

Minutes

Consumer Partnerships Advisory Committee

29 November 2022 | 10.00am | Admin Conference Room/ Teams

ITEM No.	DESCRIPTION
Meeting Opening	
Item 1	<p>Welcome & Apologies</p> <p>Present:</p> <p>Sonia Kohlbacher Consumer (Chair) Donna Garland RHW General Manager Sarah Collins RHW Director of Corporate and Clinical Services Jane Svensson Clinical Midwifery Consultant Victoria Walton Clinical Practice and Improvement Unit (co-Chair) Sam Horder Allied Health – Social Work Marliyn Kahn Consumer Fallen Guthrie Consumer Jenny Mathews Consumer Aifeng Liu Secretariat</p> <p>Apologies:</p> <p>Robyn Gasparotto Midwifery Co-Director</p> <p>Approval of Minutes</p> <p>Minutes approved by Sam Horder</p> <p>Acknowledgement of Country</p> <p>Completed by Sonia Kohlbacher</p>
Item 2	Ice Breaker – V Walton
Item 3	<p><u>Review of Action Register</u></p> <p>Please refer to Action register</p>
General Business	
Item 1	<p>COPS update</p> <p>Result from 2021, see slides, Discussion re the results:</p> <p>1) Demographics</p> <ul style="list-style-type: none"> -Questions are complex as only English provided by the survey, indicated by 84% of English background and 15% from other language background -The result is possibly restricted by English only setting <p>2) Overall satisfactions and outcomes</p> <ul style="list-style-type: none"> -Overall results are good --6% Experienced a complication (derived measure) <ul style="list-style-type: none"> ----Very unwell people possibly couldn't finish the survey -- Regarding language & format, potentially we can suggest them to be more involved/approachable to the community. - Format needs to be improved/updated with support from LHDs - It is worthwhile to give feedback and suggest that hospital may do surveys with their own patients locally.

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	<p>3) Kindness and respect-good result -Wording like 'treat unfairly' needs to be improved</p> <p>4) Effective communication-good result</p> <p>5) Trust and confidence -Benchmark of majority people's answers-worthy to dig out</p> <p>6) Involvement in decision-making -69% of the notification of other options-sometimes it could be difficult to recall the conversations</p> <p>7) Timely and coordinated care-good</p> <p>8) Clear information -Top one very good 84%, bottom one should be simpler to achieve though</p> <p>9)Safe comfortable environment -Not very good. - Refurbishment has been already planned for waiting area - Treatment area comfort is difficult to tell, it could be split into two parts: the treatment itself and the environment. Treatment area is an interesting question to ask</p> <p>Action - put 'Comfortable waiting area' and 'contact number' into improve list</p> <p>Action – DG to discuss BHI data scope with district CEO</p>
Item 2	<p>Coles vouchers update Vouchers are distributed by V Walton.</p>
Item 3	<p>Consumer Orientation Pack Welcome letter - Awaiting to be sent to VW and Sonia for first review</p> <p>Action – RS to edit welcome letter and incorporate into final draft of Orientation Pack for next meeting.</p>
Item 4	<p>CPAC Work Plan/ Quality Plan update - The first draft has been finalized by D Garland and V Walton. VW introduced the draft plan. - 4 big undergoing and coming up projects will be brought to the committee for advice. - Participation in education, training and engagement of clinicians, where appropriate. - Videos for orientations trying to involve new staff to work with consumers - The draft work plan will be discussed with Lisa Annese at tomorrow's meeting</p> <p>Action - RS to add as a standing agenda item in CPAC agenda every 3 months (commencing from March meeting)</p>
Item 5	<p>WHA update-withhold</p>
Item 6	<p>RHW Giving Day -The 2nd RHW Giving Day. Clinicians and professor Alex Welsh were onsite and around \$300,000 was raised. The fund will be used for Gynaecology & Oncology Division this year for significant needs of clinic change. - It hopefully will be an annual event. - A girl was there who was born in the hospital. -Highlight of the event- Marilyn</p>
Item 7	<p>Meeting dates – last Wednesday of each month - confirmed</p>
Item 8	<p>LHD entry posters with QR code -Can leave welcome and QR code, all links can be inside the link. Less is more—S Kohlbacher - 'See information desk' or 'contact number xxx' are advised to be added to the poster</p>
Standing Items	
Item 1	Christmas
Business Without Notice	
Item 1	JMO Orientation: sharing a story

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	<p>-Anyone interested to talk to the doctors are welcome to share their story. It can be done in person or via Teams, talking about your journey from patient's perspective.</p> <ul style="list-style-type: none"> - V Walton can be contacted for the event - Jenny volunteered to share her story. - The story doesn't have to match the right story to the right group(different orientations). It is more about what is important to the patient
Meeting Close	
Next Meeting	<p>Date: 22 February 2023 Time: 10am-11am Venue: MS Teams / Administration Conference Room (Royal Hospital for Women)</p>