

THE EDUCATION UNIVERSITY OF HONG KONG

CONSULTATIVE GROUP MEETING ON HEALTH SERVICES

Confirmed Notes of the 14th Consultative Group Meeting on Health Services
20 June 2023 (Tuesday), 10:00 a.m.
B4-GF-01 and via Zoom

Present

Ms Natalie Yu (Convenor from Student Affairs Office)
Ms Hidy Chow (Staff representative from Administrative Departments)
Ms Yvonne Yuen (Staff representative from Administrative Departments)
Dr Sarah Lee (Staff representative from Staff Associations)
Mr Wing-On Cheng (Staff representative from Staff Associations)
Dr Charles Chan (Representative from medical services provider – Health Concepts Limited)
Ms Jennie Cheng (Representative from medical services provider – Health Concepts Limited)
Ms Rachel Mak (Representative from medical services provider – Health Concepts Limited)
Mr Ryan Ng (Representative from dental services provider – Health & Care Dental Services Limited)
Ms Charlotte Lam (Student member)

Secretary

Mr John Wong (Student Affairs Office staff)

Absence with apology

Ms Angel Yiu (Student member)

In Attendance

Ms Queenie Chiu (Student Affairs Office staff)

Notes

1. Opening Remarks

The Convenor WELCOMED members to the 14th Consultative Group Meeting on Health Services and RECEIVED the student member Ms Angel Yiu's apology for her absence.

2. Last Meeting Notes (Annex I)

The Consultative Group CONFIRMED the notes of the 13th Consultative Group Meeting on Health Services held on 21 June 2022 (Annex I) as circulated to members on 19 July 2022.

3. Matters arising

The Consultative Group NOTED that for the last meeting notes,

- 3.1 most follow-up actions have already been recorded as "post-meeting notes";
- 3.2 regarding point 3.2, it is confirmed that the contingency plan in response to radiation exposure is out of the purview of this group and any such matters should be referred to the relevant department for advice;

[Post-meeting notes: Matters related to radiation safety on campus could be referred to the Health Safety, Environment and Hygiene Section of the Estates Office for advice.]
- 3.3 regarding point 6.8, Health & Care Dental Services Limited (HCD) has added the QR code of the online evaluation form to the registration form for the Voluntary Student Dental Plan;
- 3.4 regarding point 7.5, the topics of the health education programmes were decided with due consideration of the staff development workshops offered by the Human Resources Office, so that topics would not be duplicated;
- 3.5 regarding point 7.7, dental seminars were held in August 2022 and May 2023;
- 3.6 regarding point 8.4, HCD has explained their situations to the users who cannot make appointments;
- 3.7 regarding point 9.5, the notes of the 13th meeting will be uploaded to the Student Affairs Office (SAO) website upon confirmation by the Consultative Group at this meeting.

[Post-meeting notes: The notes of the 13th meeting can be found on the SAO website:

[https://www.eduhk.hk/sao/info/campus_life/health_care_services/consultative_group_meeting_on_health_services/.](https://www.eduhk.hk/sao/info/campus_life/health_care_services/consultative_group_meeting_on_health_services/)]

4. Updated Membership and Terms of Reference (Annex II)

The Consultative Group NOTED that the terms of reference had not been changed, but the membership has been changed as follows:

- 4.1. a new Operations Manager from Health Concepts Limited (HCL) replaced the then Operations Manager from HCL;
- 4.2. there are two new student members who are users of medical services and/or dental services.

5. Review of service provision (Annexes III-VI)

The Consultative Group RECEIVED Annexes III-VI and NOTED that

- 5.1 the number of attendees in the medical clinic in the first nine months of 2022/23 (i.e. as of May 2023) is greater than that in 2020/21 and 2021/22, probably due to the resumption of normalcy after the COVID-19 pandemic;
- 5.2 the number of registrants in the Voluntary Student Dental Plan in the first nine months of 2022/23 (i.e. as of May 2023) is greater than that in 2020/21 and 2021/22, while the number of attendees in the off-campus dental clinics in the first nine months of 2022/23 (i.e. as of May 2023) is around 72% of that in 2021/22;
- 5.3 the most common diseases from which the patients of the on-campus medical clinic suffered in the first nine months of 2022/23 (i.e. as of May 2023) were “respiratory disease”, “skin disease”, and “digestive disease” (which are the same as those in 2021/22);
- 5.4 the total number of responses to the evaluation for the medical clinic and the corresponding response rate by the end of 2022/23 are expected to be much higher than those in 2020/21 and 2021/22; the overall satisfaction level in 2022/23 is slightly lower than that in 2021/22, and among 11 evaluation criteria, the one with the lowest score is “medical equipment”;
- 5.5 the total number of responses to the evaluation for the dental clinics in 2022/23 (by the end of 2022/23) is expected to be much lower than that in 2021/22, possibly because the hardcopy of the evaluation form was not available in the dental clinics;
- 5.6 the overall satisfaction level (towards the services of the dental clinics) in 2022/23 (as of May 2023) is much lower than that in 2021/22, possibly because the response rate was low and only patients who might not be satisfied with the services would respond to the online evaluation even after they left the clinics;

- 5.7 in addition to posting the QR code of the online evaluation in dental clinics, HCD will explore the possibility of giving the hardcopy of the evaluation form to the EdUHK students before they leave the clinics;
- 5.8 HCL noticed that some students might expect the on-campus medical clinic to have the equipment (e.g. X-ray) that is usually available in Specialists' clinics and medical laboratories only; however, the on-campus medical clinic is a General Practice clinic;
- 5.9 a student member reflected that for the on-campus medical clinic, it might not be necessary for the on-campus clinic to have Specialist's equipment as the patients could be referred to the Specialists or the hospital if necessary; she observed that, for the dental clinics, the availability of new medical equipment varies with each clinic;
- 5.10 both HCD and HCL are invited to take note of the qualitative feedback from users, so that the quality of their services could be further enhanced.

6. Review of health education programmes (Annex VII)

The Consultative Group RECEIVED Annex VII and NOTED that

- 6.1 the total number of participants in the health seminars/talks in 2022/23 is almost the same as that in 2021/22 and higher than that in 2020/21, probably because the seminars were held in online mode which was relatively convenient for students and staff;
- 6.2 one new seminar was held by HCL in 2022/23, and there were also other health seminars/talks held by external organisations other than HCL and HCD (e.g. Hong Kong Anti-cancer Society); the SAO will collaborate with the service providers and other organisations to offer health seminars/talks which could address the needs of students in 2023/24;
- 6.3 as explained in the last meeting, the number of participants in the "Pre-employment Health Programme" in 2022/23 is much lower than that in 2021/22, because the cutoff date for the statistics in Annex VII is May 2023, and most students would join the "Pre-employment Health Programme" in June-August right before they report duties for their jobs;
- 6.4 as the risk of COVID-19 transmission has been reduced, HCD will resume the "free oral checkup for freshmen" in 2023/24 and will remind students that such services cover only basic oral checkups;
- 6.5 in the future, SAO will try to incorporate health seminars/talks into the SAO's Psychological Wellness Week, such that the importance of both physical wellness and psychological wellness could be better promoted.

HCD and HCL representatives left the meeting at this juncture.

7. A.O.B.

The Consultative Group

- 7.1 NOTED that the term “student members” is adopted in the membership of the Consultative Group as aligned with the practices of different University-level committees and could be changed, if necessary, after the completion of the University’s overhaul of student governance in 2025;
- 7.2 UNDERSTOOD that student members are not representing other students but, as the main focus of the Consultative Group is students’ health services, it will always be desirable to have more feedback from students; therefore student members are encouraged to collect feedback from other students and relay their feedback to the Consultative Group; if student members need help in this regard, they can seek help from SAO;
- 7.3 LEARNT that the services supplied by the service provider might not meet the needs of the students; therefore the students’ demand for dental services might not be high and the supply from the service provider might be proportionally reduced according to such a demand, which might result in difficulties in making appointments at preferable timeslots and locations by some students;
- 7.4 AGREED that the scope of dental services included in the service plans to which students can subscribe should be reviewed before the invitation to tender in early 2024.

There being no other business, the meeting was adjourned at 11:02 a.m.