

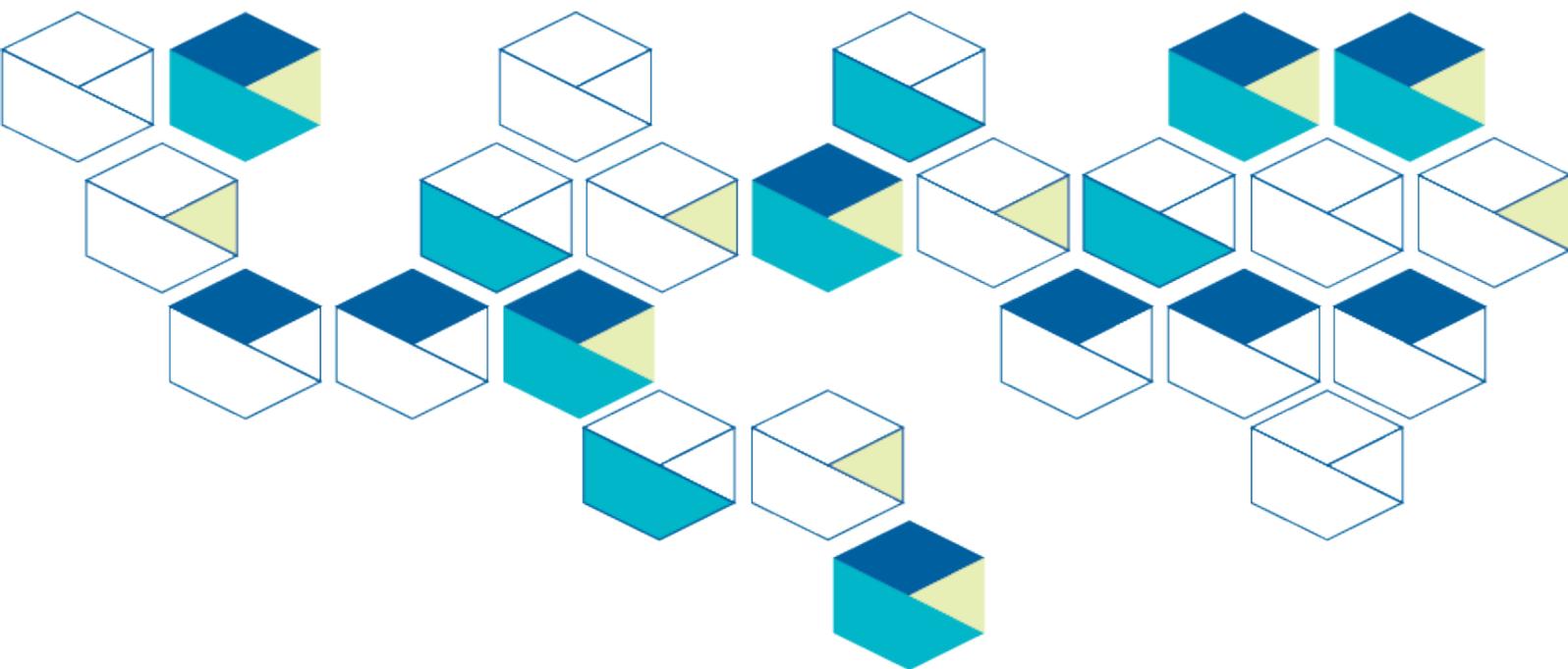


Government of **Western Australia**
South Metropolitan Health Service
Fiona Stanley Fremantle Hospitals Group



Fremantle Hospital Consumer Advisory Council (CAC)

Annual Report 2019



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Summary

The Fremantle Hospital Consumer Advisory Council (FHCAC), formed in 2009, continues to meet monthly on the Fremantle Hospital site. The FHCAC represent and advocate on behalf of consumers, carers and families who access care and services at Fremantle Hospital, and as part of the Fiona Stanley Fremantle Hospital Group (FSFHG).

The FHCAC actively works in conjunction with the FSFHG and Patient and Family Liaison (PFL) to provide relevant feedback on behalf of the health consumer.

The FHCAC welcomes presentations from various speakers. These presentations provide knowledge and educate the CAC, thus allowing the members to provide valuable feedback and suggestions benefitting the health system and consumer.

The FHCAC continues to conduct Ward Walks on a monthly basis. On these rounds, CAC members seek feedback from patients and carers who are willing to participate in a short survey. Based on the ALWAYS comprehensive care model, data collected from the survey is given to PFL for collation and reporting. Any concerning feedback is provided to the ward Nurse Unit Manager immediately for appropriate action, and discussed at the subsequent CAC meeting. This year the questions have also been made available in languages relevant to the patient demographic utilising Fremantle Hospital. This tool will help the FHCAC collect data over a larger range of patients.

During 2019 the CAC enjoyed working closely with Jo Reid (Nurse Manager, Service 4), as proxy for the Executive Sponsor, Partnering with Consumers. Given Jo's background, knowledge and most importantly that Jo was based at Fremantle Hospital, the partnership worked extremely well. Jo briefly returned to her substantive position in August 2019, but was permanently appointed to Fremantle Hospital in November 2019. We are very pleased to welcome her back.

In Jo's absence, Ann Whitfield had taken over the Fremantle Hospital Nurse Manager role. The FHCAC would like thank Ann for all the guidance and effort she provided over this time. The FHCAC would also like thank Lisa Reading for her contribution to the CAC whilst on a six month secondment to PFL.

The FHCAC is actively seeking representation and participation from members of the indigenous community. We feel this would be beneficial to the indigenous community, especially those accessing health care at both FSFHG sites.

The FHCAC are looking forward to yet another year providing a voice for the many consumers and visitors that access the FSFHG. We thank the FSFHG, and the relevant staff members, for all the help and support that the FHCAC receive. Hopefully the partnership continues to remain positive and productive. As a group we look forward to the future.

David Bell, Chair, Fremantle Hospital Consumer Advisory Council

Presented and endorsed at the FH CAC Annual General Meeting, 27 February 2020

Members of the CAC

As at December 2019, the FH CAC members were

- David Bell - Chair
- Lyn Williamson – Deputy Chair
- David Earl
- Shani Faulkner
- Michelle Harries – Mental Health Consumer Advisory Group (CAG) Representative
- Sue Jacobson
- Michele Speed
- Angi McCluskey – Carer Representative
- Ongoing recruitment – Aboriginal Representative
- Rasa Subramaniam – Fiona Stanley Hospital CAC Representative

The FHCAC developed an action plan early in 2019 (see below). All items on the action plan were completed. A full copy can be obtained from PFL. The 2020 FHCAC action plan will be developed at the February 2020 meeting.

Action Plan



Fremantle Hospital (FH) Consumer Advisory Council (CAC) Action Plan 2019

Presentation and Tours					
Priority	Subject	Type	Invitee	Date / Time	Person responsible
1	Executive Director Meet and Greet	Presentation	Neil Doverly	23/05/2019 @ 13:30-14:00	DB/JR
2	Second Edition of National Standards - update on Standard 2	Presentation	Marjorie Cameron	25/07/2019 @ 13:30-14:00	AP/JR
3	Pharmacy update on Mental Health Project	Presentation	Taryn Fyfe	26/09/2019 @ 12:00-12:30	JR/RO
4	Advanced Health Directives	Presentation	Simon Towler	24/10/2019 @ 12:00-12:30	RO/HG
5	Theatre Projects	Presentation and Tour	Jackie MacDonald	28/03/19 @12:00-12:30	JR/HG
	Volunteers overview	Presentation	David Tomlinson	Direction unclear defer to 2020	HG
	Palliative Care Consumer Workshop	Presentation	Chrissie Turco (Dept of Health)	28/11/19 @12:00-12:15	AP/LR
6	Day Admissions Centre (DAC)	Presentation and Tour	Jessie Parmenter	22/08/19 @ 12:00 – 12:30	JR/RO
7	Mental health secure beds and relocation of services	Presentation	Geraldine Carlton	27/06/2019 @ 12:30 – 1:00	JR/HG

Endorsed 23/05/2019

Terms of Reference

The FHCAC Terms of Reference were reviewed and endorsed in November 2019. Discussion regarding FHCAC succession planning is ongoing as early 2021 will see several members end their term of appointment. FHCAC members are currently seeking any interest from potential new candidates.

About Fremantle Hospital



Providing specialist hospital services, the 300 bed Fremantle Hospital plays a vital role in supporting the tertiary services of Fiona Stanley Hospital and in the ongoing delivery of services to patients within the South Metropolitan Health Service catchment. Fremantle hospital offers a range of services including mental health, aged care, and elective surgical services in the following specialties:

- general surgery
- orthopaedics
- plastic surgery, specifically hands
- ear, nose and throat (ENT)
- gynaecological
- dental and maxillo-facial
- endoscopy
- ophthalmology.

During the 2018/2019 financial year, across FSFHG there were:

- 106,166 people discharged
- 37,379 operations:
 - Elective 23,975
 - Emergency 13,404
- 2,475 patients in the Intensive Care Unit
- 3,252 babies born
- 516,806 outpatient appointments
 - provided to 111,745 patients
- 12 heart, 13 lung, 68 bone marrow and 35 kidney transplants
- 61,322 occasions of care provided by telehealth or telephone
- 111,354 attendances at the Emergency Department

CAC Year in Snapshot

- Support to internal and external committees
- Ongoing review of food services
- Ongoing review of consumer publications
- Involvement in short term projects
- Support for establishment of a monthly Forget-Me-Not memory café (in the B5 cafeteria)
- Involvement with Fremantle Hospital Open Day
- Continuation of CAC Ward Walks
- Assisted at Patient Experience Week stall on the B5 concourse

CAC Participation in other Committees 2019

FSFHG Hospital Executive (HEC)	Chair
FH Food Audits	David Bell
FSFHG Falls Committee	David Bell
FH V Block Reconfiguration Committee	David Bell
FH Outpatient Clinic Relocation Committee	David Bell
FH Mental Health Reconfiguration Committee	Michelle Harries
FH Site Management Committee	Lyn Williamson
FH Mental Health CAG	Michelle Harries
FH Volunteer Services Committee	David Bell
FSH CAC	Michele Speed

Patient Publication Reviews 2019

The following patient publications were offered to FSFHG CAC members for review in 2019. A separate report will be completed.

- ACE Inhibitors
- Amiodarone
- Angiotensin II receptor blockers
- Beta blockers
- Clopidogrel
- Digoxin
- Diltiazem Verapamil
- Nitrates for acute symptoms
- Prasugrel
- Statins
- Ticagrelor
- Probiotic Patient Information
- Transport Options for Outpatient Appointments
- Sepsis Information for Patients and Carers
- Loop Diuretics
- Ivabradine

- Isosorbide Mononitrate
- Calcium Channel Blockers
- Thiazide Diuretics
- Nicorandil
- Perhexiline
- Aldosterone antagonists
- Before your operation or procedure
- SRS Ward 2a Patient Information
- Nasogastric Tube Feeding
- Preparing for your child's operation or procedure
- Advanced lower limb exercises
- Warm-up stretches
- Indwelling pleural catheter patient info
- Follow up after hip fracture surgery
- Gentamicin Eye Drop
- Interferon Eye Drop
- Mitomycin Eye Drop
- Sodium Chloride 5% Eye Drop
- Cefazolin Eye Drop
- Cyclosporin (Baxter) Eye Drops
- Cyclosporin (Restasis) Eye Drops
- Head Lift Exercise
- Oral Hygiene Patient Handout
- Cardiac Transplant Patient Education
- Stretch and Sweep
- Criteria Led Discharge
- Rigid Removable Dressing Handout
- Robotic Assisted Radical Prostatectomy
- FSH Youth Unit
- Forearm block
- Nerve block
- Cardiac Transplant Listing
- Admission for Da Vinci Radical Prostatectomy
- Returning to driving after SCI
- MBU Cuddles Program
- Iron Infusion Patient Information
- Arts Therapy Brochure
- ERAS Patient Diary
- Outdoor Therapy and bed rest
- Functional Neurological Disorder
- POEM
- ESD
- Nephrostomy Tube
- What happens after a fragility fracture
- General movements assessment
- My Treatment Diary
- Prostate Cancer New Diagnosis / About your recent prostate cancer diagnosis
- GLP-1 Analogues Patient Leaflet
- SGLT2 Inhibitors Patient Leaflet
- Assisted lift transfer

- Assisted transfers using a slideboard information sheet
- Managing stairs in a wheelchair assisted by two people
- Moving your legs on off the bed following SCI
- Transferring from floor to wheelchair assisted by one person
- Transferring from floor to wheelchair assisted by two people
- Transferring independently from floor to wheelchair method 1
- Transferring independently from floor to wheelchair method 2
- ASSIST Brief Intervention Booklet
- Pasteurised donor human milk information leaflet
- Paediatric Fasting Information (preparing for your child's operation or procedure)
- Managing kerbs in a wheelchair assisted by one person
- Managing kerbs independently in a wheelchair
- PI prevention and skin checks following SCI
- Your baby's stay in the Neonatal Unit
- Transperineal prostate biopsy procedure
- Recovery from robotic surgery
- Pelvic floor muscle exercises

Complaint Response Reviews 2019

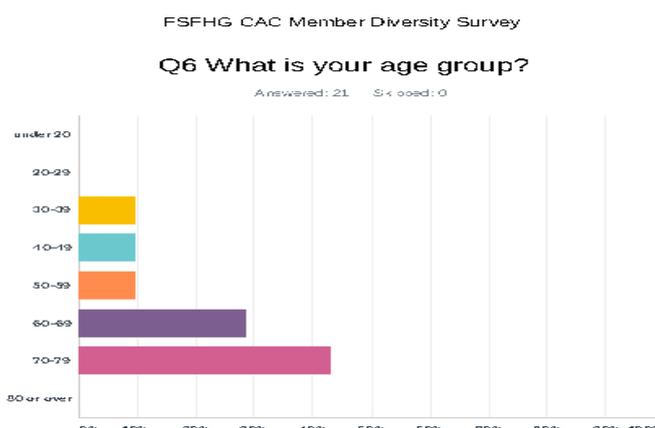
Each month in 2019, a FH and FSH complaint and response were offered to FSFHG CAC members for review. A separate report will be completed.

Training

It is mandatory for all FSFHG CAC members to attend the consumer representative training held by the Health Consumers' Council. Dave Bell attended on 20/02/19.

CAC Diversity and Evaluation

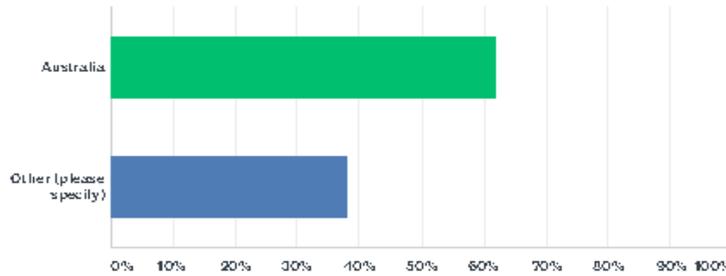
FSFHG CAC diversity was surveyed in November 2019. Summary data is provided below; the full report is available from PFL.



FSFHG CAC Member Diversity Survey

Q7 In which country were you born?

Answered: 21 Skipped: 0

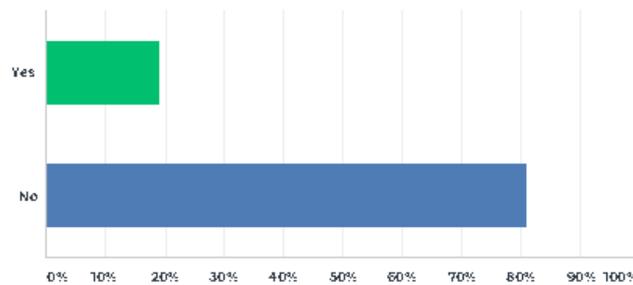


Other was specified as UK, Malaysia and China

FSFHG CAC Member Diversity Survey

Q11 Do you have an ongoing disability (as described below)?

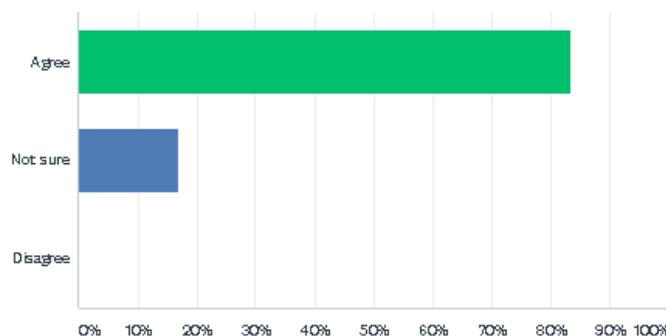
Answered: 21 Skipped: 0



An evaluation of FHCAC was undertaken in January 2020. Members were surveyed on Terms of Reference, roles and obligations, functions and responsibilities, meeting processes, CAC leadership, support and communication. A selection of data is provided below. The full report is available from PFL.

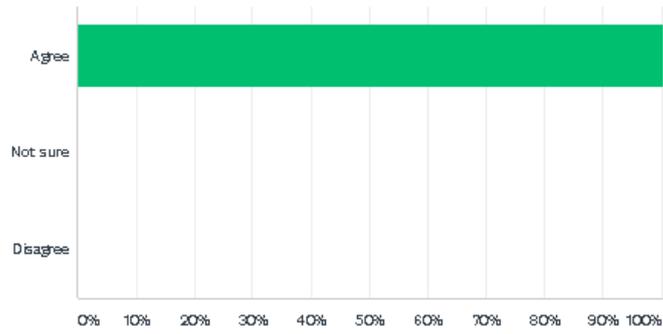
Q4 The CAC meets its functions and responsibilities as outlined in the Terms of Reference

Answered: 6 Skipped: 0



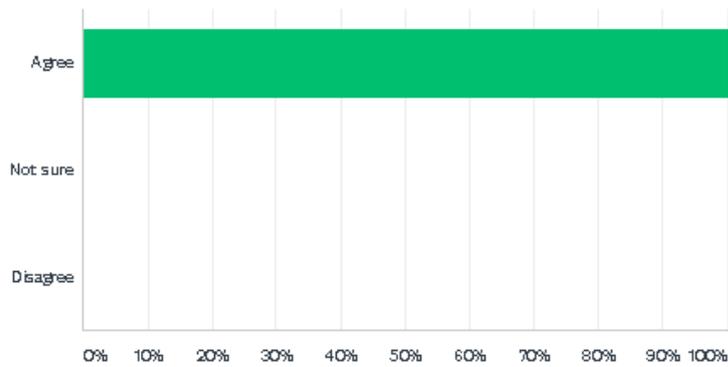
Q6 Actions and recommendations are implemented in a timely and effective manner

Answered: 5 Skipped: 0



Q19 Communication is constructive, open and respectful

Answered: 5 Skipped: 0



Introducing the CAC Members



Left to right: David Earl, Angi McCluskey, Lyn Williamson, David Bell, Shani Faulkner, Sue Jacobs, Michele Speed. Absent: Michelle Harries, Rasa Subramaniam

All members were asked to contribute a current profile for this report.

David Bell – Chair

Living with multiple chronic health conditions, Fremantle Hospital has played a huge part in managing my health care. I have a 46 year association with Fremantle Hospital, and for the past eleven years I have been an active FHCAC member, allowing me to provide a patient perspective to the FHCAC. As Fremantle Hospital has been almost like a second home to me at times, I feel that I owe the hospital, and I want to give something back. I enjoy the role advocating for and representing patients, visitors, relatives and the community that access Fremantle Hospital. Given my own personal experience and extensive knowledge within the health service, I feel that I can comment on any issue that may arise in my role with the CAC.

Lyn Williamson – Deputy Chair

I have been a member of the FHCAC for 10 years, and Chair for a number of years. My working background has been in both management and education. As both a consumer and patient carer in the past, I have enjoyed the opportunity to be a consumer advocate over this time. I am particularly proud of the work our CAC did before and during the transition of Fremantle Hospital operations to Fiona Stanley. During that time our members contributed on many committees to assist this transition. Additionally, the members worked tirelessly developing the ALWAYS principles that put patient and their family and carers front and centre of their hospital experience. As a result of this initiative we have developed a regular monthly walk-around visiting patients and monitoring their hospital experience through a questionnaire. I have thoroughly enjoyed my participation on the CAC and with the staff of the hospital.

David Earl – General Member

David Earl has an extensive background and experience in university administration at both Edith Cowan University and Curtin University. After retiring, he joined the Fremantle Hospital Heart Patients Support Group volunteers in December 2013. He transferred to Fiona Stanley Hospital's Volunteer Service in January 2015 when the Support Group ceased at Fremantle. As well as the Fremantle Hospital Consumer Advisory Council, David is a member of the FSH Emergency Department Consumer Advisory Group and the Emergency Department's Safety and Quality Committee (Clinical Governance). He has recently been appointed to the Service 4 Safety, Quality and Risk Committee. David also volunteers as a simulated patient for medical school students at Curtin University and the University of Notre Dame.

Shani Faulkner – General Member

I retired three years ago from a career as a Registered Nurse and Midwife with a Bachelor of Applied Science and a Post Graduate Diploma in Health Science. I have worked in other states and also country Western Australia. I commenced working at King Edward Memorial Hospital in 1988 as a midwife and have had several different positions including setting up and working as a Lactation Consultant in the Breast Feeding Centre in 1998. Also since 1998 I have been a Clinical Midwifery Manager in a postnatal ward at King Edward Memorial Hospital. A large part of my responsibility was to maintain a high standard of patient care. This included a major role in the patient complaint system in my area and the resolution of these and other complex complaints with staff and other members of the health care team. I have also contributed to and reviewed relevant policies and guidelines of midwifery and served on numerous committees including areas of accreditation, clinical outcomes, medication safety and been involved in research projects. I endeavour to bring my career experience to the FHCAC as I have a strong belief in patient advocacy.

Sue Jacobs – General Member

I have been a member of Fremantle Hospital CAC since 2009 and was involved in the transition of the hospital to part of the FSFHGroup. As a retired pharmacist who worked previously in community pharmacy, as the coordinator of training for new graduate pharmacist interns prior to registration and as an Accredited Pharmacist in medication review aged care facilities and home reviews, I am interested in safe use of medicines by consumers particularly on discharge from hospital, and understand the importance of good communication skills in engaging people in their treatment and understanding of it. I am interested in all aspects of interactions of patients, their families and carers with the staff and the environment of the hospital from the consumer perspective. My other interests include volunteering as a mentor in a primary school with EdConnect, being a Rottneest Volunteer Guide, my family, reading, walking and travelling.

Angi McCluskey – Carer Representative

A retired Manager of Library Services, I became the Carer Representative on the FHCAC in 2019. I am the primary carer for my husband, who was diagnosed with Early Onset Dementia in 2016. We have been attending the Fremantle Hospital Rehabilitation Clinic for specialist appointments. Since my husband's diagnosis, I have become a member of Carers WA, an Alzheimer's WA advocate and Dementia Australia Dementia Friend. In 2019 I was awarded WA Senior of the Year (Metropolitan) for implementing the Forget-Me-Not Memory Café: casual social events for people living with dementia, and their carers. I truly value and appreciate the opportunity to contribute and endorse the carer perspective on the FHCAC.

Michele Speed – General Member

Michele Speed has been a member of the FHCAC since 2016. Prior to this I worked as a Social Worker in Health for nearly 30 years. This experience and the knowledge and perspective I gained from the consumers, their families and carers in addition to my own experience as a health consumer have contributed to my desire to represent patient views. I have a strong commitment to this advocacy role and have highly valued the opportunity the FHCAC has provided me.

Rasa Subramaniam – FSH CAC Representative

Arrived in Australia in 1968 and trained in Medical Radiography in WA. Worked as a relieving Radiographer throughout WA for the Health Department. Started at Fremantle in 1973 and remained there till retirement. Was in charge of Emergency Department Radiology. Consumer Participation and Involvement:

- Councillor of the City of Melville for over 15 years and was Deputy Mayor
- Challenger TAFE Governing Council
- Quality and Safety Health Care Council of WA Board Member
- Health Consumers' Council of WA, Board member and Chair
- State Trauma Education Committee
- Member of the WA Audit of Surgical Mortality Committee of the Royal Australian College of Surgeons, WA Branch
- Board of Council of the Ageing WA Inc
- President of Lions Club of Bull Creek



Michelle Harries – Mental Health CAG Representative

Michelle Harries commenced her association with the Fremantle Hospital Mental Health Service (MHS) in 2013. During this period, the MHS commitment to consumer and carer engagement in the delivery of high quality services has consolidated. As a former Occupational Therapist, Michelle is passionate about the role that consumers, carers, family and community members can play in ensuring health services and health care are safe and high quality. She particularly enjoys her involvement with older adults within the Fremantle Hospital environment. As an individual, Michelle advocates a recovery oriented focus on enhancing the needs of consumer and carer representation within mental health services; representation on the CAC highlights this commitment. She is the current chairperson of the Fremantle Hospital MHS Consumer Advisory Group. As a long term practitioner of yoga to maintain her own wellbeing, it is exciting to follow the benefits of yoga practice within the ward environment.



This document can be made available in alternative formats on request.

Fremantle Hospital

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