

## Minutes

### Consumer Partnerships Advisory Committee

26 October 2022 | 10.00am | Admin Conference Room/ Teams

ITEM No.	DESCRIPTION
<b>Meeting Opening</b>	
Item 1	<p><b>Welcome &amp; Apologies</b></p> <p><b>Present:</b></p> <p>Jenny Mathews            Consumer  Sophie Gautier            Consumer  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  Aifeng Liu                 Secretariat</p> <p><b>Apologies:</b></p> <p>Sonia Kohlbacher        Consumer (Chair)  Robyn Gasparotto        Midwifery Co-Director  Beatrice Price             Nurse Unit Manager (Gynaecology)</p> <p><b>Approval of Minutes</b>  Minutes approved by xxx</p> <p><b>Acknowledgement of Country</b>  Completed by Sam Horder</p>
Item 2	Ice Breaker -Sophie Gautier
Item 3	<p><b><u>Review of Action Register</u></b></p> <p>Please refer to ref T</p>
<b>General Business</b>	
Item 1	<p><b>Transport map update</b></p> <p>RHW in purple. Committee approved map for uploading onto website.</p>
Item 2	<b>Consumer Orientation Pack -on hold</b>
Item 3	<p><b>Compliments and complaints</b></p> <p>VW presented a summary of the RHW compliments and complaints process including:</p> <ul style="list-style-type: none"> <li>• NSW Health mandated requirements</li> <li>• Modes of receiving feedback at RHW</li> <li>• RHW receives more compliments than complaints. Complaints were more likely to be about communication and complaints about person centered care.</li> <li>• National Standard two requires consumers to be involved in reviewing feedback. The committee was presented YTD compliments by theme. Members were asked how they would like to be involved in reviewing the complaints e.g., by theme, linked to quality improvement activities. Members reviewed the themes and provided advice to RHW on themes to focus on, and how they could be reviewed in further detail.</li> <li>• Communication was identified as the theme to undertake a deep dive. Suggestions to look at were:</li> </ul>

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	<ul style="list-style-type: none"> <li>○ County of birth</li> <li>○ Primary language spoken</li> <li>○ Clinical terminology compared to person centered words</li> </ul> <p><b>Action: VW to analyse communication complaints in further detail and present back to CPAC. To provide DG report for distribution to Maternity Vision Working Parties.</b></p>
Item 4	<p><b>CPAC information on RHW website</b></p> <p>The SESLHD Consumer Partnership webpage was presented. RHW is updating our page and will need a link to the district however we can develop our own page to meet our needs. The Committee suggested:</p> <ul style="list-style-type: none"> <li>• Some images are needed to add the attraction of the content -like people having a good time, showing the benefit of the community</li> <li>• Consumer profile photos could be a good idea</li> <li>• Staff/consumer’s thinking of the community-like people working together</li> </ul> <p><b>RHW website template</b></p> <p>Information gathering template being used for Divisional content presented. It was noted this would not be the format in which the information would be displayed. The Committee agreed the information was appropriate with the inclusion of:</p> <ul style="list-style-type: none"> <li>• Telehealth availability</li> <li>• How to contact people in that department</li> </ul>
Item 5	<b>WHA Preterm Birth Collaborative</b> -Held over
Item 6	<p><b>Redevelopment/ foyer</b></p> <p>DG provided feedback on “Welcome to Country” discussion at Aboriginal and Torres Strait Islander Health Committee:</p> <ul style="list-style-type: none"> <li>• Consumers in Aboriginal and Torres Strait Islander Health Committee keen to be involved in foyer planning</li> <li>• Suggested incorporating women’s birth stories</li> <li>• DG is meeting with consumer to discuss in further detail</li> <li>• Some volunteer working for RPA is working for us, waiting for further update.</li> <li>• Aboriginal liaison officer recruitment is going through the process and that could be useful resource-V Walton</li> </ul>
Item 7	<p><b>BHI survey results</b></p> <p>Cancer Outpatient survey- <b>Action</b>-VW will send out the link</p>
<b>Standing Items</b>	
Item 1	<b>Consumer profiles</b> - Committee members were reminded to complete and send back.
<b>Business Without Notice</b>	
Item 1	<p><b>Christmas</b></p> <p>Committee Members agreed a virtual or sit-down lunch would be a good idea for the end of year. It will be on 30 November 2022 following the next meeting.</p> <p><b>Aboriginal Liaison Officer</b></p> <p>RHW is recruiting a hospital Aboriginal Liaison Officer. The Aboriginal and Torres Strait Islander Health Committee have assisted in drafting the position description.</p>
<b>Meeting Close</b>	
<b>Next Meeting</b>	<p>Date: 30 November 2022</p> <p>Time: 10am</p>

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	Venue: MS Teams / Administration Conference Room (Royal Hospital for Women)