

SELECT COMMITTEE ON OFF-PROTOCOL PRESCRIBING OF CHEMOTHERAPY IN NSW

Inquiry into off-protocol prescribing of chemotherapy in New South Wales

HEARING: SYDNEY, TUESDAY 1 NOVEMBER 2016

**NSW Health (South Eastern Sydney Local Health District) –
Gerry Marr, Margaret Savage, Jo Kernaghan, James Mackie**

Questions taken on notice during the hearing

Mr MARR: It is now a State helpline. Unfortunately, I can only describe it as administrative error, the phone was not manned for a period of about 10 days. But in the period of the whole of September no phone calls were made to that helpline at all.

The Hon. COURTNEY HOUSSOS: When was that 10 day period?

Mr MARR: Ms Savage, have you got the date? I will take that question on notice and give you confirmation of the date.

The Hon. COURTNEY HOUSSOS: The Committee has received information that there were still patients out there, who perhaps were not affected but were seeking information, who were unable to seek the information through the 1800 number?

Mr MARR: I am not able to confirm that detail.

The Hon. COURTNEY HOUSSOS: I would be interested if you could provide those times.

Mr MARR: I will take that question on notice and advise you.

ANSWER:

The last call to the SESLHD Hotline was received on 26 August 2016. A staff member was not allocated to answer the SESLHD Hotline from 15 September 2016 due to the small numbers of calls that had been received. From that date, the hotline number was diverted to a switchboard.

The Cancer Institute Hotline commenced on 17 October 2016. To date, two calls from SESLHD patients have been received. No issues were identified.

The Hon. BRONNIE TAYLOR: So do all your visiting and resident medical and radiation oncologists have annual performance reviews?

Dr KARNAGHAN: At the moment I cannot tell you that we are exactly 100 per cent compliant. I am happy to take that question on notice and provide you with a more detailed answer.

The Hon. BRONNIE TAYLOR: Do the other staff who work in the hospital—allied health staff and other staff—have annual performance reviews, and are they up to date?

Mr MARR: The policy is certainly—

The Hon. BRONNIE TAYLOR: I am aware of the policy, with all due respect.

Mr MARR: I can supply you with the figures on notice. We monitor compliance. We do not just put out the policy and not concern ourselves with compliance. I do not have that information with me.

ANSWER:

See table over page.

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	SENIOR MEDICAL (as at 31 Jan 2016)	JUNIOR MEDICAL (see notes)	NON-MEDICAL STAFF (as at 11 Nov 2016)
SUTHERLAND	Staff Specialist & Clinical Academic 86% Visiting Medical Officer 74%	>90%	44%
ST GEORGE	Staff Specialist & Clinical Academics 62% Visiting Medical Officer 67%	>90%	24%

NOTES:

Senior Medical Staff includes all Staff Specialists, Visiting Medical Officers and Clinical Academics in all specialties. This figure is accurate as the database captures the completion of the performance review automatically. Visiting Medical Officers (VMOs) are currently undertaking Performance Review for the purposes of re-appointment, so this figure will be higher by the end of the year.

Junior Medical Staff includes all non-specialist medical staff, including doctors in training and Career Medical Officers. Data is not routinely collected for this group, however, the NSW Health Education Training Institute requires that all Interns and PGY2 doctors have a performance review every term (5/year). All Specialist Medical Colleges require that all doctors in training complete a performance review at the conclusion of every term (1, 2 or 4/year).

Non-medical staff includes all nursing, allied health, administrative, scientific, maintenance and hotel services staff. This figure is considered understated as the performance review date is loaded manually into the Human Resources Information System (Stafflink) by the manager.

The Hon. BRONNIE TAYLOR: With the question on notice about the performance reviews could you indicate who does the performance reviews for the medical specialists in oncology?

Ms SAVAGE: Yes.

ANSWER:

All medical specialties in oncology have their performance reviews conducted by their relevant Head of Department who is a specialist in oncology. The Head of Department has their performance reviews conducted by their relevant line manager, who may or may not be a specialist in the field.