

## SSHHC Consumer Advisory Committee Minutes

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**Date:** Tuesday 30<sup>th</sup> of March 2021

**Time:** 6.00 - 8.00 pm

**Venue:** Online (Zoom meeting)

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Present: Thomas Munro, Jack Batchelor, Jason Ealey, Hassan Kalam, Teeraya Bunsripanit, Packy Sirivarunya, Joao Santos, Antony Brookes

Apologies: Hai-Yuen Tualima, Samantha Ingram

Guest members: Rebecca Houghton

**1. Acknowledgement of country**

**2. Minutes of last meeting**

We will ask that somebody approves the previous minutes as being true and accurate.

Approver: Jason Ealey

**3. Previous Actions (none carried over)**

Due	Action	Who	Status
	<p><u><b>Website review:</b></u></p> <ul style="list-style-type: none"> <li>• <i>Investigate if the website can be updated</i></li> <li>• <i>Update website images to include images of staff from the clinic</i></li> <li>• <i>Investigate having a chat function on the website</i></li> <li>• <i>Make it explicit that we only see priority populations, or people with symptoms, on the website and Am I OK? tool</i></li> <li>• <i>Replace the red at the end of Am I OK? with images of clinicians</i></li> <li>• <i>Rename Am I OK? to make it clear what its purpose is</i></li> </ul>	TM	<p>In progress. TM working towards redesigning the SSHC website. Will continue to update group on progress.</p> <p>The group discussed the new shortlist of names suggested by staff and preferred:</p> <p>Time to test? Should I test? Is SSHC for me?</p>
	<p><u><b>Lift refurbishment:</b></u></p>	TM	Done

	<b>To recommend that SSHC provide a clinical space on the ground floor for those who could not access the building during the lift repair period.</b>		
	<b>To investigate having a clinic on Saturdays at SSHC</b>	TM	Done – not possible but aTEST is open on Saturdays, or people can go to a GP.
	<b><u>E-test</u></b>  <b>To take consumer feedback into account as the e-test projects developed</b>  <b>TM to send an email to CAC members asking for volunteers to trial the project and provide some feedback</b>	TM	Done – volunteer recruited.
	<b><u>New Hospital Registration number:</u></b>  <ul style="list-style-type: none"> <li>• To find out more information as it is released and communicate these with the CAC.</li> <li>• Consider the CAC’s suggestions for how to communicate the changes of having a new hospital record number to consumers (in person, personalised email).</li> </ul>	TM	Ongoing
	<b>Consider the CAC’s suggestions for how to communicate the changes of seeing a GP to consumers.</b>	TM	Done – fed back to Rick.

#### 4. Agenda Items

##### a) Introduction

The group shared something interesting they had done since the last meeting. Introduced RH to the group. Group members happy to have members of management join us.

##### b) Updates

- The lift renovations are almost finished and clinic hours have returned to normal.

##### c) How to feed back the changes we have made through the CAC

The group liked the “You said, we did” idea and suggested the feedback could also be on the Prezi on the screen in the waiting room. There was a suggestion that we have sound to cause people to pay greater attention. As the waiting time is not too long it could be a short playlist on loop. Email was agreed to be not a good option. Suggestion we consider additional portals of communication e.g. have a blog or 6 monthly newsletter.

**TM to investigate developing a “You said, we did” board.**

**d) The Waiting Room Project**

We run a project here at SSHC called the Waiting Room Project. Volunteers curate art exhibits in the waiting room to help alleviate any anxiety that consumers may feel while they are waiting in the clinic. You can view previous artworks here:

<https://www.waitingroomproject.net/>

Did you know about this project before? What do you think of this project?

Consumers liked the project. There was no knowledge of the project before the discussion, though consumers had noticed the art itself. They thought that there should be no prices in the waiting room as its not a commercial space, though having prices on a sheet of paper for those interested would be OK.

**TM to ensure that volunteers do not put prices on the art work itself outside of the opening nights.**

**e) Podcast**

We are planning on developing a podcast on equity – focusing on barriers and enablers to accessing sexual healthcare. As our consumers we would love to hear some short thoughts from you on what allows or prevents you from accessing sexual health services. These could be recorded on your phone and sent to Tom and the audio would be used for the podcast. It could be anonymous if you choose.

Is this something you might be interested in?

Some interest. Jason – spoke about his experience with a judgemental GP, which would be good content for the podcast.

**TM to email to ask for volunteers to participate in the podcast.**

**f) Other services**

What do other services you access do very well? What do they do badly that we can learn from?

Some services streamline appointments for long term consumers. It was mentioned that with Am I OK? long term patients won't use it as they already know who to contact. There are long wait times in Victoria – prefer NSW and SSHC.

#### **5. Workplace Health and Safety**

Item added as routine standard agenda for any matters arising if meetings recommence face to face at SSHC in the future.

**TM to develop a 1-page WHS brief for consumers participating in the meeting from home eg. ergonomics.**

#### **6. Business without notice**

Question if we are giving Covid vaccinations here. We are not currently though we are supporting eligible clients to access via approved vaccination sites.

#### **7. Next Meeting**

Would we like to go back to face to face or stay online?

A mix of views – could do a mixed meeting potentially.

**TM to send a Doodle poll to the group to see how they would like to meet in future.**

Next date to be confirmed by email.

**Actions**

<b>Due</b>	<b>Action</b>	<b>Who</b>	<b>Status</b>
Next meeting	<b>TM to investigate developing a “You said, we did” board.</b>	TM	In progress
Next meeting	<b>TM to ensure that volunteers do not put prices on the art work itself outside of the opening nights.</b>	TM	In progress
Next meeting	<b>TM to email to ask for volunteers to participate in the podcast.</b>	TM	In progress
Next meeting	<b>TM to develop a 1-page WHS brief for consumers participating in the meeting from home eg. ergonomics.</b>	TM	In progress
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