



**Health**  
South Eastern Sydney  
Local Health District

**TRIM: T18/xxxxxx**

**Meeting:** POWH/SSEH Community Advisory Committee  
**Date:** Wednesday 28 February 2018

**Chair:** Mr George Constantin  
**Minutes:** Ms Ildiko Greener

**430pm-6pm: Facilitated Consumer Planning for 2018  
Facilitated by Michelle Carvalho-Mora, Project Officer, Strategy and Planning POWH**

**1. Attendance/Apologies**

NAME	AREA	status	NAME	AREA	status
Tobi Wilson	DO POWH	Present	Tanya Kant	Consumer	Apology
Verity Luckey	DON POWH	Present	Susan Nicholson	consumer	Present
Jennie Barry	DON SSEH	Apology	Ben Steele	Consumer	Present
Carolyn Smith	SSEH	Present	Ericka Van Aalst	Consumer	Apology
Belinda Rabet	NM POWH	Present	Jan Titterton	consumer	Present
George Constantin	Consumer/Chair	Present	Nava Turner	Consumer/Dep Chair	Apology
Keren Hong	Consumer	Present	Leanne Anderson	Consumer	Apology
Kathleen Sutherland	Consumer	Present	Harris Mihalidis	Consumer	Present
Ajay Varshney	Consumer	Present	Sue Suchy	Consumer	Present
Jackie Stephenson	Diversity Health	Present	Andros Eleftheriou	Consumer	Present

**2. Minutes**

2.1	Confirmation of minutes	The minutes from January meeting were confirmed as a true and accurate record – by Ajay Varshney & Susan Nicholson.
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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 showing movement over the last couple of months. Currently at 19%.	B Rabet	Next meeting
3.2	Hand Hygiene reports	Reports emailed to committee members.		

3.3	Election of Chair	George Constantine formally elected as Chair for 2018	Noting only		
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#### 4. Standing Items

Issue		Discussion	Action Required	Who	Due
4.1	POWH/SSEH update by hospital Executive	<p><b>Prince of Wales Hospital:</b> Redevelopment update: POWH have recently signed off on the schematic design phase. There will be a 3-4 month review followed by detailed design of the build. A presentation will be provided in the near future.</p> <p>Currently at the first draft stage of the POWH budget, to be finalised.</p> <p>Seasonal planning to commence for winter in the following weeks.</p> <p>International Nurses Day Week – to Celebrate nurses. Chief Nurse of NSW to attend.</p> <p><b>Sydney/Sydney Eye Hospital:</b> Currently working on feedback in relation to the Patient Opinion at SSEH. Departments will be notified of the feedback and comments received.</p> <p>SSEH also commencing to work on Seasonal Planning for winter.</p>	Noting only		
4.2	Community Advisory Committee members questions	<p>HM – Advised there are not enough seats available for patients waiting outside SEALS each morning. Quite a number of people waiting first thing in the morning for SEALS. Suggested to install a numbering system.</p> <p>HM: Advised when validating the carpark ticket at the new information desk there usually is a long wait, again not enough seating available.</p> <p>SN: Requested an update on the progress on the signage for the toilet BR: no update available at present. To investigate</p> <p>SN: Advised that the leatherette seating in the Hydrotherapy ladies change room has not yet been repaired. BR: To provide an update on the progress.</p> <p>SN: Requested the graffiti at the High St entrance to be removed. Graffiti is offensive and has been there for a while.</p>	<p>BR to follow up</p> <p>BR to follow up</p> <p>BR to follow up</p> <p>BR to follow up</p> <p>BR to follow up</p> <p>BR to follow up</p>	BR	Next meeting

	<p>JT: Requested an update regarding the Patient Flow committee meetings.  BR: Advised the meeting is being restructured and all members of the committee will be advised when this is finalised.  In the interim a Patient Flow Collaborative meeting has commenced.  BR: To establish if and when consumer representation would be taking part.</p> <p>SS: Requested update regarding the disabled toilets.  BR: Advised engineering in the process of obtaining quotes to remove all 'self-closers'.</p> <p>KS: Queried regarding the Advanced Care Planning if Ambulance and palliative care pathways are in place avoiding admission pathways?  VL: stated that these are in place with relevant patients</p> <p>BS: Would like to know when the patient opinion will commence at POWH?  BR: Advised CPIU – Christine Conn is looking to at July 2018. BR to request CPIU to do a presentation for March meeting.</p>	BR to follow up	BR	Next meeting
<p>4.3 Updates from Committee Membership</p>	<p>JT: Attended the Integrated Care Steering Committee. This meeting has been re-organised as there have been no meetings for a while. Discussed diabetes issues – 'Sugar Mama' – Gestational diabetes for pregnant women.</p> <p>TK: Attended the Falls committee, number of falls continuing to increase in Oncology, 4E, CSIA, CSIR, 9W.  BR: To arrange a Falls presentation by Jackie and Andrew.</p> <p>VL: Discussed plans for two bedded rooms in new development. Designed for more visibility into rooms by staff.  Moto: 'Seen to be seen'.</p> <p>TK &amp; SN: Clinical, Patient Safety and Quality Committee meeting: Planning day with MDT. MAPS Quality improvements going well. Short waitlist in most areas.  Currently in the process of implementation for the Accreditation Governing committee.</p> <p>TK &amp; AJ: Attended Infection Control meeting  AJ: Advised Nutrition Committee meeting was cancelled.</p>	BR to arrange	BR	To be arranged

	<p>SN: Number of items discussed: Quality &amp; Risk Management, QARS in the process of replacing Top cat device. Pressure Injury point prevalence audit in March will produce benchmark. East Eye examination room being refurbished due to Safety concerns.</p> <p>CS - SSEH: Clinical Quality Risk Management Meeting update, QSR - Audits preparing to commence. REACH Programme - concerns were raised around discharge however they have been rectified with a positive feedback recieved from patients and staff.</p> <p>BS: Received invite for "Closing the Gap' event. Requested to be sent to all members.</p> <p>Feedback forms attached</p>			
4.4 Consumer Engagement for Redevelopment working party - update	<p>AV advised Emergency Department in final stages prior to signoff. Spinal and Infectious diseases have been signed off.</p>	Nothing only		

### 5. General Business

Issue	Discussion	Action Required	Who	Due
5.1 nil				

### 6. New Business without notice

Issue	Discussion	Action Required	Who	Due
6.1 Election of Deputy chair	<p>B Rabet to send nomination forms to all members calling for nominations/expressions of interest prior to next meeting for the Deputy chair 2018. Deputy chair to be formally elected at next meeting</p>	Consumers to send nominations	BR	Next meeting
6.2 Patient Experience Survey	<p>BR is looking at developing a working party to assist with a project. Require approx. 3-4 committee members. The project is to develop a suite of generic questions aimed at patients this survey will be POWH/SSEH.</p>	BR to await nominess and will feedback progress	BR	April meeting

The next meeting will be held on Wednesday 28 March 2018 at POWH

There being no further business the meeting closed at 6pm

Accepted as a true record: ATYH Chair: GEORGE CONSTANTIN Date: 28 MARCH 2018.

Signature Chair JAN THREBON.

MEETING FEEDBACK FORM  
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susana Nicholson		CHAIR OF MEETING	Pauline Rummel
COMMITTEE/MEETING TITLE	SHE Clinical Quality Risk Management		LOCATION	Clayton Theatre
DATE/TIME OF MEETING	9-02-18, 1400-1600 Hrs			
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>1) Auditors. Hand held device - QARS to replace Trest device.          Audit Office Karla to oversee change over from 12<sup>th</sup> Feb 2018          Pressure in very point prevalence audit in March should proceed          benchmark</p> <p>2) Leadership walk around</p> <p>1) Least Eye Examination Room being refurbished due to safety concern          ii) Medical Imaging - Pt Id of patients referred by ED to be over handed          3) Reports by managers that all banned combine medication          have been removed from ward's</p> <p>4) Clinical Procedure Safety Checklist @ T. Random sample of          10 Patients. Documentation Allergies being handwritten          documentation when known          documentation audits by nursing staff</p>			

DATE: 03-02-18

SIGNATURE: *Susana Nicholson*

MEETING FEEDBACK FORM  
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	COMMITTEE/MEETING TITLE	CHAIR OF MEETING	
DATE/TIME OF MEETING		LOCATION	
KEY POINTS and DISCUSSION WITH CAC MEMBERS			
	Susan Nicholson Patient Safety and Quality	George Rubin	
	05-02-18 13-14:30 hrs	EVATB	
<p>1) Patient Story, Diabetic pt with eye sight problems, then with high blood glucose. Thanked for care &amp; special nursing staff.</p> <p>2) Accreditation, governing commi the being implemented when</p> <p>3) VTE Prophylaxis, how - fatal VTE incident when prophylaxis was not recommended but was instituted in line with patient risk</p>			

DATE: 27.02.18

SIGNATURE: *J. Morrison*

MEETING FEEDBACK FORM  
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nielsen		
COMMITTEE/MEETING TITLE	Ovarian Cancer Modality and Clinical Practice Update		
DATE/TIME OF MEETING	22-02-14:30 - 15:30	CHAIR OF MEETING	Michelle Kehler
KEY POINTS and DISCUSSION WITH CAC MEMBERS		LOCATION	EU - A
<p>1) Presentation - Chris con - Manager CPIO Quality manager appointed to manage standards 546 and morality and mortality Pain medication survey 03-07 September 2) Pain care leaflet. To be discussed with patient/carer carer and left with patient 3) Working Party being setup to review how we use ensuring that correct use when patient receiving more than one 1) medication to exclude use of some of them to a patient when one of the medications is not compatible with another if same route is used for administration 4) New Porter - Need to call Code Blue if patient suspected of a stroke</p>			

DATE: 23-02-18

SIGNATURE: *J Nielsen*



MEETING FEEDBACK FORM  
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	CHAIR OF MEETING
COMMITTEE/MEETING TITLE	
DATE/TIME OF MEETING	LOCATION
KEY POINTS and DISCUSSION WITH CAC MEMBERS	
<p>Wesley Nicholson                      Practice Quality and Clinical Practice                      25-01-18 14.30-15.30</p>	<p>Michael Reheller                      E U R</p>
<p>1) IM complaints - Chair to raise data trends with CIPD manager so that we can be fed back to frontline staff to provide understanding of how staff behaviour/artist better contribute to complaints and incident?                      2) EMR - stool charts - i) Unlikely to trend entries on electronic stool chart to receive patient based habits. ii) Stomal therapy on able to access chart document stomal output charts only offers a range of valvelfixes - redn. 1.                      3) Michelle Reheller to follow up on 54/58: 54 and 58 administration probesser the same. Notation of mandatory co-siting junction on 540 medication prescription not yet implemented</p>	

DATE: 29-01-18

SIGNATURE: *[Handwritten Signature]*

## MEETING FEEDBACK FORM

### CONSUMER ADVISORY COMMITTEE

*Please submit to CAC secretariat for submission with minutes*

NAME	TANYA KAWI		
COMMITTEE/MEETING TITLE	FALLS Committee	CHAIR OF MEETING	
DATE/TIME OF MEETING	25.1.2018	LOCATION	LEV 1 ENG LABORATORY
KEY POINTS <i>update on falls across Pen</i>	<p>Wards identified as of concern re increasing falls rates                  Oncology 4E, CSIA, CSIR, 9W                  Action to contact NUM on Oncology/Spinal Rehab to develop better understanding of what is contributing to their rate of falls and actions being taken to reduce risks</p> <p>NUMBER of missed opportunities One of the factors communication between Ophthalmology &amp; Medical</p>		
ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p><i>mediation</i>                  Review not undertaken as part of basic screening</p> <p>Jenny Barry/P. Lumma to be notified Falls Comm reviewed report from IE and are concerned that medical professionals are not identified as part of solutions for patients with recurring PACE'S being rolled out 2 wards participatory</p>		
L BVC			
ACTIONS/COMMENTS	<p>concerns that the wards participatory are not the ones where there is concerns re increasing rate of falls</p>		

DATE: 25.1.2018

SIGNATURE *Tanya Kawi*

MEETING FEEDBACK FORM  
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	TANYA KANI		
COMMITTEE/MEETING TITLE	WARD/DEPARTMENTAL COUNCIL QUALITY & PATIENT SAFETY (COPSC)	CHAIR OF MEETING	PETER THOMPSON
DATE/TIME OF MEETING	14.2.2018 3 PM WEDNESDAY MEETING	LOCATION	SPINAL REHAB LEV 2
KEY POINTS and TEMS FOR DISCUSSION WITH CAC MEMBERS	<p>Planning day with MDT to include Planning &amp; Strategic Decisions          Best Bede I seen and analyse data re maintenance type change          and N/AE status</p> <p>MTAS - Quality improvements going well          mortality and morbidity - NO mortality refer Jim's report          wait list - short in all areas          Repair Rehab team email list updated</p> <p><u>Geriatric Patient's Risk Assessment</u>          Identify as part of action item they are to be moved in Room 21/22 to          allow optimal space for equipment needs          otherwise to be housed in site Rooms          Num is the person responsible</p> <p><u>Remediation</u>          Dining Room/Kitchen/care conference room furnishing          all be going          Stone Audit coming up - has not been addressed          Nutrition on the ward - Dieticians/Nursing staff to implement          better nutritional outcomes - ongoing          complaints: certain patient complained about a staff member this          is being monitored and reviewed on 2 weekly basis Nim Anne</p>		

DATE: 16.2.18

SIGNATURE: *Melanie*



The Prince of Wales Hospital  
& Community Health Service

# CARE FOR YOUR DRAIN



**It is very important to take care when walking or moving with your drain**

**Is it secure? If not please ask your nurse to help**



**D**o not leave it behind

**R**emember to take it with you

**A**lways have it secured

**I**t increases your safety

**N**urses are always here to help

CAC Community Advisory Committee Meeting  
 Wednesday, 28 February 2018

NAME	Area	Present	Apologies	Not Present
Tobi Wilson	DO POWH		✓	
Verity Luckey	DOR of Nursing	✓		
Belinda Rabet	Nurse Manager	✓	✓	
Jennie Barry <i>Carolyn Smith</i>	DOR Nursing SSEH	<del>WV</del>	✓ <del>WV</del>	<del>Carolyn Smith</del> ✓
George Constantin	Consumer	✓		
Andros Eleftheriou	Consumer	Ⓟ		
Carolyn Smith	<del>Consumer</del> DRON	✓ <del>CS</del>		
Keren Hong	Consumer			
Kathleen Sutherland	Consumer	Ⓟ		
Ajay Varshney	Consumer	Ⓟ		
Tanya Kant	Consumer	Ⓟ		
Susan Nicholson	Consumer	✓		
Ericka Van Aalst	Consumer		A	
Jan Titterton	Consumer	Ⓟ		
Nava Turner	Consumer		A	
Ben Steele	Consumer	Ⓟ		
Leanne Anderson	Consumer		A	
Harris Mihailidis	Consumer	Ⓟ		
Sue Suchy	Consumer	✓		