



# Your Voice @ the Royal

A consumer newsletter from Royal Brisbane and Women's Hospital

May 2019

Metro North Hospital and Health Service *Putting people first*

Welcome to the first edition of Your Voice @ The Royal for 2019. This newsletter is written by consumers for consumers and brings you all of the latest news and important information from Royal Brisbane and Women's Hospital (RBWH).



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

## A message from Gary

Hi, I am Gary, the newly elected Chair of the RBWH Consumer Advisory Group.

I have been a member of the Group since 2015 and became a Consumer Representative following a bout of head and neck cancer in 2006/2008. I continue to be a patient of the hospital, which provides me with a 'bed level' view of the patient journey. I often describe my experience during chemotherapy and radiation treatment at RBWH as "being picked up and carried through by big warm hands."

As a result of my hospital experience I became a Consumer Representative at Cancer Care Services at RBWH in 2012.

I now also participate as a Consumer Representative on a number of other hospital committees including the Safety and Quality Committee, Comprehensive Care Committee, and Cancer Care Consumer Engagement Working Group which assists with developing fabulous initiatives such as the Cancer Care Services patient information hub on the RBWH website.

The Hub is well worth a browse for some terrific ideas! I am at the hospital a lot. If you see me please say g'day and (if I am not running typically late) I would love to have a yarn.

Kind regards,

**Gary**

## Some important medical information

### WHAT IS DELIRIUM?

Delirium is a temporary state of confusion which causes a person's mind to become clouded. It makes it hard to pay attention and focus thoughts. Delirium develops quickly over hours or days. It can last a few days or even weeks. Delirium is different from dementia, which has a gradual onset and is a lasting condition.

Delirium can slow the recovery process and can lead to serious complications and longer stays in hospital. Delirium is surprisingly common in patients who have a hospital stay.

Anyone in hospital is at risk of delirium, but it seems to affect people who:

- are older
- have a serious illness
- have dementia or depression, or
- have poor eyesight or hearing
- do not eat or drink a lot
- take multiple medications
- have had delirium before.

### THE IMPORTANT ROLE OF FAMILY, CARERS AND FRIENDS

Family and carers are very important in the treatment of delirium as they are often the first to notice symptoms that might be associated with the condition. Carers and family can feel comfortable in telling a health care provider immediately if they notice any sudden changes in thinking or behaviour in their loved one.

## Did you know?

Did you know that there is a **JUSTICE OF THE PEACE (JP)** available to the public here at RBWH?

The service is located on the Ground Floor of the hospital near the Admissions Desk and is available between 9:30 am – 3:30 pm Monday to Friday.

If you require JP services, please bring identification with you, such as your Passport and/or Drivers' License. You will also need to bring your original documents as well as photocopies as a photocopier is not available.



**Queensland  
Government**

# Some things to know while you're visiting RBWH

## **YOUR PRIZED PET**

We worry a lot about our pets while we are in hospital. Pets can help brighten our day and help us to feel better about things. RBWH have allocated an outside area within the grounds of the hospital for you to meet with your pet during your stay in hospital.

Your family member or carer just needs to talk to the nurse in charge who will advise where you can meet with your pet.

Guide, Hearing and Assistance dogs are usually permitted to inpatient areas. Again, further information about this can be obtained from the nurse in charge.

## **SLEEPING WELL**

Rest is an important part of helping the body heal and recover. It's well recognised that sleep, or lack of it, has a big impact on how you feel. When you are unwell, rest becomes even more important to help your body heal and recover, and a stay in hospital is a big disruption to your life!

If you have trouble sleeping while you are staying with us at the hospital, please let us know. We can provide earplugs and other things such as herbal teas that might help you sleep better.

Staff try to reduce the noise in the wards at night time, and ask you to help out by turning off your phone, using headphones when watching the TV and asking visitors to finish their visit before 9 pm. Please ask your nurse about different options that might help you to sleep better.

## **YOU ARE WELCOME TO VISIT**

RBWH recognises the importance of family and carers in providing comfort, healing and recovery to patients. Family members and carers are very important members of the care team. Adequate rest and quiet time are important for the recovery process for patients and families are encouraged to visit. Some wards choose to observe 'Quiet Time' on behalf of their patients to encourage healing. 'Quiet Time' is explained as a time in which noise and activities in the unit are minimised. Also, sometimes special considerations may need to be taken into account when it comes to things like infection control, children visiting and restricted areas. In any event, it is best if there are no more than two visitors for each patient at a time.

Occasionally, patients may request no visitors at all, which staff will respect. On such occasions, visitors may be asked to leave the ward to meet the patient's needs or the needs of other patients.



Pets are welcome at the RBWH pet-friendly visiting area



**Please go to the RBWH website for more information about visiting patients in hospital and to see the visiting hours for each ward.**



## ENJOY SOME TIME OUT!

# COMPASSION CAFE

15 – 16 MAY 2019

Join our Consumer Representatives for a free cup of tea, a cupcake and a chat at our Compassion Café on 15 and 16 May from 10 am – 1 pm. The Café will be located on the Ground Floor at RBWH, next door to the florist. All are welcome to visit!



This is a Quality, Innovation and Patient Safety Service initiative in partnership with our consumers and the Values in Action team.



## GOOD NEWS STORY

Patients, families and carers provide uplifting feedback to our staff on a regular basis in recognition of the care that has been provided. Here is some wonderful feedback received recently:

I just wanted to share my amazing experience with you and compliment the staff especially the two Intern Doctors and the Non-emergency ambulance paramedic that took me to RWBH at Herston.

I was taken to the Emergency and Trauma Centre by a non-emergency ambulance, the paramedic was patient and professional, and made my ride to the hospital as comfortable as possible in relation to my anxiety issues. The two intern doctors were amazing and understanding.

**Please continue to provide your feedback and remember that if you have any concerns while you are in hospital please speak to your nurse or a member of your health care team.**

## Making our Values more than words

When you visit hospitals and facilities throughout Metro North Hospital and Health Service, including RBWH, you may see posters and information about Values in Action. Values in Action is about making our values more than words by putting them into action.

At Metro North, our values are Respect, Teamwork, Compassion, High Performance and Integrity, and we are committed to putting these values into action to build a positive culture and to create a sense of belonging. More than that though, we are committed because we know that there is an established link between positive organisational culture and patient safety.

Through the Values in Action program, teams across RBWH have carried out local initiatives to understand what the Values mean to them.

In future editions of this newsletter, we'll highlight some of the great examples of how staff are coming together to celebrate and demonstrate our Values. In the meantime, please feel free to chat to our staff when you see Values in Action on display.



Celebrating our commitment to putting Values into Action.





# RBWH CONSUMERS JOIN FAREWELL FOR DR AMANDA DINES

Some current and past members of the RBWH Consumer Advisory Group attended a gathering of staff on 2 May 2019 to farewell Dr Amanda Dines as Executive Director of Royal Brisbane and Women's Hospital and to thank her for her unwavering support of the group over the past four years.



Consumer representatives Noel Muller, Gary Power and Darryl O'Callaghan farewell Dr Dines]



## NEED HELP WITH CAR PARKING COSTS?

We know that parking at the hospital can be expensive, but you may be entitled to discounted parking. RBWH is committed to making car parking more affordable for patients and concessions may be available for you or your main carer.

Who may be eligible for discounted parking?

People who:

- are experiencing financial hardship
- are admitted to RBWH for an extended period of time (and this varies)
- are required to attend RBWH frequently
- have special considerations and may require additional assistance.

To apply for discounted parking, application forms are available at the following locations:

- at each ward reception
- at Admissions and Enquiries desk on the Ground Floor of RBWH
- at Outpatient Departments
- at the Emergency and Trauma Centre
- at the Trust Office beside the Admissions desk.

Visit the RBWH website for more information about carparking concessions.

## Finding your voice

We all want to receive safe and high-quality care and the best way for you to do this is to be involved as much as possible in decisions and planning about your care.

You, as a patient, are the most important member of the healthcare team. Hospital staff can provide many resources to help you be equally involved in the decisions about your treatment.

This is what the staff call 'shared decision making'. We encourage you to ask many questions and reassure you that it is 'ok to ask'.



**Questions to ask your doctor before you get any test, treatment or procedure**

- Do I really need this test, treatment or procedure?
- What are the risks?
- Are there simpler, safer options?
- What happens if I don't do anything?

Find questions to ask your healthcare professional at [choosewisely.org.au](http://choosewisely.org.au)



Metro North is proud to recognise the cultural diversity of our community.

We recognise and pay respect to the Turrbal, Dalungbara/ Djoondaburri, Gubbi Gubbi/Kabi Kabi, Jagera/ Yuggera/ Ugarapul, Jinibara/Jiniburi, Ninghi and Undumbi people of Metro North Hospital and Health Service area, on whose lands we walk, work, talk and live.

We also acknowledge and pay our respect to Aboriginal and Torres Strait Islander Elders both past and present.



Are you following us on social media?



[facebook.com/MetroNorthHHS](https://facebook.com/MetroNorthHHS)



[twitter.com/MetroNorthHHS](https://twitter.com/MetroNorthHHS)



[Metro North Hospital and Health Service](https://metro-north-hospital-and-health-service.org.au)

Your Voice @ The Royal newsletter is written by RBWH consumers/patients for consumers and the community as a whole. If you have any content suggestions or articles that you would like to see in this newsletter, please contact [RBWH\\_CE@health.qld.gov.au](mailto:RBWH_CE@health.qld.gov.au).



<http://creativecommons.org/licenses/by/2.5/au/>

© State of Queensland (Metro North Hospital and Health Service) 2018

Produced by the Metro North Communication Directorate

Phone: (07) 3646 1354

Email: [MetroNorth-Communications@health.qld.gov.au](mailto:MetroNorth-Communications@health.qld.gov.au)