

HNE Health Grant and Awards Platform (2023)

Volunteer of the Year Award (Program: HNE Research Office Grants and Awards)

Bill Cottrell for volunteer consumer of the year



ZwQydjwy

Entry details

Nominee First Name	Bill
Nominee Surname	Cottrell
Nominee Position Title	Consumer Representative
Nominee Facility / Department / Service Unit	Clinical Governance
Nominee Contact Phone Number	
Nominee Other Contact Phone Number	
Nominee Address	
Nominee Email Address	
Nominator #1 Contact Name	Karen Chronister
Nominator #1 Contact Position Title	Manager Quality Systems
Nominator #1 Facility / Dept/ Service unit	Clinical Governance
Nominator #1 Contact Phone Number	
Nominator #1 Other Contact Phone Number	
Nominator #1 Contact Email Address	Karen.chronister@health.nsw.gov.a
Nominator #2 Contact Name	Mary Bond
Nominator #2 Contact Position Title	Manager Health Systems
Nominator #2 Facility / Dept/ Service unit	Clinical Governance
Nominator #2 Contact Phone Number	

Nominator #2 Other Contact Phone
Number

Nominator #2 Contact Email Address Mary.Bond@health.nsw.gov.au

Relevance to entry category

Bill volunteers his time as a consumer representative on a number of committees and working parties as part of improvement projects in HNE LHD, as well as at state level. The Committees he supports through Clinical Governance (CG) include: the District Clinical Quality and Patient Care Committee (DCQPCC), the District Partnering with Consumers Committee, the Best Practice working party and the Comprehensive Care Steering Group (as well as other outside of CG). He has always has a voice and brings us back to what is important for the consumers of our services. Bill is an innovative thinker who always tries to come up with novel ways to address an issue and is well respected as part of the team.

He exemplifies how we can successfully partner with our consumers in organisational design and governance, aligning with the National Safety and Quality Health Service Standards.

Individual Achievement

Bill has committed his time and experience as a consumer representative on various committees, working parties and teams both within HNE LHD, as well as at state level.

His ability to work as part of a team, provide excellence in volunteering, advocate for consumers, engage in promotional activities and show innovation can be highlighted below:

- Membership of the Best Practice Working Party. This working Party was tasked with reviewing and implementing changes to the LHDs risk management approach to risk screening and assessment that will inform care planning and include the patient's goals of care (GOC). This included the update of the Adult Inpatient Admission Risk Screen (AIRS) and the development of a Multidisciplinary Comprehensive Care Plan. See the video link of his consumer story for this project.

- o Contributed by commenting on draft documents, assisting in writing consumer feedback tools, carried out consumer rounding on wards at one of our pilot sites as part of data collection and was interviewed for our patient story discussing his experience of being an inpatient in our services. His engagement and ideas at all parts of this process has been invaluable.

- Membership of the DCQPCC as one of two members. This is a high level Committee that includes representation from the Executive Leadership Team, Clinical Leads and District Support services. Bill is always prepared by reading all the papers, openly voices his ideas/opinions at the meeting, bringing us back to consumers being at the centre of what we do.

- Consumer membership on the District Partnering with Consumers Committee (DPCC) since it commenced in 2019. Bill has:
 - o Independently sought out ways to deepen his own understanding of diverse and vulnerable populations and how their needs can be considered and included in all consumer engagement and experience strategies.

- o Been an active member of the DPCC and has been proactive in contributing to and revision of policies and procedures that involve the way HNE LHD engages with and partners with consumers in their own care.

- o Ensures that the DPCC adheres to the commitment that consumers receive information in a way that is clear and easy to understand by asking for clarification of topics being discussed, and identifying when committee discussion becomes difficult for consumer committee members to follow and contribute to.

- Exhibits strong advocacy for the upskilling of consumers who join committees and ensuring that HNE LHD develops resources and training that meets consumers' needs in being an effective consumer representative. Bill has sourced, reviewed and made recommendations for what HNE LHD consumer committee member resources should consist of. Bill has undertaken a wide variety of My Health Learning modules to provide an honest appraisal of whether learning modules add value to the consumer representative education.

- HNE LHD Consumer Representation on NSW Health Elevating The Human Experience working parties and a contributing consumer representative on the All of Us NSW Health consumer engagement resource currently in development.

- Membership of the Greater Newcastle Community Aged Care Sector Clinical Quality and Patient Care Committee. Bill is a passionate advocate for consumer voices to be heard and included at all levels of healthcare and governance within and external to HNE LHD.
- Attendance at a number of Consumer partnership seminars and workshops as a HNE LHD representative. Bill is a passionate advocate for how and why consumers can and should be involved in their own healthcare and has been included in a number of NSW Health consumer cameos.
- Advocacy for staff wellbeing and encourages reflection on how positively engaged staff improves the patient experience.

To sum up, Bill as a dedicated consumer who deserves to be recognised for his amazing contribution to HNE LHD and at State level. He exhibits excellence in all that he does and is a great example of how the LHD can partner with consumers in organisational design and governance.

Collaboration:

Bill enjoys collaborating and working as part of the team. He asks lots of questions and will often call on individuals in the committees/working party to clarify information.

Openness:

Bill always voices his ideas and is open about his opinions.

Respect:

Bill is respectful when putting his views across and acts in a professional manner.

Empowerment:

Bill has empowered the teams he works with to consider consumer engagement and how it could work in different scenarios.

Partnerships and Teamwork

Partnerships and Teamwork: Bill works hard to ensure he partners with the teams he works with in a positive way. He is just one of the team!

Facility / Dept / Service Manager Name	Melissa O'Brien
Facility / Dept / Service Manager Position Title	Executive Director Clinical Governance
Facility / Dept / Service Manager Email Address	Melissa.O'Brien1@health.nsw.gov.au

Individual Photo (required)

