



Meeting: POWH/SEH Community Advisory Committee
Date: Wednesday 22 November 2017

Chair: Mr George Constantin
Minutes: Ms Ildiko Greener

TOUR OF SYDNEY/SYDNEY EYE HOSPITAL

Ms Carolyn Smith gave a short tour of the hospital highlighting the restructure of the facility.

1. Attendance/Apologies

NAME	AREA	status	NAME	AREA	status
Tobi Wilson	DO POWH	Apology	Tanya Kant	Consumer	Apology
Verity Luckey	DON POWH	Present	Susan Nicholson	consumer	Present
Jennie Barry	DON SEH	Apology	John Malouf	Consumer	Present
Belinda Rabet	NM POWH	Present	Erica Van Aalst	Consumer	Present
George Constantin	Consumer/Chair	Present	Jan Titterton	consumer	Present
Andros Eleftheriou	Consumer	Not present	Nava Turner	Consumer/deputy chair	Apology
Carolyn Smith	A/DON SEH	Present	Ben Steele	Consumer	Apology
Keren Hong	Consumer	Apology	Leanne Anderson	Consumer	Apology
Kathleen Sutherland	Consumer	Present	Harris Mihailidis	Consumer	Present
Ajay Varshney	Consumer	Present	Sue Suchy	Consumer	Apology
Lesley Mc Dowell	NUM SEH OPD	Present			

2. Minutes

2.1	Confirmation of minutes	Minutes from October meeting confirmed Feedback forms not attached to October minutes when sent out – secretariat to ensure attached to minutes for future meeting.
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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 was tabled with a slight increase in mixed gender rooms noted of 18%. This will remain on the agenda	Keep on agenda	B Rabet	Next meeting

4. Standing Items

Issue	Discussion	Action Required	Who	Due
4.1 POWH/SSEH update by hospital Executive	<p>Prince of Wales Hospital:</p> <p>Introduction - Verity Luckey introduced herself as the new acting Director of Nursing for POWH – Ms Heather Walker has taken leave for 6 months. Ms Luckey gave a brief background of her career and has most recently worked as the Director of Nursing at the Children’s Hospital, Randwick, and worked previously at POWH in the Nursing Workforce Department.</p> <p>Redevelopment update given: Teams are looking at the development of a generic set-up of in patient rooms with a prototype to be drawn up for staff to review Development focusing on 50% single rooms, 50% double rooms</p> <p>Planning for Christmas modifications: Christmas modification document has been circulated to all relevant areas. Some ward & theatre modifications will be made over the low activity period. <i>JT – Commented that Surgery is looking at Strategies to review outpatients at down time instead of ED having to do pick up outpatient services over the Christmas modification period.</i></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:</p> <p>Christmas modification closure dates: 22 Dec 2017 – 15 January 2018. Christmas modification plan sent out for staff. Numerical Profile planned for 4-5/12/2017. Opportunity for facility to be assessed against WHS.</p>	Noting only		

		<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>Staff Christmas party – Breakfast scheduled for 14 Dec 2017. Consumer members were invited to attend.</p>			
4.2	Community Advisory Committee members questions	<p>SN: How did self-assessments for accreditation go at SSEH? CS: Submitted Friday waiting feedback.</p> <p>JT: POWH text messaging service needs to be addressed for outpatient services. JT stated that this results in low attendance of outpatients for scheduled appointments as there is no reminder service. VL: Advised this has been discussed with Tobi Wilson (General Manager) who is aware. VL visited OPD who are looking at implementing this.</p> <p>AV: Asked about Wi-Fi in other hospitals and future plans. Advised Wi-Fi is available at POW for staff, Children's hospital and NELUNE.</p>	Noting only	B Rabet	Prior to next meeting
4.3	Updates from Committee Membership	<p>HM: Concessional parking for pensioners/disabled at SESLHD. Discussed processes at other hospitals easier, can Randwick follow similar process and AV advised Westmead consumers receive free parking for hours each meeting attended. BR all consumers are reimbursed for travel and parking costs incurred when attending meetings at POWH/SSEH. With regards to concessional parking POWH do offer this and this advertised on the website and around the hospital.</p> <p>SN: Nursing Quality Clinical – feedback attached SN: Patient Safety + Quality Improvement Committee (POWH) – feedback attached SN: Quality Safety and Risk Management Committee (SSEH) – feedback attached</p> <p>SN attended the 'Staying Safe with your medications' held at St George Hospital. This was held in reaction to use of technology to keep track of medications - Suggested app for consumers: 'medicine wise'. JT: Concerned the hospital's message is unclear on "What medications patients are required to bring into hospital". Where is it displayed or advised to patients?</p>	To advise consumers where this information is available for patients	B Rabet	Prior to Next meeting

		<p>JT: Integrated Care Steering Committee</p> <p>JT stated that she was not happy with the progression of the Integrated Care Steering Committee, with "not much change" occurring.</p> <p>JT: stated that the Pharmacy Committee she was interested in representing on has not responded to or followed up. JT has forwarded her resume.</p> <p>BR will follow up with JT directly.</p> <p>A list of meetings is available for all members to review to see if they wish to represent on any committee/councils at POWH/SSEH – please contact BR with expressions of interest.</p>	List of meetings to be circulated prior to next meeting close item	B Rabet	Prior to next meeting
4.4	Consumer Engagement for Redevelopment working party - update	George Constantin invited to attend the next meeting on the 4 th December 2017 and will provide update next meeting.	Nothing only		

5. General Business

Issue	Discussion	Action Required	Who	Due	
5.1	January facilitated planning meeting	BR is hoping to arrange an external facilitator to assist with action planning for the consumer members of the committee for 2018. This is proposed to be for the January meeting.	Arrange facilitator and inform members	B Rabet	Next meeting

6. New Business without notice

Issue	Discussion	Action Required	Who	Due	
6.1	Paid Participation	As a token gesture the LHD will now be funding volunteers so they are paid for their time and reimbursed with vouchers. Belinda to send one pager on paid participation to all members. This will commence in December 2017.	One pager to be sent out to members prior to next meeting – close item	B Rabet	Prior to next meeting
6.2	Paper Reporting	JM raised concerns and commented that a lot of paper is utilised for reporting especially by the finance committee. Raised a number of questions: where and who does it all go to? Discussion held on this topic.	Nothing only		

The next meeting will be held on Wednesday 24 January 2017 at POWH

There being no further business the meeting closed at 5.17pm

Accepted as a true record:

Chair:  George Constantin

Date:

 24/10/18

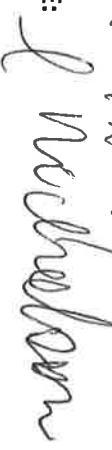
Signature Chair

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	Patient Safety/Quality Improvement		
DATE/TIME OF MEETING	04.12.17 all 1300 hrs	CHAIR OF MEETING	George Robin
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>0 Patient Story - medical oncology patient. Nurse provided. Thanks to all staff. Nurses re written information, patient spoke up about medication mistakes. Nursing leadership appreciated.</p> <p>2) CAC UTI project - presentation that evening. Had been - Nurse Manager Research. 80% UTIs due to IOC. More than 4 days -> to extra hospital days. Aim to reduce catheter use with POU by 20%.</p> <p>3) Complaints - Percentage of complaints re staff etc have reduced</p>		

DATE: 05.12.17

SIGNATURE: 

MEETING FEEDBACK FORM

CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Andreas Eltzhorn		
COMMITTEE/MEETING TITLE	Infection control ^{sydney}	CHAIR OF MEETING	Andreas Eltzhorn Benjamin
DATE/TIME OF MEETING	13.12.2017	LOCATION	Sydney Eye Hospital
KEY POINTS	<ul style="list-style-type: none"> • Shortage of TABOZAM • Education day in October ✓ • Issue with curtains • Action plan Legionella bacteria count HAC incident report - Better control of Endo Phthalmitis • Question how end ophthalmitis occurring during procedure 		
ITEMS FOR DISCUSSION WITH CAC MEMBERS	<ul style="list-style-type: none"> • Discussion group to be held on Endo ophthalmitis research • Aseptic technique & Audits to be held every 10 months • Report to be brought at next meeting • Compliance with vaccination and screening - Corneal cutting to be halted 		
ACTIONS/COMMENTS	<ul style="list-style-type: none"> • Offer infection occurred to be contained intervention after further notice correct cutting piece recalled after incident • Antimicrobial survey held results to be provided next meeting 		

DATE: 13.12.2017
 SIGNATURE: Andreas Eltzhorn
 NEW business - meeting will now be held on Thursday.

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	Patient Safety and Quality Improvement	CHAIR OF MEETING	George Rubin
DATE/TIME OF MEETING	06/11/17 at 1300 HRS.	LOCATION	EJ 4+B
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>1) Patient Story: Care Story. Help with received from community nurses when following Hospital story a major dependent on wife for care.</p> <p>2) Present with L Perry. Pressure Injury Point Prevalence, Risk screening and skin assessment increases since 2015. Hospital-acquired PIR.</p> <p>3) Standard matters replacement program procedure</p> <p>3) Executive walk rounds, schedule for Actions responsibility and timeline to be developed.</p> <p>4) Review of The Annual Health Roundtable reports for 1) PQC; 2) S/S/EI+</p>		

DATE:

10-11-17

SIGNATURE:

[Handwritten Signature]

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	Quality Safety and Risk Management		
DATE/TIME OF MEETING	02-11-17 at 10 AM	CHAIR OF MEETING	Pauline Kummer
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>1) Audit Tool. Planned change from Topcat, All Audits to continue as usual as data can be extracted from Topcat as needed for Accreditation.</p> <p>2) Medication Incidents in specific eye not stated. ii) Eye drops at bedside not being properly stored. iii) Patient self medication using expired medication, patient sedation and block attended when surgical team discovered that tonic lens required had not been ordered as need for this lens had not been noted on recommendation for accreditation form.</p> <p>4) Bell Rail Discussion, Use of Cot sides must be documented in patient notes</p> <p>5) S/S EIT has launched REACH program</p>		

DATE: 08-11-17

SIGNATURE: *S. Nicholson*

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	Nursing Availability & Clinical Practice		
DATE/TIME OF MEETING	CHAIR OF MEETING	LOCATION	
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	26-10-17 at 2.30	Michaela Kelleher	Survival & Orthopaedic Labs
	Presentation: Caroline Williams. eEric (the eMR) system for all New ICUs to go live 27.11.17.		

DATE:

27.10.17

SIGNATURE:

Susan Nicholson