

Minutes

RHW Consumer Partnership and Advisory Committee

27 April 2022 | 10am | Administration Conference Room / Skype

Present:

Beatrice Price	Gynaecology (Chair)
Donna Garland	RHW General Manager
Sarah Collins	RHW Executive
Jodie Anderson	RHW secretariat
Elisa D'Ambra	Strategic Priorities project officer
Sam Horder	Allied Health – Social Work
Fallen Guthrie	Consumer
Sonia Kohlbacher	Consumer
Jane Svensson	Clinical Midwifery
Joanne Blaeck	NCC

Apologies:

Louise Connolly	Maternity
Marliyn Kahn	Consumer
Jenny Mathews	Consumer

1. Declaration of conflict of interest – none
2. Approval of minutes from previous meeting on 30th March 2022 were endorsed.
3. To note. Sam Horder and Beatrice Price circulated a member profile to all members.

A.3 Action Register

RHW consumer partnership framework:

Following feedback the committee discussed further and agreed to include the framework in the Consumer Information pack and agreed to table at the next Quality & Safety Committee to endorse.

RHW website quality & safety - content for website:

Based on feedback provided at last meeting, E D'ambra provided an update on Safety & Quality content for the intranet. The committee had a roundtable discussion on the following items and expressed consensus on the following:

1. Add the Flu Vaxx as well as COVID Vaxx
2. Estimated surgery wait-times by speciality
3. Transparency on Hospital data results

The committee reviewed the following topics from the POWH current website as a guide for RHW website.

1. Data/stats: agree to provide stats on Babies born per month
2. Annual admission numbers – if there is the ability to provide a breakdown by speciality
3. Vaginal birth rates / caesarean – agreed on keep
4. Provide current staff Vaxx rates
5. Provide current data on Hand Hygiene
6. Provide current data on Infections in the hospital
7. Due to current data/stat's on falls, discharge, pressure injuries, invasive procedures, unplanned re-admissions being very low, committee agree to provide this data on the website.
8. Include Patient Experience on the website.

E D'Ambra will update and circulate a final documents on content for RHW website.

RHW quality boards

Beatrice provided examples of what the Quality Boards on the wards could look like. Expressing, some topics are compulsory and have clear visibility. S Collins suggested to forward around a photo of the Quality board on display for

POWH to reference and use as a guide. All to provide some feedback at the next meeting.

Consumer Orientation pack

The committee discussed the current proposed orientation pack. Items agreed to be included in the pack are:

1. Possible video on the location of the hospital + noting the current 'Wayfinding' signage on campus
2. Availability of both an electronic and hardcopy of the pack.
3. Include a Welcome letter of best contact person, location, details of assigned buddy.

E D'Ambra will continue working on and provide update at next meeting.

B General Business

Noting, the Consumer Partnership workshop received very positive feedback.

Buddy's assigned to consumers were announced.

F. Next meeting:

27 April 2022

10.00 – 11.00am

RHW Admin conference room or virtual – TEAMS

1. Jason Chow/Donna (Physio) presented on The Pain Service at the RHW. Project on Pain Service is seeking consumer engagement to participate in the project. The project is wanting to achieve the cultural and language associated with women as patients who suffer pain since birth. Engagement such as develop and review the resources – psychology review – timeline of 6mth time Look at current resources. Following in and out engagement from consumers. Sonia expressed she would like to participate. Next steps – bring the psychology arm in the next 6mths, review. Send an email to include requirements, timeline. Jane work on from a ??? perspective and Victoria from a quality side of things. Victoria with collaborate with Jason/Donna to put together email. Donna put forward Jason to collaborate with the foundation of video of stories from women.

2.