

## Day 1

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### Q&A: The role of the Board and Executive in championing and driving the embedding of consumer and community engagement within the organisation

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#### **Ian Langdon, Board Chair, Gold Coast Hospital and Health Service**

**Mark Tucker-Evans:** Thank you, Ian for your leadership, your passion and your humour. There is in fact time for a question, so you didn't escape, so do we have a question for Ian? We have many questions. We've got time for a couple so Jo will come to you with a microphone.

**Audience member:** Hello Ian. Janet Cross from Planetree Fellowship metro South. I'm a champion there. I was on your committee for eight years on your CAG and I was at that meeting where you were confronted by the very angry consumers and carers, now, just wondering if I was influential in planting the seed on that committee to having the hook wire procedure for breast cancer now being done in your hospital? When I brought the attention to Cheryl Hurst who was a member of the board in 2015, I said that that procedure was done external to the hospital and it was the day before, it was quite barbaric and ladies were being made to go home and worry about where the wires were and what they were doing and now I see that you've actually got that procedure in the hospital on the day of surgery so I hope I planted the seed for that as a consumer advocate.

APPLAUSE

**Ian Langdon:** Yes, I do remember that. The reason I was reading that, I have a hearing impairment which is age related, nothing else I might add, I actually remember that occasion because I was in the room when you made that point. And it was barbaric, what we were doing at the university Hospital, people with breast cancer they had markers put in with the wires attached and, but the treatment wasn't at the University Hospital, it was down at Robina and those people used to get in a car, or they used to get in public transport, probably one or two changes of a bus, to go down to Robina and I think your word 'barbaric' was right. I

immediately on that occasion went back and spoke to our chief executive and I think two things occurred - one, we have now brought it back to the University Hospital, but I think also my memory serves me correctly that goes with age too but normally only on things you want to forget! From memory, we changed the procedure as well. So that the use of wirings didn't continue and it was a more sophisticated a approach than that particular approach. But if you had not raised that with Cheryl Hurst who is a member of our board, then I don't think we would have moved anywhere near as quickly so did you make a difference? Cheryl didn't make a difference, I didn't make a difference, you made a difference.

APPLAUSE

**Mark:** Thank you Ian. I know that there's many questions that you will have for Ian, are you sticking around for lunch?

**Ian:** Yes I'll be here for two days.

**Mark:** We do have to move on but one of the things I would like to acknowledge is Ian's championing of the benefit of getting the chairs of the community advisory groups together. This was identified as an important step in supporting consumer leadership across the state at our February meeting of the Queensland health consumer collaborative and Ian in fact was a former member of the that collaborative and made a great contribution. Just as his replacement on that Paul Woodhouse is making a fantastic contribution as well. I take this opportunity to acknowledge the other chairs of hospital and health services who are with us today and tomorrow.

So as the first step towards achieving a meeting of all the CAG, we've invited the consumer chairs and consumer representatives across the state to attend a breakfast tomorrow morning to discuss such an opportunity, we will be informed as to what should be looked at and how frequently this group will meet and determine what sort of support health consumers Queensland can provide, so again thank you Ian for your leadership.