



Results of the AMA (WA) Survey Relating to the Reconfiguration of South Metropolitan Health Service and Fiona Stanley Hospital

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AMA (WA) Survey Relating to the Reconfiguration of SMHS and Fiona Stanley Hospital

- 668 doctors responded to the survey. Respondents were made up of Interns (8%), RMOs (13%), Registrars (19%), Consultants (41%) and Heads of Department (6%).
- There were a total of 25 questions, all of which were optional. Depending on respondents work location, respondents were asked to comment on Fiona Stanley Hospital and also how the opening of Fiona Stanley Hospital has impacted their current work place.
- 129 respondents have indicated that they are happy to be contacted in order to provide further information in relation to the issues covered by the survey.

All respondents, regardless of their work place, were asked two questions relating to the commissioning of Fiona Stanley Hospital and the resolution of operational issues that have arisen since the opening of the hospital. Results are as follows:

- 59% of respondents feel that the commissioning of Fiona Stanley Hospital has been handled poorly or very poorly.
- 71% of respondents feel that the resolution of operational issues that have arisen at Fiona Stanley Hospital since its opening have been handled poorly or very poorly.

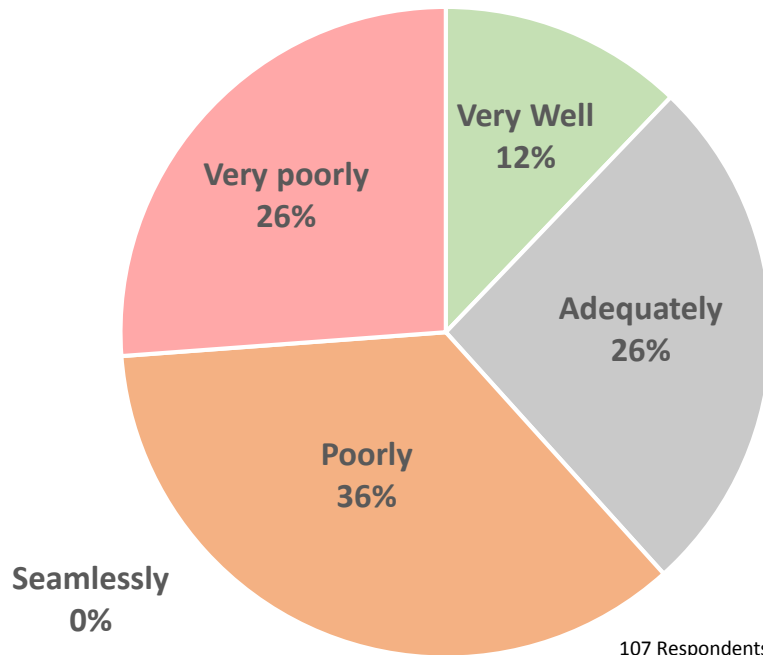
Senior Doctors who provide services at Fiona Stanley Hospital

108 respondents identified as Senior Doctors who provide services at Fiona Stanley Hospital. Their responses are summarised below.

Summary of results

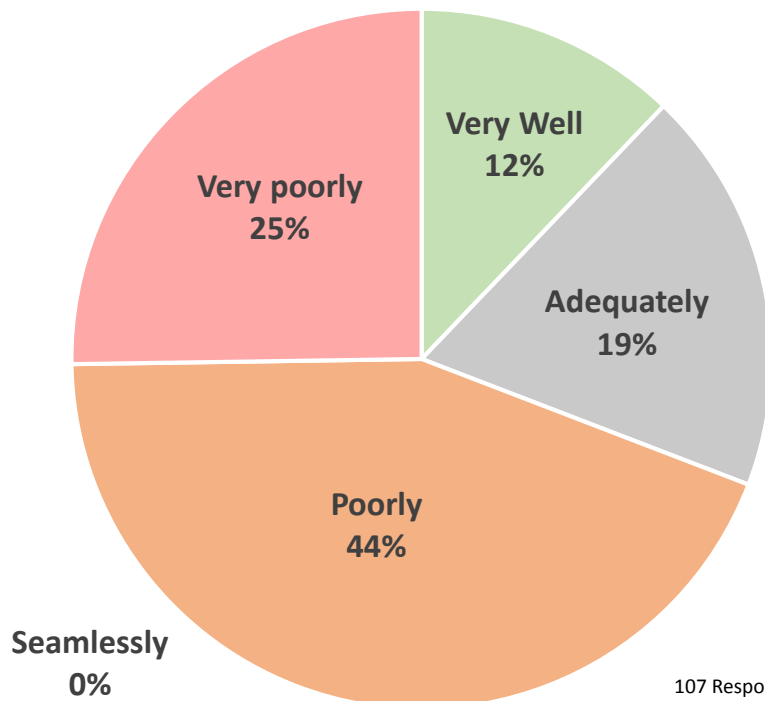
- 62% of Senior Doctors feel that the commissioning of Fiona Stanley Hospital was managed either poorly or very poorly, with 54% feeling that patient care and safety was compromised.
- 69% feel that the resolution of operational issues that have arisen since the opening of Fiona Stanley Hospital has been handled poorly or very poorly.
- 67% feel that new systems at Fiona Stanley Hospital have led to patient care and safety being compromised.
- 54% feel that staffing levels are not adequate to meet patient care needs.
- The majority feel that research is not given adequate weight, time or resources and the teaching and training of Doctors in Training is not given adequate time or resources.

Senior Doctors who work at Fiona Stanley Hospital feel the commissioning of the hospital was managed...



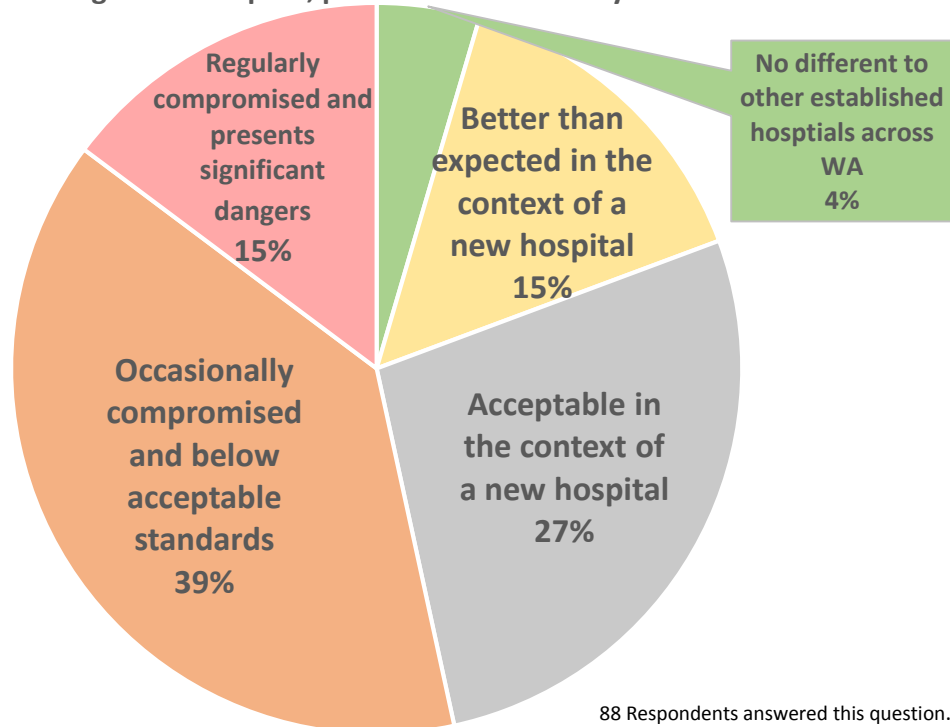
107 Respondents answered this question.

Senior Doctors who work at Fiona Stanley Hospital feel the resolution of operational issues that have arisen since the opening of the hospital have been managed...

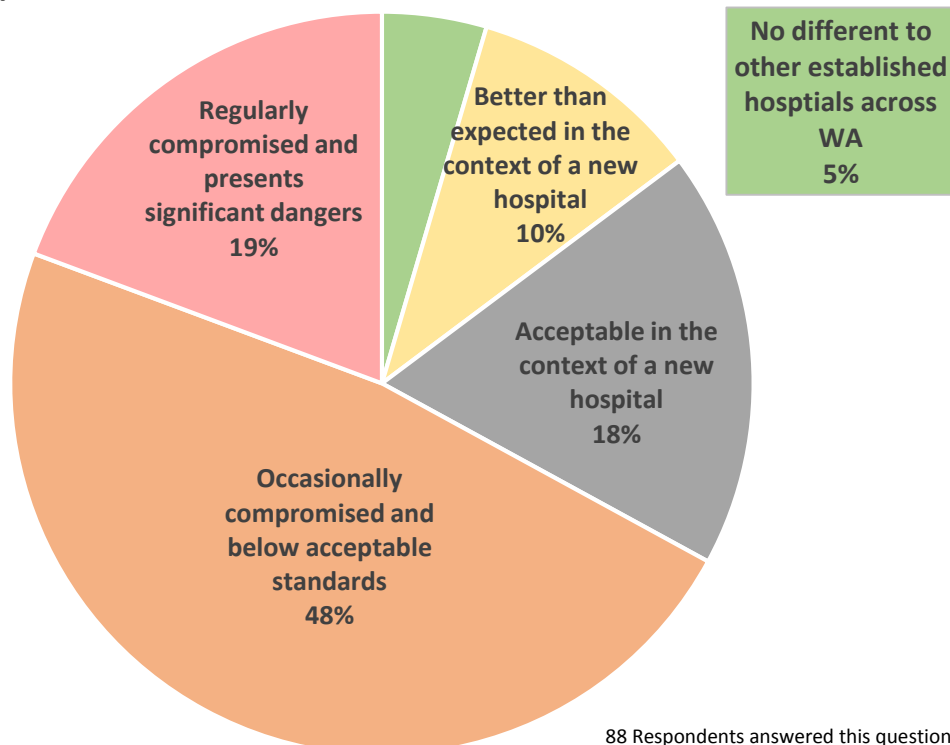


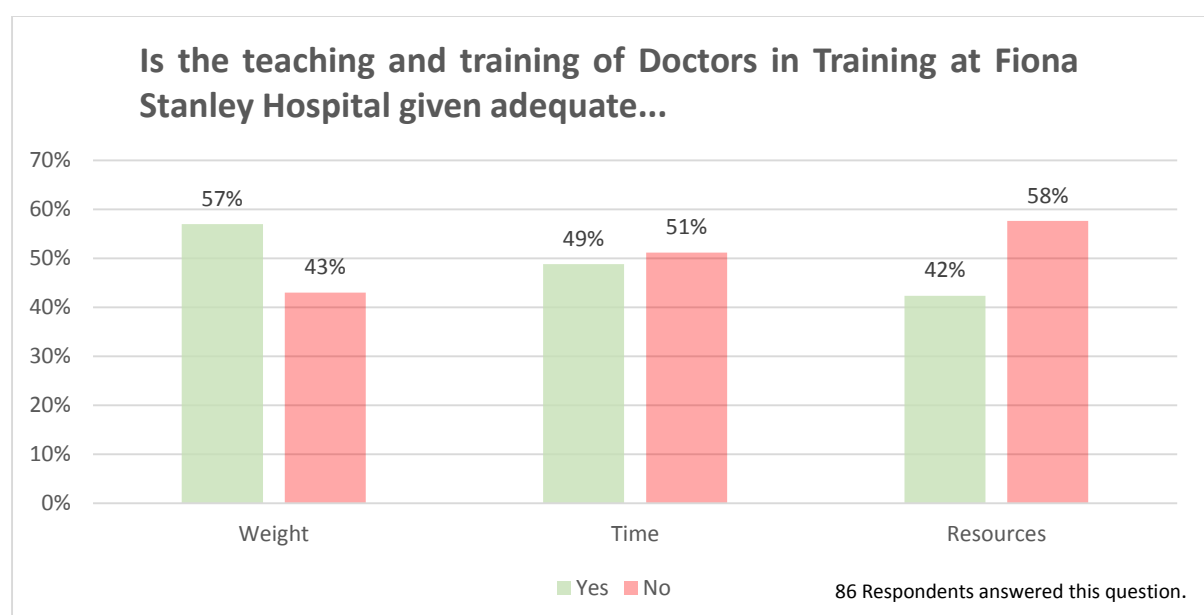
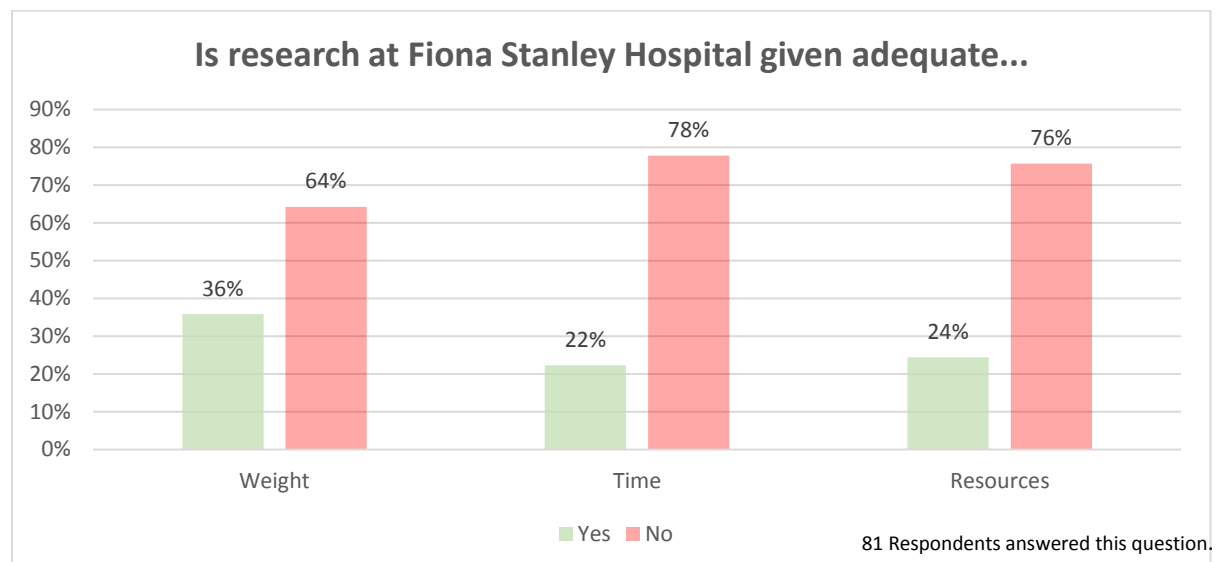
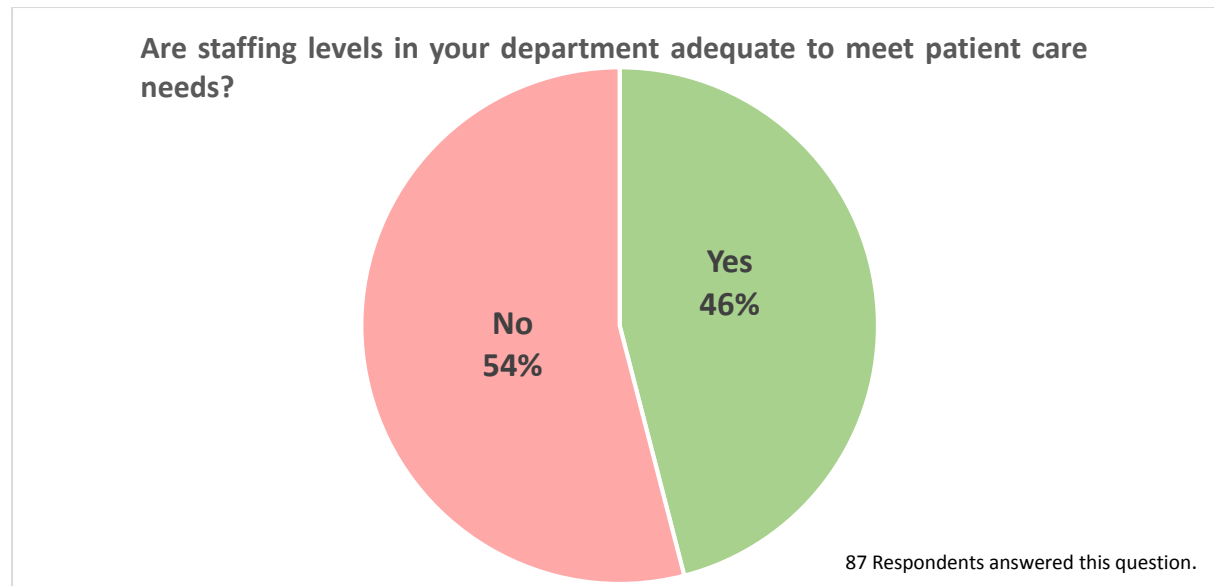
107 Respondents answered this question.

Senior Doctors who work at Fiona Stanley Hospital felt throughout the commissioning of the hospital, patient care and safety was...



Senior Doctors who work at Fiona Stanley Hospital feel the new systems at the hospital have led to patient care and safety regularly being ...





Doctors In Training who provide services at Fiona Stanley Hospital

115 respondents identified as Doctors in Training (Intern, Resident Medical Officer or Registrar) that provide services at Fiona Stanley Hospital. Their responses are summarised below.

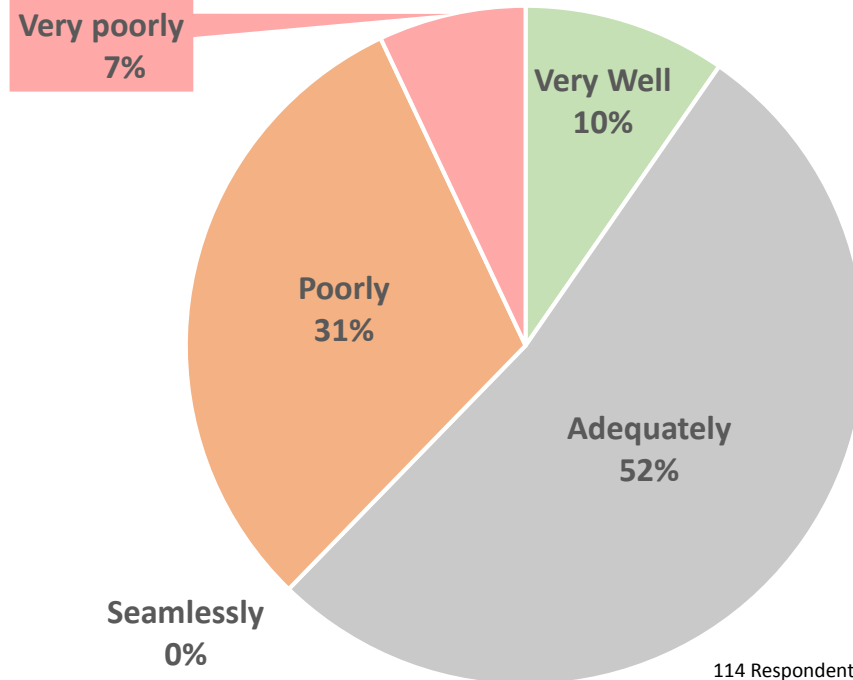
Summary of Results

- 38% of DiTs felt that the commissioning of Fiona Stanley Hospital was managed poorly or very poorly, 41% felt patient care and safety was compromised during the commissioning.
- 55% of DiTs felt that new systems at Fiona Stanley Hospital have led to patient care and safety being compromised.
- 69% of DiTs feel that staffing levels are not adequate to meet patient care needs.
- A majority of Doctors in Training feel that their teaching and training is given adequate weight, time and resources.
- A majority of Doctors in Training feel that research is not given adequate time or resources.

Further Comments

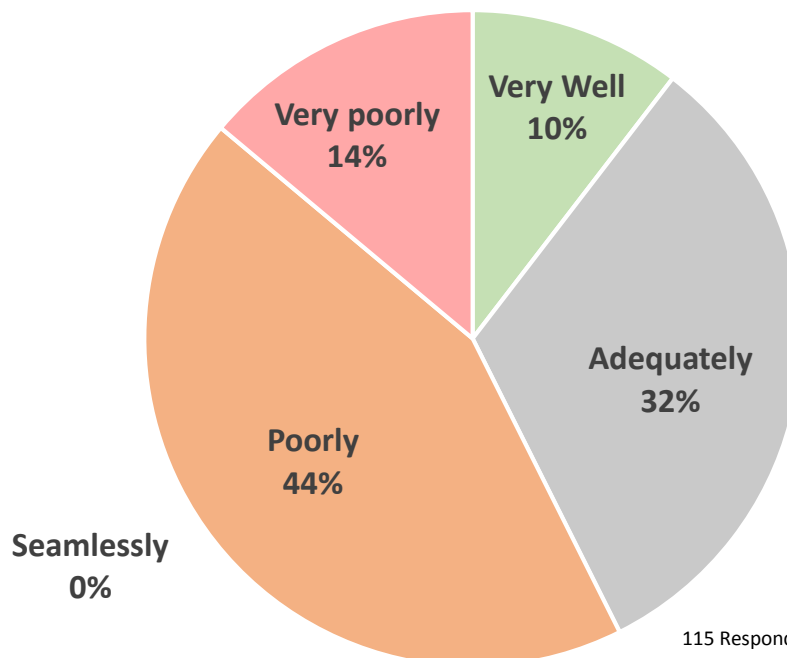
Further comments made by DiTs have highlighted discontent over their access to leave, both annual leave and professional development leave, their treatment by medical workforce and the increased pressure and stress experienced by those working at Fiona Stanley Hospital.

Doctors in Training who work at Fiona Stanley Hospital feel the commissioning of the hospital was managed...

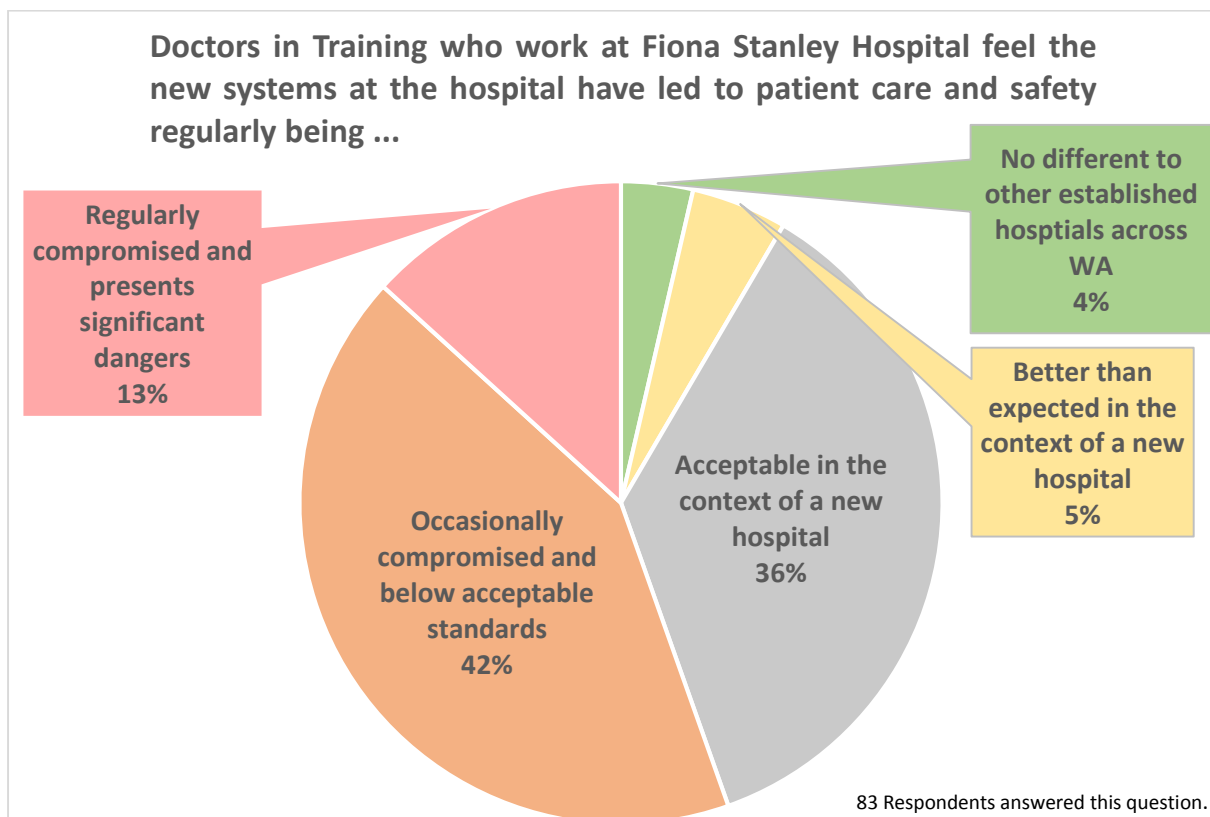
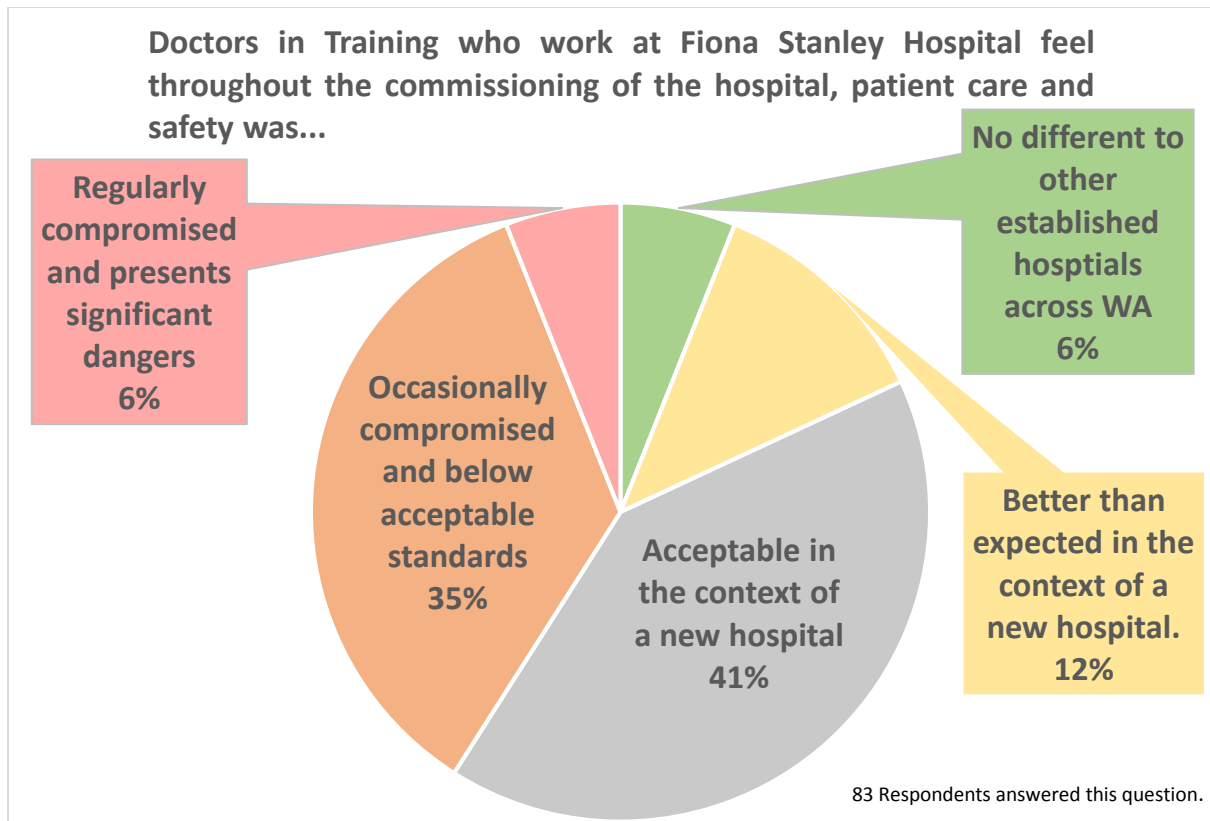


114 Respondents answered this question.

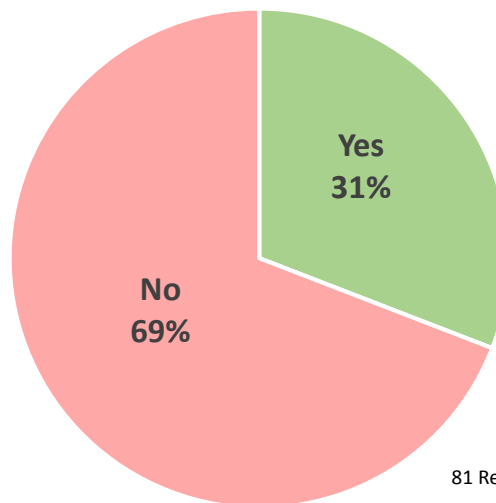
Doctors in Training who work at Fiona Stanley Hospital feel the resolution of operational issues that have arisen since the opening of the hospital have been managed...



115 Respondents answered this question.

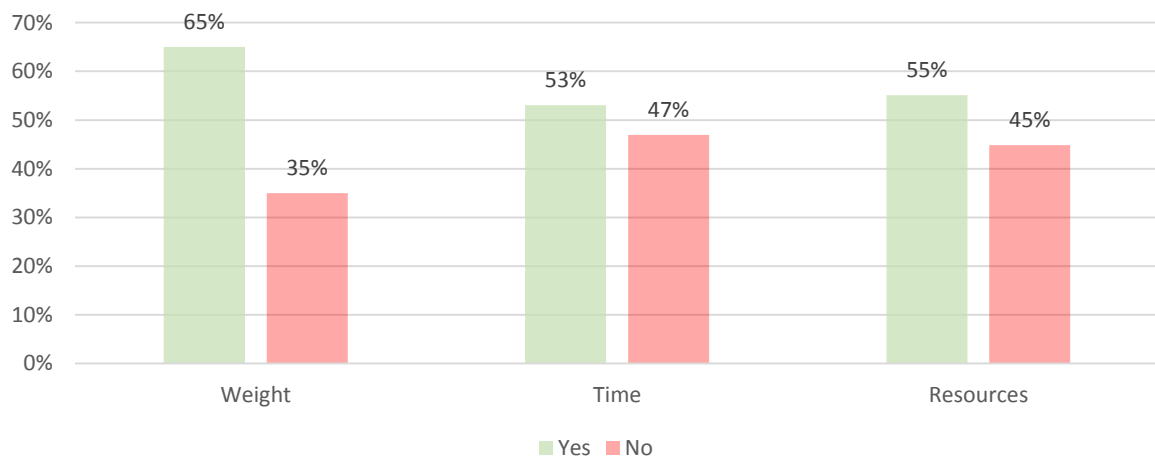


Are staffing levels in your department adequate to meet patient care needs?



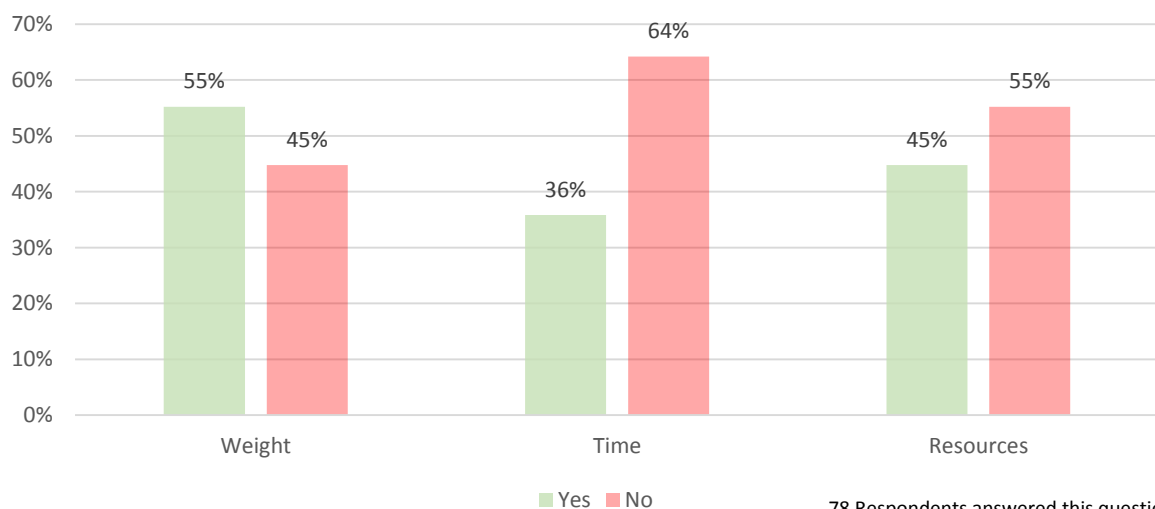
81 Respondents answered this question.

Is the teaching and training of Doctors in Training at Fiona Stanley Hospital given adequate...



67 Respondents answered this question.

Is research at Fiona Stanley Hospital given adequate...



78 Respondents answered this question.

All doctors who provide services at Fiona Stanley Hospital

(DiTs & Senior Doctors combined)

Doctors who provide services at Fiona Stanley Hospital were asked to rate a number of statements relating to Fiona Stanley Hospital. Their responses are summarised below with graphs showing the responses of DiTs, Senior Doctors and their combined results (All).

Doctors who provided services at Fiona Stanley Hospital indicated the following in relation to the operation of the hospital:

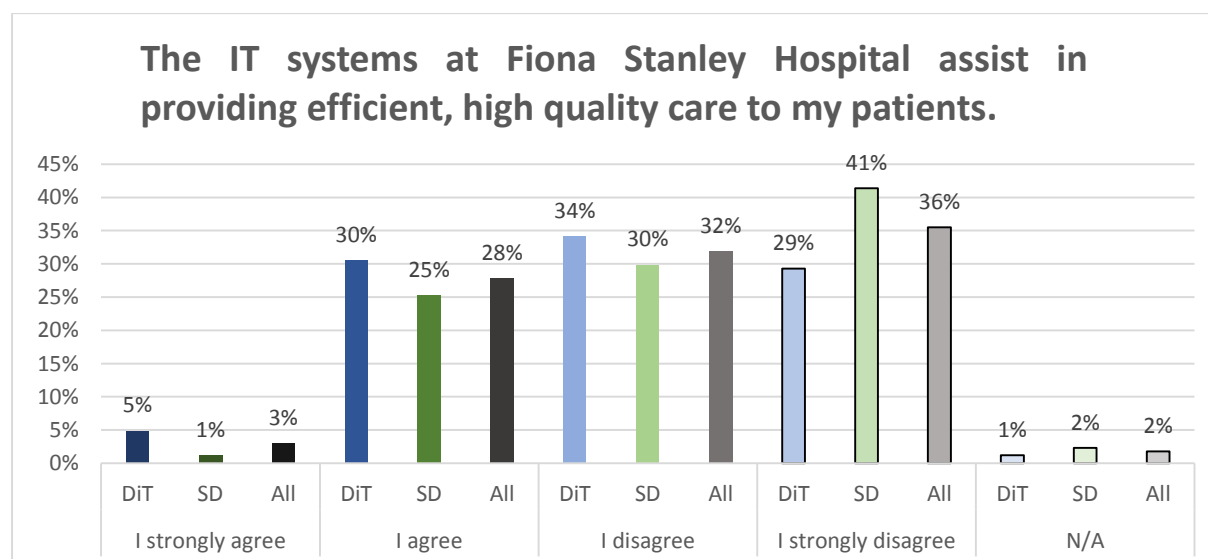
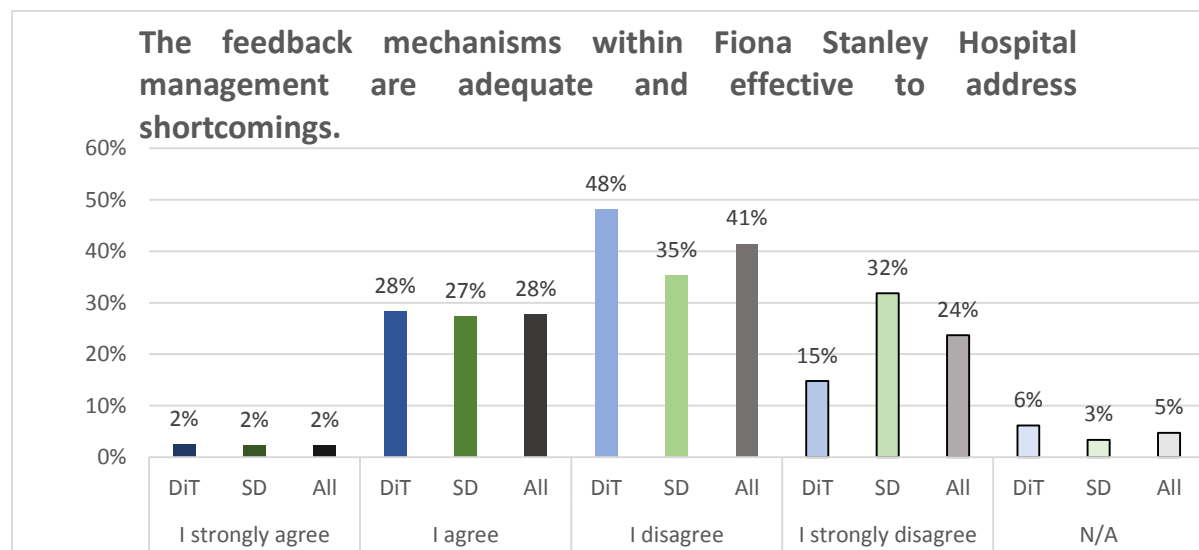
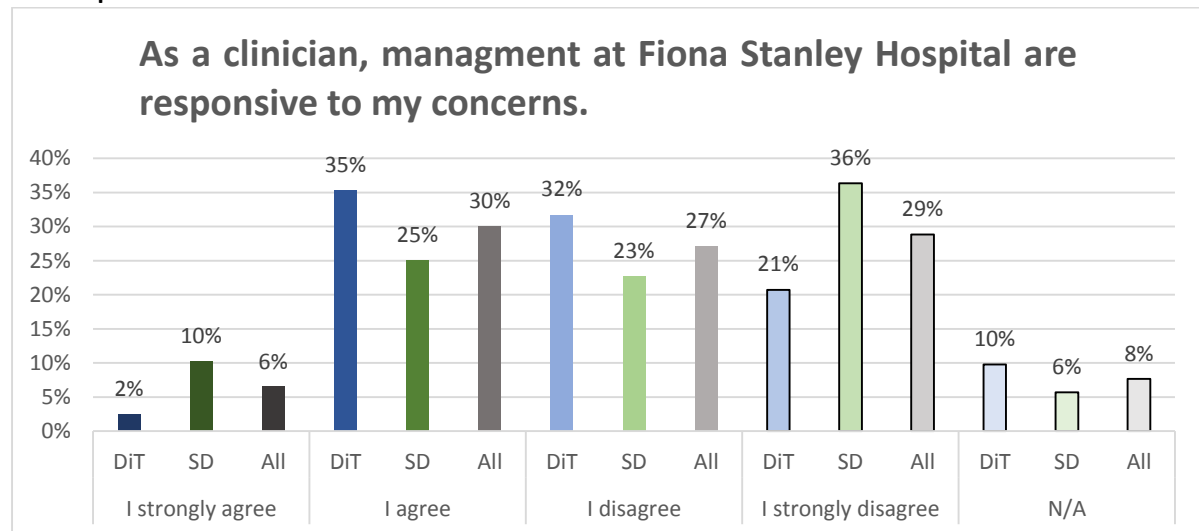
- 56% do not feel that management at Fiona Stanley Hospital are responsive to their concerns.
- 65% do not feel that feedback mechanisms are adequate and effective at addressing shortcomings.
- 68% do not feel that IT systems assist in providing efficient, high quality care to patients.
- Only 26% feel that the outpatient department is functioning to a desirable standard.
- Only 8% feel that CSSD services are safe, and according to standard.
- 65% feel that services provided by Serco (other than CSSD) are not adequate.

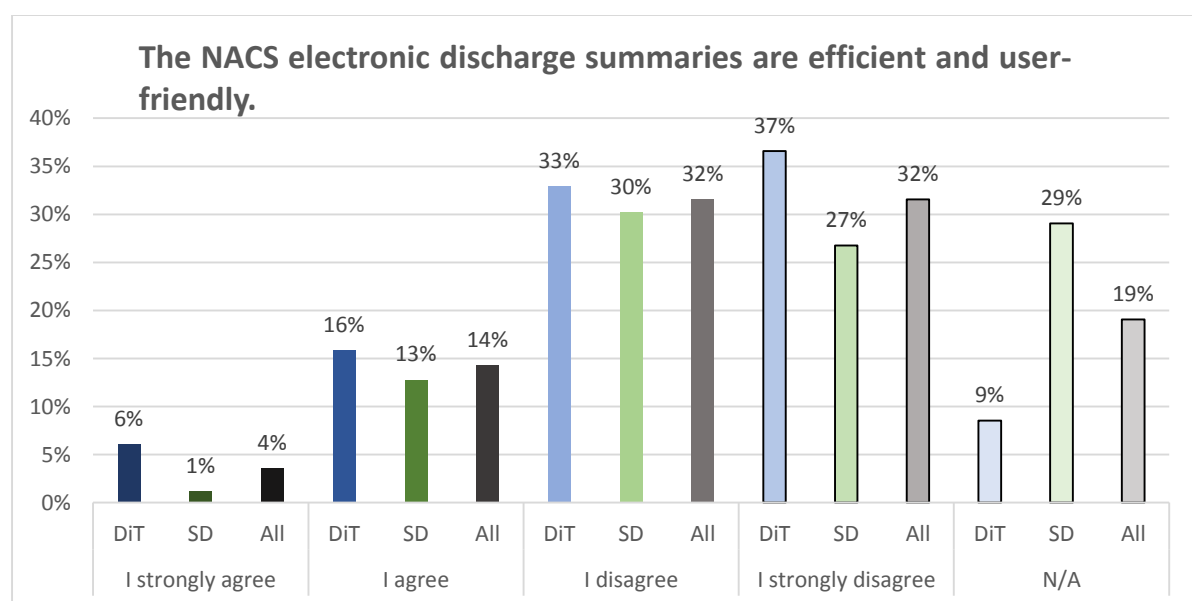
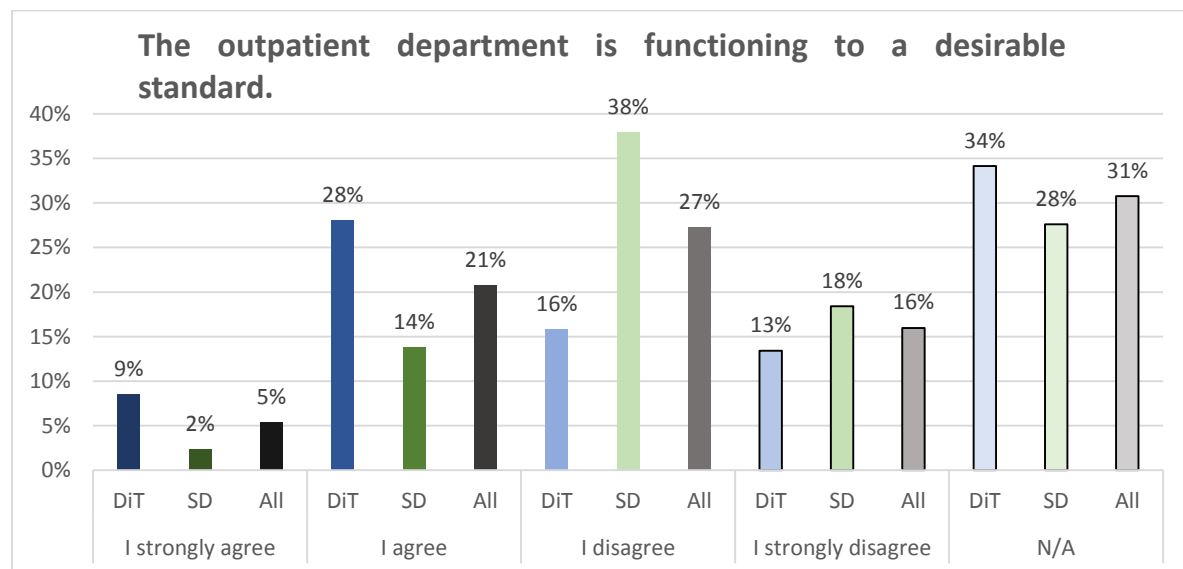
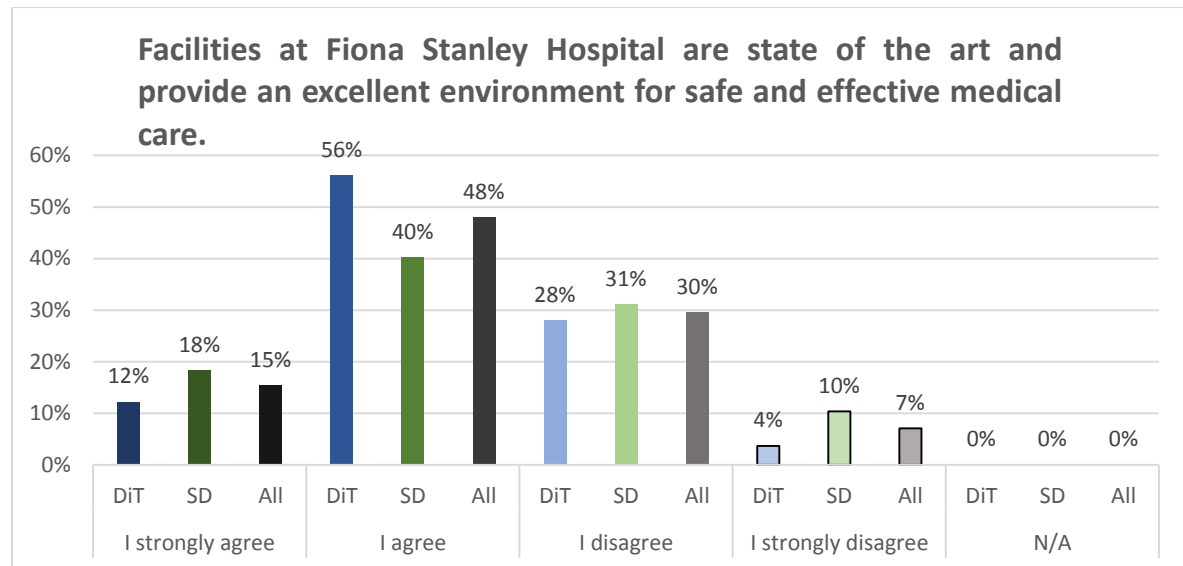
Furthermore:

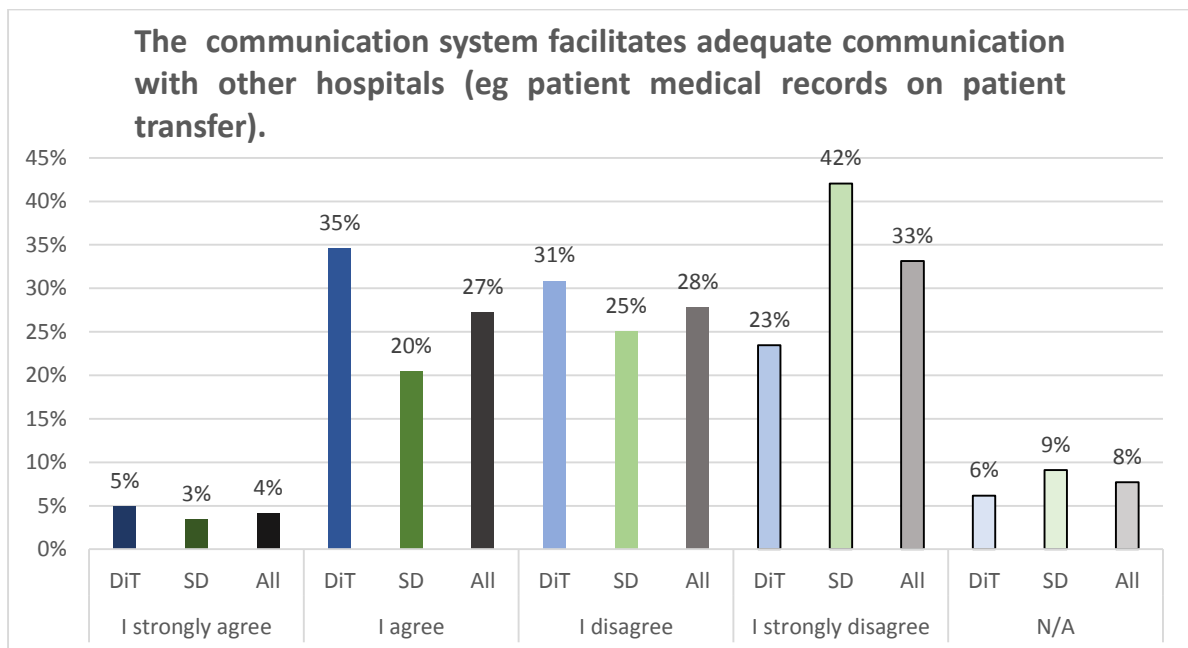
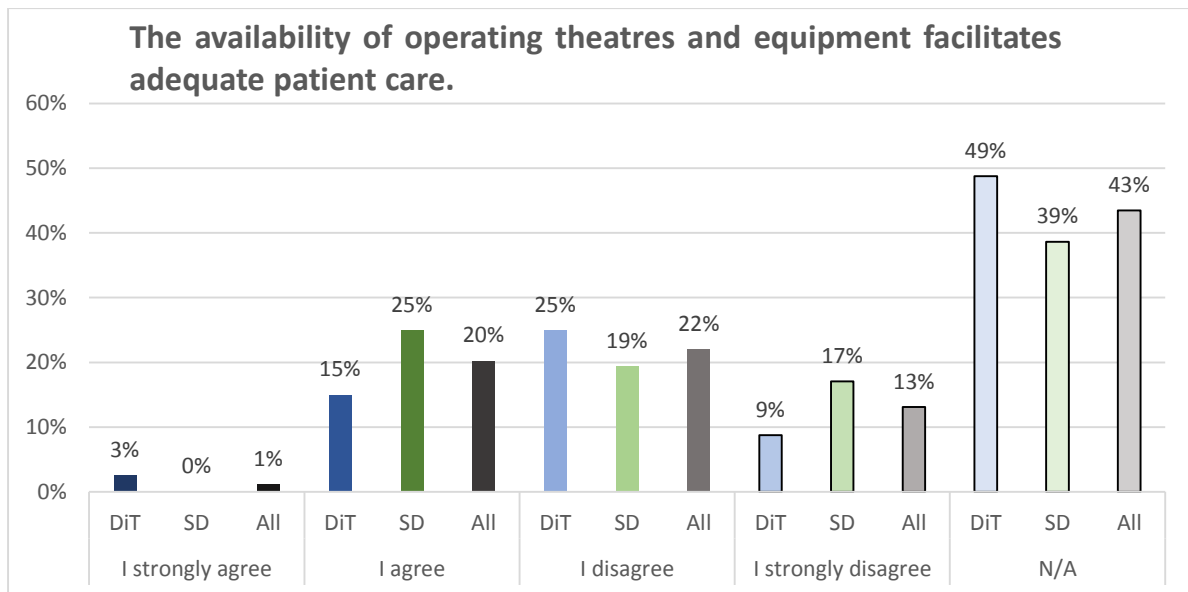
Respondents have highlighted, in particular, the porter and helpdesk/switchboard services as being inadequate with comments pointing to the lack of knowledge and efficiency on the part of the helpdesk/switchboard and porters being slow and unreliable.

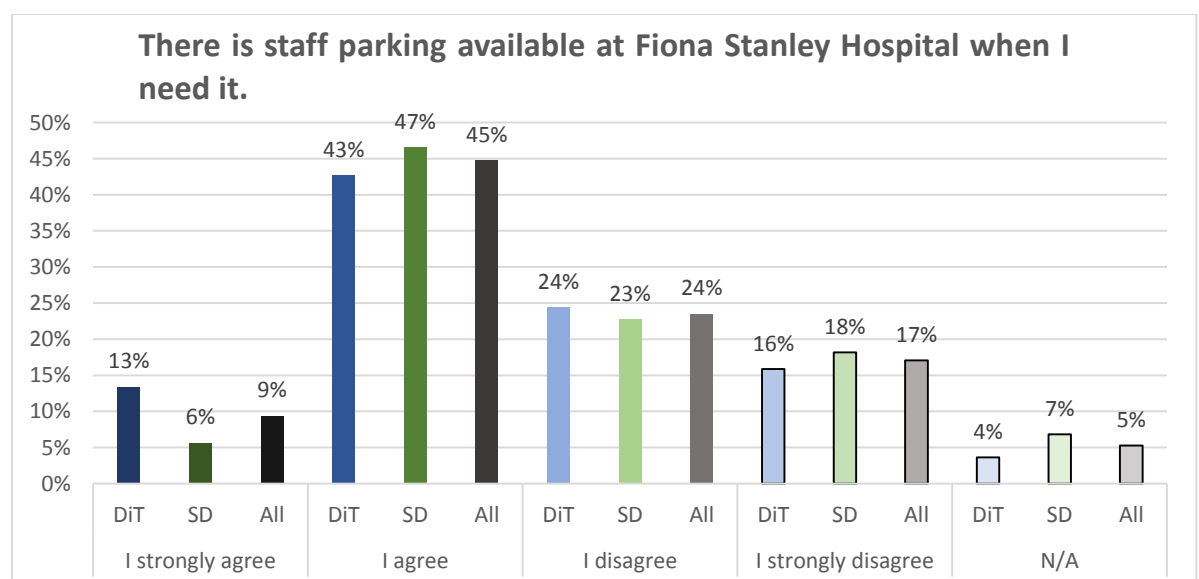
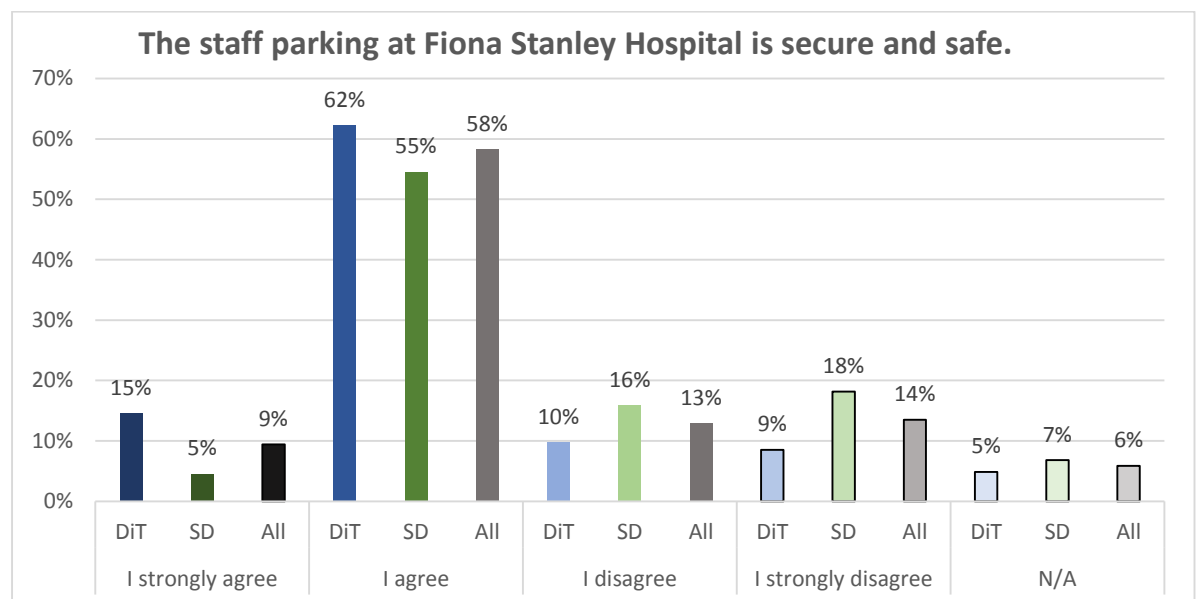
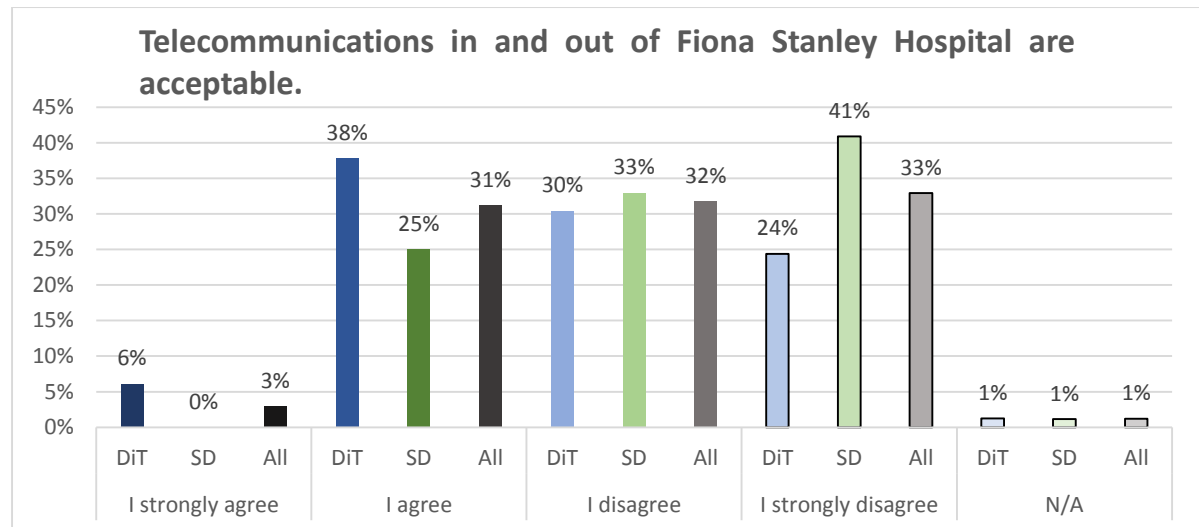
Respondents rated their level of agreement with the following statements:

169 Respondents

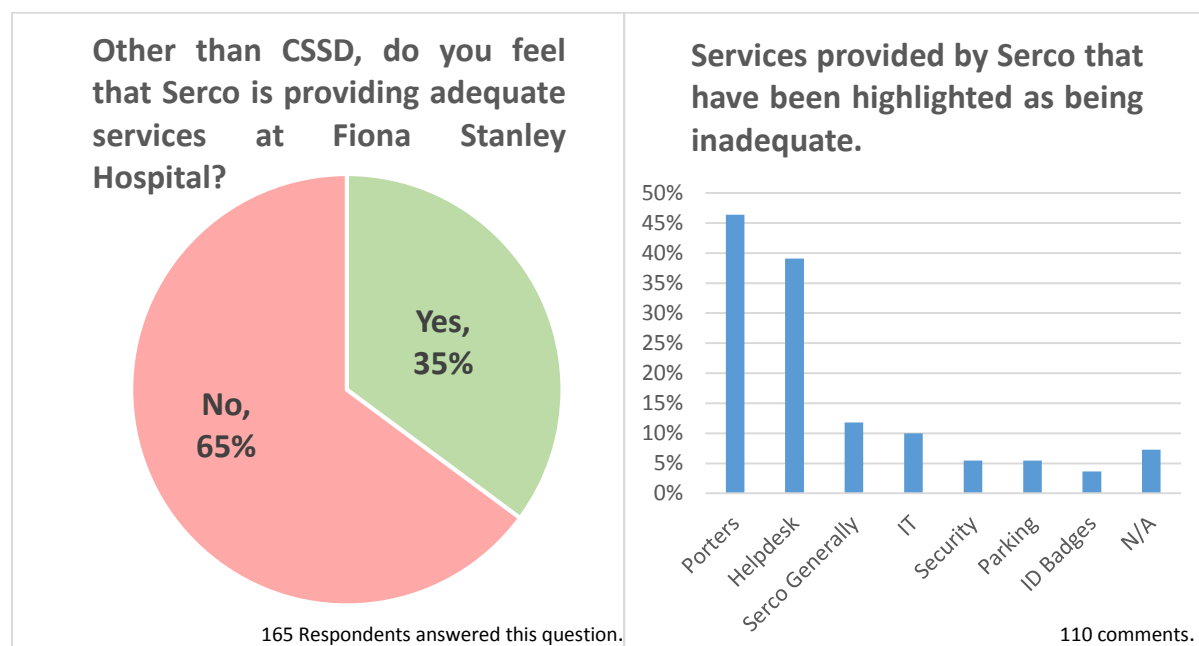
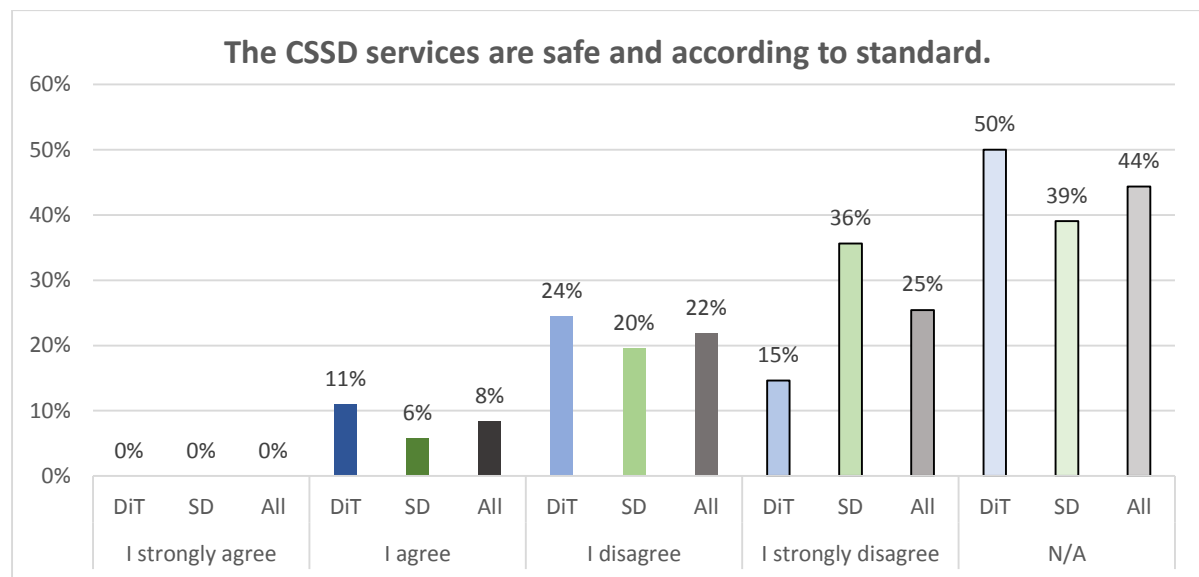








Responses in relation to services provided by Serco



Doctors who provide services at North Metropolitan Health Service Hospitals

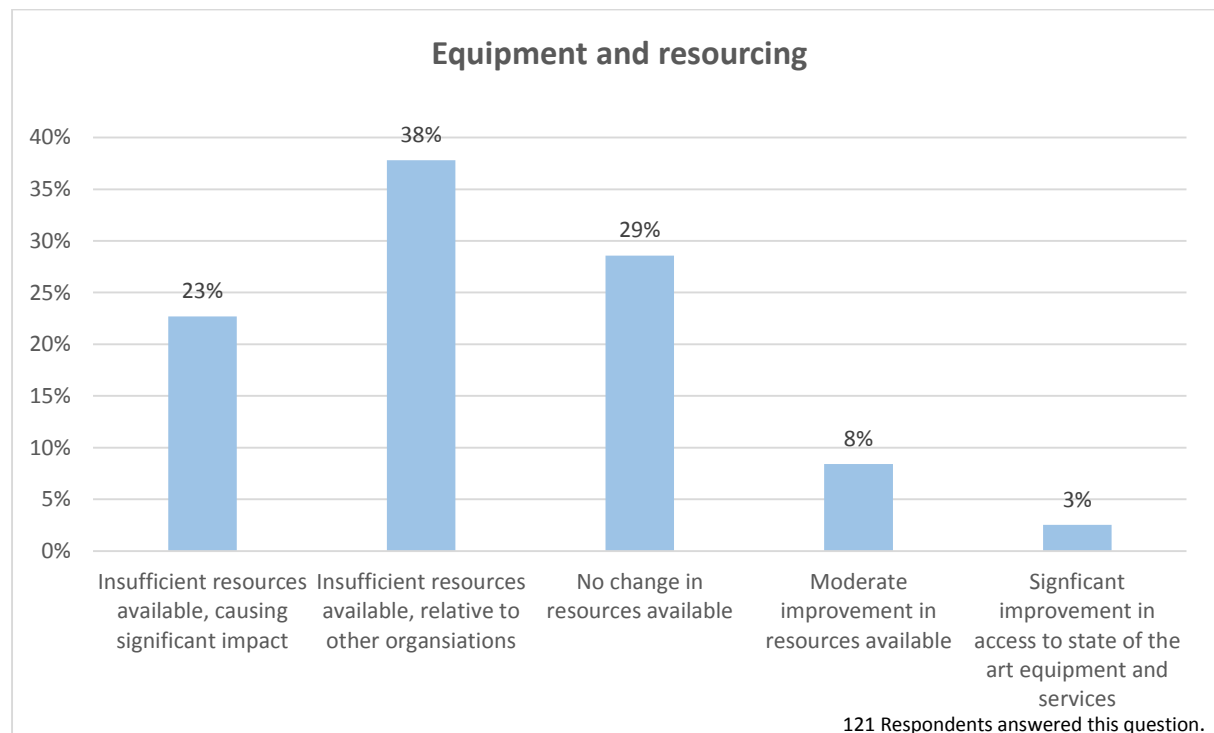
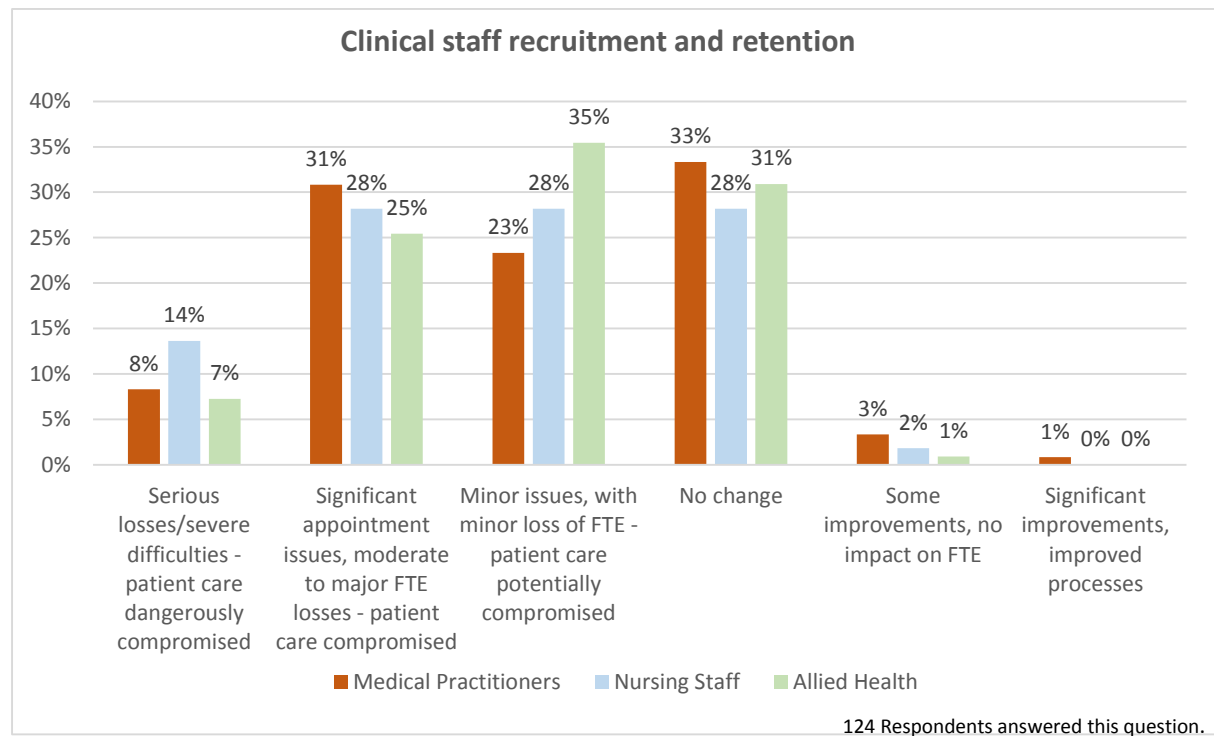
123 of the 667 respondents provided services at NMHS Hospitals. 16 of those (13%) also provided services at Fiona Stanley Hospital.

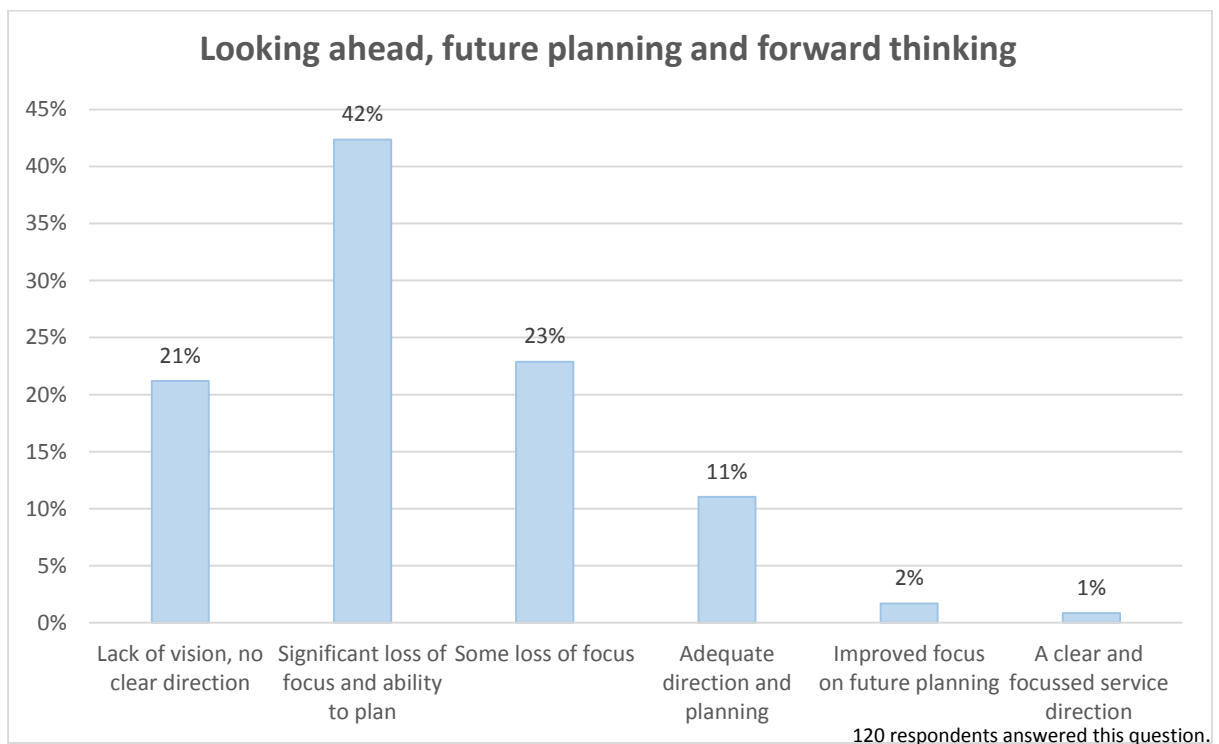
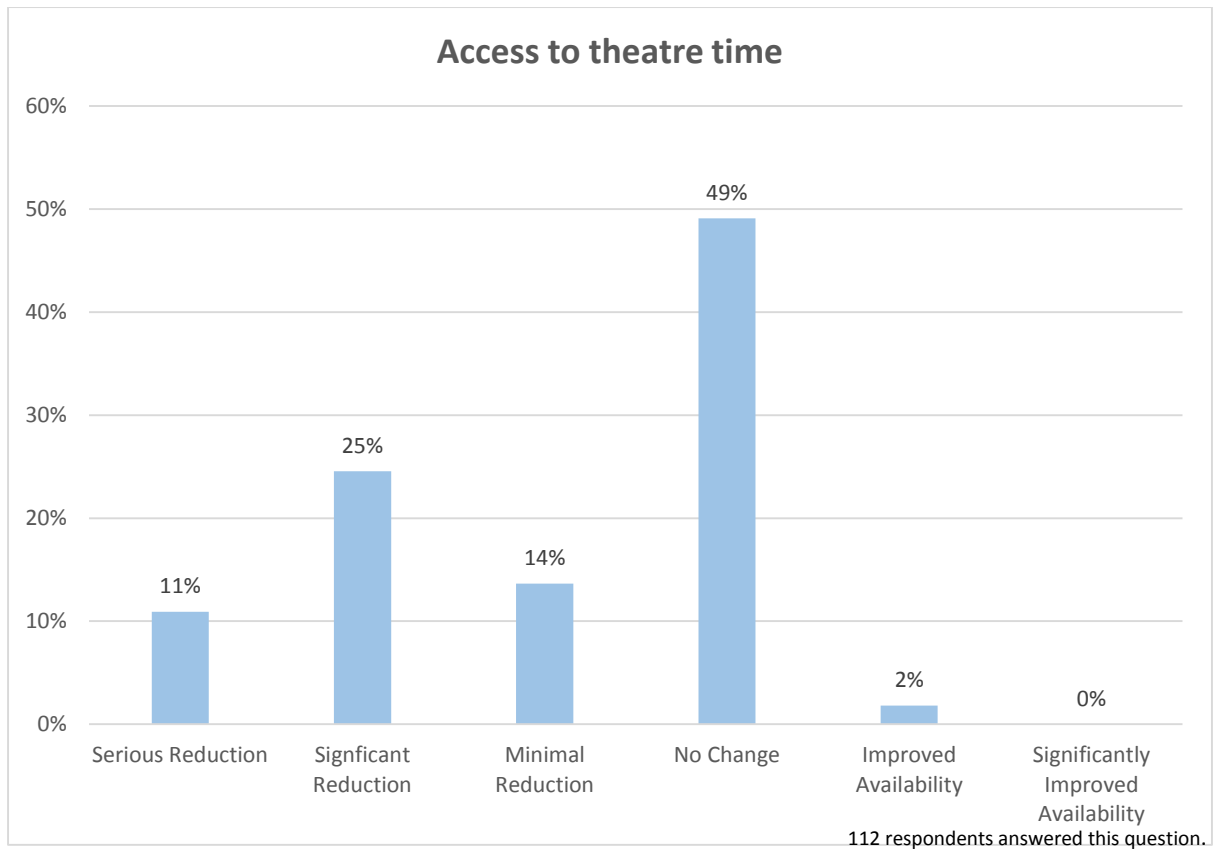
At which NMHS Hospitals do you provide services? (Multiple locations possible)	
SCGH	77
JHC	21
OPH	16
KEMH	19
SDH	20

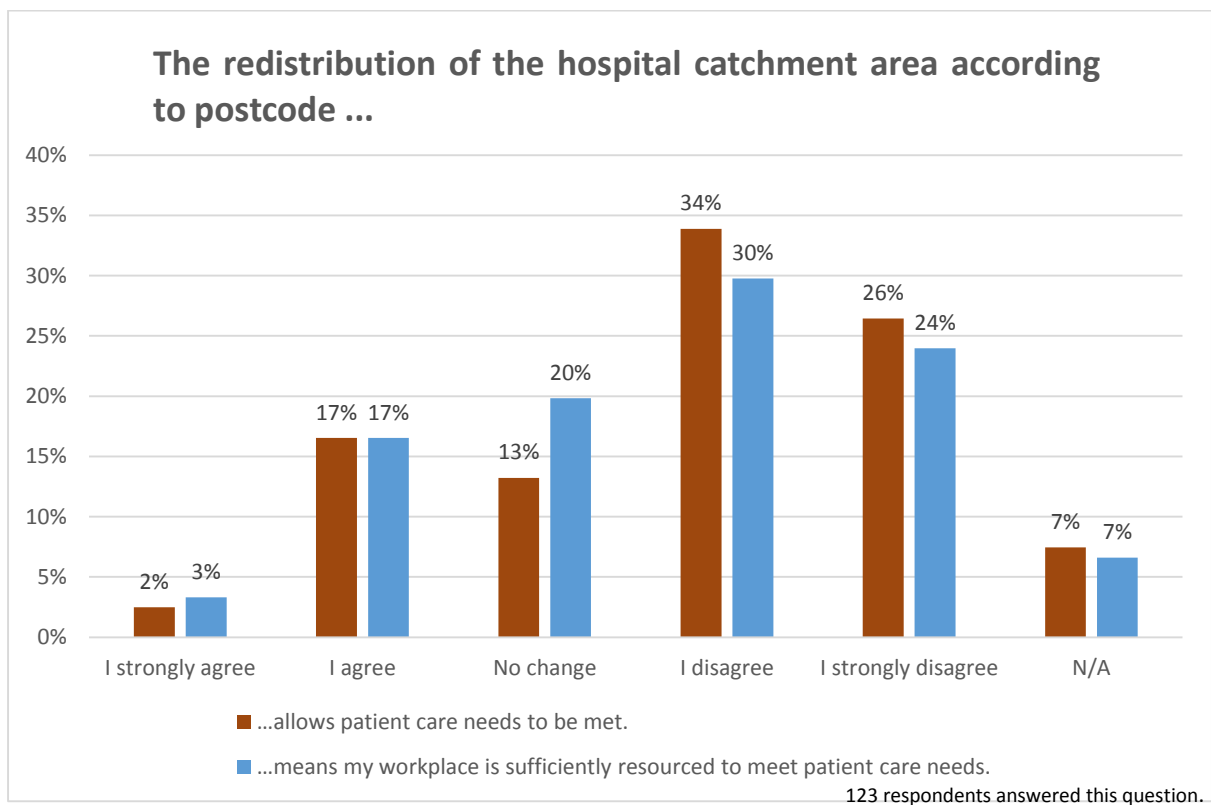
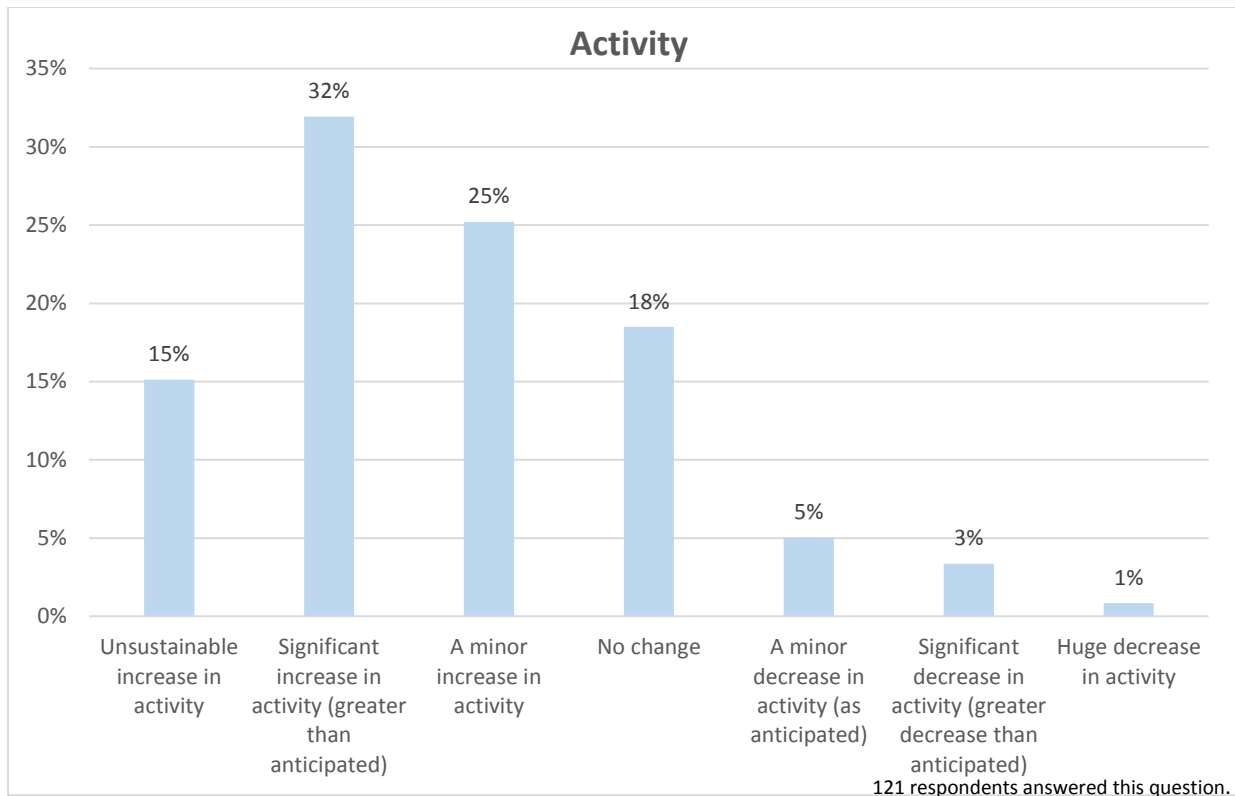
Doctors who provided services to NMHS hospitals indicated that the opening of Fiona Stanley Hospital had the following impact:

- Loss of FTE (Clinicians, Nursing Staff & Allied Health) with at least the potential for patient care to be compromised.
- Insufficient resources and equipment.
- 50% have highlighted a reduced access to theatre time.
- In relation to future planning and forward thinking, 63% highlighted either a significant loss of focus or a lack of vision.
- A majority of doctors feel that the redistribution of the hospital catchment area did not allow patient care needs to be met.

Doctors who provide services to NMHS hospitals have rated the following statements in relation to the impact had, as a result of the opening of Fiona Stanley Hospital and the reconfiguration of SMHS.







Doctors who provide services at South Metropolitan Health Service Hospitals

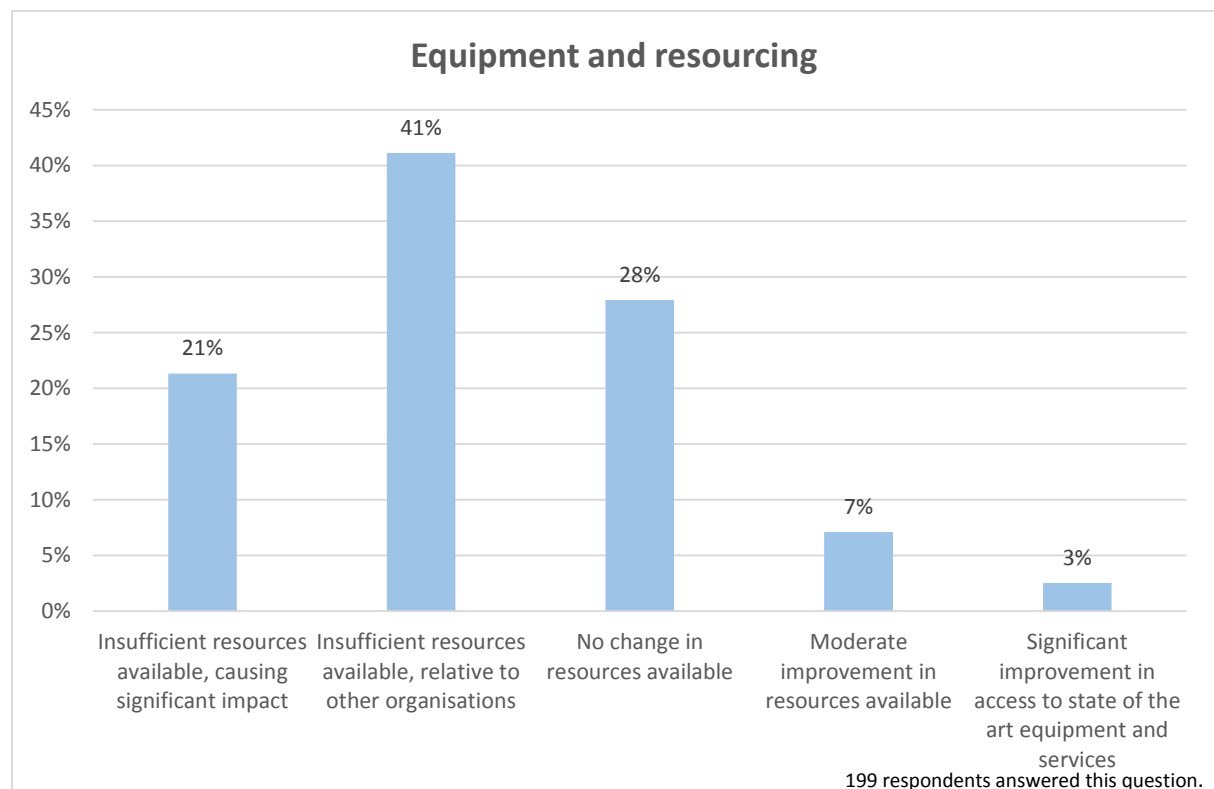
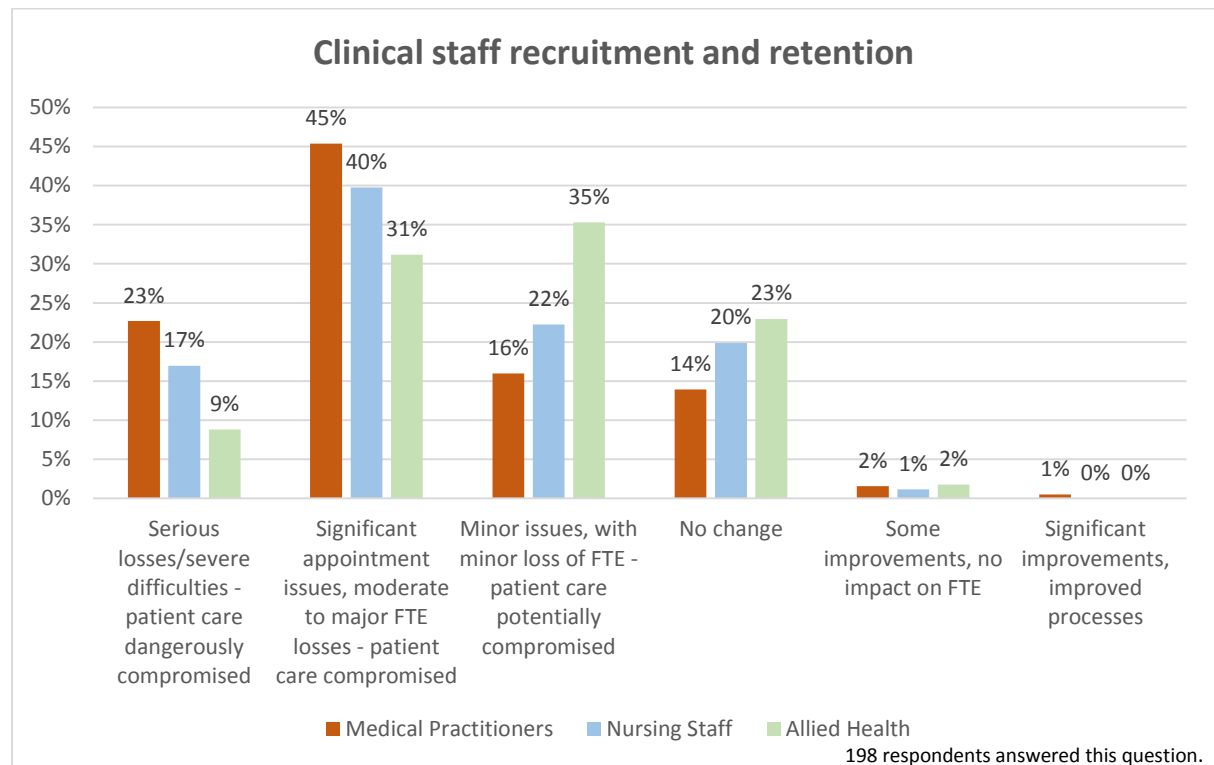
201 respondents identified as providing services to South Metropolitan Health Service Hospitals, other than Fiona Stanley Hospital. 59 respondents (29%) also provided services at Fiona Stanley Hospital.

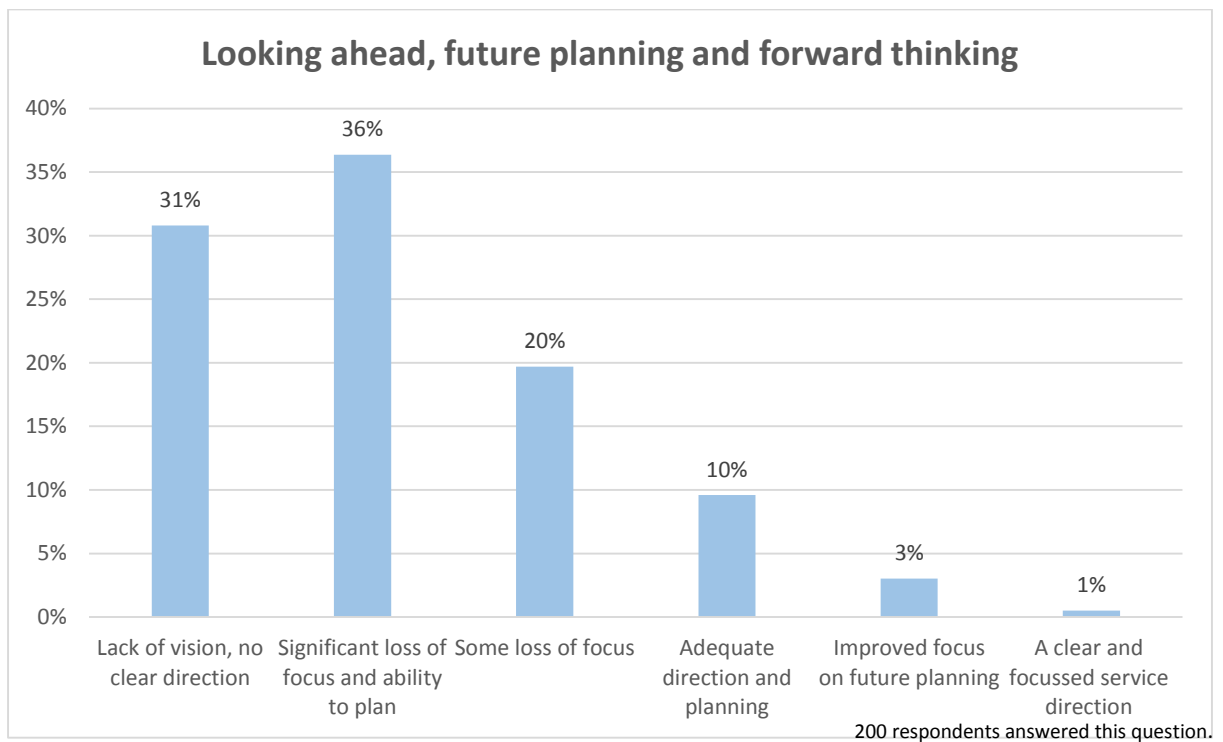
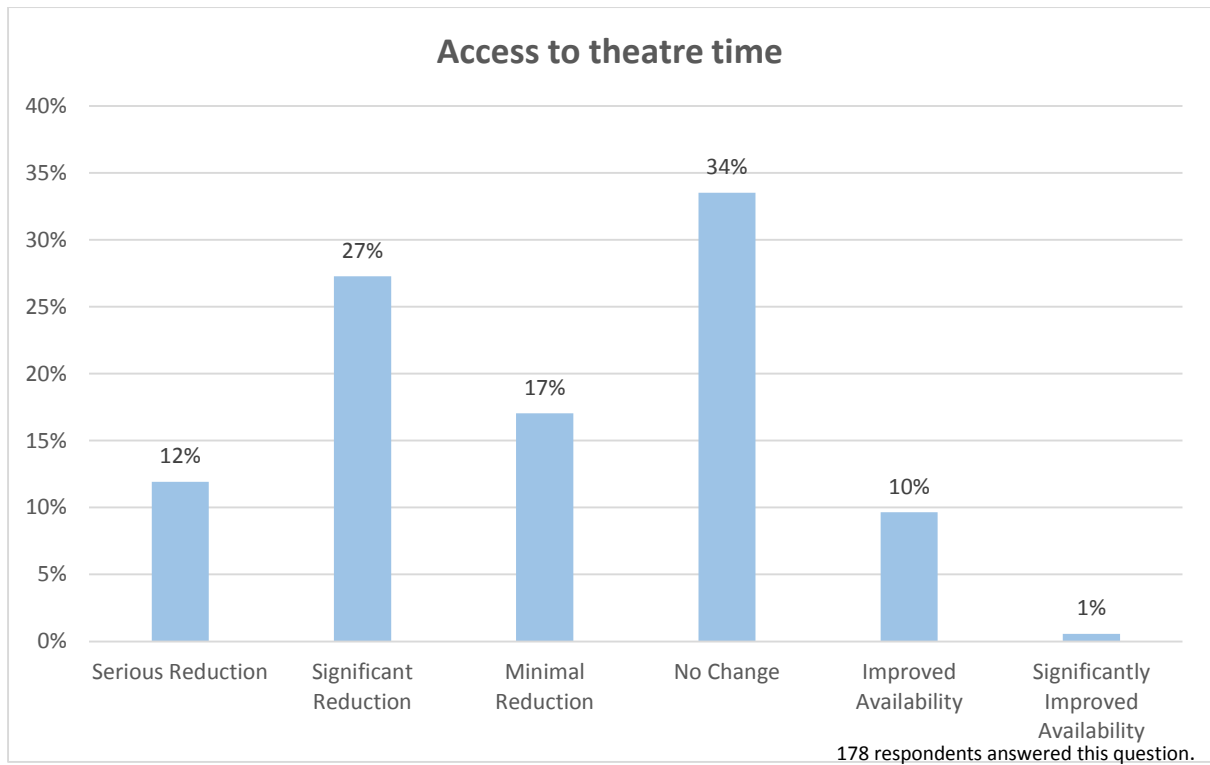
Which SMHS Hospital do you provide services? (Multiple locations possible)	
RPH	108
Fremantle	47
RGH	39
Peel Health Campus	18
Bentley	15
AKMH	16

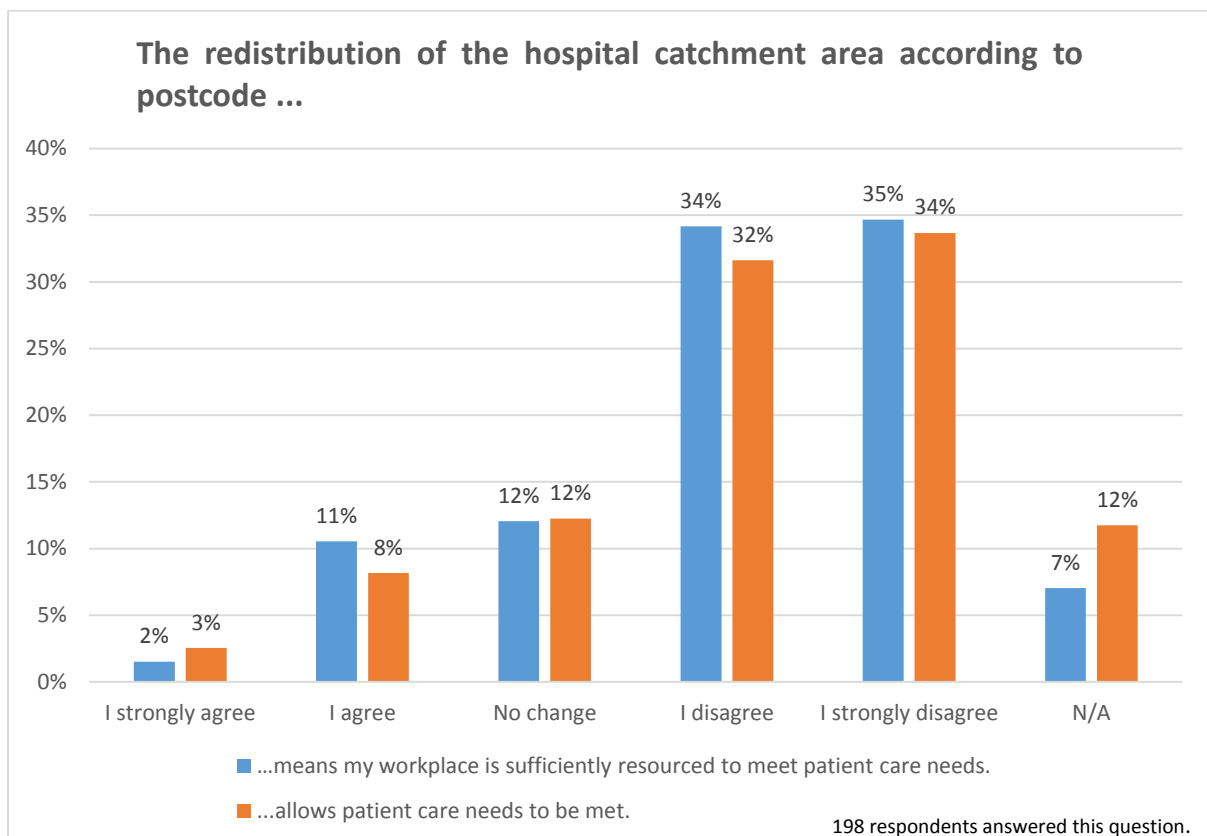
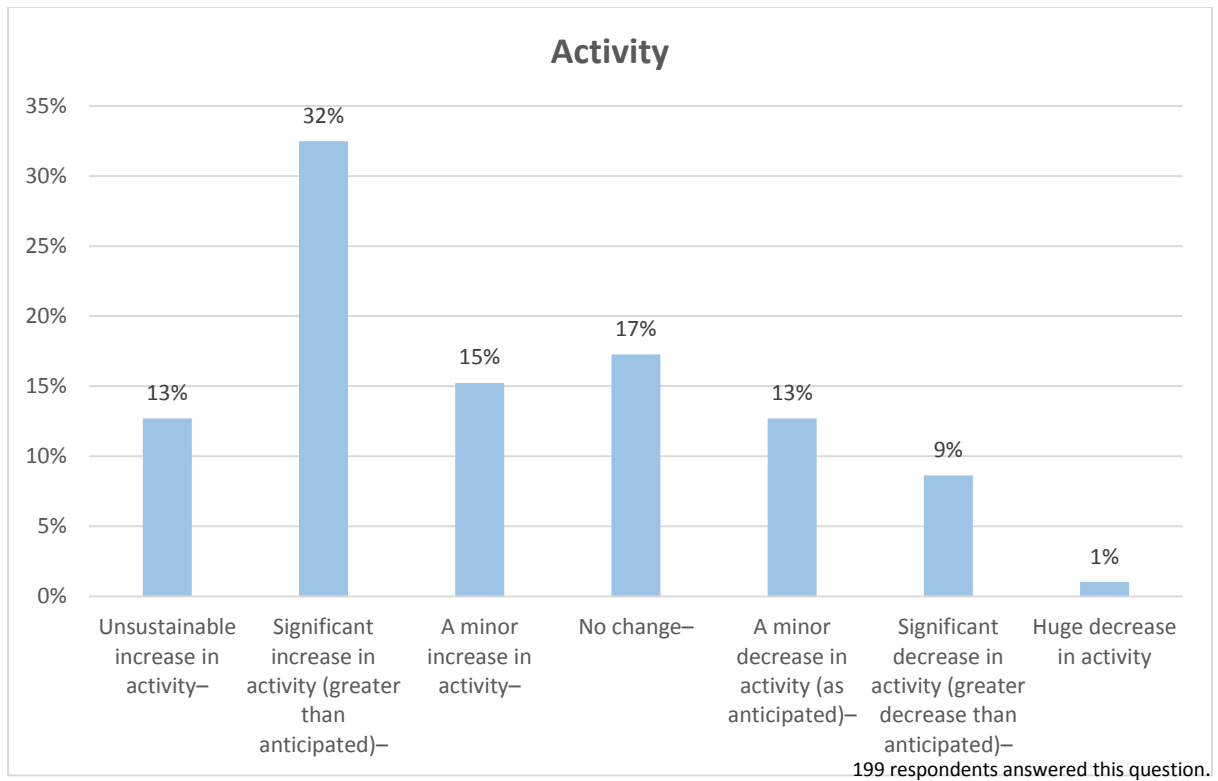
Doctors who provided services to SMHS hospitals indicated that the opening of Fiona Stanley Hospital had the following impact:

- A loss of FTE (Clinicians, Nursing Staff & Allied Health) with at least the potential for patient care to be compromised.
- Insufficient resources and equipment, relative to other organisations.
- 56% of respondents have indicated a reduction in access the theatre time.
- In relation to future planning and forward thinking, 67% highlighted either a loss of focus or a lack of vision.
- A majority of doctors felt that redistribution of the hospital catchment area did not allow patient care needs to be met.

Doctors who provide services to SMHS hospitals have rated the following statements in relation to the impact from the opening of Fiona Stanley Hospital and the reconfiguration of SMHS.







General Practitioners

60 respondents identified as GPs, with 2 (3%) providing services at Fiona Stanley Hospital.

GPs indicated that the opening of Fiona Stanley Hospital has had the following impact:

- In relation to future planning and forward thinking, 78% highlighted either a loss of focus or a lack of vision.
- 48% indicated an increase in activity.

Comments made by GPs have highlighted the following issues:

- Referrals are not being triaged in a timely manor and there are communication difficulties in relation to referrals.
- Patients expressing concern at the quality of care and asking not to be referred to Fiona Stanley Hospital.
- Few attempts to engage with primary care.
- Loss of continuity for patients transferred from other hospitals.
- Vacuum of information in relation to the services transferred to Fiona Stanley Hospital.

GPs have rated the following statements in relation to the impact from the opening of Fiona Stanley Hospital and the reconfiguration of SMHS.

