



Your Voice @ the Royal

A consumer newsletter from Royal Brisbane and Women's Hospital

April 2018

Metro North Hospital and Health Service *Putting people first*



Fiona Comber

Chair, Consumer Advisory Group
Royal Brisbane and Women's Hospital

A message from Fiona

Welcome to the first edition of
the Royal Brisbane and Women's
Hospital consumer newsletter!

We've compiled this together with help from members of the Consumer Advisory Group (CAG). This update will bring you news and happenings from in and around Royal Brisbane and Women's Hospital (RBWH).

Our first edition is coming to you during International Patient Experience Week! Our theme for this year is kindness. Kindness and compassion are central to all patient experiences. I have found the simplest of kind gestures from staff, friends and strangers to be one thing that can make my day. Has someone done something kind for you? Tell us about it!

We will be in the ground floor atrium (main area of the hospital) to hear about kindness in your patient experience from 10-2pm on Friday 27 April.

Kindness to each other, even to strangers has a flow on effect that lasts long after the moment has passed. Being a patient in hospital or supporting a loved one or friend can be difficult and sometimes emotionally challenging. The Consumer Advisory Group has put this information together to support your journey. If you have found the information useful, please be kind and pass it on to others.

You can stay up to date with our new editions at www.metronorth.health.qld.gov.au/rbwh/patients-and-visitors

Regards,
Fiona

Who are we?

The Consumer Advisory Group represents the needs and values of people who use the health service at RBWH. This includes the patient and those that support them, be that friends, family members and carers. This group is broadly called 'consumers' and our members are 'Consumer Representatives'.

Each Consumer Representative on the committee has a lived experience within the health service and so they bring their own knowledge and insights to the role as well as actively speaking on behalf of others. Our purpose as a group is to work in partnership with the hospital staff on matters that affect you and your loved ones when you are accessing health services. In practical terms this means that you may see consumer representatives out and about around the hospital. We will be asking your opinion on different matters and attending meetings on your behalf to share your views with decision makers.

This will not impact on your treatment and care and all comments are kept confidential. What we learn from consumers will help make the care we provide better for everyone. We want to include as many views and voices from a variety of consumers when planning services.

The Consumer Advisory Group has representatives sitting on several committees and working groups throughout the hospital and on projects related to service development and design. If you are interested in knowing more about our work, you can email RBWH_CE@health.qld.gov.au



Meet Darryl!

Meet one of our Consumer representatives, Darryl O'Callaghan!

Darryl has been a member of the CAG since 2015 and contributed on key projects such as an app for the families of patients in Intensive Care and the redevelopment of the RBWH internet site.

"As a survivor of catastrophic injuries sustained in a road accident, I had the opportunity to experience first-hand many aspects of RBWH—from the operating theatre to intensive care and the wards. I met some incredible people and was the recipient of some amazing care. Spending several months at RBWH recovering from my injuries gave me time to observe how the hospital delivers many of its services. This time helped me to understand the enormous challenges faced by the hospital and its staff to deliver care to so many people simultaneously. It also allowed me the time to note opportunities to improve an already wonderful hospital.

Given the investment made by the hospital in saving my life and helping me on my road to recovery, I felt compelled to invest back into the hospital. I have done this in many ways. One way was becoming a consumer representative—a role that gives me a voice to represent the views and needs of the patients, families and carers on the receiving end of the hospital's services.

Consumer representatives like me have an important role to play in a hospital community. Not just as a voice in the delivery of care but also as recipients of the hospital's services. Our input helps complete the 360 degree view of how healthcare should be delivered."



Ward staff, RBWH Foundation and consumers, along with Red Blanket Miracle, celebrate the addition of new shower chairs in RBWH.

CAG has partnered with the RBWH Foundation to pursue shared interests and continually improve the experiences for patients, families and carers based on feedback.

The partnership started with a donation of six new shower chairs to the trauma and orthopaedic surgical ward. Consumer representative member Darryl O'Callaghan's trust fund, Red Blanket Miracle co-funded the purchase. This was especially meaningful to Darryl who is a previous patient of the service. The Consumer Advisory Group, patients and staff of the service expressed special thanks to Darryl and his wife Julie, and the Foundation for their support.



RBWH website

The new and improved RBWH website is a great source of information about the hospital and its services. It includes important information about parking and public transport, maps of the facility, how to prepare for your appointment or stay, and descriptions about the different clinics and services available.



Visit www.metronorth.health.qld.gov.au/rbwh/ for more information



Car parking fees

If you come to the hospital regularly, the cost of car parking can quickly add up. We know that the cost of parking is a challenge for some patients and their families.

Concessional car parking is available at RBWH for eligible patients and carers.

For further information search 'parking and transport' on the RBWH website.



Get familiar

Medical terminology can be complicated. Here are five medical terms you might hear around a hospital, with a simple definition:

- Acute myocardial infarction – heart attack
- Multidisciplinary – involving two or more health specialities to approach a topic
- Deteriorating – sudden downward change in the health of a patient
- Chronic vs acute – lasting a long time vs happened suddenly
- Benign tumour – not cancerous and only grows in one place



Living Well DURING PREGNANCY

Patients can self-refer instantly by completing an online registration form on our **program webpage** or email livingwellduringpregnancy@health.qld.gov.au

A recipe for you

ZUCCHINI SLICE

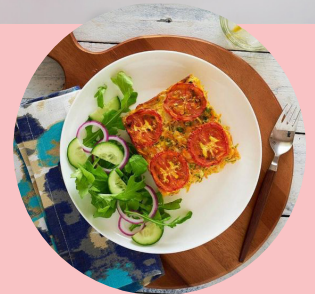
6 servings | 30m preparation |
12 serves of veg | 45 minutes cooking

INGREDIENTS

- 5 eggs
- freshly ground or cracked black pepper
- 1 large zucchini, grated
- 400g peeled and grated carrot, sweet potato or pumpkin
- 1½ cups drained canned corn kernels or frozen peas
- 1 medium brown onion, peeled and diced
- 2 teaspoons dried mixed herbs
- ¾ cup wholemeal self-raising flour
- 1 cup reduced-fat grated cheddar cheese
- olive or canola oil spray
- 3 large tomatoes, thinly sliced (optional)
- green side salad, to serve

METHOD

- Preheat oven to 200°C (180°C fan forced).
- Whisk eggs in a medium jug, season with black pepper and set aside.
- In a large bowl combine remaining ingredients except tomato. Add eggs and stir mixture until well combined.
- Spray a large baking dish with oil. Pour in zucchini mix and flatten with a spoon. Cover with tomato slices arranged in a single layer.
- Bake for 40-45 minutes or until firm and golden brown.
- Rest in the pan for 10 minutes before dividing into 6 pieces and cutting into slices.
- Serve with a green side salad.



Tip from the Royal: Make sure half the plate is always filled with fresh salad or vegetables at dinner time, for a quick and easy way to increase your fibre intake and make you feel fuller for longer. If you are looking for more tips on healthy eating and meal preparation during pregnancy, join our *Living Well During Pregnancy* program today.

For more great ideas, visit www.healthier.qld.gov.au

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Your Voice @ the Royal provides information about what's happening across the Royal Brisbane and Women's Hospital, including new initiatives, staff profiles, patient stories and details of upcoming events. Contributions for articles are appreciated. Please send them to the RBWH_CE@health.qld.gov.au



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