



WESTERN AUSTRALIA

AMA(WA) Doctors in Training

HOSPITAL RATINGS 2008

SIR CHARLES GAIRDNER HOSPITAL REPORT

May 2008

Comments:

The comments supported the rating that this does not appear to be a significant problem. It would appear that this may be departmentally dependent.

Accuracy of pay

Score: ★★½

Resolution of Pay Issues

Score: ★★★

Comments:

The accuracy was deemed to be below standard and when problems were raised with HCN these were difficult to remedy although they were eventually fixed. It was felt that communication from HCN should be improved.

Recommendation:

See recommendation under "Ease of Understanding Payslip". If the payslip is clear and understandable then this should assist in ensuring that any errors that are made can be easily rectified.

2. LEAVE

Overall Score: ★★★½

Access to annual leave

Score: ★★★½

Comments:

It was felt that there was a need to plan many months ahead to ensure access to the leave. However the confirmation of the leave was significantly delayed. It was felt that the lack of sufficient numbers of leave reliever positions affected the capacity to access leave when wanted.

Recommendation:

AMA to liaise with Medical Administration and identify where improvements can be made.

Access to study leave

Score: ★★★★★

Comments:

Did not appear to be a significant problem. There was a concern expressed that the paperwork was cumbersome. However Medical Administration ought to be commended for facilitating the leave.

Access to sick/carers leave

Score: ★★★★★

Comments:

No significant issues were identified in accessing sick or carers leave therefore medical administration ought to be commended.

Adherence to timelines for confirmation of leave

Score: ★★★

Comments:

The comments made were critical of the lack of feedback associated with accessing the leave and thus the timelines associated with notification. It was therefore difficult to book flights and accommodation with the minimal notice of confirmation of leave.

Recommendation:

AMA to liaise with Medical Administration to see where improvements can be made and to ensure adherence to the timelines detailed within the Agreement.

Is your leave ever cancelled?

If Yes, was notice provided when leave was cancelled?

Score: ★★

Comments:

84% did not have any concerns associated with this issue. It appears to affect 10% of respondent.

Of those that did experience difficulties the notice provided was poor

3. TERM ALLOCATIONS

Overall Score: ★★★★★^{1/2}

Your satisfaction with the terms allocated to you?

Score: ★★★★★

Ability of term allocation to meet training requirements

Score: ★★★½

Comments:

Whilst the rating was good there were a number of comments that clearly highlighted their dissatisfaction with the term they were allocated i.e. term not provided, changed at the last minute. However there was comment made that changes were able to be made to a more suitable rotation.

Access to rural secondments

Score: ★★★½

Comments:

Was not considered to be a problem

Access to part-time or job sharing arrangements

Score: ★★½

Comments:

It was felt that part time or job sharing was not an option available to them. There were some that would be interested in applying for part time in the future.

Recommendation:

Whilst this was not considered to be a significant priority at this point in time further work in this area ought to be done to ensure that access to these flexible working arrangements is improved for the future.

4. EDUCATION/SUPERVISION

Overall Score: ★★★★★

Quality/Regularity of Formal Teaching

Score: ★★★½

Who Provides Most Training?

Outcome: Consultants

Access to advice from your supervising consultant?

Score: ★★★★★½

Comments:

Whilst the rating for quality/regularity of formal teaching was above average the comments highlighted difficulties in certain departments and a view that it depended upon your particular rotation. **ED and ICU were highly commended whereas surgery was considered poor.**

Time allocated to teach junior colleagues / medical students

Score: ★★★

Comments:

It was felt that this was rotation dependent and there were no formal arrangements to facilitate the teaching to junior colleagues and/or medical students. It was felt to be an ah-hoc arrangement and very much on the run.

5. ROSTERS

Overall Score: ★★★★★½

The notice given to you of your rostered hours

Score: ★★★★★½

Comments:

It was felt that inadequate notice made planning external activities difficult and also meant that being able to swap a shift was fairly difficult because the lack of notice.

6. HOSPITAL ADMINISTRATION

Overall Score ★★★★★½

Access to Medical Administration Staff

Score: ★★★★★

Service provided by Hospital Administration

Score: ★★★★★½

Comments:

There were some concerns expressed about lack of return phone calls when issues had been raised.

7. SAFE HOURS

Overall Score

★★★★½

Adherence to safe working hours principles

Score: ★★★★★½

Comments:

This was still considered to be a problem area with comments of 72 hours of on-call and regularly working greater than 12 hour shifts or working a day shift, then immediately progressing on to on-call and then working the next day shift straight after.

Access to Taxi vouchers or reimbursement of expenses

Score: ★★★★★

Comments:

Many did not know that this provision was available or where to access the vouchers or reimbursement. Therefore this provision should be better publicised.

Recommendation:

AMA to publicise the provision and clarify who at the Hospital is responsible for provision of vouchers and authorisation of reimbursements.

8. SECURITY

Overall Score (Personal):

★★★★½

Overall Score (Possessions):

★½

Lighting inside and in the immediate vicinity of the hospital at night

Score: ★★★★★½

Hospital security

Score: ★★★★★½

Comments:

It was considered that there were areas of the hospital that were poorly lit and thus could present a security risk. The DCR was raised as a potential problem area with the door unlocked and accessible to the public. Also the code for the DCR had not changed since installation and therefore felt this could also pose a security risk.

Access to secure lockers

Score: ★½

Comments:

This was highlighted as an area requiring significant improvement with very few lockers available. It was felt that having access to a locker was important given the incidence of theft around the hospital.

Recommendation:

Improved access and increased numbers of lockers are required.

Motor vehicle parking

Score: ★★½

Comments:

There was concern about the adequacy of parking currently and also significant concern raised about the proposed changes that are to be implemented shortly. The offer of free parking at Shenton Park and providing shuttle buses is not really a staff friendly idea particularly for those working lengthy shifts i.e. may arrive during the day but need to return to the car at night. It should be noted that since the survey was run improvements regarding access to parking for medical practitioners has been resolved.

Access to a security guard to escort you to your car at night

Score: ★★★½

Comments:

Felt that access was above average.

9. WORKSPACE ON WARDS

Overall Score ★★★½

The administrative work area for each individual doctor

Score: ★★★★★

Access to computer to check test results

Score: ★★★★★½

Access to a telephone on the ward

Score: ★★★★★

Access to a chair and desk

Score: ★★★★★½

Access to a private meeting space for clinical handovers

Score: ★★★★★

Availability of work stationary

Score: ★★★★★½

Comments:

The message was consistent i.e. there is inadequate administrative work space, insufficient computers and they are slow, insufficient chairs and desks and a severe lack of private meeting space. It was felt that there was little privacy when seeing patients/families on the wards.

Access and availability of stationary was considered to be dependent upon which department or ward you were working at and that there were varying systems in place in each area which made it confusing.

Recommendation:

There is significant improvement required in this area of workspace and work facilities on wards.

10. STUDY FACILITIES

Overall Score: ★★★★★

Access to hospital library facilities over extended hours

Score: ★★★★★½

Comments:

It was felt that the SCGH library was insufficient. The UWA library was considered good but access was limited to University staff only. There was reasonable access to on-line resources but the range was limited.

Access to quiet dedicated study area

Score: ★★★½

Comments:

It was felt that there was no such place available at SCGH

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