

## Minutes

### RHW Consumer Partnership and Advisory Committee

25 May 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
Victoria Walton	Clinical Practice and Improvement Unit

#### Apologies:

Jenny Mathews	Consumer
Donna Garland	RHW General Manager
Sarah Collins	RHW Executive
Jodie Anderson	RHW secretariat
Jane Svensson	Clinical Midwifery
Joanne Blaeck	NCC

1. Acknowledgment of Country – Victoria shared the acknowledgment artwork, created by local artist, Jordan Ardler which is a representation of our local community. Soft copy of image and description will be send to group.\*
2. Approval of minutes from previous meeting on April March 2022 – the minutes have not yet been sent to the group. Elisa will send for endorsement via email.\*

#### Safety and Quality website information

Thank you to Fallen for the time she spent reviewing the slides and making improvements.

The last changes, listed below will be made and final slides sent to the group via email. This agenda point can then be removed for future meetings.

-in the vaccination slide- remove the asterisk and 'quarter 1 results'

-in the surgery wait time slide - add an overarching statement 'Surgeries happen well within the recommended timeframe'

- in the surgery wait time slide - make the bar text black instead of grey

- in the surgery wait time slide - add wait 'in days'

#### Consumer Co-chair

It is important to note that this is the first time we will have a consumer co-chair so we will be very open to reviewing the process as we go and adjusting ways pf working.

The following instructions have been provided to consumers via email, and a reminder email will be sent 5 days before the due date.

we are happy to be opening up the opportunity to formally appoint a consumer co-chair to the RHW CPAC committee for a 1 year period. We welcome any of you for nominate if you wish.

*Nominations will be accepted by email to Bea and myself (Bea will co-chair with consumer).*

*We ask that nomination emails cover the below points:*

- 1- *The co-chair will be required to attend monthly CAPC meetings (in person or remote – on the last Wednesday of each month 10am-11am) and monthly CPAC agenda setting meetings (in person or remote – on the Wednesday following each CPAC meeting 3-3.30pm). Are you able to adhere to this time commitment? (some additional ad hoc hours may also be required)*

- 2- Please describe your previous experience chairing meetings (have you chaired a meeting before and at what level)?
- 3- Would you be prepared to do training around chairing meetings?
- 4- What do you hope to get out of co-chairing the RHW CPAC?

If you wish, please send a nomination email to Bea and myself by 6 June 2022. We will formally appoint a co-chair by the July CPAC meeting.

### **Priorities from consumer partnership workshop**

The key themes from the SESLHD Partnership and Consumer forum were:

- Community partnerships – councils, schools, technology providers
- Virtual Health care – accessible, equitable and effective
- Research – early engagement, inclusions diversity, patient journeys
- Reaching out to consumers within their environments to give them the best opportunity to provide feedback and evaluation

What research is happening at RHW?

Jane Svennson would be the best person to provide this information. Will be added to the agenda for next months meeting\* - high level summary of the research happening at RHW.

Sam explained that the care provided by the social work – perinatal loss team is strongly evidence based, grounded in the research findings of the research organisations: Red Nose, Pink Elephant and Bears of Hope.

The priority tracker can be used as a quarterly check in on the progress of CPACS work – should be linked to an action log.\*

Overview of the RHW demographics - would it be of interest to the group to get an understanding of the makeup of RHW consumer demographics? To understand where we would need to be to create engagement and understanding in all of these groups. – Victoria to provide a summary\*

### **Feedback from wayfinding – next steps**

Sonia found the wayfinding audit enjoyable. Improvements were noted in the report - obvious and simple.

Some additional considerations:

It was mentioned in the forum with Coralie how much time reception staff spend per day, per week, navigating consumers to get to their service. It would be interesting to ask the staff – are there many questions which are taking up a lot of their time? - They would have a different perspective than consumers – could be made more efficient.

Elderly people/injured people – planning to get here on time, if google takes them to the wrong location – solid chance you'll be late for your appointment.

Approaching the hospital from google maps – driving, public transport, taxi etc. Is there signage from where google maps lands you when you arrive at the hospital?

The Royal North Shore hospital has a very good example of public transport information on their website – Elisa to explore RHW website information - How to get here via public transport on the website. To present draft at the next meeting\*

Victoria will provide the formal Wayfinding report to the group for noting.\*

Sam mentioned - now that the front desk is so close to the lift, you can overhear a lot of personal conversations near the lift, people are yelling through the screen – should we have a sign “if you would prefer to speak with reception privately please indicate the staff.” ?\*

### **Consumer feedback – Malabar Midwives**

Malabar patient story carry forwarded to June CAPC meeting.

### **Accreditation**

Thank you very much to the consumers that took part in the Standard Two assessment, the assessors commented very highly and in depth on the conversation.

RHW did receive recommendations around monitoring and reviewing process such as the CAPC, which will be implemented.

We can share more detail on the formal report when it has been provided.

### **Next meeting:**

29 June 2022

10.00 – 11.00am

RHW Admin conference room or virtual – MS Teams

### **Actions / next meeting:**

- Soft copy of acknowledgement image and description will be send to group.\*
- April CAPC minutes
- Email final safety and quality info and get on website
- The priority tracker can be used as a quarterly check in on the progress of CPACS work – should be linked to an action log.
- Overview of the RHW demographics - Victoria to provide a summary\*
- formal Wayfinding report to the group for noting.\*
- should we have a sign “if you would prefer to speak with reception privately please indicate the staff.” ?\*