

SSHC Consumer Advisory Committee Minutes

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Date: Tuesday 5th October 2021

Time: 6.00 - 8.00 pm

Venue: Online (Zoom meeting)

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Present: Thomas Munro, Jack Batchelor, Antony Brookes, Parvesh Jagga, Jason Ealey, Jaoa Santos, Teeraya Bunsripanit

Apologies:

Guest members: Katherine Coote, Allied Health Unit Manager

1. Acknowledgement of country

2. Minutes of last meeting

We will ask that somebody approves the previous minutes as being true and accurate.

Approver: Jason Ealey

3. Previous Actions

Due	Action	Who	Status
Ongoing	Website review	TM	
This meeting	TM to investigate developing a “You said, we did” board.	TM	Complete
This meeting	TM to email to ask for volunteers to participate in the podcast.	TM	Complete

4. Agenda Items

a) Introduction

Take a moment to reintroduce yourself and say one interesting thing that you have done since we last met.

b) Updates

- Future funding

Discussion about whether there may be movement to other models of consumer engagement. No certainty at this stage, but will keep the CAC engaged with any discussions happening.

- Evidence of vaccination

All members present have sent through proof of vaccination.

- Website updates

CAC members liked the updates already done to the website, commented that the white looked much fresher and they were glad the white-coat doctor was gone. Liked the Health Professionals section and the podcasts being easy to locate. There are still concerns with the mobile version of the website which needs to be optimised.

c) Covid communication

There have been a lot of changes to the service and how we operate. How has our communication been over the Covid-19 period?

- Triage no longer walk in
- Have you felt access has been more difficult?
- Have you felt we had taken adequate precautions? Have you felt safe?
- Telehealth/videohealth good options post covid?
- Want to remain as appointment only, or have a mix of walkin appointments?

The group was conflicted about the lack of walk ins. Some said it made sense for Covid. It 'takes guts' to visit SSHC, so it would be sad if someone was turned away. Suggestion that there could be a mixed model post-covid, such as morning walkins and afternoon appointments. "SSHC has a reputation where people can walk in and be seen." It can be nice to see others in the waiting room, to see you're not alone in accessing sexual health. There is an expectation that there might be a wait if you don't book an appointment. Concerns that a walk in patient could have a more immediate/serious issue than someone who planned and booked.

One consumer shared a story that he was deperate years ago and waited 2 hours at SSHC and gave up. He left and went to another clinic. Important to communicate expected waiting time.

d) You said, We did

Designing some tiles for social media and to share on the Prezi. What do you think?



Liked the design. Suggestion that it could be in different colours than just blue as this is a very male colour – deferred discussion of colours to the colour swatches section (they could match, potentially.)

Action: TM to include You said, we did design on social media and prezi

e) MyCheck

Update on MyCheck progress



The graphic features the 'MyCheck' logo with a checkmark inside a circle. To the right is a blue pill-shaped button with the text 'Self-collected!'. Below the logo is the headline: 'A new, free option for sexual health testing – in your own neighbourhood!'. This is followed by a list of bullet points: '·Already an SSHC client and don't have any symptoms?', '·Have a quick phone assessment and then go to a pathology collection centre.', '· Your form will be sent electronically to the collection centre.', '·You receive a barcode to your phone, or just show your ID when you get there.', '·Many collection centres are open on the weekends or after hours.', and '· Results delivered by text message or a phone call from one of our nurses.' Below the list is a blue oval with the word 'Easy!'. At the bottom, it says 'Call Sydney Sexual Health Centre on 9382 7440 or Sexual Health Infolink on 1800 451 624 to get your check-up.' The footer includes the 'SEXUAL HEALTH INFO link' logo and the 'SSHC SYDNEY SEXUAL HEALTH CENTRE' logo.

Parvesh used the service and was sent an invoice from a pathology service, he called SSHC and resolved the matter. Raised some communication issues from pathology services, would need to contact SSHC. There was no education during consult and so he felt he would not be able to ask questions if he needed to. If it's simple testing for more experienced people it makes sense.

f) Planning day

A question was posed as to whether consumers would be interested in participating in days like planning day if it was possible in future. Unanimous agreement that consumer voices would be important to include and that they would personally like to be involved.

g) Colour swatches for painting SSHC

The consumers love terracotta, but commented that the red palette could be too intimidating for a doctors room. Suggested it could be used in other areas. Liked soft, quiet, calm colours. No beige. Having all walls coloured would be too much. One wall white, or just a feature wall? Mixed opinions. White would be too much like a hospital, so don't be too clinical. Rainbows and flags etc could be included but the group was mindful it's a service that welcomes everyone, so not to be too overwhelming.

h) Counselling introduction resource

Katherine led the discussion. The group liked the revised resource. There was a suggestion there could be testimonials on the website from former clients. The CAC would like SSHC to run group therapy sessions, though it was noted we support ACON and their workshops. The resource should be in key languages and mention they can use a phone interpreter. Chat or email functions would be good for people who don't speak English as a first language. Suggeston that it could be something SSHC offer, rather than referring to other services because 'Ron's the best.' The information needs to make it clear it was only available during SSHC operating hours.

i) Annual Evaluation

This will be circulated shortly.

Action: CAC members to complete evaluation.

5. Workplace Health and Safety

6. Busness without notice

7. Next Meeting

Date to be confirmed by email. Availability over December/January?

Actions

Due	Action	Who	Status
Ongoing	Website review	TM	
Next meeting	<i>TM to include You said, we did design on social media and prezi</i>	TM	In progress
Next meeting	<i>CAC members to complete evaluation.</i>	CAC	In progress