



**Health**  
South Eastern Sydney  
Local Health District

TRIM: T17/

**Meeting:** POWH/SSEH Community Advisory Committee  
**Date:** Wednesday 25 October 2017

**Chair:** Ms Belinda Rabet  
**Minutes:** Ms Belinda Rabet

**INTRODUCTION NEW CONSUMERS TO COMMITTEE**

7 new consumer members have been recruited to the Community Advisory Committee – Orientation was given today at 4pm with 4 of the 7 consumers attending. The new members were introduced and welcomed to the rest of the Committee members.

**1. Attendance/Apologies**

NAME	AREA	status	NAME	AREA	status
Tobi Wilson	DO POWH	Present	Tanya Kant	Consumer	Present
Heather Walker	DON POWH	Present	Susan Nicholson	consumer	Present
Jennie Barry	DON SSEH	Present	John Malouf	Consumer	Apologies
Belinda Rabet	NM POWH	Present	Ericka Van Aalst	Consumer	Present
George Constantin	Consumer/Chair	Apology	Jan Titterton	consumer	Present
Andros Eleftheriou	Consumer	Present	Nava Turner	Consumer/deputy chair	Present
Carolyn Smith	A/DON SSEH	Present	Ben Steele	Consumer	Present
Keren Hong	Consumer	Present	Leanne Anderson	Consumer	Present
Kathleen Sutherland	Consumer	Present	Harris Mihalidis	Consumer	Not present
Ajay Varshney	Consumer	Not present	Sue Suchy	Consumer	Not present

**2. Minutes**

2.1	Confirmation of minutes	Minutes from September meeting confirmed
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### 3. Actions / Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due	
3.1	Mixed Gender Report (Monthly)	The mixed gender report from the Patient Flow team was tabled with an decrease in mixed gender rooms noted of 16%. This will remain on the agenda with monthly reports until stable.	Keep on agenda	B Rabet	Next meeting
3.2	Maintenance jobs back-log	Investigation into maintenance backlog reported at last meeting. Maintenance Manager will be meeting with relevant Unit Manager around any works to be conducted.	Close item		
3.3	Update - signage	Thank you to consumers, comments have been received and will be sent to Manager – final draft will be distributed	Close item		
3.4	Emergency Department GP clinics concept	Emergency GP clinics will not be introduced at POWH at this stage the Redevelopment team are looking at introducing a Medical Assessment Unit in the new building to assist moving patients through the Emergency Department for assessment.	Close item		

### 4. Standing Items

Issue	Discussion	Action Required	Who	Due	
4.1	POWH/SSEH update by hospital Executive	<p>Prince of Wales Hospital: Redevelopment progressing: Looking at generic set-up of rooms Prototype to be drawn up for staff to review Development focusing on 50% single rooms, 50% double rooms</p> <p>Planning for Christmas modifications, draft out for comment. Some ward &amp; theatre modifications will be made over the low activity period.</p> <p>'Patient opinion' to be introduced at POWH, no date provided as yet by the Local Health District.</p> <p>Sydney/Sydney Eye Hospital: Foundation Day to be held Friday, 27/10/2017. Consumers are welcome</p>	Noting only		

	<p>to attend.</p> <p>Numerical Profile planned for 4-5/12/2017. Opportunity for facility to be assessed against WHS.</p> <p>Christmas modification plan sent out for staff</p> <p>'Patient opinion' progressing well with good opportunities to improve services. A recent review of the Retinal detachment service was conducted following feedback from patient opinion.</p> <p>Next month meeting to be held at SSEH.</p>			
<p>4.2 Community Advisory Committee members questions</p>	<p>Ms Van Aalst – High St entrance. No smoking signage, however a large amount of cigarette butts. Is there a reason why this cannot be cleaned up?</p> <p>HW responded that facility would report to domestic services, there are two designated smoking areas which have been working well</p> <p>Ms Van Aalst - Outpatients, when told can't get an appointment and advised they are on a waitlist and someone will call back. Nine months later no appointment? What should they do?</p> <p>HW responded that this depends on clinical urgency. Would suggest liaising with GP to expedite appointment. GP'S give initial request.</p> <p>Mr Eleftheriou – POWH Eye Clinic, Swiping Medicare card 'kiosk' to register for appointments. Is this being introduced anywhere else?</p> <p>HW responded that a trial of using this system is to commence at POWH in Cancer Services.</p> <p>JB responded that SSEH are looking to introduce in Eye &amp; Hand Clinic. Stopping people having to wait in long queues.</p> <p>Ms Hong - Outpatients is very far for patients with mobility issues.</p> <p>HW responded that Outpatients is located midway between Barker &amp; High Streets. This may not be ideal for some patients and POWH can</p>	<p>Noting only</p>		

		<p>provide wheelchair assistance. The Redevelopment is looking to relocate to a suitable position with easier access.</p> <p>Ms Hong - Flu Warning, staff and patients gowned and door closed. What about relatives?</p> <p>HW responded that Staff would only be wearing Personal Protective Equipment in particular rooms with flu warnings.</p>		
4.3	Updates from Committee Membership	<p>All feedback attached</p> <p>Ms Nicholson: Patient Safety &amp; Q1</p> <p>Raised concerns following a patient story described at the Patient Safety Committee in relation to a patient requiring surgery following an injury to his arm who had his surgery cancelled twice and responded aggressively.</p> <p>Discussion was held around how many times should a procedure be delayed?</p> <p>HW and JB stated that cancelling patients is something that is managed closely and this particular story had been investigated. Further work is being undertaken around cancelling this cohort of patients within the surgical program.</p> <p>Ms Titterton stated that E - Healthy pathways were raised at the last Patient flow meeting and would like more information when available for the consumers.</p>	Noting only	

## 5. General Business

Issue	Discussion	Action Required	Who	Due
5.1				
5.2	Myocard – feedback requested	C Smith – SSEH 'Myocard' – feedback requested. This will be distributed via email following the meeting.	B Rabet	November 2017
5.3	Patient Experience Symposium	Ms Nicholson advised that the 2018 Patient Experience Symposium will		

	2018	be held on 9-10 April 2018		
5.4	Director of Nursing – period of leave	H Walker stated that she will be commencing on leave in November with Ms Verity Luckey relieving in the role	Noting only	

**6. New Business without notice - nil**

**The next meeting will be held on Wednesday 22 November 2017 at SSEH**

**There being no further business the meeting closed at 5.00pm**

**Accepted as a true record:**

**Signature Chair**



**Chair:** *Constanza* **Date:**

*22/11/2017*


MEETING FEEDBACK FORM

CONSUMER ADVISORY COMMITTEE

*Please submit to CAC secretariat for submission with minutes*

NAME	JAN TITTERTON		
COMMITTEE/MEETING TITLE	INTEGRATED CARE	CHAIR OF MEETING	DR GREG STEWART
DATE/TIME OF MEETING	19/10/17 11-ISH	LOCATION	SUTHERLAND/POW/ SSE
KEY POINTS	<p>"NEW" Committee, SIMILAR MEMBERSHIP. AIM TO PROVIDE HIGH LEVEL STRATEGY &amp; DIRECTION FOR EFFECTIVE PLANNING DEVELOPMENT &amp; IMPLEMENTATION OF INTEGRATED CARE. RESPONSIBLE FOR MONITORING IMPLEMENTATION OF SESLHD INTEGRATED CARE STRATEGY</p>		
ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>45 UP - MBS DATA UPTAKE STUDY 32,000 PARTICIPANTS 20,000 SUTHERLAND 2300 EAST. LOW UPTAKE CARE PLANS COULD BE LINKED TO BILLING IN PRACTICES - BULK BILLING REFERRAL HEALTH PATHWAYS</p>		
ACTIONS/COMMENTS	<p>HUGE THANKS TO IZAY FRANKS FOR HER HELP IN ACCESSING THIS MEETING</p>		

DATE: 25-10-17

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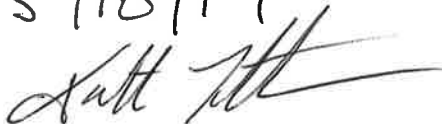
MEETING FEEDBACK FORM

CONSUMER ADVISORY COMMITTEE

*Please submit to CAC secretariat for submission with minutes*

NAME	JAN TITTERTON		
COMMITTEE/MEETING TITLE	ACCESS	CHAIR OF MEETING	HEATHER
DATE/TIME OF MEETING	24/10/17 11:00 AM	LOCATION	POW
KEY POINTS	<ul style="list-style-type: none"> <li>• EDD 87% Compliance 85-7% ACCURATE</li> <li>• E.D. FIRST NET ROLLOUT ON HOLD</li> <li>• ACCESS FOR NURSES</li> <li>• HEALTH DEPT. ED DASHBOARD INSTEAD (SOON)</li> <li>• ETP 59% ↓</li> <li>• TOC 81% ↓</li> <li>• SICK LEAVE + FAILURE TO RECRUIT REPLACEMENT DOCTORS LEADING TO BURNOUT/OVERWORK IN ED</li> <li>• CURRENT OVERTIME POLICY IMPACTING SURGERY TO RUN OWN OP DURING XMAS SHUTDOWN.</li> </ul>		
ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>HEALTH PATHWAYS - E REFERRAL OVER SUPPLY NOTED - DATA FROM LIGHTFOOT - PROPOSAL TO CUT FAT</p> <p>EDD VAST IMPROVEMENT</p> <p>WHAT IMPACT ON RETURNEE FIGURES</p>		
ACTIONS/COMMENTS			

DATE: 25/10/17

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MEETING FEEDBACK FORM  
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		CHAIR OF MEETING	George Rubin
COMMITTEE/MEETING TITLE	Patient Safety/Quality Improvement		LOCATION	EU A + B
DATE/TIME OF MEETING	09.10.17			
KEY POINTS and DISCUSSION WITH CAC MEMBERS	<p>1 Patient story - Code Black following Resched eling of Surgery to next patient. Recommendations re theatre of kinderg surgery sampling patient to be provided by Songene</p> <p>2 Complications in general high percent of in theatre. Need to drill down to wards involved in attack of complications &amp; report back</p> <p>3 Two pts at S/SEH developed Eye Infection following transplant of precut corneal tissue. New study with investigation for total S/PT in NSW developed eye infection following their procedures. S/SEH must not previously had any infection following their procedures.</p> <p>4 RCA pt with hand infection to note which was covered prior to showing ENT consultant of any pt with long history of registration ENT/consultant of any pt with long history of registration ENT/warrant. ENT to ensure pt would have respiratory function to a non ENT warrant. ENT to ensure pt would have respiratory function on hand and is available when pt visits other departments.</p> <p>5 How many existing pts have procedures rescheduled, what are the effects?</p>			

DATE:

9.10.17

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*Susan Nicholson*




MEETING FEEDBACK FORM  
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	Nursing Quality Clinical Practice		
DATE/TIME OF MEETING	28.09.2017 - 2.30	LOCATION	EVA
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>1) SEPSS kits. Presentation: Adriana Chubbarty. Any ward station obtain a kit from the ward where stocks are held, most sign a slip to indicate ward accessing kit so charge can be made to the user ward. Discussion: who is responsible for daily checking of kit stocks. Adriana to check with wards that hold kit stocks that the process is manageable</p> <p>2) National Safety and Quality Standards. Self assessment 1-3 November. Need for awareness for compliance with Topcat and other audits</p> <p>3) Clinical Business. How to ensure compliance with obligation that High Risk Clinical Business must be read and signed</p> <p>2 Have questions which must be answered at end of each high risk rule</p>		

DATE: 29.09.2017

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MEETING FEEDBACK FORM  
CONSUMER ADVISORY COMMITTEE

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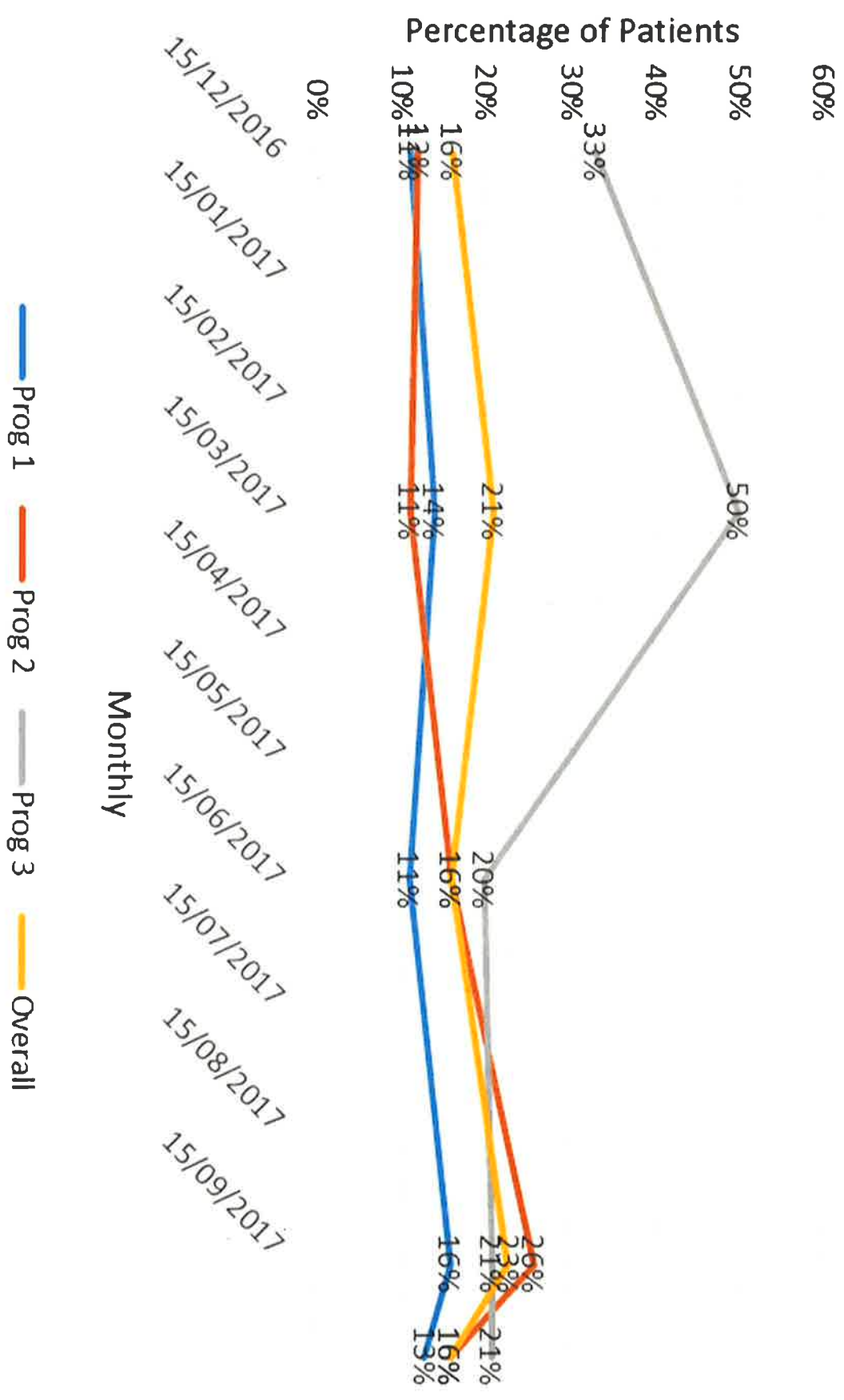
NAME	TANYA KHAN		
COMMITTEE/MEETING TITLE	SE SHHD PLOW GENERAL REHABILITATION CLINICAL Quality & PATIENT SAFETY COMMITTEE		DR GREG BOWLING
DATE/TIME OF MEETING	11.10.2017	LOCATION	SHINAR REHAB
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>Incident reports and trends</p> <p>SAC 3 and 4</p> <p>5 iims in Aug - 3 due to falls. - Falls are SAC 3 No injuries arising from falls</p> <p>One was secondary to a Cook Blue (signature) the other 2 to cognitive impairment</p> <p>Significant improvement to falls iims to previous months</p> <p>Safety huddles going well</p> <p>SAC 1 &amp; 2 - two previous deaths Sac 2 that were reported in details and reviewed at the meeting</p> <p>There was a sac 2 for unstable pressure injury</p> <p>Staffing levels are all reasonable</p> <p>Compliments \$4100 donated by a previous patient - money will be put towards updating kitchen for the unit</p> <p>\$3000 coffee machine donated by a recent patient</p> <p>Quality improvement/Research project updates</p> <p>Clinical handover project - for finalisation</p> <p>Good life project - half day planning to be rescheduled</p> <p>Next steps informing all members of the team of the process and timing how to "reflect" the learning in meeting goals on going plans sustaining outcomes into the future</p>		

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Tanya Khan 16.10.17

# Same Gender Report



# P CONCESSIONS



## Who is eligible for concessional car parking?

Patients and carers eligible to obtain concession rates when parked in public hospital car parks include:

- (a) holders of a eligible government cards;
- (b) patients and their carers who attend the hospital/facility on an ongoing basis for treatment.

Others may be eligible. Please refer to patient information services for further information.

## How do you claim your concession rate?

Eligible patients, their carers, and holders of concession cards are required to present their parking ticket, photo identification and concession card or request for concessional rates at one of the following hospital administrative points prior to exiting the car park:

- Randwick Campus Information Desk, Barker Street entrance
- After Hours, please contact the Prince Of Wales Emergency Department

**ELIGIBLE PATIENTS AND CARERS ATTENDING A PUBLIC HOSPITAL ARE ENTITLED TO OBTAIN CONCESSIONAL RATES WHEN PARKING IN A PUBLIC HOSPITAL CAR PARK.**

## Concession Rates

0 – 3 hours	FREE
3 plus hours	\$5.40 one exit only per 24 hrs
3 day ticket	\$10.90 Frequent use allowing multiple entries and exits in a 3 day period
7 day ticket	\$21.70 Frequent use allowing multiple entries and exits in a 7 day period

## Eligible concession cards:

Identification must be in the form of the applicable government issued permit or card.



Signature of cardholder

This card is NOT transferable  
humanservices.gov.au/healthcard  
Issued by the Australian Government Department of Human Services  
on behalf of the Department of Social Services



Signature of cardholder

This card is NOT transferable  
humanservices.gov.au/pensionercard  
Issued by the Australian Government Department of Human Services  
on behalf of the Department of Social Services



Visit [www.parking.health.nsw.gov.au](http://www.parking.health.nsw.gov.au) for further information on concessional parking or download our app NSW Health – hospital parking and directions on Google play or iTunes.



Health