

Update from Chief Executive Lisa Davies Jones

8 November 2021

I wanted to provide another quick update.

The terms of reference were released last Friday for the Mackay HHS obstetrics and gynaecology investigation and on Monday the independent, expert investigators commenced their work.

Three of the investigators are pre-imminent clinical experts in their respective fields of gynaecology, obstetrics and midwifery. The fourth investigator is an experienced consumer representative.

The investigation is now entirely in the hands of the investigators who will conduct their process absolutely independent of the MHHS.

We have also this week provided updates to those women who have contacted our feedback line and requested emotional support. Information has been provided directly to them on referral arrangements with an independent service provider. Referrals for expert medical review are also continuing on a case by case basis.

Importantly our feedback line remains open on 4885 6244 and I encourage any woman who wishes to make comment about their obstetrics and gynaecological care at MHHS to do so now. If you do not feel that you can verbally communicate your concerns you are also welcome to email them to MHHSFeedback@health.qld.gov.au.

We have placed on the site a series of helpful [FAQs](#) answering key questions which will be regularly updated.

Also this week I have been working with a range of consumer and staff stakeholders updating them on our response so far, the available supports and of course on the process of the independent investigation as well as the terms of reference.

I will continue to keep regularly updating you throughout this process.



Mackay Hospital and Health Service

Obstetrics and Gynaecology Services

Feedback

4885 6244



Dedicated phone line

A dedicated phone line continues to remain open for consumers to provide feedback about obstetrics and gynaecology services at Mackay Hospital and Health Service.

The number is 4885 6244 and is open 8.30am to 4.30pm Monday to Friday.

If the number is busy please leave a voice mail with your name and number and we will return your call as soon as possible. Calls can be returned after hours by arrangement.

Email contact

Email contact is also welcome on MHHSFeedback@health.qld.gov.au

News

Consumer joined investigation panel

Consumer representative Leah Hardiman will join the review panel for the Mackay HHS obstetrics and gynaecology services investigation.

Leah Hardiman is an experienced consumer representative who has worked closely with Metro South and Metro North Hospital and Health Services.

She has engaged with women and families of to improve maternity, gynaecology, neonatal and children's services.

She is also a consumer representative on the Statewide Maternity and Neonatal Clinical Network.

Terms of reference announced for Mackay HHS investigation



The terms of reference have been released for an investigation into obstetrics and gynaecology services in Mackay Hospital and Health Service. The investigation would be independent, wide ranging and examine the management, administration and delivery of obstetrics and gynaecology services. Read more [here](#).

