

**Minutes**

**RHW Consumer Partnership and Advisory Committee**

15 December 2021 | 10am | Administration Conference Room / Skype

Present: Jane Svensson (Chair and minutes), Sarah Collins (Executive), Beatrice Price (Gynaecology), Fallen Guthrie (Consumer), Marilyn Kahn (Consumer).

Apologies: Joanne Blaeck (NCC), Louise Connolly (Maternity), Sam Horder (Allied Health), Jenny Mathews (Consumer).

Both Fallen and Marilyn were welcomed to the committee as this was their first meeting.

1. Declaration of conflict of interest - No conflicts present
2. Approval of minutes from previous meeting on 24 November 2021 – circulated and approved.
3. Actions arising from previous meeting.
  - 3.1. RHW consumer partnership framework  
The framework is still in draft and will be circulated to the committee for comment. The reason for requiring a framework and how consumers are not only required on this committee but others too, and additionally at times on special projects was explained. Added to the framework will be a business rule re factsheet development process to guide clinicians.
  - 3.2. Recruitment of consumers  
Recruitment flyer is still being finalised and then we will be able to send this to our networks and to community groups. It was discussed that we require a diversity amongst our consumers too. All consumers will need to complete documents as all will be employed as contingent workers and will get stafflink numbers.
  - 3.3. Training  
The HETI consumer training modules will be accessible once consumers have stafflink numbers and there are 4 modules to do. There is also a 3 hour workshop to be facilitated by Corallie West on 10 February 2022.
4. New business
  - 4.1. RHW quality boards  
The Local Health District are currently wanting to know what consumers would like on each of our websites. POW have an infographic which was tabled. At RHW we recommend and agreed that an infographic is a good way to present the data but we at RHW need to develop our own list to be on our boards.  
  
Firstly we recommended hand hygiene, number of births per annum, vaginal birth rate, c/section rate, breastfeeding rate could be displayed and that we could have a general collection for use on the RHW foyer quality board with each division to have on their own boards more specific to that area. For example pressure injuries would be relevant to gynaecology but not other divisions. Waiting times for clinic appointments and surgery in gynaecology and even Physio would be relevant for those areas. Finally we suggested there is a need to look at the National Standards as they can guide choice as well.
  - 4.2. National standards  
Accreditation will be in May and the process of the survey discussed.  
  
Feedback mechanisms were then discussed and what currently is available. It was agreed that the draft sheet tabled required edits and these will be sent on to Victoria in CPIU.  
  
RHW website is being redesigned as currently is very maternity focussed. We want a one-stop shop easily accessible to consumers /patients with factsheets on it. Discharge advice to be online too as patients can be aware of how they may be post discharge and they could be informed of this even before they are admitted.

Discussed the current information portal on Foundation website. The link to this portal is here:

<https://www.royalwomen.org.au/onlineeducation>

This link will take you to a page where you have to register and then through to The Royal's Education Portal. Once on the portal homepage, you can click on "Having a Baby" and "Becoming a Dad" to then access the videos and the fact sheets on each of these sites. There are a total of 8 videos and we also have useful links for you too.

There is a distinct need to direct link RHW website and RHW Foundation website and for the current online portal to be available to everyone now. The RHW Foundation do have an education need and at the time that the Having a Baby videos were filmed this was funded by a Foundation grant hence on their website.

5. Business without notice  
No business without notice.

Next meeting: Wednesday 19 January 2022 at 10am.

Accepted at meeting held on: 23.02.2022

**CERTIFIED AS A CORRECT RECORD**

BEATRICE PRICE

**Name**

*Bea Price*

**Signature**

23.02.2022

**Date**