

Mackay HHS Engagement Summary 2018

This engagement summary is updated quarterly with highlights of projects our consumer groups are working on. If you would like any further information on any of the projects please call the engagement team 4885 6819 or email mhhsengagement@health.qld.gov.au

April – June

Mackay Base Hospital mortuary garden

Consumer Advisory Partners members toured the garden outside the mortuary at Mackay Base Hospital to offer their suggestions on how this area could become more usable and welcoming for bereaved people. The Mortuary courtyard is area adjacent to the mortuary viewing and lounge area at Mackay Base Hospital. Feedback from Pathology Queensland, Donate Life and consumers is that this courtyard area requires enhancement to make it an accessible, welcoming and usable space. The CAP will inform and lead revitalisation of this space to improve the experience of people who visit the mortuary.



Mental health carer resources

Consumer Advisory Partners received an update on resources they had previously provided feedback on. These brochures are now available to all GPs and Mackay Hospital and Health Service. In addition, suicide bereavement brochures will be carried in all police vehicles and electronic copies at fire and rescue stations.



Specialist Outpatient Department seating

The Consumer Advisory Partners agreed that a letter of support for cushioned window seating be provided to the Mackay Hospital Foundation. Consumers provide input on the colour of the seating and also suggested window tinting be considered.

Flexible Visiting Hours trial

Staff and consumer surveys are underway to determine the value of the visiting hour trial. The survey will be promoted through usual internal communication channels to the public via Facebook and a media release. Random surveys are also being conducted on the wards with patients, visitors and staff.

Maternity ward improvements

A queen size birthing bed and single pull-out couch have been placed into the Butterfly Room for families who have lost a child at or soon after birth. Cupboards have been installed along with double glazing and soundproofing is complete. An application will be submitted to the Hospital Foundation for funding purchases of furniture to make the room comfortable such as a fridge, microwave, table and chairs and new bedding.



Paediatric patient videos project

The Family Advisory Partners (FAP) initiated a project to let the voice of the paediatric patient be heard. This will involve a series of videos where paediatric patients are invited to participate in the production of videos to be used in internal staff education and rolled out across social media, the www and mainstream media. This body of works aims to make paediatric patients a partner in their own healthcare journey and is aligned to the Mackay



HHS strategic plan objectives of Providing Exceptional Patient Experiences where we have informed and empowered patients, that is empowering them to 'own' and improve their individual health.

Adolescent Nurse Navigator

Nurse Navigator Helen Paton attended the meeting to talk about her new role and how it is helping adolescents transition to the adult healthcare system. Helen acknowledged that this transition can be challenging and stressed that no pressure was placed on adolescents to do so immediately. Her role is to work with patients, families and carers to connect young people with adult services and ensure that the transition was supportive and met their adult needs.



Paediatric responsibilities information project

The Family Advisory Partners (FAP) are creating a paediatric version of the new adult Patient Responsibilities Document created by the Consumer Advisory Partners Group. This document has been rolled out in hospitals across the Mackay HHS. This body of works aims to make paediatric patients a partner in their own healthcare journey.

