

Transforming Health Consumer and Community Engagement Committee

Communiqué 15 – June 2017

The Transforming Health Consumer and Community Engagement Committee was established in July 2015 following recommendations from a consumer and community workshop held in May 2015.

At this month's meeting, the committee received a presentation on Outpatient Services at the new Royal Adelaide Hospital (nRAH) in response to the public concern about lack of space for services. The committee was pleased to learn that there will be no reduction in outpatient services. Most outpatient services will move to the Outpatient's Department (OPD) on level three, with the remaining services being provided from an inpatient ward on level five for a 6-12 month period, while a longer term solution is worked out to house these services. The ward on level 5 was originally allocated for services that were being transferred from Hampstead Centre, and given this centre is not being closed in the short term, the ward was not going to be used. The committee communicated disappointment at the lack of consumer participation in the planning for OPD in nRAH, and the apparent lack of detailed service planning about what services would fit in which spaces. It was acknowledged that the planning process had been inadequate.

Lynne Cowan, Acting Deputy Chief Executive, SA Health, provided advice about SA Health transitioning out of Transforming Health once the nRAH is open and the Repatriation Hospital has been decommissioned. The work on updating models of care will not stop, but will become business as usual, based on the learnings of Transforming Health. Within SA Health and the LHNs there have been many new skills and processes developed, particularly around project management and change management. Some initiatives of Transforming Health will continue, including:

- the Clinical Advisory Group
- the process for developing models of care, including the involvement of consumers in the workshops and work groups
- the Leading Health Transformation program, which will now include consumers.

A feedback, review and planning process will be developed by HCA and the committee to address the role and achievements of the committee, consumer involvement throughout Transforming Health, and how things should look like going forward.

The Transforming Health website is updated regularly and provides information about the program: transforminghealth.sa.gov.au. The HCA website also has a page on Transforming Health and you can subscribe to HCA's eNews at www.hcasa.asn.au. If you have any questions or comments about this communiqué or Transforming Health, then please contact HCA on email info@hcasa.asn.au or telephone 08 8231 4169.