

Minutes

RHW Consumer Partnership and Advisory Committee

29 June 2022 | 10am | Administration Conference Room / Skype

Present:

Beatrice Price	Gynaecology (Chair)
Elisa D'Ambra	Strategic Priorities project officer
Sam Horder	Allied Health – Social Work
Fallen Guthrie	Consumer
Sonia Kohlbacher	Consumer
Marliyn Kahn	Consumer
Jenny Mathews	Consumer
Victoria Walton	Clinical Practice and Improvement Unit
Donna Garland	RHW General Manager (Co-chair)
Sarah Collins	RHW Executive
Jane Svensson	Clinical Midwifery

Invited:

Chloe Yarwood	RHW Business Trainee
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Apologies:

Jodie Anderson	RHW secretariat
Joanne Blaeck	NCC

Meeting Opening

1. Acknowledgment of Country – By Donna Garland. **Action item:** Soft copy of acknowledgement image and description will be sent to group.
2. Ice Breaker – Sam Horder
3. Approval of minutes from previous meeting on May 2022. **Action item** – Providing feedback on the RHW website – Safety & Quality page and change to the way subjects are listed/in order on the website in the pull down menu. **Action item** noted to be closed. **Action item:** Circulate April CAPC minutes to members. **Action item:** The priority tracker can be used as a quarterly check in on the progress of CPACS work – should be linked to an action log.

General Business

1. **Appointment of Consumer Co-chair** – Sonia Kohlbacher
2. **Review of - How to reach us via public transport (info for website):** E D'Ambra presented on example of Royal North Shore website. Discussion by the committee agreed to upload a map of the campus with directions and information of types of transport to the hospital. Add link to google maps. Google maps can provide exact travel time for each transport and along with written directions. **Action item:** To present draft version/how it will look at the next meeting.
3. **Overview of the RHW demographics** – V Walton gathering information/data over the coming weeks from the recent CENSUS data release. V Walton to provide a summary.

Standing Item

1. **Patient Story** – Malabar Midwives. Malabar patient story carry forwarded to June CAPC meeting.
2. **Maternity Vision** presented by D Garland

Noting, F Guthrie expressing positive feedback on the regarding the teamwork, communication and language used. The focus is usually on clinical and not as much on customer service. Stating, the type of language used is really supportive, positive and helpful when you're going through a traumatic experience or some kind of health concern or even a birth. It's very exciting to see the RHW is presenting. It is extremely supportive to the patients at RHW and I would love to show or in any way help on that sort of customer service mindset piece.

Noting, S Hoarder commenting on the Father's involvement or the experience from their perspective and how that can be recognised or acknowledged. The language included the Father's by not making it exclusionary to Mother's only.

Noting, J Matthews supporting the initiative, providing the ongoing support and care, Mother's and Father's require following birth.

Business Without notice

1. **POWER pain project update** – funding approved to commence in FINYR22/23. V Walton waiting on update from Jason Chow regarding consumer engagement plans.
2. **Reception space in Social Work** Department - should we have a sign “if you would prefer to speak with reception privately please indicate the staff.” Agreed to put temporary signage in place.

Meeting closed 11.00am