

## Minutes

### RHW Consumer Partnership and Advisory Committee

23 February 2022 | 10am | Administration Conference Room / Skype

#### Present:

Donna Garland	RHW General Manager (Chair)
Sarah Collins	RHW Executive
Jodie Anderson	RHW secretariat
Elisa D'Ambra	Strategic Priorities project officer
Louise Connolly	Maternity
Sam Horder	Allied Health
Fallen Guthrie	Consumer
Marliyn Kahn	Consumer
Jenny Mathews	Consumer
Sonia Kohlbacher	Consumer

#### Apologies:

Joanne Blaeck	NCC
Beatrice Price	Gyneacology

1. Declaration of conflict of interest - No conflicts present
2. Approval of minutes from previous meeting on 15 December 2021 – circulated and approved.

#### Actions arising from previous meeting

##### RHW consumer partnership framework

- E D'Ambra presented on draft framework to the Committee.
- Following, is seeking endorsement from the Committee. Please forward any feedback to E D'Ambra for consideration.

##### HETI Training – Consumers

- Online training sessions - now available for consumers. E D'Ambra will email links and further details on training modules.
- Workshop – re-scheduled for 25 March 2022. The session will be recorded for any consumers unable to attend on the day.
- D Garland suggested assigning a 'buddy' for consumers to check in with when needed. Supported by the committee.

##### RHW quality boards

- SESLHD seeking feedback from consumers on website content. RHW development of lists required for the Quality Boards. Provide update at next meeting.

## B General Business

### 1. Safety & Quality Intranet

- RHW website – current stage is rebuilding/redesigning website content. The committee discussed and suggested:
  - Displaying of safety and quality data information for the public around services. For example, Maternity. Data visibility for normal birth rates or breastfeeding. High level stats on quality and safety in particular around hygiene. Increased importance due to COVID.
  - What icons to use: E D'Ambra will circulate the proposed icons to the committee for review and for consumer feedback.
  - Local services – suggestion of providing information on local services in the area.

3. **2022/23 RHW Business Plan**

- D Garland provided an overview/purpose of the RHW Business plan to the committee and presented the current RHW Business Plan. D Garland advising the committee, the District organise a yearly planning day to establish the next years' projects. This year is scheduled in April. D Garland will forward on any communications to consumers to provide any feedback/ideas prior to planning day.

E. **Business without notice**

2. **2022 RHW Accreditation:**

- Scheduled for May 2022. D Garland advising the accreditors always show interest towards Consumers. E D'Ambra will forward any details on dates/times for consumers to be available to meet with accreditors face-to-face.

3. **Redevelopment:**

- Updating the committee; by way of facilitating the all hospitals to new ASB building, a 'link way' is currently under development. This will enable better movement of traffic through the hospitals, also limiting street walking for staff/visitors. A 'New Look Foyer' is in the plans for RHW. D Garland advising she will reach out to consumers for advice on how that could look. This will include Wayfinding – appropriate signage.

F. **Next meeting:**

30 March 2022 at  
10.00 – 11.00am  
RHW Admin conference room or virtual – TEAMS

Accepted at meeting held on: 30.03.2022

**CERTIFIED AS A CORRECT RECORD**

Donna Garland  
Name

  
Signature

28-4-22  
Date