

Friday 6 December 2019, 10 am

MINUTES

PRESENT:

Ms L Bloomfield, Community member
Ms M Lennan, Community member
Ms A Matheson, Community member
Ms H Nascimento-Blair, Community member
Ms G Newton, Community member
Ms G Parsonage, Community member
Ms S Rawlinson, Community member (Co-Chair)
Ms E Warren, Community member
Dr J Wilson, Community member (Co-Chair)

RHW In Attendance :

Ms V Madunic General Manager
Ms H McCarthy, Director of Nursing & Midwifery Services
Ms C Price, Manager, Clinical Practice Improvement
Dr J Svensson, Health Education Co-ordinator & Diversity Health Officer
Ms J East Secretariat

In Attendance :

Ms S Joyner, Health Consumers NSW

2. APOLOGIES:

Ms T Fletcher, Community member
Ms A Jezewski, Community member
Ms A Lainchbury, Clinical Midwifery Consultant, Midwifery Practice Development
Mr P O'Donoghue, Community member

The Committee welcomed new members Linda Bloomfield and Giselle Newton as well as Serena Joyner from Health Consumers NSW.

V Madunic introduced Serena Joyner and explained that she was attending the meeting to give feedback and constructive ideas on how to strengthen the process and progress of co-design and co-production between the RHW and the CAC.

1. ACKNOWLEDGEMENT OF COUNTRY

I would like to acknowledge the Gadigal people of the Eora Nation who are the traditional custodians of the land on which we are meeting today and pay my respects to their elders both past and present.

3. CONFIRMATION OF AGENDA

4. MINUTES OF PREVIOUS MEETING : minutes from the previous meeting held 4 October 2019 were approved.

4.1 The minutes of the informal meeting held 18 November 2019 were accepted.
J Wilson noted P O'Donoghue had sent apologies.

H McCarthy and H Nascimento-Blair arrived during the items below and G Parsonage left, 11 am

5. MATTERS ARISING FROM THE MINUTES**5.1 Action Items – updated****5.2 Action items arising out of informal meeting held 18 November 2019**

1. New SESLHD Executive structure – impact on RHW is that facility General Managers now report to the Executive Director, Operations instead of the Chief Executive. V Madunic will circulate a list of the new appointments.

5. Covered earlier in Action Items.

6. The RHW Waste Management Plan will be circulated for information.

7. S Joyner noted there are plans to develop add-on modules.

8. Review charter to make it clear payment is only for formal Committee meetings. C Price is waiting on formal advice from SESLHD as the funds are provided by the District. The Hospital only covers the parking costs.

9. The overcrowding of some walls in the Hospital with framed works and information to be considered at the February meeting.

10. J East to forward updated completed action items table to J Wilson and L Bloomfield to assist in preparing a 'year in review'. Committee minutes to be updated on the SESLHD website.

12. Meetings will commence at 10.30 am from February 2020.

13. Presentations will be at the end of the meeting instead of the beginning.

16. Matter of a disability liaison officer has been raised at the DCCC as it would be a District position. As this would be a District position any further action would come from the District.

Other matters:

2. C Price will circulate accreditation response.

3. It was noted there are no specific education/training sessions for front desk staff and this is identified as a gap. Communication skills need face to face training not online. Options to be explored.

L Bloomfield enquired if it was possible to review outcomes of complaints. C Price advised RHW receives about 1 or 2 complaints a month as well as a number of compliments. Patient Opinion is online and has been available since late last year with a relaunch in November 2019. To date only 3 have been received. S Joyner suggested a report on issues be provided for the Committee to give their perspective.

There is an email address for the Community Advisory Committee which J East monitors and has been available since the Committee began in 2011. The few emails that have been received have not been committee related but were for the hospital (complaint, recruitment, sales reps, etc).

Patient stories – J Wilson and S Rawlinson in liaison with C Price recently came in and took a patient story which will be documented. C Price advised that patient stories are another way of gathering patient feedback.

6. STANDING ITEMS**6.1 Youth Health & Diversity update**

J Svensson gave a verbal update :
Youth Health Strategy should be released soon as well as the SESLHD Diversity Implementation Plan and the Multicultural Carers Plan. All align with the National Standards and are reviewed through the RHW Diversity Health Committee.

6.2 Quality & Safety Data

C Price spoke to the attached documents and outlined their use.

6.3 Patient Feedback - attachments noted**6.4 Feedback from Hospital Committee representatives**

S Rawlinson gave a brief overview of presentations at the District Consumer & Community Council (DCCC) which included services for homeless women.

V Madunic advised that RHW support patients who identify as homeless with assistance from Social Work. They help with short term accommodation and available services. It is mandatory to notify FACS in these situations which creates some stress in families. In the past RHW has looked at setting up a Midwifery Group Practice (MGP) for homeless women (similar to the Malabar MGP) but have not been successful in identifying a funding source. The Social Work Department continues to work with women at risk and works closely with Kirkton Road Clinic.

J Wilson – SESLHD Falls Committee – nil to report

L Bloomfield left 11.40 am

6.5 RHW Integrated Health Services Plan (Clinical Services Plan)

V Madunic provided an update :
Plan has been ratified by the SESLHD Board and is being finalised with the Chair and Chief Executive. A final plan will be circulated when completed.

6.6 Campus redevelopment update discussed under Action Items.**6.7 Annual Plan 2018/19** deferred**7. GENERAL BUSINESS****7.1 Nominations called for the position of Co-Chair – election to be held 7 February 2020**

Both co-chairs (S Rawlinson and J Wilson) will be standing down and nominations are called for. S Rawlinson nominated A Matheson and J Wilson nominated E Warren.

Catherine Price advised the Committee she has resigned from the Royal Hospital for Women and her last day will be 20 December. The Committee wished her well in her future endeavours and thanked her for her contribution.

Meeting closed 11.50 am

Signature



Date

