

Wednesday 2 November 2022



The Mackay Obstetrics and Gynaecology Consumers Forum was held on Tuesday 18 October 2022 at the CQUniversity Ooralea Campus. 65 people attended including consumers, support people and children. The Minister for Health and representatives of Queensland Health, Mackay Hospital and Health Service (HHS) and Clinical Excellence Queensland also attended the forum.

The aim of the forum was to hear from women about their experiences following the release of the findings and recommendations of the independent investigation into Mackay HHS obstetrics and gynaecology services.

We acknowledge the sharing of deeply personal stories is never easy and Mackay HHS thanks all who attended for sharing their experiences and ideas for enhancing services.

It was agreed that a communique outlining the key issues raised during the forum would be prepared and published on the Mackay HHS website and emailed directly to attendees.

How we have prepared this communique

This communique is intended as a summary of the key issues and ideas that were raised during the forum. During the forum, participants provided feedback in four smaller working groups and summaries of experiences and issues were captured during each of those sessions.

Those summaries have been grouped across three key themes – Care, Communication and Consent. These are also the broad themes of the independent investigation.

This communique is only a summary of what we heard and is not a definitive account of each and every comment or statement made. More detailed feedback will be provided to the Obstetrics and Gynaecology Implementation Working Group to ensure your feedback and ideas are incorporated.

What we heard, your ideas for better services and feedback from the Forum can be viewed in this [attachment](#).

Next steps

We are responding in a number of ways to the feedback received from consumers as well as to the findings and recommendations from the independent investigation.

We have recently established the Mackay Obstetrics and Gynaecology Implementation Working Group. This group has representation from consumers, doctors, midwives, nurses and

executive. The purpose of the group is to work collaboratively to oversee the governance and implementation of the recommendations of the investigation report as well as incorporate ideas from what we heard at the community forum, working together to improve the service for our community and staff.

We will be regularly updating our progress in responding to what we have heard from our consumers in the forum, as well as our implementation of the independent investigation's recommendations. Shortly we will be launching an updated webpage where you can view progress updates, access key contact information easily and opportunities for how you as a consumer can be involved. The current webpage can be found [here](#).

This webpage will also include a subscriber function so we can send progress updates directly to you via email. If you would like to register to receive regular email updates in the meantime, please email mhsoandgimplementation@health.qld.gov.au and we will ensure you are included.

We have also received feedback directly from consumers and Health Consumers Queensland on the Forum. We have provided a summary of this feedback and recommendations for future events that will help to optimise and support future gatherings.