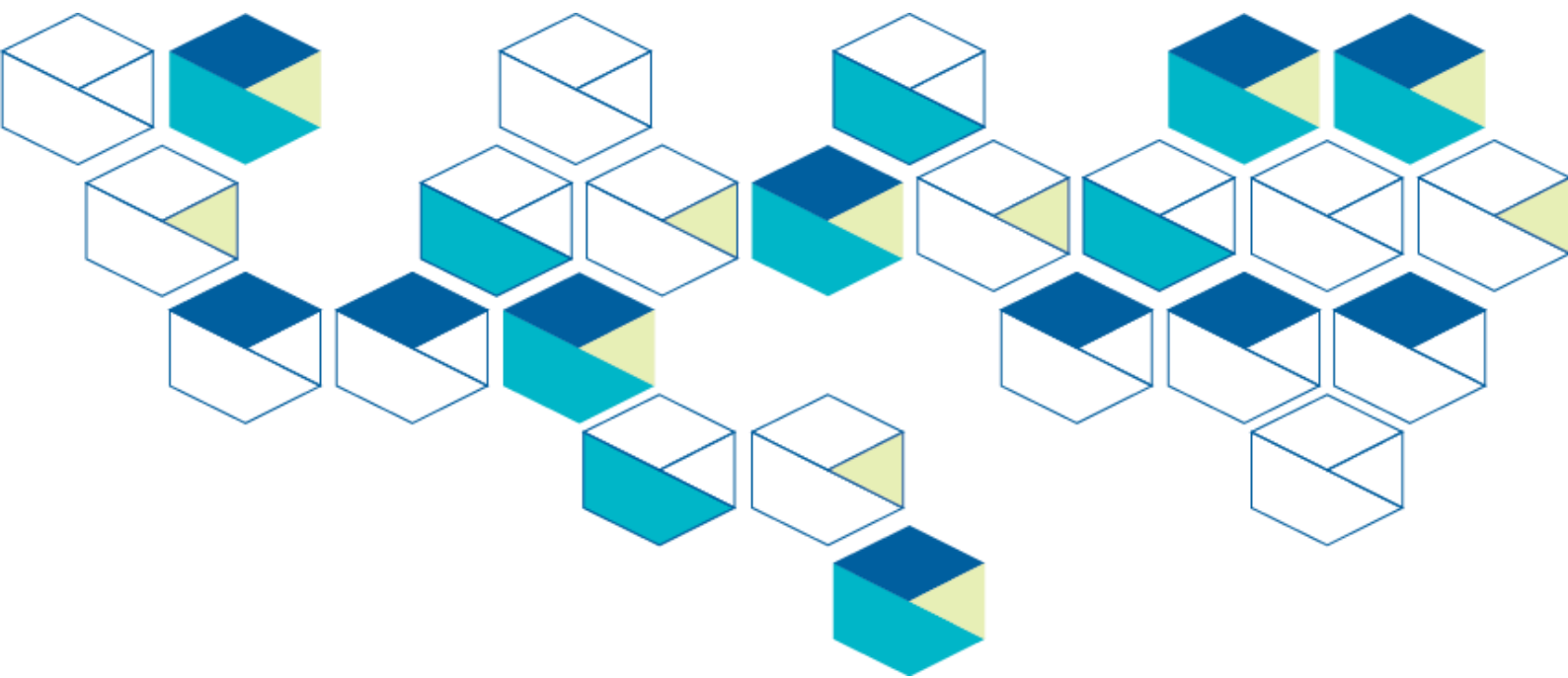


Fiona Stanley Hospital

Consumer Advisory Council (CAC)

Annual Report 2020

August 2019 to July 2020



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Chair's report

After my election as Chair of the Fiona Stanley Hospital (FSH) Consumer Advisory Council (CAC) at the Annual General Meeting on 14 August 2019, I was looking forward to building on the good work of the foundation members. Unfortunately I had to take some leave for personal reasons. My daughter had terminal cancer, and her eventual demise came on 12 December. I returned in January 2020.

During the past year the CAC has been fortunate in recruiting some new members, who have been inducted to the workings of the CAC through an informal mentoring system. We continue to recruit new members.

In early 2020 we held a workshop, facilitated by Deputy Chair Jane Pearce, to review and finalise our Operational Plan for 2018-2020 and agree on a new one. Members contributed many good ideas, and using the wealth of experience of our CAC we developed a plan for the next three years that promises an exciting future for consumer engagement with the hospital, and a continued focus on ways to ensure excellence in patient care.

The FSH CAC's new Operational Plan (2020-2023) has the following priorities:

1. To raise awareness of the CAC with staff, consumers and carers
2. To promote better understanding of the FSH patient experience to consumers, carers and staff
3. To explore and promote the CAC's role to provide consumer and carer perspectives to help ensure the provision of excellent health care
4. To improve engagement between the CAC and hospital committees.

The CAC also continues to work on

- identifying strategies to improve health literacy
- gaining patient, family and carer feedback through the Ward Walks
- the *Country Patient Journey* project.

The hospital managed the COVID19 pandemic challenge very well, and it is very pleasing that we are now seeing the hospital returning to some normality. I would like to congratulate Executive Director Neil Doverty and all the staff for delivering superb quality health care during a very trying time.

I would like to take this opportunity to thank Jane Pearce, Deputy Chair, for stepping into my role during my leave, and new member Gary Colley for the thinking that he has done to develop our plan to improve engagement between the CAC and hospital committees. I would like to also thank Angela Piscitelli, Manager Patient and Family Liaison; Amanda Hannaway, Service Director, for her work as Executive Sponsor for the CAC; and welcome Nyrene Jackson, Service Director, as the CAC's new Executive Sponsor. I would also like to thank Sally Freight for her assistance in providing secretarial support for the CAC.

Finally and importantly, I would like to thank the members of our CAC for their hard work in helping the hospital deliver an outstanding patient experience to the community.

Rasa Subramaniam OAM, JP

Chair

Terms of Reference

The Terms of Reference for the FSH CAC were reviewed and amended by members between February and April 2020 and endorsed by the Executive Director on 5 May 2020.

Establishment and purpose

The Committee was established by Fiona Stanley Hospital (FSH) in 2013 to develop and implement a formal partnership between consumer and carer representatives and the hospital.

The purpose of the CAC is to:

- Advocate for consumers and carers in relation to FSH service planning, delivery and evaluation
- Enable communication between FSH consumers and carers and the Fiona Stanley Fremantle Hospital Group (FSFHG) Executive Committee
- Advise the FSFHG Executive Committee on consumer and carer perspectives

Functions and responsibilities

The functions and responsibilities of the Committee are to:

- Ensure the impact on patient safety and quality of care is considered in all decision making
- Ensure where relevant the impact on staff and organisational safety and quality is considered in all decision making
- Advise on consumer and carer initiatives and involvement
- Advise on the needs of FSH consumers and carers, in particular vulnerable groups
- Provide consumer and carer input to service planning, delivery and evaluation
- Participate in the development and evaluation of FSFHG strategic and operational plans as required
- Review safety, quality and performance data, including consumer and carer feedback, and make recommendations for change or improvement
- Participate in and provide advice on the development of consumer and carer evaluation and satisfaction surveys as required
- Participate in the review and development of FSFHG policies, procedures, patient publications, hospital signage and way finding
- Participate in the selection process for staff appointments as required
- Participate in staff orientation and education as required
- Support the implementation and evaluation of National Safety and Quality Health Service Standards where relevant
- Consider appropriate matters referred by the FSFHG Executive Committee
- Act as a conduit to relevant groups/committees at a South Metropolitan Health Service level or WA Health level as required
- Other consumer and carer related activities as required.

Full Terms of Reference are available at

<https://www.fionastanley.health.wa.gov.au/-/media/Files/Hospitals/FSH/PDFs/CAC-Terms-of-Reference.pdf>

Consumer members of the CAC

CAC member	Joined	Meetings attended*
Rasa Subramaniam – Chair	Nov 2015	7
Jane Pearce – Deputy Chair; Emergency Department CAG representative	Mar 2016	9
Gail Beck – Aboriginal representative	Mar 2018	5
Ailsa Burgess – Carer representative	Mar 2018	7
Annie Carswell	Jun 2017	8
Gary Colley	Sep 2019	7
Karrie Farmer	Oct 2019	4
Jessica Frost	Dec 2018	7
Helen Hii	Feb 2020	3
Kerrie Julien-Vincent – Mental Health CAG representative	May 2017	4
Michele Speed – Fremantle Hospital CAC representative	Feb 2018	2
Robyn Wright	Sep 2015	8
Kathleen Wyatt	Mar 2018	6

* there were 9 meetings from Aug 2019 to July 2020

In addition, two members joined and resigned within this period, Eric Xiao and Fiona Barrett, and Tracy Hollington attended her first meeting in July 2020.

About Fiona Stanley Hospital

Fiona Stanley Hospital (FSH) is a 783 bed public hospital, including the 140 bed State Rehabilitation Service, a 30 bed mental health unit and the State Burns Service. FSH offers:

- general and specialist medical and surgical services
- subacute services including rehabilitation and aged care
- comprehensive cancer services
- State adult burns unit
- State rehabilitation service
- State heart and lung transplant service
- emergency and intensive care
- mental health
- maternity, paediatric and neonatal services.

CAC year in snapshot

- Nine meetings were held between August 2019 and July 2020, and a quorum was achieved at every meeting except one. Meetings planned for April and May 2020 were cancelled due to COVID-19 restrictions.
- We welcomed six new members: Karrie Farmer, Eric Xiao, Fiona Barrett, Gary Colley, Helen Hii and Tracy Hollington.
- We continued our involvement as consumer representatives on key Tier 1-4 committees.
- We helped with food audits and provided feedback to the catering service on the new menu.
- We reviewed 66 consumer publications.
- Our program of Ward Walks continued, and a CAC Ward Walk training session was held in November 2019. The Ward Walks questionnaire and protocols were updated, based on CAC feedback, and new members were able to practice conducting a Ward Walk with the support of an experienced CAC member. To enable closer connections between the CAC and wards, each CAC member will in future be allocated to the same ward whenever possible.
- Members helped run a stall in the FSH concourse during Carers' Week.
- The *Country Patient Project* was initiated, with the help of Amanda Hannaway, Nyrene Jackson and Safety Quality and Risk staff member Nic Michelsen. The project aims to look at ways to improve the experience of country patients admitted to FSH.
- Two members, Gary Colley and Jane Pearce, joined the *Consumer and Community Health Research Network*.
- Jane Pearce worked with FSH Education staff to co-design and co-present a workshop for Allied Health staff on *Partnering with Consumers*
- Jane Pearce was a consumer advisor on a recruitment panel for the appointment of a physiotherapist to work in the Emergency Department.
- Robyn Wright provided a consumer perspective with the ERAS (Enhanced Recovery after Surgery) project. Robyn's contribution has included reviewing the Patient Health Questionnaire and participating in a staff forum.

Activities involving face-to-face interactions between CAC members, other members of the hospital and members of the public were placed on hold between March and June 2020 during the COVID-19 crisis. CAC members usually participate on the concourse stalls for Patient Experience Week and No Falls Day but these were cancelled in 2020.

Operational Plan

The CAC Operational Plan for 2018-2020

The plan had four priority areas, each with several objectives.

Priority 1 Governance

Priority 2 Communication, promotion and information

Priority 3 Education and Training

Priority 4 Measurement, Evaluation and Feedback

Of the 15 objectives, ten were achieved and three carried over to the new plan for 2020-2023. The remaining two objectives were thought to be no longer relevant to the work of the CAC.

Key achievements were:

1.1 Develop role statements for Chair and Deputy Chair

The development of a statement outlining the roles of Chair, Deputy Chair and all CAC members was drafted by Patient and Family Liaison (PFL) and endorsed by the FSH CAC on 10 October 2018, after review by the Fremantle Hospital CAC Chair and the Partnering with Consumers Committee. This is available on the CAC hub page and from PFL. A Job Description Form (JDF) was also developed and endorsed by the CAC on 12 December 2018.

2.3. Promote and expand on CAC Ward Walks

Ward Walk training was provided in 2018 and 2019 for CAC members and will continue as needed. A monthly ward walk roster has been established and processes have been approved for CAC members to undertake Ward Walks until 6pm and on weekends. PFL liaises with the relevant ward prior to each Ward Walk.

3.1 Access to SMHS training opportunities

SMHS corporate training courses have been made available to the CAC Chair and Deputy Chair since 2019.

4.1. Receive feedback from the author following publication review

Publication authors are surveyed about the usefulness of consumer review and the CAC is provided with a six-monthly report. The full report on publication reviews is available on the CAC hub page and from PFL.

The Operational Plan for 2020-2023

The plan was endorsed by the CAC in April 2020, and has four priority areas.

Priority 1 Raise awareness of the CAC with staff, consumers and carers

Priority 2 Promote better understanding of the FSH patient experience to consumers, carers and staff

Priority 3 Explore and promote the CAC's role to provide consumer and carer perspectives to help ensure the provision of excellent health care

Priority 4 Improve engagement between CAC and hospital committees

The Operational Plan is available on the CAC hub page and from PFL.

CAC committees and other activities

Participation in hospital committees

FSFHG Hospital Executive (HEC)	Chair
FSFHG Corporate Governance	Gary Colley
FSFHG Clinical Governance	Jane Pearce
FSFHG Clinical Outcomes Review	Kelli Porter (past CAC member)
FSFHG Nursing and Midwifery Executive Council	Robyn Wright
FSFHG Partnering with Consumers (Standard 2)	Rasa Subramaniam
FSFHG Medication Safety (Standard 4)	Robyn Wright
FSFHG Communicating for Safety (Standards 5 & 6)	Robyn Wright
FSFHG Service 1 Nursing SQR	Gary Colley
FSFHG Service 3 SQR	Robyn Wright
FSFHG Outpatient Management	Karrie Farmer
FSFHG Service 4 SQR	David Earl (FH CAC)
Education Workforce and Culture Committee	Jane Pearce

Other activities and projects

FSH Food Audits	All, by rotation
FSH Cancer Centre	Kathleen Wyatt
Enhanced Recovery After Surgery (ERAS) Project	Robyn Wright
FSH Family Birthing Centre	Robyn Wright
Infection Prevention Audits, as required	Robyn Wright
Community Link Booth Steering Group	Jane Pearce
WA Health ICT Consumer Reference Group Committee	Robyn Wright

Patient publication reviews

One of the functions of the CAC is to participate in the review of patient publications. CAC members reviewed 66 publications between August 2019 and July 2020, entering their responses on Survey Monkey. Feedback on each publication is provided to the authors, and any revised publications can be returned to the CAC, at their request, for a second review. Publication authors are also surveyed about the usefulness of each consumer review, and the CAC provided with a six-monthly report.

Reviews of publications were overwhelmingly positive:

- The purpose of the publication was understood in 98.46% of responses
- The information was understood in 97% of responses
- Medical terms were explained and understood in 80.6% of responses

Reviewers' understanding of the topic was increased in 94% of responses.

Two areas of concern were identified.

1. Reviewers found that in some instances adequate contact details were not provided. Some suggestions for improvement included providing links to reliable websites and providing alternative telephone contact details at the hospital, in case the numbers given are unattended. Reviewers also noted that telephone numbers should always be provided for people who do not have access to a computer or the Internet.
2. In some publications the language used was too complex or too colloquial to be well understood by readers not familiar with written English, and on rare occasions reviewers found that publications contained misleading or contradictory information or explanations.

The option to request a second review of a publication is an important safeguard in such cases.

Reviewers found the majority of the publications were well written, clear and served their purpose well. Publication authors also found the consumer reviews very helpful, with most making changes where suggested.

The full report is available on the CAC hub page and from PFL.

Complaint response reviews

CAC members reviewed 24 sample complaint responses out of session, one per month from Fiona Stanley Hospital and one per month from Fremantle Hospital. There is also a standing item on the CAC agenda each month to allow members to raise issues about complaint responses via the Chair. CAC members and all staff involved in writing responses are provided with an annual report.

Overwhelmingly, reviewers

- understood the response letters (in 99% of cases)
- agreed that the concerns had been addressed (in 90% of cases)
- would have been satisfied with the response if they were the complainant (75%).

Reviewers' comments to the question 'If you were the complainant, would you be satisfied with the response?' were wide ranging and constructive. Key themes emerging from these responses are:

- the highly complex nature of most complaints
- response letters do not always acknowledge the distressing nature of patients' and family members' experiences
- the need for good communication between all parties and at all stages of a patient's journey through the hospital
- the need for clear and detailed explanations and justifications for proposed treatments
- the lack of information about what changes will be or have been made in response to complaints
- the importance of staff, whose care and concern for individuals can often ameliorate difficult situations.

The full report is available on the CAC hub page and from PFL.

Consumer Advisory Groups

Emergency Department Consumer Advisory Group (EDCAG)

The EDCAG has continued to work closely with the Emergency Department at FSH on several initiatives aimed at enhancing the patient experience. These include:

- The production of a poster 'What happens in the Emergency Department?' for display in the waiting room.
- Collaboration with the ED's Dementia and Delirium Champions to help develop a plan to involve members of the FSH volunteer service in talking to patients and providing support/company/reassurance while they are waiting in the ED.
- Ongoing discussion on ways to improve the triage process in the ED.

The EDCAG's current project *Patients at Risk* or PAR focuses on identifying underserved, vulnerable or 'at risk' patients in the ED and exploring how to improve the quality of their experience. The project aims to increase the awareness of clinicians of what constitutes vulnerability, including emotional vulnerability, and to recommend changes in the practices of the ED that could result in better quality care and improved outcomes for vulnerable patients. Further information is available at

<https://www.fionastanley.health.wa.gov.au/About-us/Consumer-Advisory-Council/Emergency-Department-Consumer-Advisory-Group>

Mental Health Consumer Advisory Group (MHCAG)

The MHCAG held nine meetings over the year, with two missed due to COVID19 restrictions. MHCAG members continued to work closely with staff in the Mental Health Unit at FSH.

Key achievements include:

- The development of Ward Admission Packs
- The production of a Mental Health Welcome Youtube video <https://youtu.be/bFU38aCTjnU>
- Recruitment of CAG carer and consumer representatives
- Presentation by a guest speaker from Grow
- Holding a combined FSH and FH MHCAG meeting. This was a great success and future joint quarterly meetings are to be scheduled.

Training

At July 2020, ten out of the twelve FSH CAC members have completed the Health Consumer Council Consumer Representative Training, as required under the Terms of Reference. Two members are enrolled in sessions later in 2020.

The CAC also held three in-house training sessions:

September 2019 'The Patient Experience Framework'

Workshop facilitated by Jaymie Arthurson, Senior Safety, Quality and Consumer Engagement Coordinator.

November 2019 'Conducting Ward Walks'

Workshop facilitated by Jane Pearce, CAC Deputy Chair, and Angela Piscitelli, Manager Patient Family Liaison.

February 2020 'CAC Operational Plan – Review of achievements and new goals for pfl-2023'

Workshop facilitated by Jane Pearce, CAC Deputy Chair, and Angela Piscitelli, Manager Patient Family Liaison.

CAC diversity and evaluation surveys

Diversity survey

Members of both FSH and FH CACs complete a diversity survey each year. Key results from the 2019 survey show that

- the majority of members are female (76%) and most members are aged between 60 and 79. There are no members aged under 30.
- Most members are Australian born (62%), with other places of birth including the UK, Malaysia and China.
- English is the language most commonly spoken at home, but Tamil, Bahasa and Mandarin are also represented.
- Six members identify as having a long-term health or medical condition which regularly restricts or limits their activities.
- All members have a healthcare experience as either a consumer, carer or family member, or in combination.

The full report is available on the CAC hub page and from PFL.

Evaluation survey

An evaluation of the Fiona Stanley Hospital CAC was completed in June 2020. Members were surveyed on:

- Terms of Reference
- Roles and obligations
- Functions and responsibilities
- Meeting processes
- CAC leadership, support and communication.

A snapshot of responses shows that all members agreed with the statement 'I am aware of my role and obligations as outlined in the CAC Terms of Reference', however one disagreed that the CAC meets its functions and responsibilities.

All agreed that communication is constructive, open and respectful and that input from all members is encouraged.

Members made the following suggestions for improving the CAC:

- "Having reviewed the ToR and the Operational Plan has been useful to allow the CAC to determine what was proving difficult to achieve/ what was achievable, in its responsibilities."
- "More implementation of plans instead of spending valuable time discussing about plans."
- "We should continue to explore ways to involve more members in activities such as ward walks and membership of hospital committees."
- "Access to all past issues raised in FSFHG meetings for newer members. In this way, new members can see what has already been addressed and how."

The full report is available on the CAC hub page and from PFL.

Introducing the CAC members

Gail Beck OAM (Aboriginal representative)

I am a mother of five adult children with two grandchildren and a very proud descendant of Bunderan. My 2000 generational maternal connection is to the Wudjari, Koreng and Yued peoples of South West Australia – the Bibbulmun (Noongar) Nation. I am currently the Regional Development Manager at South West Aboriginal Land & Sea Council. As a volunteer I proudly serve on the boards of Graham (Polly) Farmer Foundation, Nyoongar Wellbeing & Sports, my local primary school board, and the Chair of the City of Cockburn's Aboriginal reference group. Before moving into the community development/services field, I worked as a nurse for 23 years. I am passionate about caring for others and am currently caring for my 87yr old father with a multitude of health challenges.



Ailsa Burgess (Carer representative)

I have 7 years of experience in consumer advocacy while coordinating a support group and prior to that 10 years as a nurse. I have 5 children and have been involved with health issues for 30 years as 2 of my children have a genetic disorder needing medical interventions. I am currently a member of the Health Consumer Council, Carers WA, Chrysalis Lyme Support Perth and the CAC at Fiona Stanley hospital.



Annie Carswell

I arrived from Scotland by ship fifty years ago with my husband Gordon, and settled in South Fremantle. I completed my nurse training in the Emergency Department at Fremantle Hospital. Later, with a Bachelor of Science Nursing, I worked with adolescents at South Fremantle Senior High School, focusing on providing the students with the opportunity to learn how to take responsibility for their health and make appropriate and sensible life choices. During my working life I contributed to my ongoing professional education by holding office as WA President of the Accident and Emergency Nurses Association, the WA Loss and Grief Association and the President WA Community Nurses Association. I have been a Soroptimist for thirty years and my community service in this organisation has comprised many roles, including being President. Music, Art and Crafts provide me with much joy and relaxation. Other interests include volunteer work Saturdays at a Hospice providing hands on care to terminally ill patients, for which I received a City of Melville Volunteer Award this year, acknowledging 18 years of service as a volunteer at St John's Murdoch Hospice. I am a volunteer at Fiona Stanley Hospital assisting the Volunteer Coordinator doing administration duties. I am very happy and very fortunate to be healthy and well and able to provide community service time. I enjoy working with the CAC and hope to contribute to the group's activities by drawing on my experiences in the health and community service domains, and giving energy and input to the best of my ability.



Gary Colley

I have worked in the health industry for almost 40 years in clinical and managerial positions. As part of my interest in patient safety and quality health care outcomes, I became an Assessor with an accreditation agency, assessing health services in Australia and overseas against a range of health care standards, a role I have undertaken for 8 years. I have been a member of the CAC since mid-2019 and am also a consumer representative on the FSH Service 1 Nursing Safety, Quality and Risk Committee and the FSFHG Corporate Governance Committee. Being a member of the CAC has brought opportunities to be involved in the planning, development and evaluation of the health service, drawing on both personal and professional experiences. Members of the CAC and all hospital staff are very supportive, making it a positive and rewarding experience.



Karrie Farmer

I am a proud sixth-generation Western Australian with a 25+ year career in administration in both public and private health across Western Australia and far North Queensland. More recently I have been Executive Officer and Manager Executive Services at Health Support Services, South Metropolitan Health. Prior to this I spent two and a half years in Saudi Arabia at an eye hospital and approximately nine years working across Northern Australia for Aboriginal organisations. The experience I gained overseas and in regional and remote Australia, from being in the minority both ethnically and linguistically, made a profound impact in my understanding of the daily difficulties people face, my expectations and how I relate and interact with the wider community. I am passionate about everyone's right to first class health care in Western Australia regardless of geographical location and circumstances and I feel privileged to be able to share my experiences as part of my contribution to the FSH CAC. My consumer participation and involvement includes membership of the Community Outpatients Management Committee at FSH; involvement in the Department of Communities Appeals Committee as a consumer representative; past membership of RPH consumer advisory group; and as a former St John Ambulance volunteer in Port Hedland..



Jessie Frost

Living with chronic and autoimmune diseases since birth, I was raised in rural Western Australia and moved to Perth as a young adult. Through self-education, I learned how to understand and live with my illnesses and, with this knowledge, became a mentor and advocate for young women and young people tackling the health care system. By documenting and publishing weekly updates on the many facets of living with a chronic disease through the internet and social media, I gained a large local following. Living with SLE Lupus, Cerebral Vasculitis and Epilepsy, my health is an on-going concern, leaving me as much a patient of FSH as a member of the CAC. I take pride in using my lived experiences and representing young people on this committee. I feel the voice of women and young people, particularly those who are living with chronic illnesses that have no physical symptoms or signs (known as 'invisible illnesses'), should be heard.



Helen Hii

In recent years a family member was diagnosed with cancer and received her treatment at the Fiona Stanley Hospital. It was my first time experiencing being a patient's carer at the hospital. A deep desire was planted ever since my first visit, to do something to contribute my experience and skills to ensuring excellent patient care at FSH. I spent 3 years working in the private health fund industry and was a volunteer for the Health Consumers' Council, which has led to my becoming a member of the CAC. I am extremely grateful for this opportunity, as it exposes me to other facets of the consumer role and gives me a chance to provide my humble thoughts and feedback. I am looking forward to more opportunities to be able to contribute my spare time on the weekends by participating in activities such as ward walks.



Kerrie Julien-Vincent (Mental Health CAG representative)

Having experienced severe depression and anxiety over many years, and having also been a carer for my eldest son who has ADHD and other complex issues, it is wonderful to be part of a Mental Health Consumer Advisory Group (CAG). It allows me to play a part in ensuring that service delivery meets mental health standards and consumer needs. My passion and lived experience led me to complete a Diploma in Mental Health and qualify as a Mental Health Support Worker, and in 2014 become a member of the Mental Health CAG at Fiona Stanley Hospital. I joined the Consumer Advisory Council in 2017, and this connection means I can promote a holistic approach to the service delivery of mental health at FSH. I also facilitate 'Focus Groups' for patients in the Mental Health unit, which allows me to put my Diploma in Mental Health to good use and to further improve service delivery to both the youth and the adult Mental Health units. I feel privileged to be a part of the CAC and the CAG, and both roles are very enjoyable. It is rewarding to collaborate to solve issues occurring across the hospital and break down 'silos'. We work as a team and everyone brings their lived experiences to the groups, which makes them very strong entities. As the saying goes, 'Nothing about us without us.'



Jane Pearce (Deputy Chair; Emergency Department CAG representative)

I came to Perth with my family 25 years ago and spent 20 years teaching at the School of Education at Murdoch University, including ten very happy years at the Rockingham campus. I was keen to stay involved with the local community when I left Murdoch, so joined the volunteer service at Fiona Stanley Hospital. I have been part of the volunteer team for five years. My experiences of supporting patients, families and carers during that time has inspired me to become involved as a consumer representative. I joined the Emergency Department Consumer Advisory Group (EDCAG) in 2016 and have been a member of the CAC since 2017. I serve on two hospital committees: Education, Workforce and Culture, and Clinical Governance: and am a member of the Health Consumers' Council and the Consumer and Community Health Research Network. I have even had the chance to do some teaching, working with the Allied Health education team to plan and present a workshop on Partnering with Consumers. As a CAC member I enjoy feeling part of the hospital community, and feel privileged to be part of a group that makes a positive contribution to the wonderful work of FSH.



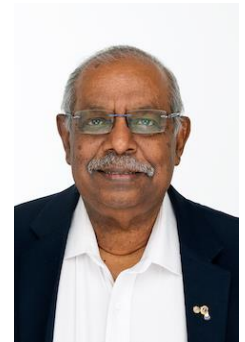
Michele Speed (FHCAC representative)

I have been a member of the Fremantle Hospital CAC since 2016. Prior to this I worked as a Social Worker in Health for nearly 30 years. This experience and the knowledge and perspective I gained from the consumers, their families and carers in addition to my own experience as a health consumer have contributed to my desire to represent patient views. I have a strong commitment to this advocacy role and have highly valued the opportunity the FHCAC has provided me.



Rasa Subramaniam OAM, JP (Chair)

As a medical imaging technologist, I worked all over WA for the Health Department, finishing up at Fremantle Hospital from 1970 to 2015 where I was Head of Radiology in the Emergency Department. I have been very much involved in local community groups, including Jacyees and Rotary, and was the President of the Lions Club of Bull Creek. I have also served on the Ministerial Multicultural Advisory Council and on Ethnic Communities of WA, and was the Local Government Convener for the Federation of Ethnic Councils of Australia. I was the first Asian to be elected to Local Government in WA. I served on a number of boards, including the Quality and Health Care Council of WA and the Health Consumers' Council of WA as its President. I was also a member of Challenger Tafe Governing Council, Fremantle and a member of the Surgical Mortality Committee of the Royal College of Surgeons of WA. I also served on the boards of KULCHA and Celebrate WA and was awarded Honorary Life Membership of Celebrate WA and the Health Services Union of WA. I became a member of the CAC in 2015 and was elected Chair in August 2019.



Robyn Wright

This is my fifth year as a member of the FSH Consumer Advisory Council, following my retirement after 30 years of nursing as a midwife, a general registered nurse and a nurse educator. I am an advocate for my daughter, who is mildly intellectually challenged with mental health issues and serious vision loss due to retinitis pigmentosa. As former President of Retina Australia I was closely involved in the search for a cure for blindness due to this disease of the retina. I am currently a board member for Astley Care Incorporated, which involves advocating for elderly people who receive community-based home care and attend the day centre for social contact. I am also a consumer representative on several committees at Fiona Stanley Hospital, and have been closely involved with the Enhanced Recovery After Surgery Project (ERAS). Working with the CAC members and staff has been very rewarding. Attending the various hospital staff meetings has been particularly valuable, as this provides opportunities to share my prior experience as a nurse combined with my lived experience as a parent and carer of a young person with disability.



Kathleen Wyatt

I have been a member of the CAC since 2018 and sit on the Fiona Stanley Hospital Cancer Centre Committee as the CAC representative. I have a background in nursing, disability services and social work (child protection). I have had personal experiences at FSH in the clinics as an outpatient for myself as well as my husband and family members. I also volunteer for the Arthritis association of WA. My interests as a consumer are to understand the services and practices at the hospital, to enable me to support people in the community to receive good quality care within a safe environment.



All CAC members can be contacted through FSH Patient and Family Liaison, phone 6152 4013 or email FSHfeedback@health.wa.gov.au.

This document can be made available in alternative formats on request.

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