

Re: Consumer Advocate Barrett Adolescent Centre

From: [Redacted]
To: Sharon Kelly [Redacted]
Cc: Nadia Beer [Redacted]
Date: Thu, 26 Sep 2013 18:45:38 +1000

Hi Sharon,
 Thank you for the offer. I would like to be in contact with Nadia.
 Regards,
 [Redacted]

Sent from my iPad

On 25/09/2013, at 5:49 PM, "Sharon Kelly" [Redacted] wrote:

Dear Parents/Carers

You are aware there have been a number of changes in the Barrett Adolescent Centre (BAC) from both a clinical and operational governance perspective recently, [Redacted]

[Redacted]

West Moreton has maintained regular contact with you over the last couple of weeks, providing you with information as it is available and appropriate, and discussing with you the ongoing care needs of your adolescent. As an additional support, I would like to offer you the option of a regular phone call from our Consumer Advocate (Ms Nadia Beer) to discuss any general concerns or questions you may have, who will escalate issues as is necessary. Nadia will not provide any specific clinical information regarding the care of your adolescent (this will continue to be the role of the treating clinical team). Nadia will be someone who can listen to your general concerns regarding the care of your adolescent at BAC, and ensure that any issues are escalated appropriately for consideration by the right people.

Can you please send a return email to me regarding your interest in receiving regular phone calls from Nadia.

Regards
Sharon

Sharon Kelly
Executive Director
Mental Health and Specialised Services

West Moreton Hospital and Health Service

[Redacted]

The Park - Centre for Mental Health
 Administration Building, Cnr Ellerton Drive and Wolston Park Road, Wacol, Qld 4076
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