

Consumer representatives appointed to district committees

Progress to increase consumer participation in high level district committees continues to improve.

Rachelle Broughton, a newly recruited consumer representative to our district, has been appointed to the Family Women's and Children (FWC) Divisional Management Committee.

Dr Lance Le Ray, Executive Director FWC requested the involvement of consumer representatives on their Divisional

Management Committee to ensure the community perspective is included in their service planning and delivery. Recruitment is underway for a second representative on this committee.

This latest initiative is in addition to Chris Freeman and Eve Baker who recently joined our CAG and also put their hand up to participate on our Quality and Safety Committee.

These committees are among several in the district that report to upper level management streams that



Chris Freemann and Eve Baker

welcome consumer input to assist in the planning and delivery of health services in the district.

Consumer engagement framework and model for health consumers

The Gold Coast Health Service District (GCHSD) Community Engagement Officer was invited to attend the Health Consumer Queensland forum in Brisbane in early May to explore a new consumer engagement framework and model.

The completed model will be a compilation of thoughts and

suggestions from representatives of Queensland Health, non government organisations, other government departments and private consumers.

Our Community Engagement Officer contributed a schematic to conceptualise the framework and model elements which was

favourably received.

There was great cross-over of ideas during the group work projects which highlighted the diversity of input and context surrounding consumer engagement.

The final framework and model will be presented to the Deputy Premiers office soon.

Recruitment to CAG

Invitations were extended to the Rotary Club of Gold Coast Central and Robina Rotary Club to register for the CAG. Investigations are underway to look at other opportunities within this network to broaden our CAG member base.

Approaches to district organisations/clubs and community groups for consumer representatives are also planned. If you are aware of any specific networks that may

like to join our CAG please contact Tony Matheson at Gold Coast Health.



Vivienne Mallinson, Tony Matheson, Jill Ellis and Carol Allen at the Rotary Gold Coast Central monthly meetintg

CAG Administration

This e-newsletter update has been initiated to keep stakeholders advised of the community/consumer engagement activities in the district. It will be sent to our Health Community Council, divisional contacts and CAG members quarterly.

The development of an online 'shared space' is also underway to collaborate and supply feedback. A variety of two-way communication channels are being researched.

This should improve member choice and efficiency given time and locality restraints of many members. More to come on this later in the year.

Community education

The District Health Education Road Show activity brief is at draft stage. Some preliminary discussions have taken place to determine what content should be distributed at these events.

For example, a request has been made to Patient Liaison Services to supply information on the top three recurring issues each month so the District can address these and other priorities at the roadshow and/or on our District website.

The expected outcome of this initiative is improved awareness of District health care services and avenues available to gain more information on community and consumer engagement, Health Community Councils, non government organisations and our capital works program.

Further, we also hope to reduce consumer confusion and complaints.

We will endeavour to include CAG input and participation in the planning process to highlight what content should be presented from their perspective.

This should ensure the information is focused, timely and targeted to our community.

Community engagement activities

April and May were busy months for consumer and community engagement activities, for example:

- CAG members reviewed another new brochure under development for the Cancer Services Unit. Some learnings were evident in the second brochure which reflected the feedback from the initial consultation with CAG.
- The District conducted a morning tea to celebrate National Volunteers week.
- The Community Engagement Officer attended the Rotary Club of Gold Coast Central monthly

meeting to speak about community /consumer engagement opportunities. The group also received an update of the capital works program including GCUH and Robina Hospital Expansion.

- Event support (district branding, event planning and advice on developing a consumer feedback form) was delivered to the Cancer Services "Cancer Survivors Day" inaugural event 15 May 2010.

Lori Weir and Janet Cross receiving their Certificate of Appreciation for National Volunteers Week from ED People and Culture Nicole Bunning and Volunteer Coordinator Dale Tatterson



Robina Hospital Community Expo

Gold Coast Health Service District conducted a community expo in April titled *Building Health in Robina*. The day was a great success with information on the current expansion including detail on new and expanded services for the health precinct. The day also marked the hospital's 10 year anniversary with a cake cut by staff who were among the original St Vincent's staff.



Gold Coast Health staff volunteered to work on the information stands on the day to help those present with detail on the new and expanded services for the area.

Project Engineer Kim Fetter explains the Robina Hospital expansion to interested community members

Contact: Tony Matheson
Community Engagement Officer
ph 55197636 email: tony_matheson@health.qld.gov.au