

Kia ora,

Thank you for meeting with us this afternoon and for continuing to advocate so strongly for the North Shore Emergency Department.

Firstly, I want to acknowledge the professionalism, commitment, and resilience that ED nurses and HCAs continue to demonstrate in the face of sustained and increasing demand. We recognise that staff have repeatedly raised concerns regarding workload, patient safety, overcrowding, and the ability to consistently deliver the standard of care that both patients and clinicians expect. Your concerns have been heard and taken seriously.

I also want to acknowledge the significant contribution that frontline staff have made in providing data, participating in CCDM processes, submitting incident reports, and engaging constructively with nursing and operational leadership. The feedback and advocacy from staff have been critical in informing our understanding of the pressures being experienced within the department.

Waitematā remains committed to ensuring safe staffing levels and providing a workforce that can meet patient need while supporting the wellbeing, safety, and sustainability of our staff. The information provided through CCDM, incident reporting, local workforce discussions, and direct engagement with staff is an important component of our workforce planning and decision-making processes.

We acknowledge the workforce uplift identified through the CCDM process and understand the rationale that has been presented in support of this request. As a result of this we have confirmed the following to be actioned immediately:

- That the 24FTE uplift is above current budgeted FTE
- Recruitment of the remaining 15FTE is advertised as of today
- That ED vacancy and Maternity leave will be approved immediately for recruitment when staff leave / transfer
- That recruitment will ensure adequate skill mix at the Charge Nurse Managers discretion
- That recruitment will include the four New Grads in Jan/ Feb

Thank you again for your advocacy and ongoing commitment to improving care for the communities we serve. We look forward to continuing to work with staff and delegates as these additional positions are recruited and implemented.

Ngā mihi

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