Learning about the multiple techniques and tools available to engage the public in health decision-making can seem daunting. Staff will often come to me pitching an idea or vision about a potential approach, but often, what results will be very different from what was first imagined.

Planning for consumer or community engagement requires:

- being clear about the intent and purpose of the engagement
- understanding about the resources required, including fiscal and human an open and flexible mind
- pre-existing relationships with key stakeholders
- time

Being clear about the aims is fundamental because public participation is not a one-size-fits-all approach. Participation as a task is tailored to meet project aims or goals. But there are some basic rules that can be followed, for instance:

1. If you’re motivated to understand how consumers and family members feel about a certain issue, you are likely to involve people with direct experience of the condition or issue you want to explore.
2. If you want to update health information or a procedure, again you are likely to engage consumers and family members who reside on your wards or visit your services.
3. If you want to update health information or a procedure but want the perspectives of a range of people you are more than likely going to look at Network tools like Basecamp (WCHN crowdsourcing) or the Consumer Governance Structure.
4. If you want to communicate results, safety and quality initiatives or participation approaches you would use the WCHN Public Promotion Framework toolkit.

All WCHN staff and consumer representatives have a consumer engagement checklist available to them to help plan for public participation. This checklist is tailored to address our key population groups – birthing mothers, children and young people.

The checklist helps prepare for public participation and I am always available to provide consultation, advice and support about consumer and community engagement. If you have a question or thought, want to start a new public participation project or enhance what is already happening, contact the Consumer and Community Engagement Unit 8161 6935 or email me at allan.ball@sa.gov.au. **We are here to help.**

In the first week of May the organisation will again have a time to shine as it undergoes a review of some of the national standards relating to safe and quality healthcare provision. Our approach to partnering with our consumers and community will again be assessed and I wanted to take the time to thank all of the WCHN staff and consumer representatives who have helped prepare for the week. In the June newsletter I feel confident I will be writing a glowing report about the maturity and strength of our approach to consumer and community engagement.

**Allan J Ball**  
Director, Consumer and Community Engagement
NOTICEBOARD
Save these dates! February 2017

1       Health Literacy Group. Members only.
1       Consumer e-news launched.
2-5     WCHN Periodic Review. Various activities over the week.
2       Standard 2 presentation. Members who have been invited from the Consumer Governance Structure.
5       Consumer and Community Partnering Council
5       CAMHS Consultation write-up. Members only.
8-12    National Volunteer Week. Various activities planned.
9       Person and Family Centred Care Network Steering Group
11      Consumer Roving Coffee Club. WCH Campus.
14      In Real Life Book Club. 11am-12 noon. RSVP required. Open to all.
25      Consumer Coffee Club. 10am-11:30am. Café, Level 2, WCH Campus.
29      Consumer Orientation. 9am-1pm. RSVP required. Open to all new and old consumers.

Flu Vaccine
As we enter this year’s influenza season, all registered consumer representatives are eligible to receive a free flu vaccination. You must bring your ID badge.

Location: WCH Campus - Central Flu Vacc Clinic, Old Brookman Ward (Level 2, Gilbert Building, near The Cafe), (10am –3pm Monday to Friday.

Training

Consumer Orientation
Monday, 29 May. 9am – 1pm.
Venue: Alan Crompton Boardroom.
RSVP to Allan by Friday 19 May 2017.

Consumer Training Calendar 2017
Full training calendar is available on the web for 2017. Check it out.
Grand Rounds (Lecture series on innovation, health and research)

All consumer representatives signed up to the database now have access to the weekly Grand Rounds. A Grand Round is a lecture that provides WCHN staff with education on a range of health topics relating to our core business. They are held every Wednesday in the Queen Victoria Lecture Theatre at the WCH from 12pm – 1:30pm. This is a voluntary task that consumer representatives can opt in to attending. Family and friends are welcome to join you.

Health Consumers Alliance Training: Medical Records.

> Wednesday, 3 May 2017
>
> Registrations are open for the May Consumer Advocates Network meeting. The topic for the May meeting is medical records, followed by other meeting agenda items from 2pm. We encourage consumers interested in learning about the Enterprise Patient Administration System (EPAS) and My Health Record to attend.
>
> A light lunch will be served prior to the meeting at 12pm. You can find out more and register to attend here.

Basecamp news

E-Book Club May 2017

Article title: "Handoffs, safety culture, and practices: evidence from the hospital survey on patient safety culture". We will explore the effectiveness of patient (consumer) reported outcome measurements.

May 2017 Direct Consultation

This month we continue to look at two important questions for the June WCHN Health Citizen Jury.

1. Over the past three months, visitors to the Women's and Children's Hospital (including consumers and caregivers) have commented that visiting hours at the hospital could be reviewed. What is your experience of visiting hours and if they were to change what would you suggest?

2. How do you know that the treatment and procedures you and your child receive are clinically relevant? Can you tell us your stories and experiences so we can understand what needs to be addressed?

Not a member of Basecamp?

Visit our website to learn how to get involved. Invitations are open to WCHN staff, consumers, caregivers, family members and community members. To provide feedback to the survey without signing up to Basecamp click here.
Preparing for accreditation

What is happening?

On 2-5 May, the Women’s and Children’s Health Network will be going through an independent review of how well we partner with consumers. This is part of the wider accreditation program.

WCHN has a contract with the Australian Council of Healthcare Standards (ACHS) to assess the organisation against the 10 National Standards and their EQuIP National Product (Standards 11-15). The Accreditation program is run over four years:

> Self-Assessment – completed
> Organisation Wide Survey - assessment against all 15 standards – 15 - 19February 2016 - completed
> Self-assessment - against three national standards and mandatory criteria within standards 11-15 May, 2016 – completed

WCHN is working to improve systems for partnering with consumers across all areas of the Network. A Consumer and Community Engagement Strategy sets out the framework for expanding and enhancing consumer engagement to improve our service and consumers’ experiences of our service. This standard requires organisations to ensure:

> Governance structures are in place to form partnerships with consumers and/or carers
> Consumers and/or carers are supported by the organisation to actively participate in the improvement of the patient experience and patient health outcomes
> Consumers and/or carers receive information on the organisation’s performance and contribute to the ongoing monitoring, measurement and evaluation of performance for continuous quality improvement.

On the next few pages you will find a full table of how the organisation has prepared evidence against Standard 2. Our focus on the last 14 months since the organisational wide survey has been roll out of Consumer Feedback on Experience Framework

> Evaluation of the effectiveness of person and family centred care within the organisation and the strength of consumer engagement processes and,

We want to hear about your hospital experience.

Please provide your letterbox feedback by answering 3 questions at www.wch.sa.gov.au.
YOU SAID – WE DID – WE LISTENED

March Consumer and Carer Leadership Colloquium

In late March, over two days, the Consumers Health Forum of Australia (CHF), the National Rural Health Alliance (NRHA) and Mental Health Australia worked together to hold a Consumer and Carer Leadership Colloquium in Canberra.

The three host organisations all work with consumers / carers who are interested in advocating for a better Australian health system. The Women’s and Children’s Health Network sent two representatives; Vikki (WCHN Health Citizen Jury) and Awa (WCHN Person and Family Centred Care Network Steering Group).

The purpose of the conference was to:

> identify and nurture emerging consumer / carer leaders to participate in and shape health reform at the national level
> support consumer / carer leaders to act with impact and influence
> provide opportunities for cross-fertilisation of ideas from consumer / carer leaders with different perspectives on the health system, and
> grow and diversify the pools of consumer / carer leaders.

The colloquium occurred at a time when the value of people-centred approaches to policy is gaining currency. The Women's and Children's Person and Family Centred Care was discussed. The health and social care horizon is rapidly changing and we face many challenges as well as growing opportunity for reform and innovation. The outcome of the colloquium is a plan of action for future co-operation to strengthen the role of the consumer and caregiver in healthcare decision making.

Comment from consumers

From Awa, WCHN consumer representative, Person and Family Centred Care Steering Network.

Key learning for the Women’s and Children’s Health Network will be to organise volunteers based on the key issues they expressed passion for. During the conference, there was consensus surrounding empowering one another and many felt that most organisations lack networking opportunities and this could be a way to address this. This way, we are able to connect with those who have similar interests to us and build stronger relationships. In addition, we also thought being designated a mentor could assist in our roles as growing consumers and carer leaders – someone we can contact when we need advice on how to tackle a particular issue and also someone who already has existing networks that could assist in pushing a particular issue. My favourite quote over the two days came from the Secretary of the Department of Health., Martin Bowles, who said towards the end of his speech:

“We can all be safe but that’s not what we are built for. We need to be open to risks and thinking strategically about the Australian Health System.”

Also during a group discussion on what good advocacy looked like, an advocate from Guide Dogs Australia said:

“Good advocacy is like a good cake with the right mix of ingredients for it to taste good.”
His quote summed up the colloquium because it touched not only on the role of consumers reps but on the challenges that comes in being a consumer rep. We are often required to be skilled in many areas in order to be effective – not only on policy but also on research and finding the right people and places to advocate the issue to.

**From Vikki, consumer representative, WCHN Health Citizen Jury**

Vikki commented that the following are just a few of the key things that she has learnt and will start to encourage local interpretation within the Network:

- Some areas using Meetup as a forum to bring groups together virtually and include consumer and clinical staff
- It would be a great idea to educate our local population on the difference between private and public emergency rooms. International visitors don’t always know and in an emergency that an ambulance is not used sometimes going to the nearest goggled hospital is not the right place.
- Peer workers
- Suffering anywhere concerns people everywhere
- Mentor program for advocates to breed the next generation and not lose the knowledge base we work so hard to create
- Telstra has control of the contracts for Lifeline as well. We need to look into possibly using the leverage of public opinion to help sway them into changing some things within those contracts.
- Beware of self-interest. Character is who we are when no one is watching. We need to focus on the work in front of us.
- Spark Strategy was an awesome facilitator. Would love to get more information on how they do what they do. I think it would help us run more effective meetings.
- New standards are coming for Standard 2 and must be done by 2019. They are looking at how to deal with hospitals that do not pass and what that will look like.
- Think like a tax payer and act like a patient
- We need to understand that universal entitlement does not always translate to universal access. How do we address this and help consumers understand?
- A new myGov release is coming with medication lists help
- Consumers help to translate the language between cost and hope for the politicians
- Just keep swimming! This was from a fellow consumer who said this in spite of any setbacks we may encounter. I loved it and now think of Dory!
An Australian, State, Territory and Local Government Initiative

In early April, the Network hosted four massive events and activities aimed at educating staff in person and family centred care practice and engaging children in health citizenship. Below is a summary of our four big events.

A hospital wide scavenger hunt to promote the Youth Advisory Group’s Youth Guide to Places and Spaces in the Hospital.

26 children participated in the scavenger hunt from many of the WCH wards and children’s outpatients.

Afternoon tea with teams from MY Health, CAMHS and the hospital gathering for the announcement of the Youth Health Pledge.

56 WCHN staff from executive and adolescent specific services, Youth Advisory Group members and children participating in the work shadowing initiative attended the special afternoon tea hosted by Jason and Allan.
Youth Health Pledge: A commitment to shared decision-making was officially launched.

The 120 word pledge will feature in a new shared decision making booklet for consumers and staff and a viral video campaign.

Executive and senior leaders work shadowing. Children who were previous consumers “work shadowed” senior staff.

The work shadowing allowed children to train staff while understanding some of the critical roles, outside of medical and nursing, within a hospital and health network. Forty two nominations were received, with eight children being selected to observe staff. The children were provided with a role description for each of the staff, which were written with the support of the Youth Advisory Group. They had to apply for the position and sit for an interview. The staff involved included:

> Chief Executive Officer
> Chief Operating Officer
> Executive Director, Corporate Services
> Executive Lead Allied Health
> Director, Consumer and Community Engagement
> Manager, WCHN Volunteers
> Strategic Asset Manager (Engineering & Building Services)
> Manager, Media and Communications
Students started off with an orientation session with the Director, Consumer and Community Engagement. A group photo was taken before the children, their adult guardians and WCHN staff; continued with their daily meetings. The children were expected to ask questions of the staff whilst reminding staff of the importance of good literacy skills, particularly in health, when describing complex concepts. Some of the experiences the children witnessed included:

- A planning meeting for new marketing material for young children in children’s emergency
- A press conference
- Emergency Management meeting
- Aboriginal allied health meeting
- Leadership walk around
- Volunteer orientation process for new adult volunteers

Naomi Dwyer Chief Executive Officer commented: “I was joined by Courtney, a Grade 7 student, and had the pleasure of introducing her to our April Performance Meeting, where we discussed a range of issues from safety and quality, workforce and finance, and other outcomes that we are accountable for providing to Government and our wider community. I suspect many of the other students perhaps had ‘more exciting’ shadowing opportunities than Courtney, having been paired with areas like Media and Engineering, but overall the feedback from the teachers and the students about this initiative has been very positive. It was a great opportunity to see how our world is reflected in the eyes of the young people who represent a core part of our consumer stakeholder group. Thank you to all the WCHN staff who participated in this initiative.”

The child observing our Manager Media and Communications commented “I liked watching the press conference and seeing how news stories are put together. The experience did meet my expectations. I just wish I could’ve seen more of what happens on a daily basis. Overall the experience was valuable and it has helped me to think about becoming a journalist.”
New Partnerships: Children’s University

In November 2016 the Youth Advisory Group (YAG) signed a partnering agreement with Children’s University of Australia. The partnering agreement allows the Women’s and Children’s Hospital to be a learning destination for previous child and youth consumers, siblings and friends. Children’s University Australia is an international partner of Children’s University Trust (UK) and managed by the University of Adelaide.

The Children’s University concept is relatively simple. It offers superior educational experiences for children aged between 7 and 14 years and volunteering opportunities for 15-18 year olds outside of school, recognising achievements by holding graduations and awarding formal certificates. Children’s University is child led, meaning that children choose what activities they would like to participate in, and participation occurs on a voluntary basis. Allan says becoming a Learning Destination can be an additional way that our organisation will mature the engagement with children in our community.

In 2017 the YAG and Kids Klub have organised five learning exchanges within the Women’s and Children’s Health Network.

During March and April, the Consumer and Community Engagement participated in a webinar with the Australian Institute of Family Studies (Child Family Community Australia) and hosted conversations with consumers relating to refugee and migrant health.

This is what we learnt

> Healthcare institutions are required to start new and ongoing conversations with our young people about the impact of settlement on bio-psycho-social aspects of health.

This is what we will do

> WCHN will prepare by the end of June the Migrant and New arrival welcome back.  
> Continue to promote Person and Family Centred Care Charter and the Youth Health Pledge for Person and Family Centred Care, when sharing decision-making and informing consumers, through the WCHN Public Promotion Framework, Corporate Orientation and the Best Practice Spotlight Organization (BPSO) workshops on Person and Family Centred Care.

This is what you can do

> Ensure that young people are aware of their healthcare rights and responsibilities, take the time to explain this to them, and use the tools available (Colouring Book and Teen Postcard).

> Don’t forget that young people from a migrant or refugee groups have capabilities and skills that should be explored and enabled to flourish.

> As a rule of thumb, we must remember what is important to the young person is often different to what is important to an adult. When culture is applied, many migrant and new arrival young people have different interpretations of cultural needs from their caregivers. You must check in with both, and establish common ground.

> To mobilise the local workforce around the Youth Person and Family Centred Care Pledge “T.U.N.E. into the needs of our children and youth.”
Treat children and young people as individuals.

Understand that their illness, is not their only worry.

Nourish their need to be heard.

Equally share healthcare decisions.

CaFHS Consumer Committee

The Women’s and Children’s Health Network (WCHN) Child and Family Health Service (CaFHS) began a new chapter of community engagement on 11 April with the introduction of a CaFHS consumer and community advisory committee. This committee has been endorsed as a new sub-group of the WCHN Consumer and Community Partnering Council. It will act as the primary consumer advisory group for the CaFHS division on consumer and community partnerships, service strategy, implementation and evaluation and to support CaFHS to embed the WCHN Person and Family Centred Care Charter into practice.

The committee’s role will be to:

> provide consultancy
> ensure that CaFHS employs Person and Family Centred Care approach
> Provide a space for marginalised and disadvantaged consumers to provide advice on matters concerning service strategy
> Monitor consumer feedback.

This is a sign of the maturing of the Consumer and Community Engagement Strategy and Responsiveness Plan 2015-2018. The Director, Consumer and Community Engagement, Allan Ball, says: “A culture of consumer engagement that values lived experience will be strengthened by the introduction of this committee. Voices of their consumers will provide a beacon of light to shine the spotlight on areas that are important to the consumer for renewed attention and co-design.” The Director, CaFHS, Mel Bradley says: “I’ve been fortunate to have had the opportunity to work with consumer groups in my previous roles and am really pleased that the CaFHS Consumer Committee is now established. Keeping ourselves attuned to the voices of consumers is going to be critical to how we move forward.”

The beginning of this process started 12 months ago, and the development of the governance has been co-designed by consumer input from CaFHS consumer representatives. Tara, a founding CaFHS consumer representative says: “I started out on the CaFHS Safety and Quality Committee with another mother. It was our shared vision with CaFHS staff to extend the power of decision-making, beyond a safety and quality lens to co-designing all CaFHS procedures, processes and protocols. I helped to
shape the approach by co-designing the terms of reference, selecting consumers for the committee, and providing advice on the best engagement approach underpinned by the literature from the WCHN Consumer and Community Engagement Unit.”

Consumer representatives were asked what they would like to achieve or are curious to explore as a member of the committee. The following were some of the responses:

- What support is required for various family groups like defence families.
- I want to build my advocacy skills and create the best service for children and families.
- I want to ensure that person and family centred principles are core in CaFHS practice.
- I want to represent the rural consumer CaFHS Voice, as I do not live in metropolitan Adelaide.
- I want to make CaFHS as accessible as possible particularly for those who are from a migrant, refugee or multicultural background.
- My deep passion is for continuity of care. I am driven to advance a service that is seamless for women and families.

At the first meeting members were provided with a presentation on the CaFHS enhanced model of care and used a creative technique of creating group norms for the committee.

The committee starts with seven consumers, with three spots identified for Aboriginal and Torres Strait Islander CaFHS consumers. If you are or would like to nominate an Aboriginal or Torres Strait Islander consumer for the CaFHS committee please contact Cathy Isam by email Catherine.Isam@sa.gov.au

![Group norm discussion using toy money to bid for the best values.](image1)

Josephine, Tara, Jay (CaFHS staff), Bridget, Tamara with Scarlett, Hina, Cathy (CaFHS Staff), Allan, Lana with Liam and Amy with Amelia.
Youth Advisory Group

The YAG met twice in April, gathering first for a special meeting regarding National Youth Week, which was followed by the more formal meeting on 18 April. At the meeting the YAG were assured that children and young people who are consumers of the Network and are hearing impaired receive appropriate information, in a format they can understand. The YAG learnt about several measures in place for staff to know that health information has been understood including processes for communicating in both visual and written formats.

At the meeting members endorsed a chapter on shared-decision making; which will be included in an upcoming Welcome booklet for young people and migrant / refugee women. The chapter will feature a visual representation of the barriers to partnerships between clinical staff and young consumers. These barriers will be displayed as five “villains” including “The Jarganout” and “Cautious-Nautious”. Members of the YAG strongly advocated for a rich supply of practical tips and questions to be featured in the guide. The guide is currently with graphic design. The chapter will also feature the youth health pledge.

YAG also provides comment on creative strategies to increase the promotion of the digital letterbox. They have recommended using the TV screens in the Hospital, designing marketing materials with a QR code and frequently reminding staff of the Network through internal communications.

A15 steps audit of the Neurology Clinic waiting area was completed. The 15 steps audit is a unique way that young people are delegated control to review the safety, quality and comfort of environments within the Network. Painting the walls, soft furniture and better toys for kids waiting to be seen were considered the most important recommendations. These recommendations have been provided to the managers of the area for implementation.

Finally, members filmed an evaluation video on February’s youth health conference which also featured three participants from the conference.

BIG NEWS

The Australian Association for Adolescent Health has accepted the YAG’s abstract for the 2017 international conference in Sydney. YAG members will deliver a key presentation titled “Nothing about youth health consumers, without youth health consumers” which will provide audience members with the story of the first 24 months of the YAG. Amelia and Kacey will represent the YAG alongside Allan. The international conference marks a new chapter for the committee, which is now entering the global stage to share insights and knowledge. The conference will be held on 6 and 7 July 2017.
Kids Klub

On April 21, 34 children attended the first Kids Klub for 2017 with a focus on designing visual concepts of why the “child voice matters” in healthcare decision making. Six members of the YAG co-led the community consultation that included:

- art
- video recording
- games.

Courtney from the YAG commented: “Kids Klub allows the YAG members to talk with children and find out how services are impacting them. We are meant to be researchers for the Network, so we use games and drawing to make it as easy as possible for children to talk with us.”

As a result of the consultation, a documentary-style video was filmed, about the importance of the “children’s voice”. Members of the YAG are set to edit the video in May. The drawings created will be made into a portfolio to be shared with the new Commissioner for Children and Young People and be used as part of training for clinical staff members. Adrian, an 11-year-old participant said: “I have only come into the hospital as a patient and it is really cool that I now get to help doctors be even greater than they are.”
WCHN Cultural Roundtable

Members gathered on 12 April and were provided with an evaluation report about the success and learnings from Cultural Diversity Month. The Grand Round lectures, decorating competition and pop-up expo were the most successful events run, with the pledge wall being voted as least effectual. Members were unanimous in the view that in 2018 the focus should be on learning and educating staff. At the meeting, members were also invited to participate in three targeted consultations including:

1. Experience of waiting times within the Network. With feedback being gathered via Survey Monkey for review of the upcoming June WCHN Health Citizen Jury.
2. Members prioritised vision statements, actions and principles as part of the development of the WCHN Volunteer Strategy.
3. Providing comment on a procedure being developed to effectively resolve a significant difference of opinion or treatment.

Members endorsed the final content of the youth, migrant and refugee shared decision making booklet.

CeCe, Awa, Meghan and Allan, WCHN Cultural Roundtable members.
Basecamp Training

Seven consumer representatives attended an intimate training setting to advance their skills using the WCHN online consultation hub, Basecamp. The training held on 18 April is the fourth session to be held this year. The Network values this ongoing and continuous learning for our consumer workforce.

Strong Aboriginal Children’s Health Expo

Staff from the WCHN Consumer and Community Engagement Unit, Child and Family Health Services and Aboriginal Health Division participated in the 2017 community pop-up expo. The theme of this year’s event was “Carnival of Health and Fun”.

The Expo provided an opportunity for the Network to engage Aboriginal children and families as well in a one-stop-shop event. A carnival boulevard activity was organised for Aboriginal families to participate in. This expo aimed to encourage all participants to visit each stall and engage with each service either through an activity, information and/or giveaways. The WCHN hosted a face painting activity and coordinated a version of “speed-dating” to promote the opportunities for Aboriginal women and families to engage in network decision-making.

National Volunteer Week 8 – 14 May

National Volunteer Week is an annual celebration to acknowledge the generous contribution of Australia’s volunteers. The WCHN volunteer workforce currently supports over 50 projects, initiatives and wards within the organisation. Some of the unique roles of volunteers within the organisation include:

- Guides who support consumers to navigate around the hospital.
- Rogerson Theatre volunteers who support consumers going into surgery by providing psychosocial support to the parents who accompany them.
- Over 40 play therapy volunteers, who provide a creative distraction for consumers as inpatients and those attending the outpatient clinics.
- Home visiting volunteers who provide support for families accessing the Child and Family Health Service.

The volunteers contribute over 17,900 hours on an annual basis. This year, National Volunteer Week celebrates the theme “Give Happy – Live Happy”. The Network will celebrate National Volunteer Week by hosting an event to mark 12 months since the Volunteer Guide Team was launched. You can also see a photographic exhibition in Gallery B of the WCH campus. The photo series captures the many moments of magic provided by the WCHN volunteers.

The Friends WCH Inc.

Since 1985, the Women’s and Children’s Hospital (WCH) has been at the forefront of women’s and children’s healthcare. The WCH is the amalgamation of the Queen Victoria Hospital and the Adelaide Children’s Hospital.

Since its establishment, the hospital has gathered approximately 700 eager members and volunteers, who each play their part in ensuring the WCH can continue to care for the sick or injured, well into the future. After 23 years supporting the Hospital, the Friends of the WCH Inc. have managed to raise an amazing $10 million, with all proceeds going towards medical equipment and improvements.

One of the oldest auxiliaries of the Friends was founded in 1927 after a determined group of doctors’ wives banded together to form a small café/shop for outpatients and visitors to the hospital. Today, there are about 130
volunteers who work across the two hospital shops, providing a happy and relaxing space for patients, families and staff to take a coffee break.

There are a number of ways in which you can volunteer for the hospital, either on the wards, in the shops or socially. Find out more by following Friends on Facebook or visiting the website, [http://www.wchfriends.net.au/](http://www.wchfriends.net.au/).

There are 31 auxiliary groups around the state, who work within their communities to raise money and spread awareness of the hospital.

Each of these wonderful auxiliary groups would love to have you on board. You can also donate to the Friends by visiting the Facebook page or website. Check out some of the incredible hours of service already achieved this year by Friends in Rainbows and Vic’s Coffee Shop.

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**Divisional Spotlight**

**Paediatric Outpatients Department** is always striving for new ways to improve the experience of consumers. In an effort to better educate consumers, a new initiative was introduced with the inclusion of a “Welcome to Paediatric Outpatients” letter to accompany the appointment letters for consumers who are new to the service. The letter was co-designed to streamline the process of commencement of services within the department and to ease the stress of administration on parents and patients alike.

To evaluate the success of this initiative, a survey was conducted directly with the consumers who had just commenced the process of attending appointments via the Paediatric Outpatients Department. The results have been overwhelmingly positive with 100% of consumers who received their welcome letter stating that they found it useful in navigating their first hospital visit.

**Eczema Masterclass**

This masterclass will help people with eczema and their carers to learn how to live well with eczema.

**Who should sign up?**

Parents of children with eczema, people with eczema, and/or their carers.

**What will I learn?**

By the end of the session you will have a better understanding of:

- What is eczema?
- How to apply various treatments and why your doctor has suggested their use
- Eczema Action Plans
Venue, bookings and session times

24 May 2017, GP Plus Health Care Centre, Elizabeth (1:30pm - 3:30pm).
Phone the Asthma SA office on 8238 9300 to book or click here to register for a Masterclass.

Person and Family Centred Care Awards

Have you received outstanding care by one of our staff?
Nominate them today at www.wch.sa.gov.au or use the QR code.

Person and Family Centred Care Award March Winner

Congratulations to Anne-Maree Hogan, Midwife Metropolitan Youth Health at Christies Beach for being the March monthly winner.

March Person and Family Centred Care Award Recipients

> Alison Tanner - Histopathology
> Kevin Hillier - Histopathology
> WCH Mortuary Team - Histopathology
> Rose Ward Staff - Rose Ward
> Tamara Cypreos - Paediatric Outpatients
> Michelle Ralph - Executive
> Marion Mitchell - Volunteer Guide Team
> Linda Torbet - Kate Hill Ward
> Matt Carter - Kate Hill Ward
> Tina Bode - Maternal Fetal Medicine Service
> Anita Forte - Maternal Fetal Medicine Service
> Clare Ryan - Medical Short Stay Ward
> Joanna Pugliese - Paediatric Outpatients
> Sue Lamphee - Paediatric Outpatients, Volunteer
> Yulia Khvorova - Rose Ward
> Yasmina Aba - Rose Ward
> Sara Fleming - Paediatric Palliative Care
> Ashka Jolly - Paediatric Palliative Care
> Carmela Zerella - Safety and Quality Unit
> Anne-Maree Hogan - MY Health, Christies Beach
> Marie Allen - Kate Hill Ward
> Josie Brown - Kate Hill Ward
> Ann Murray - MY Health, Christies Beach
> PICU Team - Paediatric Intensive Care
> Alana Francis - Respiratory Department
> Josephine Daniels - Kate Hill Ward
> Sun Park - Kate Hill Ward, Uni Student
Consumer Rewind – A spotlight over the past 30 days

Consumer and Community Engagement

> Four National Youth Week events occurred from 3-7 April.
> CAMHS Northern Country team participated in a pop-up community expo in Kadina.
> WCHN was represented at the Strong Aboriginal Children’s Health Expo alongside 70 other service providers.
> Pam began in her role as consumer representative for the Infection Control Committee.
> Sammy attended the fourth meeting of the Volunteer Strategy Project Advisory Group.
> Paediatric Medicine and Child and Family Health Service completed a week each of the Listening Post into staff communication.
> Seven new CaFHS consumers gathered for the inaugural consumer council.
> WCHN Cultural Roundtable met on 12 April.
> Fifteen consumers attended the consumer coffee club and 67 consumers and caregivers were contacted during the 13 April roving consumer coffee club.
> Lily met with the Project Management Group to design the upcoming agenda for the Person and Family Centred Care Network Steering Group.
> Thirty four kids participated in a consultation as part of the April Kids Klub.
> Over 200 participated in a survey monkey questionnaire which will shape the direction of the new WCH Volunteer Strategy.
> Five consumers completed the CAMHS consultation listening posts. On Friday 7 April, all five gathered to review, interpret and theme the consumer data. The task was not easy with over 60 pieces of feedback.
> On 12 April, Tiffany and Tanya represented the consumer and community voice, by participating in a full day analysis of all CAMHS data.

Education, Training and Development

> Allan met with the new CEO of TeamKids (WCH Foundation) with a focus on how to further advance person and family centred care.
> Allan attended the monthly oversight committee for the continued development of the Best Practice Spotlight Organisation.
> New clinician Isabelle, from Palliative Care, met with Allan to discuss a strategy to increase consumer involvement within the unit.
> Allan met with new principal policy officer from the Mental Health Commission to support a partnership to involve young people in the design of a five-year wellbeing strategy.
> Allan met with Cate from Women’s and Babies Division to sign off on an Arts in Health and public consultation plan for women to design name badges for staff. It is expected that over 100 women will be asked to participate in the activity in May from Midwifery Group Practice, Women’s Outpatients and Antenatal Gynaecology Ward.
> Three new consumers were oriented to the Network.
Safety and Quality

> Tanya and Allan co-wrote the February to April 2017 consumer feedback one experience report.

> Lil and Tanya participated in the April Clinical Safety and Quality Committee. The committee endorsed a novel, creative and unique approach to the development of an upcoming safety and quality strategy.

> Three consultations occurred on Basecamp, including the renewal of a local procedure relating to shared decision making, an information sheet for paediatric palliative care service and experience of waiting times.

> Tanya and Allan hosted a consultation with Monash Health from Victoria to support them to roll out the WCH Know your Rights colouring book and emoji postcard.

> Consumer representatives helped to prepare a presentation for the upcoming periodic review.

> Final edits were made to the 2016 Consumer and Community Safety and Quality Report, with members of the Youth Advisory Group and Cultural Roundtable approving the layout and content.

For more information

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