

# Your Voice at the Royal

A consumer newsletter from Royal Brisbane and Women's Hospital

July 2021

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).

This issue is jam packed. We acknowledge NAIDOC (National Aborigines and Islanders Day Observance Committee) Week and the events within our community aligning with this year's theme, 'Heal Country, heal our nation', pay tribute to the loss of one of our own – Noel Muller, and hear from RBWH Consumer Representative Melanie about her story. We also find out more information about MyStay@RBWH; our latest Consumer Forum; important vaccine information; and hear from Outpatients Nurse Navigator Bec Johnson.



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

## LETTER FROM GARY POWER, CONSUMER ADVISORY GROUP CHAIR

Hello everybody, and welcome to the EOFY edition of Your Voice at the Royal!

My first bit of news is that my colleagues and I at the Royal's Consumer Advisory Group (CAG) have been invited to the Northside NAIDOC Community Fun Day at Koobara Aboriginal and Torres Strait Islander Kindergarten, 421 Beams Rd, Taigum on 8 July 2021. I'm told by my friend Johnno that there will be lots of events celebrating the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. There will be traditional dancing and music, as well as lots of fun things for the kids like jumping castles, reptile displays, rides, games, animal farm, facepainting, crafts and storytelling! So much to learn. See you there!

Well, as you might expect, things at the Royal have been busy in these COVID-19 days, as our vaccination clinics ramp up for staff and the community. The hospital has vaccinated more than 20,000 people since beginning the vaccine roll-out and looks forward to vaccinating thousands more as health authorities encourage all Australians to do their bit to protect our population. The RBWH COVID-19 Vaccination Clinic is situated on the ground floor at the main entrance to the hospital for people who have registered an appointment online. Please talk to your treating team if you are interested in accessing the vaccination but have not booked an appointment as there may be walk-in appointments available.

We at the Consumer Advisory Group have also been busy assisting the terrific in-house hospital team develop its patient entertainment platform, MyStay@RBWH, which enables patients to use their own smart phones and tablets to access a broad range of streaming and free-to-air services. We have also begun the conversation to see what we can do to continue the improvement of meals and mealtime environments. We think that mealtimes are really important daily events for inpatients and the staff agree that work should continue to make that part of your hospital stay as normal as it can be. We'll continue that work and keep you updated.

So, with cooler days and school holidays coming up, we consumer representatives wish everyone well or get-well soon!

Regards,  
Gary



# DID YOU KNOW? DID YOU KNOW ABOUT THE MYSTAY@RBWH PLATFORM?

## MyStay@RBWH

Royal Brisbane and Women’s Hospital have recently launched a new free patient entertainment and information platform that assists us to connect to a range of entertainment options, information about your hospital stay and instructions on how to connect to the new high-speed free patient Wi-Fi. Some of the features on the platform are:

### Entertainment

- Free live TV and streaming (some require you to make a login)
- Pay to view TV and movies
- Digital radio
- Pay to listen music

### Relaxation and Mindfulness

- Mindsettle – gentle images of nature and soothing soundscapes
- Headspace (requires payment after free trial)

### Information about hospital facilities

- Food, shops and services
- Parking and transport
- Maps and directions
- Ward locations
- Visiting hours

### Information about Chaplains and Chapel Services

### Patient information

- Your stay (general information)
- Your care in hospital
- Visiting hours
- Ward locations
- Health and Wellbeing (Queensland Government health information)
- Feedback, compliments and complaints

You are able to provide feedback on ways to improve the app, new things you would like to see and what you like about the app. A lot of work has gone into its creation from teams across the hospital, including input by consumers (us).

Later in 2021 we will see some new features added to the app, including online ordering of meals for inpatients and livestreaming of daily chapel services.

If possible, when using the app please use headphones or earbuds to keep the noise to a minimum as a courtesy to other patients.



## AWARENESS DAY - NAIDOC Week 4-11 July

The National NAIDOC theme this year is “Heal Country, heal our nation” which commences 4 July through to 11 July 2021 and is honouring that “country is inherent to Aboriginal and Torres Strait Islander peoples”. It sustains our lives in every way - spiritually, physically, emotionally, socially and culturally. The current committee came about following the establishment of Aboriginal groups in the early 1920’s, who sought to increase awareness among the wider community of the treatment and status of Aboriginal and Torres Strait Islander peoples.

See the EVENTS section below for details of NAIDOC activities at RBWH.



## CONSUMER STORY



*“April this year saw the sad passing of our great friend Noel Muller. Noel was the first Chair of the Consumer Advisory Group at RBWH and was a consumer representative for more than 15 years. Noel was an inspiration to all of us who give of our time to support the Royal’s continuous efforts to improve the experiences and the outcomes for patients, their carers and their families. He was a quietly spoken, gentle man who was amazingly persuasive simply through his communication skills and the power of his commitment to the idea that patients should be valued contributors to their own health-care planning and outcomes. Noel advocated that patients should expressly be given a voice in their treatment and his ideas were readily accepted in the many forums in which he participated inside and out of the RBWH. His insights into the patient perspective of hospital administrative procedures were also greatly valued. Noel’s leadership, compassion and friendship will be missed by us all.”*

Gary Power, Chair, Consumer Advisory Group, RBWH



### Melanie McKenzie

My name is Melanie McKenzie, I recently joined RBWH as the Maternity and Neonatal consumer. I have four boys. During my last pregnancy, my son Harrison was diagnosed with Congenital Diaphragmatic Hernia (CDH) at his 20-week morphology scan. The remaining 20 weeks of pregnancy was extremely stressful and isolating. Harrison was born full term, but devastatingly passed away 28 hours later.

In his honour I founded Harrison’s Little Wings in 2010; a non-profit organisation that supports women and their families who have an extreme complex pregnancy. Harrison’s Little Wings provides practical support, peer support and also advocates for improved care for women experiencing an extremely complex pregnancy.

I am passionate about maternity care, with a keen interest in supporting high-risk pregnancies, bereavement and neonatal care. I have been fortunate to have been a consumer on many statewide committees, as well as various hospital and health services.

I believe that at times you can’t control the outcome, but you can provide compassion, empathetic supportive care, which has the ability to change lives.

## CONSUMER FORUM SUMMARY

On April 14, RBWH hosted a Consumer Representative Forum to give all the consumer representatives a chance to network with each other, hear about a co-design project, discuss the top consumer priorities, revise the consumer representative framework and participate in a panel discussion.

The three priority areas that we identified for further focus were:

1. Person-centred care: we want to enhance this within the hospital
2. Waiting times for outpatients: we acknowledged there are many sub-issues that are created by long waiting times, and have highlighted this as an area where improvement is needed
3. Telehealth: this is an area that we want to maximise and continue to improve, and see as a positive that has emerged from COVID-19.



We revised the previous Consumer engagement framework and have included a copy of the new one in this newsletter for you to see. This will be given to all consumers new to the consumer engagement program, and all staff members wanting to engage with consumers at the RBWH, so they can have an understanding of the foundation of our guiding principles.

From this forum we have identified key actions moving forward to continue some of the work and great conversations that the forum initiated. One of these is to increase the contact between the consumer engagement program and the broader consumers and people accessing care at the RBWH. We are going to do this by having a 'Chat to the Consumer' event at RBWH across three weeks in July. Check out our Event section in this newsletter for more information. We're looking forward to meeting you face-to-face and getting to know you and what is important to you!!



## CONSUMER REPRESENTATIVE FRAMEWORK

The Consumer Engagement Program at the Royal Brisbane and Women's Hospital partners with the hospital to achieve the shared-goal of improving patient experience. This is executed through the following principles (DIIVE):

Principle	Explanation	Elements	Desired Outcomes	Measuring Outcomes
<b>DIVERSITY</b>	Acknowledging, representing and respecting diversity to improve access, understanding, experience and equity for all consumers	<ul style="list-style-type: none"> <li>Cultural practice (safety)</li> <li>Language</li> <li>Acknowledgement of diversity (Culturally and Linguistically Diverse – CALD, Aboriginal and Torres Strait Islander, disability, age, socioeconomic background, LGBTQIA+ etc )</li> </ul>	<ul style="list-style-type: none"> <li>Support for people with diverse needs</li> <li>Increase staff awareness and understanding of diversity</li> </ul>	<ul style="list-style-type: none"> <li>PREMS Data</li> <li>Multicultural/Closing the Gap Action Plans</li> <li>Translator access data</li> <li>Uptake and staff education around Julian's Key</li> </ul>
<b>IMPACT</b>	Using lived experience as a patient/carer and engagement in the broader consumer community to positively impact healthcare delivery and patient experience.	<ul style="list-style-type: none"> <li>Advocacy</li> <li>Research</li> <li>Patient experience</li> <li>Quality Improvement</li> <li>Co-design</li> </ul>	<ul style="list-style-type: none"> <li>Increased consumer participation in research</li> <li>Mutually beneficial outcomes for staff and patients</li> </ul>	<ul style="list-style-type: none"> <li>Accreditation – NSQHS Standard 2</li> <li>Number of research projects that have partnered with consumers</li> <li>Number of co-design projects</li> <li>Safety and Quality indicators</li> </ul>
<b>INFORMATION</b>	Providing access to sufficient information to make healthcare decisions, navigate and access services and to be a participant rather than recipient of care	<ul style="list-style-type: none"> <li>Shared decision making</li> <li>Health literacy</li> <li>Education</li> <li>Choosing Wisely</li> </ul>	<ul style="list-style-type: none"> <li>Improved relational partnerships between clinicians, staff and consumers</li> <li>Improved understanding of the care journey</li> <li>Greater information sharing between clinicians, the hospital and consumers</li> </ul>	<ul style="list-style-type: none"> <li>PREMS data</li> <li>Complaints and compliments</li> <li>Accreditation – NSQHS Standard 2</li> </ul>
<b>VISIBILITY</b>	Consumers being visible and accessible to all people, levels and in all activities at the hospital. This includes governance, strategy, working groups, committees and research	<ul style="list-style-type: none"> <li>Awareness of consumer engagement program amongst staff</li> <li>Engaging with the broader RBWH patient community</li> <li>Consumer Newsletter</li> </ul>	<ul style="list-style-type: none"> <li>Consumers involved in all activities mentioned in the explanation</li> </ul>	<ul style="list-style-type: none"> <li>Increased participation in consumer engagement</li> <li>Increased readership growth of Consumer Newsletter</li> </ul>
<b>ENABLEMENT</b>	Supporting consumers with the processes to be autonomous, independent and equipped to make decisions about their care journey	<ul style="list-style-type: none"> <li>Person centred care</li> <li>Health promotion</li> <li>Collaboration</li> <li>Communication</li> </ul>	<ul style="list-style-type: none"> <li>Positive patient experiences – for both clinician and patient</li> </ul>	<ul style="list-style-type: none"> <li>PREMS Data</li> <li>Complaints and Compliments</li> </ul>

## RBWH FOUNDATION – ROYAL GIVING DAY, A RIGHT ROYAL SUCCESS

Royal Brisbane and Women's Hospital (RBWH) has six hundred thousand reasons to celebrate after RBWH Foundation Royal Giving Day smashed its fundraising goal of \$500,000 to raise over \$600,000.

The RBWH Foundation's 24-hour appeal was held on Wednesday June 23 in support of hospital-led research, staff education and patient care initiatives. The funds raised on the day came from community donations and fundraising, plus the incredible fundraising efforts of the RBWH team.



# EVENTS

## CHAT TO THE CONSUMER

**Where:** Level 1 Atrium, RBWH (straight ahead of the escalators)

**When:** Monday 14, 21 and 28 of July, 10am- 12pm

**What:** All welcome – this is an opportunity for you to meet some of the RBWH Consumer (Patient) Representatives who give a voice to the perspectives of people who have received care at the RBWH. We would love the opportunity to meet with you, hear your story, find out what has worked well in your care and what hasn't. This can be a great opportunity to have your voice amplified to the hospital in an unidentified way if you would rather stay anonymous, and for us to have a better understanding of your experiences.

## NAIDOC WEEK – FLAG RAISING CEREMONY

**Where:** Outside the RBWH Hospital Main Entrance

**When:** Tuesday 6 July, 10am

**What:** As part of NAIDOC Week, the RBWH are having a flag raising ceremony. Everybody is welcome, so please come and join to acknowledge the Aboriginal and Torres Strait Islander Members of our community.

## NAIDOC WEEK – THE HUNTSMAN BAND

**Where:** Level 1 Atrium, RBWH

**When:** Monday 5 July, 10am-1pm

**What:** Aboriginal and Torres Strait Islander musical duo The Huntsman will be playing their music for all to enjoy.

## NORTHSIDE NAIDOC COMMUNITY FUN DAY

**Where:** 421 Beams Road, Taigum (Koobara)

**When:** Thursday 8 July, 10am-3pm

**What:** Entertainment and Activities presented by the Northside NAIDOC Committee. There will be lucky door prizes, traditional dancers/performers, live band, jumping castle, traditional games, animal petting zoo, information stalls, food, arts and crafts. Everyone is welcome.

*RBWH FOUNDATION - ROYAL GIVING DAY, A RIGHT ROYAL SUCCESS continued...*

From superstar pop musicians to a cross-departmental tug of war, RBWH was abuzz from early morning with Channel Seven's Sunrise weatherman Sam Mac kickstarting the appeal, showcasing the best of RBWH to a national audience.

RBWH Assistant Physiotherapist and former brain injury patient Reece Crawford was front and centre on Day 14 of a marathon 21-day treadmill challenge. Reece was forced to learn how to walk again after a motor scooter accident in 2014. RBWH not only gave Reece back his life, but the hospital also inspired a career change from a car salesman to a physiotherapy assistant. Reece now uses his passion for running as a platform to fundraise for medical and clinician-led research.

Also lending a hand in the Giving Day phone room were Australian celebrity chef and RBWH burns patient Matt Golinski and home-grown Aria award winners, pop band Sheppard, while Australian singing sensation Conrad Sewell joined the Stairwell Project in a music workshop with young cancer patients in the Sony YouCan Centre.





**The Northside NAIDOC Committee proudly presents**  
**Northside Community Fun Day 2021**

[www.facebook.com/koobarakindy](http://www.facebook.com/koobarakindy); [www.koobara.com.au](http://www.koobara.com.au)

**National theme:**  
**Heal Country. heal our nation**

**ENTERTAINMENT/ACTIVITIES**  
*Lucky door prizes, traditional dancers/performers, live band (Huntsman Band), jumping castle, traditional games, animal petting zoo, information stalls, food, arts and crafts – ALL WELCOME!*

**OPEN MICROPHONE ON THE DAY**



**When: Thursday 8 July 2021 from 10:00am - 3:00pm**  
**Where: 421 Beams Road TAIGUM (Koobara)**  
For more information please contact event coordinator Pat on 0408 472 385

**Keep Our Mob Safe, If You Are Unwell Please Stay Home**  
*Proudly sponsored by*



Unforeseen circumstance eg COVID 19 Lockdown or rained out please call Pat on 0408 472 385  
Parking will be available at St Flannan's School Grounds (entrance Beams Road)

**NO PUBLIC PARKING ON KOOBARA GROUNDS DUE TO PUBLIC LIABILITY REASONS!!!**

# STAFF PROFILE: **Bec Johnson – Nurse Navigator Outpatients RBWH**



## **Please introduce yourself:**

My name is Bec Johnson, and I am the RBWH Nurse Navigator in Outpatients. As part of that role I provide support to our complex patients who attend multiple clinics at the RBWH Outpatient Departments. Patients can contact me directly to discuss their health and treatment options and receive advice on how to best manage these. I coordinate appointments

and follow-up care and provide advocacy support if needed. Essentially, I am here to help patients manage, in any way I can so they can get on with living.

## **What is your favourite thing about your role?**

Working with my patients. My role is to make the patient's journey easier and I really feel like I am making a difference in people's lives. It's our job to care and I feel it's so much easier to do when you love what you do!

## **What are you passionate about?**

Living life to the fullest – every day I am reminded how precious life is, so I make it a point to bring a big smile and show gratitude for the people in my life and what I have experienced.

## **What are your hobbies outside of work?**

Hockey- both my boys and I play. It keeps us very busy throughout the week.

## **What is your favourite quote?**

'In a world where you can be anything, be kind'.



## **Note from the Editor**

Dear Fellow Consumers,

It is now my second edition as consumer newsletter coordinator! So much has happened since our previous publication – all of the consumer engagement program at the RBWH has been very busy, guided by our superwoman Consumer Engagement Lead Aideen who featured the previous newsletter (if you missed it, you can check out her profile [here!](#))

Most of the consumers have been involved in one or more key focus groups and forums, including a Consumer Forum in April, a Shared Decision-Making focus group and another focus group to discuss what safety and quality means to us as consumers. We used the information from these three discussions to inform two recommendations we formed from a consumer (patient) perspective and gave to the Quality Innovation and Patient Safety Service (QIPSS) to inform their Operational Plan for the next two years.

What we asked to see is person-centred care in action – so no matter where we are in the hospital, we feel that the people caring for us actually care for us, that we are involved in the discussions about our healthcare and we feel like a valued person. We recommend:

**Improved Shared-Decision Making:** so that as consumers (patients), we have a choice and a voice, and are partners in our care not just recipients. That we have the information we need to make informed decisions, feel respected and that our values and who we are as people are acknowledged and respected when we are receiving care.

**Improved consistency of care:** that no matter where we are in the hospital and who we are being treated by, it is always at the same high standard, and we feel that our care is safe and high quality.

We have been able to take this presentation and feedback that we have gathered on a 'road show' and present it around the hospital. Our next stop is the RBWH Executive team!

It is wonderful that we have the opportunity to receive our healthcare in a hospital that truly values the voice and perspectives of consumers in service design and quality improvement.

I hope you have enjoyed this consumer newsletter, and I hope we get to meet more of you in person at some of the upcoming events – especially at our 'Chat to the Consumer' initiative!

We are always on the lookout for stories, so if you would like to share yours, please get in touch through the email address below.

Regards,

Anja



## **TIPS, TRICKS AND RECOMMENDATIONS COVID-19 Vaccine Resources**

Whether you are booked in to have your vaccination or are waiting until your phase of the roll-out, here are some great resources to give you more information:

[COVID-19 Latest information, statistics, locations and updates](#)

[First Nations People – Getting the COVID-19 Vaccination](#)

[COVID-19 Vaccination Information for People with Cancer](#)

[COVID-19 Vaccination Information for People Living with HIV \(info from NAPWA\)](#)

## **CONTRIBUTE**

Do you want to share your story, recommendations or thoughts about what should be in this newsletter? We would love to hear from you – please email us at: [RBWH\\_CE@health.qld.gov.au](mailto:RBWH_CE@health.qld.gov.au)

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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'd like to see in this newsletter, please contact [RBWH\\_CE@health.qld.gov.au](mailto:RBWH_CE@health.qld.gov.au).



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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)