

## SSHHC Consumer Advisory Committee Minutes

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**Date:** Tuesday 9<sup>th</sup> of December 2020  
**Time:** 6.00 - 8.00 pm  
**Venue:** Online (Zoom meeting)

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Present: Hai-Yuen, Parvesh, Teeraya, Packy, Joao, Antony

Apologies: Jason, Samantha

Guest members: Nigel Carrington, Maria Browne

### 1. Acknowledgement of country

### 2. Minutes of last meeting

Approved.

### 3. Previous Actions

Many of these recommendations have been included in the Am I OK? review report. The CAC will be informed of the outcome of this at the March meeting.

Due	Action	Who	Status
December CAC meeting	<b><i>Provide support around mandatory training and let CAC members know how to access it</i></b>	TM	Done – most yet to complete
December CAC meeting	<b><i>Be informed by consumer feedback when reviewing the SSHC social media plan</i></b>	TM	Done
December CAC meeting	<b><i>Develop a survey for consumers/staff/partner orgs</i></b>	TM	Done
December CAC meeting	<b><i>Investigate if the website can be updated</i></b>	TM	In progress
December CAC meeting	<b><i>Ensure all content is optimised for mobile</i></b>	TM	In progress
December CAC meeting	<b><i>Update website images to include images of staff from the clinic</i></b>	TM	In progress
December CAC meeting	<b><i>Investigate including how to access an interpreter in multiple languages</i></b>	TM	Done – added to our welcome letter and will add to website

December CAC meeting	<i>Investigate having a chat function on the website</i>	TM	In progress
December CAC meeting	<i>Make it explicit that we only see priority populations, or people with symptoms, on the website and Am I OK? tool</i>	TM	In progress
December CAC meeting	<i>Provide a list of queer friendly GPs to go to when referring out</i>	TM	Won't be possible – refer to Sexual Health Info Link (SHIL) instead
December CAC meeting	<i>Replace the red at the end of Am I OK? with images of clinicians</i>	TM	In progress
December CAC meeting	<i>Rename Am I OK? to make it clear what its purpose is</i>	TM	In progress

#### 4. Agenda Items

##### a) Introduction

The group shared one interesting thing that they had done since we last met.

##### b) Terms of Reference change

There has been a change to the Terms of Reference to align us with the needs of the National Safety and Quality Health Standards accreditation guidelines.

The group approved the change but noted that the language wasn't consumer friendly. It wasn't clear what 'safety and quality' meant in this context. The group spoke about feeling safe when accessing the service.

##### c) Opening hours change till 7:30pm during elevator upgrades

SSHC will be having some major works being done to upgrade the elevator for the service. This will be very noisy and mostly take place in the mornings. It will begin on January 12<sup>th</sup> and run for 7-9 weeks. To reduce the impact of noise on staff and patients, it is proposed that we change our opening hours on these days to be from 11am-7:30pm.

- The primary concern was accessibility for those with a disability, or who are less mobile and can't walk up 3 flights of stairs.
  - There should be an office made available in the hospital on the ground floor during this period
  - Notices put up in prominent places, on Facebook, Twitter and the website
  - Emails, texts sent out before appointments during this time
  - Let consumers know when booking so they are aware
  - Repeat it often so everyone knows
- The later hours would be more convenient for full time workers – all happy with this change
- Suggestion we have a Saturday clinic at SSHC

**Action: To recommend that a SSHC provide a clinical space on the ground floor for those who could not access the building during the lift repair period. Communicate this change widely.**

**Action: To investigate having a clinic on Saturdays at SSHC**

**d) Guest presentation**

Nigel and Maria presented on the STI e-test project. Feedback provided to Nigel.

**Action: To take consumer feedback into account as the e-test projects developed**

**Action: TM to send an email to CAC members asking for volunteers to trial the project and provide some feedback**

**e) New Hospital Registration number**

The South East Sydney Local Health District (SESLHD) is implementing a new registration system that will require all patients in the district to generate a new medical record number.

Full feedback given to Ruthy. Strong emphasis that this change should be communicated in person rather than through social media or posters. The benefits to the district need to be communicated clearly as to why they want this change, currently unsure why this is being implemented.

**Action: To find out more information as it is released and communicate these with the CAC.**

**Action: Consider the CAC's suggestions for how to communicate the changes of having a new hospital record number to consumers (in person, personalised email).**

**f) GP engagement**

There are times when SSHC will need to refer patients out to a GP. This helps free up time here at the clinic for priority patients, and helps to upskill local GPs to be able to do this work more effectively (in consultation with the specialists here when needed).

Full feedback given to RV. Consumers generally emphasised that it should be a choice and that many people would prefer to see SSHC as we are non-judgemental.

**Action: Consider the CAC's suggestions for how to communicate the changes of seeing a GP to consumers.**

**5. Business without notice**

Discussed complaints process as being separate to this meeting.

**6. Next Meeting**

March. Date to be confirmed by email.

**Actions**

<b>Due</b>	<b>Action</b>	<b>Who</b>	<b>Status</b>