



## Consumer and Carer Representatives Fact Sheet

### Royal Perth Hospital and Bentley Health Service

The Royal Perth Bentley Group is proud to partner with Consumers and Carers in improving the services and overall patient experience we provide. The ways in which we engage with our consumers is multifaceted as listed below:

- **Feedback**  
We use both positive and negative feedback to inform our services. Every single concern is investigated in liaison with the relevant teams and a response provided. This feedback is used to inform both immediate and longer term improvements.
- **Consumer Advisory Committee (whole of service)**  
At Royal Perth Bentley Group we have a Consumer Advisory Committee with members from across our community who represent the patients in our care.
- **Lived Experience Advisory Group (Mental Health Services specifically)**  
We also have a dedicated group of consumer representatives who consult only on the delivery of services as it impacts consumers with Mental Health conditions. This group has representatives who have experienced the mental health system themselves or are carers of persons who have or do utilise the services.
- **Consumer Pool (whole of service)**  
Finally we have a pool of consumers who opt in to participate in programs or activities that are relevant to their area of interest or experience.

All our consumer representatives provide the Royal Perth Bentley Group with advice on how the services are delivered. These members support the service through co-designing new innovations, consulting on programs and sitting on our regular committee meetings and working groups.

#### What might you be involved in if you applied to become a Consumer Partner?

There are many ways to become involved as a consumer partner. Some of the activities available are listed below.

#### Committee Membership

Royal Perth Bentley Group (RPBG) have a large range of committee meetings within the governance structure including those which link to the eight National Safety and Quality Health Service (NSQHS) Standards. These Standards provide a nationally consistent statement of the level of care consumers. As a consumer partner you can sit on any of the hospital's committees, and/or one of our consumer-specific committees.

#### Working groups

Working groups are more short term than the committee meeting and they are usually formed as there is a topic that a committee needs to deal with that is too large to deal with in the Committee meeting time. Consumer involvement in these groups is more



hands-on and a co-design type of partnership. This is where consumers can be part of the initiation or design of a program, service or initiative.

### **Root Cause Analysis Panel**

Panels of specialist are formed after a clinical incident has occurred. These can be traumatic as they result in serious harm or death. Consumer and Carer Representatives are requested to be a part of the Panel as they may be able to highlight challenges that clinical staff miss.

The Panel's role is to review every aspect the care leading up to the clinical incident and ascertain why events happened and whether they could have been preventable. The Panel then form recommendations in to what we can change to ensure that the same event does not occur again.

### **Other activities**

We may ask for volunteers to taste test, scenario test a patient experience, undertake audits, get involved in training activities and many other ad-hoc activities- these will be sent out via email and if you are interested you can express your interest. Choosing can be random, best fit or first come basis.

### **What is expected of a Consumer Partner?**

**It is to be expected that if you volunteer for a Committee or a Working Group that you:**

- Attend all meetings or provide your apologies in advance if unable to attend.
- Complete required on-boarding paperwork prior to commencement (post-selection)
- Complete required initial and annual training modules (most of which can be completed online)
- Be contactable via email to receive agendas/minutes and other correspondence
- Contribute the Consumers perspective in activities
- Report back to the Patient Experience team on engagement activities

**You are entitled:**

- to be reimbursed for your time/out of pocket expenses
- to attend education and training which is available for staff (you do not get reimbursed for any non-mandatory training)
- to use the Employee Assistance Program (EAP) who have online counselling support and up to three face to face sessions
- full support of the Patient Experience Team to enable you to feel supported in your role.

### **What is the time-commitment?**

The time commitment varies and can be structured to suit each individual's capacity. Average is 2 hours each month consumers can opt to participate far more frequently.