

Update: JHH Surgical Services Changes to start times for admin staff

Dear Member,

Following feedback received from members, the HSU has subsequently corresponded with HNELHD seeking clarification and a response to your concerns regarding roster changes for admin staff in Surgical Services. The Union has received a reply and a number of documents from the employer, which are attached for members' information.

The HNELHD has confirmed that:

- *The purpose for the change is to allow for consistent staffing across the theatre complex and providing a better environment for tasks undertaken by the affected position including typing of clinical correspondence and reporting.*
- *That none of the existing permanent staff will be required to undertake the new role. The staff will be given the option of remaining in the earlier shift time of 7am and retaining their day only status. This will ensure that no existing staff are affected by this change.*
- *That a recruitment process is to be immediately commenced to the afternoon shift through a targeted internal recruitment process which would allow existing staff the opportunity to apply for this vacancy in the first instance. If the HNELHD is unable to find a suitable candidate from this recruitment episode, the HNELHD would then be looking to re-advertise the position externally. The position will be advertised as a permanent full time afternoon shift position.*

Unless any other concerns are raised by members, the HNELHD has indicated it is proposing to implement roster changes from 12 November 2018.

Please email Organiser Michael Kearns at michael.kearns@hsu.asn.au or Industrial Officer Toby Warnes at toby.warnes@hsu.asn.au with any additional feedback or concerns.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD



31 October 2018

Mr Michael Kearns
Health Services Union
Level 2, 109 Pitt Street
Sydney NSW 2000

Dear Mr Kearns,

I am writing in relation to the consultation period regarding the change in shift times within JHH Theatres.

During this period we have received a number of submissions which suggestions on how these changes can be implemented to better assist our service as well as the administration staff. As a result, we have been able to make modifications to the original proposal which factors in the feedback we received:

- The relocation time for the 12 noon shift from OT 11-15 to OT 1-10 will now occur at 5:30pm instead of 5:00pm as originally planned.
- An office within OT 1-10 will be made available from 5:30pm to enable a quieter working environment for the Theatre Clerk to complete clinical typing.
- The existing permanent staff in OT 11-15 will be offered first preference for the 7am shift in OT 11-15 on a permanent basis.
- Recruitment will commence immediately to fill the vacant 12 noon shift as a permanent full time position. There was concerns raised from consultation that this role would remain as a casual position.
- Surgical Services will explore the option of a duress alarm for the reception area of OT 11-15 to improve security and safety for the staff who work in this area.

Given the changes above, we are aiming to implement these changes from Monday 12 November 2018. Notification of these changes has occurred with the staff who work in these areas. If you have any further questions, please do not hesitate to contact me on 02 4921 4965.

Yours sincerely,

Mitchell Griffin
Administration Manager – Surgical Services
John Hunter Hospital

Subject: Review of Administration Shift Times in JHH Theatres

Date: 8 October 2018

Author: Mitchell Griffin

SITUATION

The purpose of this brief is to propose a new structure for shift times between theatre suite 1-10 and 11-15 within JHH Theatres. This proposal relates to only to the administration staff only who are classified as Theatre Clerks (Administration Officer Level 2).

BACKGROUND

On 20 July 2018 a brief was submitted by the Surgical Services Administration Manager regarding a change to shift times for the Theatre Clerks within JHH Theatres. Under this proposal it was originally recommended that the service amends the commencement times for the day shift (currently 9am) in 11-15 to reflect 12:00pm to 8:30pm. As part of this proposal the staff member rostered to the 12 noon shift would transfer from Theatres 11-15 to 1-10 from 5pm for both security purposes and provide assistance in the event of unplanned leave whilst a replacement is being sought. This brief was reviewed by the Surgical Services Executive Team on 27 August 2018 who agreed to proceed to the consultation stage of the proposal.

On 20 September, 2018 a letter was sent to the Health Services Union advising them of the proposed changes and inviting the HSU to provide feedback on the proposal. On the same day letters were also delivered by hand to all of the administration staff who work within the JHH Theatres, and verbal consultation was provided outlining the proposal. Staff who were not present on the 20th September due to leave were sent a copy of their letter in the post.

As part of the consultation process all staff were provided a period of time from 20 September 2018 until 7 October 2018 to make a submission on the proposal. Staff were encourage to provide feedback on both any issues which they envisioned may occur, as well as positive feedback they may have.

ASSESSMENT

As at close of business on Sunday 7 October 2018 2 submissions had been received for consideration. It is noted that much of the verbal conversations with staff during the consultation process was largely positive. Time was also made available for staff to meet with the Administration Manager in private to answer some questions which were raised.

Some of the key feedback provided as part of the submissions included concerns with leaving Theatres 11-15 unattended from 5:00pm until 5:30pm; security; questions around which staff would be offered the 7am commencement; interruptions from typing operation reports in 1-10; and sharing of theatre coding. Responses for each piece of feedback received can be found under appendix 1 along with copies of the submissions under appendix 2.

It is anticipated that two permanent staff members will be impacted by the changes. This includes Charmaine King who works Monday, Tuesday and every second Wednesday; and Laura Goyen who works every second Wednesday, as well as every Thursday and Friday.

The proposed changes will also reduce the workload on the existing staff, many of whom work excessive hours of overtime during periods of unplanned leave when casual staff have been unavailable. Subsequently it is anticipated that overtime will reduce over the coming 12 months.

RECOMMENDATION

Given the feedback received a number of small changes have been made to the proposal to incorporate the suggestions made. This includes a later relocation time from Theatres 11-15, and desk location within Theatres 1-10 for the staff member to provide a better working environment.

Recommendations from the proposal include:

1. That the 9am shift in Theatres 11-15 be amended to cover 12 noon to 8:30pm, Monday to Friday. This would come in to affect following the next 28 day roster cycle (November 12, 2018).
2. That the role relocates from Theatres 11-15 to Theatres 1-10 at 5:30pm each afternoon following running the afternoon reports.
3. That the staff member working this shift be located at the Theatre Data Officer's desk once they have relocated to 1-10. They will still be required to work collaboratively with the other Theatre Clerk in 1-10 to assist with breaks and sudden unplanned leave.
4. An offer be made to Charmaine King and Laura Goyan to be permanently appointed to the 7am shift in Theatres 11-15.
5. The process to recruit the 12 noon shift commence, including reviewing of current eligibility lists and if required, advertising of the position.
6. That a copy of this briefing be made available to all JHH Theatre administration staff, and the Health Services Union be notified of the outcome of this review.

Submission number	Feedback	Response
1, 2	Moving the position from Theatres 11-15 to 1-10 from 5:00pm will leave 11-15 uncovered until 5:30pm.	Feedback noted. The proposal will be amended to move the 12 noon shift from 11-15 to 1-10 from 5:30pm instead of 5:00pm to allow for existing support to the theatre block and afternoon reports.
1, 2	Suggestion that a duress alarm be provided for 11-15 Theatre Clerk to use if they remained in 11-15 after 5:00pm.	As above, the Theatre Clerk will relocate to Theatres 1-10 at 5:30pm to ensure staff during the evening. Although we will investigate the possibility of a duress alarm for the existing hours in Theatres 11-15 as Theatres 1-10 already has this provision.
1	Question around whether the 7am shift would be offered to a permanent employee, and if the 12noon shift offered to casual staff.	Feedback noted. The existing permanent 11-15 staff will be offered the 7am commencement with the 12 noon shift being considered vacant. This role will be reviewed for recruitment with a view to permanently recruit behind this position in a full time capacity.
2	Theatres 1-10 Front Desk is not appropriate for typing operation reports due to noise and interruptions	Feedback noted. The 12 noon shift will be located at the Theatre Data Officer's desk. This desk is located in the former Theatre Manager's office which is away from the front desk. This should allow for a quieter environment for typing operation reports. Although there may be periods where they would need to assist the front desk (breaks, sudden unplanned sick leave).
2	Propose that coding to be shared between the two theatres instead of just one theatre.	This is something which could be considered in the future, although at this time we are looking at maintaining the existing roles and responsibilities of the position.
2	Request to continue to work the 7am shift in 11-15 only	Existing permanent staff will be offered the 7am commencement time on a permanent basis and will remain working from Theatres 11-15. The amended 12 noon shift is vacant and will be reviewed for recruitment with the successful applicant offered the 12 noon shift.

From: [REDACTED]
Sent: Thursday, 20 September 2018 4:21 PM
To: HNELHD-JHHSurgFeedbck <HNELHD-JHHSurgFeedbck@hnehealth.nsw.gov.au>
Subject: Operating Theatre John Hunter Hospital - Proposed Shift Time Change

Hello,

I'm writing in response to the e-mail and letter relating to a shift time change for 11-15 Operating Theatres.

I agree with the change of shift time, but if this change is to allow us to type operation reports and outpatient letters in a quieter setting then I suggest letting the position remain in 11-15 until 20:30. Recovery staff are always here until at least 21:00, and there's always 1 operations assistant here too. I don't think we will be able to provide clerical support to 11-15 from 1-10. We often have patients that get cancelled after 17:00, and the last e-mail regarding theatre changes doesn't come out until after 17:00 either.

I've worked on the front desk in 1-10 on an afternoon and, while it is quieter than during the day, it isn't as quiet as it is in 11-15. If you would like us to focus on typing we would be better off in 11-15, due to theatres finishing at 17:30. The fact that we need to wear headphones to listen to dictations I don't feel this would be appropriate at the 1-10 front desk, given that they tend to have handover in the afternoons.

There are also surgeons and registrars constantly at the front desk booking in cases, which involves contacting anaesthetists and speaking to the in change nurse.

I think the person who work the late shift in 11-15 would feel safe working this late if we had access to a duress alarm.

Also, would the 7am shift be given to the permanent person and the 12pm shift to casuals? Or will the shifts vary depending on who can do what?

I look forward to hearing from you

Regards

[REDACTED]

Administration Officer

[REDACTED]
Locked Bag 1 HRMC NSW 2310

[REDACTED]
www.health.nsw.gov.au

EXECUTIVE LEADERSHIP TEAM MEETING BRIEFING

To Mitchell C. Griffin

Hi Mitchell

Thanks for meeting with [REDACTED] today.

While [REDACTED] are open to changes, I'd like to highlight some considerations:

- 11-15 needs to have coverage at least until 17.30 in order to satisfy any unforeseen end of the day issues. Issues can be addressed immediately which in turn makes for a smooth start the next day.
- As proposed finish time for late shift is 20.30 suggest a duress button be installed in reception area 11-15.
- 1-10 is not a conducive environment for report typing and ideally needs to be done in 11-15. It is impractical to consider typing with headphones on front desk 1-10.
- Coding is assigned to afternoon shift 1-10. Propose coding for 1-10 be shared with 11-15.

[REDACTED]
John Hunter Hospital

Email: [REDACTED]