date: 12 June 2019

