



# IMPACT REPORT 2023

**DR**  
Doctors' Health NSW

# Support. Connect. Respect.

Doctors' Health NSW acknowledges the traditional owners of the lands on which we live and work. We pay our respects to the elders past and present and we extend that respect to all other Aboriginal and Torres Strait Islander people.

We have much to learn from First Nations people, and recognise their deep and enduring connection to Country, culture and community. We are committed to continuing to honour this tradition of connection and care in the ongoing work of our organisation.

Doctors' Health NSW celebrates diversity and strives to ensure that our organisation remains accessible, inclusive, and respectful to all.



I was honoured to be involved in the establishment of the Doctors' Health Advisory Service NSW (DHAS NSW) in the early days and had the privilege of serving both as a member of the on-call panel and as the organisation's Secretary and President. I rejoined the phone line on-call panel 2 years ago and have been bowled over by the enthusiasm, sophistication and professionalism of the current Medical Director and her secretariat. It is a joy and a privilege to work with a team of like-minded GPs dedicated to helping fellow members of our profession who may be struggling with the burdens of our profession. It is amazing how much the organisation has evolved and improved with better funding and the feminisation of its workforce."

**Dr Craig Lilienthal**

*MBBS(UNSW), Dip. Obst. RCOG, FRACGP, FACRRM*

## About this report

The Doctors' Health NSW Impact Report 2023 includes activity data for the period 1 November 2022 to 31 October 2023.

Doctors' Health NSW provides free, confidential and independent services for all medical practitioners, dentists, veterinarians and students of these professions, or any friends, colleagues or family members concerned about them. The terms "doctor" and "student" are used in this report to encompass individuals from all these professional groups.

Financial information provided is from the annual Financial Statements to 30 June 2023, audited by LBW & Partners, Chartered Accountants, Level 3, 845 Pacific Highway CHATSWOOD NSW 2067.

Doctors' Health NSW (previously Doctors' Health Advisory Service) is an Australian Charities and Not-for-profits Commission (ACNC) registered charity with Deductible Gift Recipient (DGR) status with the Australian Tax Office.

Fully audited financial information is provided each year to the ACNC in an Annual Information Statement - further details can be found on their website [www.acnc.gov.au/charity/charities](http://www.acnc.gov.au/charity/charities) by searching **ABN 93488047426**



# Doctor to Doctor – we understand

## Doctors' Health NSW

- + Doctor to doctor support service
- + Available to all doctors, students, and any concerned family members, friends or colleagues
- + Independent of all professional, employment and registration organisations
- + Confidential, free 24/7 phone service connecting callers to an experienced doctor
- + Connected with a network of doctors, specialists and other services
- + Provides education and other activities relevant to doctors' health and wellbeing
- + Commitment to research - strong links to universities and doctors' health researchers
- + Advocates for doctors' health and wellbeing and a safe, respectful workplace culture
- + Run by experienced GPs and other specialist medical practitioners, supported by expert governance, finance and legal professionals

## About us

Established almost 50 years ago as the Doctors' Health Advisory Service by a group of NSW doctors concerned for their colleagues, we proudly continue this same vision, maintaining the wellbeing of doctors and supporting those requiring care. Ensuring doctors' health has benefits that extend beyond the profession to improve the wellbeing of the general community.

Doctors' Health NSW continues to provide direct services to doctors and students across NSW. The service remains doctor run and led, overseen by a Board of Directors, and is experiencing an increasing demand for services every year.

Doctors' Health NSW (previously Doctors' Health Advisory Service) is an Australian Charities and Not-for-profits Commission (ACNC) registered charity with Deductible Gift Recipient (DGR) status with the Australian Taxation Office.

Doctors' Health NSW is fully compliant (based on a 2023 self-assessment) with the National Standards for Doctors' Health Services developed by the Australian Council of Health Care Standards (ACHS) in 2022.

# Doctors' health matters – to everyone

## Our purpose

Doctors' Health NSW is guided by the overarching principle that the health and wellbeing of doctors and students is paramount - to themselves, their family members and colleagues and their patients.

Our purpose is to make sure all doctors and students know they have somewhere trusted and safe to turn to for support - and that they feel confident to use it.

We are also committed to a professional culture of respect and kindness, enabling colleagues to work collaboratively and to maintain wellbeing in their professional and personal lives.

Healthy doctors provide clinical leadership and support their professional teams, enabling high quality care for patients. Training doctors is expensive, and keeping them healthy is an essential ingredient in workforce retention, protecting this investment. Keeping doctors healthy is vital for the overall functioning of our health care system and the wellbeing of our communities.

## Doctors' Health NSW is

### Supportive

- + of individuals and the profession
- + compassionate
- + inclusive

### High Quality

- + experienced doctors
- + reliable
- + accessible

### Trustworthy

- + non-judgemental
- + independent
- + ethical



# Report from our Chair and Medical Director



**Dr Ameeta Patel**  
Chair



**Dr Kathryn Hutt**  
Medical Director

The past year has been a time of growth and consolidation for Doctors' Health NSW, as we continue to expand to meet a steady increase in demand. We are very proud of the achievements of our team, the quality of our service, and the immense impact we have made with such limited resources. A revitalisation of Doctors' Health NSW has resulted in increasing usage of our 24/7 phone line service, very positive feedback from a wide variety of stakeholders and strong ongoing interest in our workshops and educational events.

There are many challenges for the health professions, as recently outlined in "General Practice: The Health of the Nation 2023 report," published by the Royal Australian College of General Practitioners. Burnout remains high, along with personal and professional issues such as mental health challenges, moral injury, exhaustion, financial stress and workforce shortage, in a troubling environment of climate emergency and international unrest.

On a daily basis, doctors taking calls on our 24/7 phone line listen as colleagues share their stories. It is alarming to hear the current impacts on doctors-in-training in NSW. These early-career, talented, hardworking doctors must be supported in their chosen career, without jeopardising their health and wellbeing. On other calls, senior doctors are re-evaluating career and lifestyle goals, and students are reconsidering their options, viewing their professional futures with trepidation.

We all have a role to play in doctors' health, not only in our own health but also in supporting the

wellbeing of our colleagues. Doctors' Health NSW recognises that our professional culture must move from feeling highly competitive to being collaborative and supportive. Enabling deeper connections and honest conversations allows doctors to support one another to thrive and to continue to provide high quality care to patients.

Doctors' Health NSW is extremely grateful to the dedicated, experienced doctors on the on-call panel, without whom we could not provide such high-quality support to the callers. They are the heart of the organisation, and we thank them for their enormous contribution.

We acknowledge and thank the pro-bono Board Directors for their commitment. They have consistently given freely of their time and expertise and are key to supporting the work of the team and assuring strong governance. Doctors' Health NSW benefits from a small, highly motivated in-house team, with expert legal support from HWL Ebsworth Lawyers and accounting overseen by Cutcher & Neale Financial Services.

We look to 2024 as an opportunity to increase capacity to reach larger numbers of doctors and students, with particular attention to our colleagues studying and working in rural and remote areas of NSW. We need to diversify our funding to maintain and increase our services into the future, and are very grateful for private and corporate tax-deductible donations which ensure our long-term viability.

## 2023 Highlights

**650**

**Education sessions** developed and delivered **face-to-face** to **over 650 doctors and students**

+ **Qualitative research project:** "Understanding doctors' experiences following the sudden death of a medical colleague"

**378**

Doctors' Health NSW doctors answered **378 calls** to the 24/7 phone line in 2023

+ Developed **My "Bushfire" Plan** with thanks to the NSW Rural Fire Service

**3X**

**Almost threefold increase in calls** to the 24/7 phone service over the last five years

+ Developed and piloted innovative and highly regarded **Leadership and Connection Workshops** in collaboration with the NSW Rural Doctors Network

**24%**

**The number of calls in 2023 increased by 24% compared to 2022**

+ Presented Art in Medicine and Peer Connection interactive sessions at the **international WONCA Conference** in October 2023 in Sydney

+ **Strong collaboration with other professional organisations**

+ Effective fiscal management with investment in IT **reducing administrative costs**

+ NSW Health investment to **develop postvention resources for NSW hospitals**

Doctors' Health NSW will continue to advocate strongly for systemic and cultural change in the interests of the health and wellbeing of all doctors and students. We intend to maintain our focus on quality and safety as we deliver services, building our leadership, peer-connection and education programs, and continuing to commission and contribute to doctors' health research.

We look forward to continuing the collaborative work we have begun with our stakeholders, including other professional organisations sharing our commitment to doctors' health and wellbeing. Together we can achieve meaningful improvements to the lives of current and future generations of doctors, their families, professional colleagues, patients and communities.



# Doctors trust the doctors' health services – we save lives

Doctors often face significant barriers when needing to access healthcare for themselves. These include concerns about confidentiality, fear of mandatory notification, time constraints, worry about career, stigma and a sense of failure.

Doctors tend to avoid generic services, such as employee assistance programs.

Doctors' Health NSW is a trusted alternative, providing safe, confidential, high-quality and independent support. Callers to the 24/7 phone line appreciate the opportunity to speak anonymously to experienced doctors who understand their issues.

## Here for:

- + Medical practitioners and students
- + Veterinarians and students
- + Dentists and students
- + and their concerned family members, friends and colleagues



Thank you for giving me so much time to talk this through. It has been so useful to talk with someone who knows about Medicine and how the system works. I feel a whole lot better, much less anxious; I can see the situation more clearly and have a way forward."



Taking calls from medical colleagues is both a privilege and an honour, being entrusted to share their problems. The majority of callers are very distressed, and I hope at the end of each call, I have provided a non-judgemental ear, with support and validation. It is very distressing to encounter so many doctors experiencing a variety of difficult issues".

*On-call GP with 42 years of clinical experience*



Thank you. REALLY appreciate our chat the other day. It REALLY made a difference."



I feel very passionate about working on the call panel. After 50 years in this profession that I love, I am aware that both students and doctors of all ages are hurting. I remember this hurt at different times in my career when I felt lonely and unsupported in my distress. To have had the empathetic and compassionate ear of a doctor with lived experience of the culture and demands of Medicine, would have meant the world - a lifeline in what seems, at times, a turbulent ocean." *On-call rural GP*



## 24/7 SUPPORT 365 DAYS A YEAR



Call Doctors' Health NSW  
(02) 9437 6552



Leave a message with  
phone service



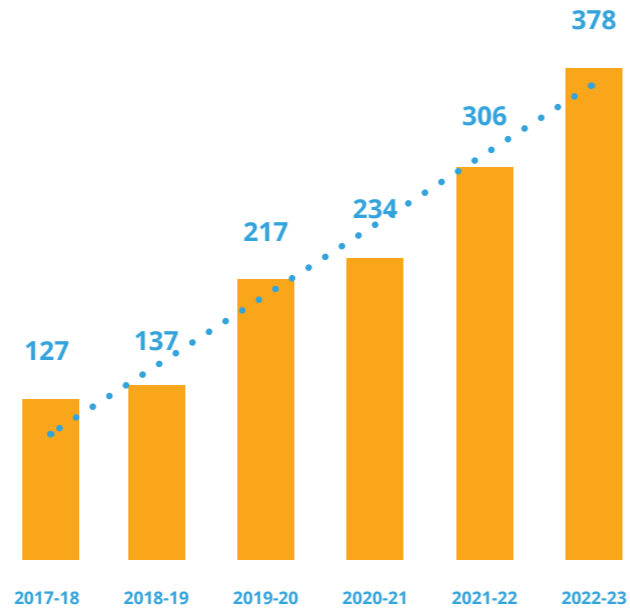
On call doctor returns  
the call within 4 hours



Support is provided and a plan  
developed with the caller if  
required

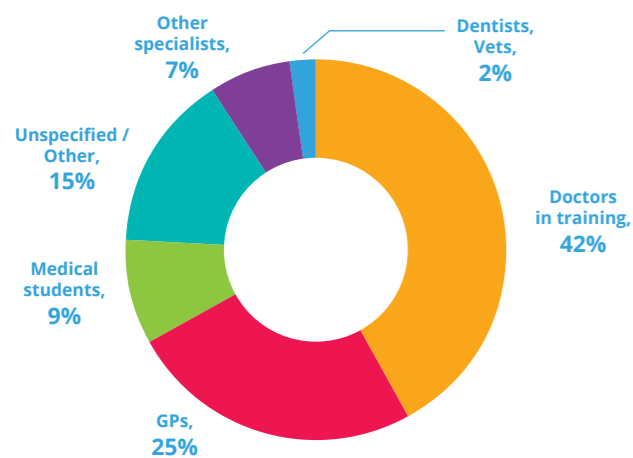
## DOCTORS' HEALTH NSW PHONE SERVICE CALL NUMBERS

12 month period (Nov - Oct)



## CALLS BY PRACTICE TYPE

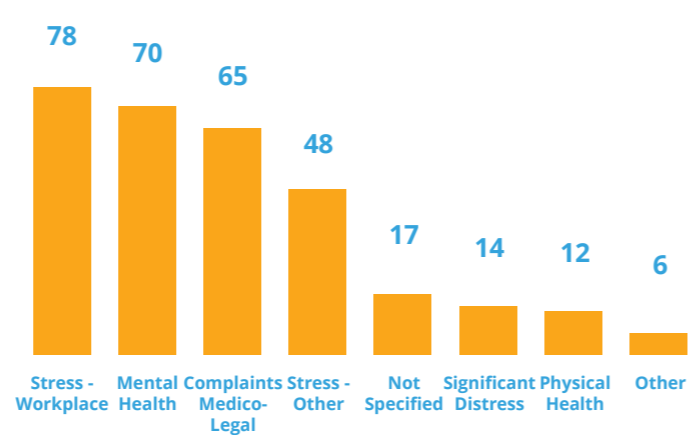
12 month period (Nov 22 - Oct 23)



The safety and quality of the 24/7 phone line is a priority, and Doctors' Health NSW has developed comprehensive policies and procedures to ensure sound clinical governance.

## SUMMARY OF CALLERS' PRESENTING PROBLEMS

1 Jan - 31 Oct 2023



Doctors on the on-call roster all have more than 25 years' experience in clinical practice. They are provided a structured orientation, ongoing regular training and are supported by the Medical Director and an on-call psychiatrist.

# Voices on the Line



## Quotes from callers



"Until I called, I thought I was the only one feeling like this and that no-one would understand."

"I felt like you understood, you got it - I didn't have to explain what it's like to work as a doctor."

"Thank you. It feels good that I've been able to tell someone that I'm struggling and to know that I don't need to be worried about seeking help from my psychologist or GP."

## Quotes from the on-call GPs



"Working on the DHAS call panel is both heartbreaking and deeply satisfying. The pain springs from the awful stories and circumstances I hear that my fellow doctors find themselves in at the hands of life generally, the health system, sometimes their patients and most disturbingly their colleagues. The satisfaction comes from knowing that at the end of a call there is a little solace and a little hope and that my colleagues and I can provide that help repeatedly and effectively in all kinds of situations."

### Metropolitan on-call GP

"I have found when doctors call the phone line that each issue for discussion is different in some way. While they may be categorised into many different work-related stressors - from concerns over assessments, relationships, worries about making perceived errors to burnout and mental health disorders, to name but a few - each story is unique."

### Rural on-call GP

## Safety and Quality

Regular training sessions are provided to ensure that the on-call doctors continue to provide high quality support to callers.



# Education and Leadership

Doctors' Health NSW educators provided direct, face-to-face education and training to over 650 doctors and students in 2023. Other doctors and students accessed our service digitally via webinars and information on our website.

Highlights of 2023 have been a series of targeted wellbeing sessions specifically developed for the "Deadly Doctors" forum run by the Aboriginal Health and Medical Research Council (AH&MRC); for the RACGP registrars in NSW and ACT; and for the Health Education and Training (HETI) Directors of Prevocational Education and Training from Local Health Districts across NSW.

Small group education was delivered to the 2023 cohort of new interns at Nepean Hospital in Western Sydney and PGY1 and PGY2 doctors at Westmead, Royal North Shore and Wagga Wagga Hospitals.



Doctors' Health NSW also developed and delivered a package of training for medical students (from Years 1 to 4) at Macquarie University about Self-Care, Intern Preparedness and When Things go Wrong. We also presented sessions on Self-care and Wellbeing and Professionalism to medical students at Notre Dame University this year.

Doctors' Health NSW participates in orientation events for first year students and new interns, to ensure they all know there is a safe space to discuss any of their concerns and to provide them with strategies for managing their first year of study or working in the hospital system.

## Conference Participation

Doctors' Health NSW was proud to deliver two well-attended sessions at the international WONCA World Conference 2023 held in Sydney in October, delivering innovative content about Art in Medicine and Peer Connection. We also presented at the 2022 Australasian Doctors' Health Conference, having assisted with the organisation of this event.

## Leadership and Connection Workshops

Another educational highlight of 2023 has been an effective collaboration with the NSW Rural Doctors Network (NSW RDN), which has enabled the development and delivery of innovative Leadership and Connection workshops, piloted with doctors and students at Wagga Wagga Hospital. Sponsored by Rural Health Pro and the NSW Ministry of Health, these sessions were very highly regarded, with all participants surveyed indicating they would

recommend this program to a colleague and would like to participate in future sessions. We hope to continue to work with the NSW RDN and provide this opportunity to doctors and students in rural and regional hospitals across NSW in 2024. These workshops focus on clinical leadership and aim to foster a supportive professional culture and improved psychological safety in the clinical workplace.

## Doctors' Health Journal Club

Doctors' Health NSW hosts a regular journal club to provide an opportunity to stay abreast of the current literature. The sessions have been established as peer group learning sessions with pre-reading and discussion of topics relevant to doctors' health based on relevant journal articles. Participants are encouraged to reflect on their own practice in the field of doctors' health, enabling robust discussion within a safe environment.

**PP** *Journal Club with Doctors' Health NSW has been a fantastic opportunity for peer group learning. I really enjoy the opportunity to have a vibrant discussion with others who have expertise in doctors' health. Sharing our understandings of the current evidence and reflecting together enables me to integrate this learning into my practice".*

**Dr Margaret Kay**  
AM, MBBS(Hons), PhD, FRACGP,  
Dip RACOG, GAICD

### Participants attending our education and training sessions said:

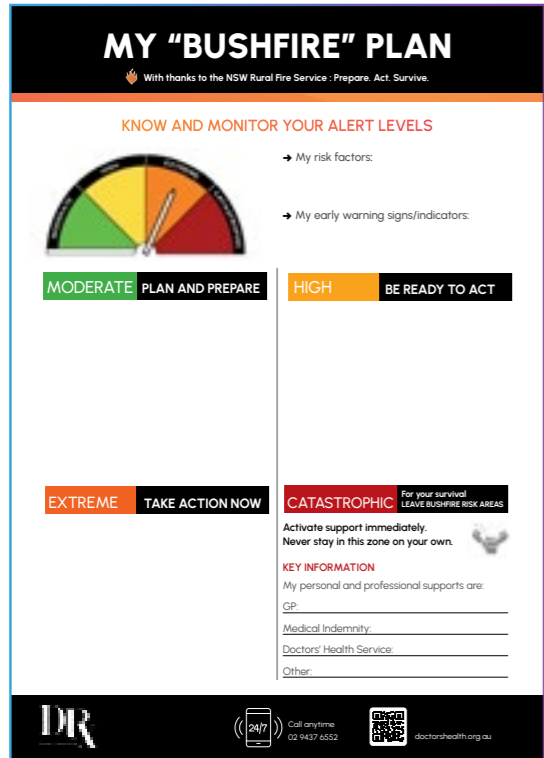
- + "After this session I felt more connected to myself and where I'm at right now"
- + "Thank you for organising such a calming, inclusive and informative session. You've helped me realise the importance of reaching out for help and finding ways to be in tune with my emotions, in order to deal with the struggles that I will face throughout my journeys in medicine & life"
- + "I wish that we could do this more often and with our junior colleagues"
- + "Excellent session and it's great to not feel like I have to undertake this journey alone"
- + "This helped me to put in place personal coping strategies and recognise that peers & colleagues all have their own struggles"

### As a result of our sessions participants indicated that they will:

- + "Be more proactive re my health"
- + "Not take things so personally and recognise that support channels are there for a reason"
- + "Feel more confident to speak out and act within my own moral compass"

### Feedback from students

- + "Very helpful session! Especially the bushfire plan"
- + "Very helpful. Glad you talked about mandatory reporting and how it works. Really like your workshops and the handouts you give us"
- + "Addressing barriers to med students accessing help from GP was a very important message"



## My "Bushfire" Plan

Developed by Doctors' Health NSW during COVID-19 in response to the increased rate of burnout amongst doctors, My "Bushfire" Plan has proven a helpful resource assisting doctors and students to prepare for circumstances in their life or work, which may be out of their direct control, and to enable them to take appropriate and timely action.

Doctors' Health NSW is grateful for the support of the NSW Rural Fire Service in granting permission to adapt their highly regarded Bushfire Preparation Plan for this purpose.

We hope that this concept not only assists doctors and students to monitor and improve their personal health and wellbeing, but also promotes discussion among colleagues in clinical teams about everyone's "bushfire" ratings, so that the team can better support one another when under pressure.

### Responses to My "Bushfire" Plan

*"This helped me to recognise some of my own warning signs and maladaptive coping"*

*"The bushfire awareness strategy & applying the same strategy to my life as a doctor was eye-opening"*

## Doctors' Health Postvention

"Postvention" refers to systems put in place following a traumatic event, particularly the sudden death or suicide of an individual. Doctors' Health NSW is coordinating the development of a comprehensive set of postvention resources for NSW hospitals to assist them during these difficult times.

A/Prof Meagan Brennan, University of Notre Dame (Australia) and Dr Margaret Kay, AM, Senior Lecturer, The University of Queensland, have joined Doctors' Health NSW as we conduct much needed qualitative research asking doctors about their experiences of sudden death and/ or suicide of a colleague to better understand the impacts and their needs at these times. This work will inform the development of the resource package which will be delivered in 2024.

The Postvention Project was developed at the request of the AMA NSW Doctors in Training Committee, and has been funded by NSW Ministry of Health. We acknowledge and thank these organisations for their awareness and support of this important work.

*"This is an important project. Doctors die by suicide at a rate much higher than people in the general community. Many doctors experience the loss of a colleague and this can come at a time when they are feeling overwhelmed themselves. Finding the best way to provide support is what this project is all about."*

**A/Prof Meagan Brennan**  
BMed FRACGP PhD

## Doctors' Health Alliance

Doctors' Health NSW is a founding member, with Doctors' Health South Australia, of the national peak body, the Doctors' Health Alliance. Launched in June 2023, this ACNC registered charity, builds upon the Australasian Doctors' Health Network's 25-year legacy of being a strong voice for doctors' health. The Alliance brings together doctors, students, and other stakeholders sharing an interest in the health and wellbeing of the medical profession.

Already the Doctors' Health Alliance has demonstrated the benefits of sharing resources, collaborating in program delivery, and exchanging ideas about research and international best

practice, to ensure that our services are efficient, remain of high quality, and continue to evolve to meet the needs of the doctors, students and communities across Australia.

In September 2023, a well-attended Doctors' Health Alliance "Caring for Colleagues" training workshop was hosted face-to-face in hubs across the country, evidence of the strength and ongoing potential of this organisation.

- + "Great workshop - well worth attending"
- + "Thank you for a very thought provoking and useful day"

**Dr Roger Sexton**  
DHA Chair



**Ms Kiara Cannizzaro**  
DHA Program Manager

## A huge thank you to our collaborators

Doctors' Health NSW would particularly like to thank our many collaborators in 2023 as we work together in delivering care for doctors and students. We look forward to continuing to work with you – the relationships we build based on mutual trust, expertise and professionalism are invaluable.

Specifically, we acknowledge the work of the following organisations with whom we have worked closely in 2023, and thank them for their ongoing commitment to doctors' health:

- + AHPRA (NSW) and the NSW Board of the Medical Board of Australia
- + AMA NSW
- + AMA NSW Committee of Doctors in Training
- + Australian Medical Council
- + Avant
- + Black Dog Institute/ The Essential Network
- + Drs4Drs
- + HETI
- + HWL Ebsworth Lawyers
- + Local Health Districts and their staff from across NSW
- + Macquarie University Medical School
- + Medical Benevolent Association NSW & ACT
- + MIPS
- + Notre Dame University Medical School
- + NSW Ministry of Health
- + NSW Rural Doctors Network
- + Primary Health Networks across NSW
- + RACGP NSW
- + Rural Fire Service NSW
- + Sydney University Medical School



# Financial snapshot

Doctors Health Advisory Service NSW Ltd  
For the year ended 30 June 2023

## Statement of Income and Expenditure

Income	2023	2022
Revenue	450,886	459,188
Interest Received	3,637	278
<b>Total Income</b>	<b>454,523</b>	<b>459,466</b>
<b>Expenditure</b>		
<b>Doctors' Health Training, Education and Research</b>	<b>(19,366)</b>	<b>(16,242)</b>
Employee benefits expense - Doctors' Health Training, Education and Research	(131,956)	(119,641)
<b>24/7 Doctors' Health Telephone Service</b>	<b>(72,721)</b>	<b>(77,336)</b>
Employee benefits expense - 24/7 Doctors' Health Telephone Service	(83,380)	(73,883)
Finance expense	(6,369)	(2,710)
Occupancy expenses	(18,619)	(9,972)
<b>Administration expense</b>	<b>(40,731)</b>	<b>(52,546)</b>
Employee benefits expense - Administration	(66,425)	(77,922)
Employee benefits expense - Postvention Project	(10,453)	-
Depreciation expense	(27,802)	(27,272)
<b>Total Expenditure</b>	<b>(477,822)</b>	<b>(457,524)</b>
<b>Net Surplus / (Deficit)</b>	<b>(23,299)</b>	<b>1,942</b>

## Statement of Financial Position

Assets	2023	2022
Current assets	581,539	472,791
Non-Current assets	150,915	175,115
<b>Total Income</b>	<b>732,454</b>	<b>647,906</b>
<b>Liabilities</b>		
Current liabilities	(185,665)	(52,120)
Non-Current liabilities	(112,247)	(137,945)
<b>Total Liabilities</b>	<b>(297,912)</b>	<b>(190,065)</b>
<b>Net Assets</b>	<b>434,542</b>	<b>457,841</b>
<b>Equity</b>		
Retained earnings	434,542	457,841
<b>Total Equity</b>	<b>434,542</b>	<b>457,841</b>

## Employer (12 month period Nov 22 - Oct 23)



## Company Secretary's Report

2023 marks our second year as an ACNC-registered charity and was a year of consolidation for Doctors' Health NSW. Our 24-hour telephone service received 378 calls in FY23 versus 306 in 2022, an increase of 24%, and calls have increased almost three-fold over the last five years.

To cope with this increased demand, we have increased our call panel to seven volunteer members, all highly experienced general practitioners and developed a comprehensive training program to support them in this role. We have also expanded our education program, reaching over 650 doctors face-to-face this year, and many more on digital platforms; developed a novel and important peer-connection program bringing together doctors from all stages of career; commenced important research to inform the development of a targeted suicide postvention program; and entirely revised and updated our website, an important step in improving our brand awareness amongst doctors who may need to contact us.

In this context, our financial report shows a net loss of \$23,299 for the year ended 30 June 2023. This loss was planned in line with the strategic objectives of our organisation; the Board approved a series of one-off investments in program development, website redevelopment and awareness raising activities. As these costs are one-off, the Board expects the organisation to achieve a small surplus in future years. Our net asset position for FY23 remains strong at \$434,542. Our accounts have been audited by LBW & Partners, Chartered Accountants & Business Advisers.

Since 2016, Doctors' Health NSW has received financial support from the Medical Board of Australia, administered by Doctors' Health Services Pty Ltd, a wholly owned subsidiary of the AMA. We remain dependent upon this core service funding, which currently provides approximately 99% of our total revenue. We acknowledge and thank the Australian Health Professionals Regulation Authority (AHPRA) and the Medical Board of Australia for continuing to support our service.

Although this funding is received indirectly from the Medical Board of Australia, Doctors' Health NSW remains strictly independent of all professional registration bodies and all other employment or training organisations in the work we do to support the health and wellbeing of doctors and students

We are a lean organisation; our staff in total comprise 2.1 FTE headcount. Despite the fact that at least 39% of callers to the 24/7 phone line are employees of NSW Health, this service does not receive any direct funding from the NSW government.

Demand is increasing steadily, and in order to continue our vital work, we will need increased funding. Sourcing these funds to allow us to continue to support the doctors and students of NSW is a key priority for the Board in the year to come.

*Dr. Timothy West*  
Company Secretary



# Meet the Board Directors



**Dr Ameeta Patel (Chair)**  
FRACGP, MBBS (Hons),  
DRANZCOG, GAICD

Ameeta currently lives on Lake Macquarie, practises as a GP in her local community and is also a call taker for

the Doctors' Health NSW 24/7 phone line. She also works for the Remote Vocational Training Scheme as a medical educator, supporting GP training in rural and remote Australia. Her career in Australia includes leadership roles in medical regulation, Aboriginal health, rural and remote health, private general practice, medical education and board directorships. She has experienced first-hand the challenges of being an international medical graduate in a foreign country and culture by working in Kenya and in Qatar, as well as spending 10 years in Alice Springs. Her interests outside medicine include ceramics, gardening and travel; her current focus is to further explore the role of humanities and art in health.



**Dr Luke Morphet**  
BMed, FRACGP, BSc (Hons),  
GradDipGenetCouns

Luke works as a Specialist GP, GP Liaison Officer in a large tertiary hospital, and as clinical lead for a government

funded website which provides information to doctors and other health professionals. He passionately believes that the key to a high performing health system is ensuring that doctors are supported in their physical and psychological health. This is why Luke joined Doctors' Health NSW, and he is proud of the work that the organisation does to promote doctors' wellbeing.



**Dr Penny Browne**  
MBBS, FRACGP, MHL, GAICD

Penny is a GP and is proud to have completed her first year as a call-taker and Board Director for Doctors' Health NSW. As a GP who has spent

many years nurturing the next generation of GPs and supporting doctors with medico-legal complaints and claims, she is all too aware of the stressors facing her peers. Penny believes strongly that we should provide support for one another and continue to de-stigmatisate and talk about doctors' health.



**Meredith McVey**  
OAM

Meredith is a social worker. She worked for more than 10 years as the social worker and executive officer for the Medical Benevolent Association

of NSW. Meredith has also been involved with Doctors' Health NSW for more than 10 years, initially as a member of the management committee, then as honorary secretary and more recently as a member of the Board. Meredith was awarded an OAM in 2016 for service to Medicine. Meredith is passionate about the needs of doctors and respectful of the immense pressure placed on the shoulders of doctors.



**Dr Timothy West**  
BSEng, MBBS, FRACP

Tim is a Clinical Immunologist working in public practice at Campbelltown Hospital, where he is also the Director of Physician Education. He has

been a Board Member and Company Secretary of Doctors' Health NSW since 2018. He was formerly an associate board member of ACON and was Chair of the HETI JMO Forum in 2015. Prior to medicine, Tim had a career in IT, working at companies including Macquarie Bank and Telstra.



**Dr Choong-Siew Yong**  
MBBS FRANZCP Cert Child  
Adol Psych MAICD FAMA

Choong-Siew, the immediate past Chair of Doctors' Health NSW, is a consultant psychiatrist based in Sydney,

and is currently Clinical Director, Child and Youth Mental Health Service, Northern Sydney Local Health District, and Visiting Medical Officer, Murrumbidgee Local Health

District. Choong-Siew has long-standing interests in medical workforce and education, practitioner regulation, doctors' health and mental health policy. Choong-Siew was previously Chair of the Health Committee of the NSW Medical Council. He has taught students at UNSW, Sydney, Macquarie and Newcastle Universities. Choong-Siew has served as Vice-President (Federal) of the Australian Medical Association (AMA) and President, AMA (NSW), and is currently Chair of the Committee for Education Evaluation and Research (CEEMR) for the Royal Australian and New Zealand College of Psychiatrists.

## Meet the team at Doctors' Health NSW



**Dr Kathryn Hutt**  
MBBS, BSc(Med), MPH, MA  
(Applied Ethics), GAICD

Kathryn is the Medical Director at Doctors' Health NSW, is a part-time general practitioner in Sydney and also provides

regular fly-in fly-out GP services to remote NSW. Taking calls on the 24/7 Doctors' Health NSW phone line, Kathryn has listened carefully to hundreds of doctors and students talk about their experiences in their roles. As a previous advisor to the NSW Medical Council, Kathryn is aware of the impact on doctors involved with the regulatory system and the importance of access to safe support. She values integrity and effectiveness, and her extensive medical administration experience ensures a focus on quality and safety. With her strong background in ethics, Kathryn is passionate about the wellbeing of her colleagues, advocating for strong clinical leadership and a kinder professional culture.



**Samantha Hall**

Samantha is the Program Manager responsible for the smooth running of the 24/7 phone service and education programs. Her varied role has included an organisational

rebrand exercise, new website redevelopment, phone service development and management including call panel expansion, building a data reporting dashboard and organising educational and training events.



**Amy Webster**  
MA, PGDip Psych, BA, PGDip  
Coaching Psychology,  
Cert IV Training

Amy is a Registered Psychologist and Clinical Program Manager at Doctors'

Health NSW. With the majority of her career spent in design and delivery of tele-mental health services and training, Amy is deeply committed to crafting and delivering programs that enhance wellbeing, empower individuals and prevent suicide. Amy is passionate about sharing knowledge and skills, actively engaging stakeholders, and co-designing solutions to achieve best-practice outcomes. Her 20-year career has spanned not-for-profits, charities and Fortune 500 companies in both Australia and the United Kingdom.



**Barbara Fleming**

Barbara joined the organisation in 2016 as the Administration Manager. Barbara's role encompasses general business and office administration, reporting data and activity information to Doctors' Health

NSW funders and coordinating education events and marketing with the team members.





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**DR**  
Doctors' Health NSW