

Mackay HHS Obstetrics and Gynaecology Progress Update

In this update

- Progress on the recommendations
- Outcome of survey of gynaecology patients on care location
- Reviewing where our services are delivered
- Next steps

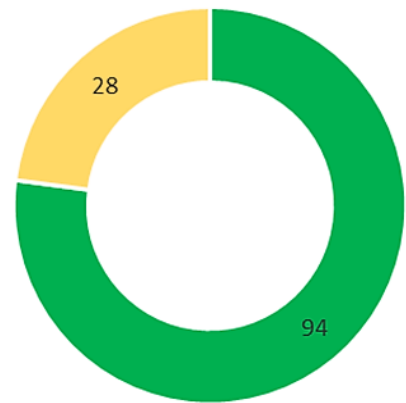
Latest Progress on Recommendations

At the most recent meeting held on 19 June 2023, the Implementation Working Group discussed a number of topics including:

- Staff escalation pathways for clinical concerns
- Portfolios and projects partnering midwives, nurses, and obstetricians/gynaecologists
- Reviewing the analysis and consumer feedback on location of care for gynaecology patients
- Our continuity of care models and where they deliver services

At our meeting, the group has determined that:

- 94 recommendations are already completed
- 28 recommendations are already underway but require further work or additional evidence.



Outcome of survey of gynaecology patients on care location

Thank you to all the respondents for our survey on where gynaecology patients are best cared for. The number and depth of feedback was invaluable. We also received feedback on our gynaecology services more generally via our email address. This feedback will be used and is currently with our clinical team to develop ideas to enhance our gynaecology services.

In the survey, we asked 'In future, if you were to stay at Mackay Base Hospital to receive gynaecology care, which unit would you prefer to stay at?' The result of this feedback was

- 62 per cent of respondents preferred staying within the Women's Health Unit
- 14 per cent of respondents preferred staying in the General Surgical Ward
- The remaining respondents said they had no preference

Respondents who preferred the Women's Health Unit had a variety of reasons for making this choice including:

- The care centres on the woman and her care needs more specifically, than just general surgery

- Makes sense to stay with the Women's Health Unit where specialist doctors and nurses are located

Feedback from respondents who preferred the General Surgical Unit included:

- If I have surgery, I would prefer to be where the surgical experience is
- I am older and it is a bit much to be with Mums and Bubs

Those respondents that had no preference told us:

- I don't think it should matter as long as staff are competent and help me.

Where to now?

These results will be used in a number of ways:

- Presented at the MHHS Women's Health Clinical Governance and Service Management Committee to review all feedback and look at the experiences of our patients
- Developing a set of minimum ward standards for gynaecology patients so that care is consistent
- Reviewing how we best accommodate women based on their preferences and clinical needs
- Physical environment comments will assist us as we commence design of Mackay Base Hospital.

Reviewing where our services are delivered

Our continuity of care models were reviewed to ensure that where they deliver services meets the needs of our consumers. This work has resulted in an exciting new project which we will announce shortly. We look forward to sharing this with you soon!

Next steps

Our next Implementation Working Group meeting is scheduled for 24 July 2023, where the group will continue to assess progress on recommendations including leadership programs, training particularly around empathy and informed consent, and how we ensure our staff are delivering woman centred care.

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