

# A plan for healthier patient care



promoting a *healthier* Queensland

## 1 Caring for the patients of Bundaberg

For those patients and families who have concerns about their treatment at the Bundaberg Hospital, an experienced Patient Liaison Team is now in place. The team will deal directly with patients and families, and ensure those patients needing further treatment receive priority care.

In addition to the support being offered by Queensland Health, an experienced Health Rights Commission officer is in Bundaberg to further assist those people with concerns about their health care and treatment.

## 2 Bundaberg Hospital Services Review

A full review of clinical services at Bundaberg Hospital has commenced. The team will work with patients, staff and the community to determine what has occurred, give assistance where it can, and identify areas for improvement.

The review team includes:

- Professor Peter Woodruff, vice-president Royal Australasian College of Surgeons
- Dr John Wakefield, Director, Queensland Health Patient Safety Centre
- Dr Mark Matiussi, Manager, Logan-Beaudesert Health Service
- Leonie Hobbs, Senior Nurse, and Australian Council of Health Care Standards surveyor.

Information gathered during the February 2005 Clinical Audit into services at the hospital will also be provided to the review team. The completed report will be provided to the Minister for Health by the end of June 2005 and will be publicly available.

An acting District Manager has been appointed to lead and direct health care delivery in the Bundaberg Health Service District. Dr Michael Daly is a respected doctor and administrator, and currently works as Director of Medical Services at West Moreton Health Service District based at Ipswich Hospital. Michael has also worked at Mt Isa, Maryborough, Toowoomba, Princess Alexandra and The Prince Charles hospitals.

## 3 Overseas trained doctors working in Queensland

The Australian Medical Association (Qld) has committed the specialist colleges to work with Queensland Health to verify the skills and competencies of all doctors who have trained overseas and are currently practising in Queensland. This will include those doctors who work in private practice and in the public health system.

This initiative has been endorsed by the Queensland and federal presidents of the Australian Medical Association.

## 4 Changes for new overseas trained doctors

To ensure Queenslanders receive quality, experienced health care, the Queensland Medical Board will make a number of changes to the doctor registration system. These include:

- The provision of a Certificate of Good Standing to the Queensland Medical Board from its equivalent body in all jurisdictions where they have worked
- Develop and implement software program to ensure no undeclared disciplinary action in other jurisdictions
- Require all recruitment agencies provide to the Board, reference checks, a report and certification from the US

Educational Commission for Foreign Medical Graduates International Credentials Service.

Queensland will have the strongest doctor registration system in Australia.

This initiative has been endorsed by the Queensland and federal presidents of the Australian Medical Association.

## 5 The Queensland Medical Board

A grant has been provided to the Queensland Medical Board to ensure the new registration process is fully implemented. The functions and structure of the Queensland Medical Board will be changing in the near future.

## 6 Concerned about your health care

To speak with the Bundaberg Hospital patient liaison officers or provide information to the Bundaberg Health Services Review team, contact:

**Phone:** 4150 2777

**Mail:** GPO Box 48  
Brisbane Q 4001

**Internet:** [http://www.health.qld.gov.au/bundaberg\\_review/](http://www.health.qld.gov.au/bundaberg_review/)

If you have concerns about health care and treatment you have received from an individual doctor, the **Queensland Medical Board Hotline** is available on 1800 456 841. or <http://www.medicalboard.qld.gov.au/>