



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

Chair: Mr George Constantin
Minutes: Ms Ildiko Greener

Presentation: CPIU Chris Conn – Patient Opinion Rollout at POWH

Chris Conn advised she is in the process to commence new benchmarking for 'Responding and accountability' to deal with different situations. The rollout of 'Patient Opinion survey' should take approximately 4-6 months to roll out at POWH. This procedure has been well received with a positive result at SSEH.
Chris advised she has also arranged training for staff to deal with complaints and to resolve issues immediately- 'Building Skill and Capacity'. Currently Chris and her team are concentrating to consolidate the back log.

1. Attendance/Apologies

NAME	AREA	status	NAME	AREA	status
Tobi Wilson	DO POWH	Present	Tanya Kant	Consumer	Present
Verity Luckey	DON POWH	Apology	Susan Nicholson	consumer	Present
Jennie Barry	DON SSEH	Apology	Ben Steele	Consumer	Apology
Carolyn Smith	SSEH	Apology	Ericka Van Aalst	Consumer	Present
Belinda Rabet	NM POWH	Present	Jan Titterton	consumer	Present
George Constantin	Consumer/Chair	Present	Nava Turner	Consumer/Dep Chair	Present
Keren Hong	Consumer	Present	Leanne Anderson	Consumer	Present
Kathleen Sutherland	Consumer	Present	Harris Mihailidis	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 committee members.
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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 surgery showing an increase, Co-Directors, Patient Flow Manager and Nursing Unit Managers working together to decrease. Currently at 19%.	Keep on agenda	B Rabet	Next meeting
3.2	SEALS Pathology & Barker Street enquiries - seating	BR confirmed with SEALS services commence at 7.30am weekdays and 8.00am weekends. However during the week doors will open at 7.15am only if sufficient staff are onsite for safety purposes.	Close item		
3.3	Toilet signage - update	Currently in the process rolling out signage in the toilets across the hospital. Routine cleaning of public toilets has now been established with evening cleaning staff.	Close item		
3.4	Hydrotherapy – seating not fixed - feedback	Hydrotherapy chairs in the ladies change room have been replaced.	Close item		
3.5	REACH – POW - update	Delay with rollout is due to confirmation of telephone number. Reach - Presentation to be conducted at next meeting	Presentation to be arranged	Katie	Next meeting
3.6	Graffiti – High Street entrance	Advised new signage has been ordered and to be replaced 26 March. To date this has not been actioned – BR to follow up.	Keep on agenda	B Rabet	Next meeting
3.7	Deputy Chair election	During the meeting nominations were taken for Deputy Chair. Nava Turner successful as Deputy Chair for 2018	Close item		
3.8	Patient Flow Collaborative – consumer representation	GM Tobi Wilson advised Patient Flow Collaborative meetings have commenced however they have been redesigned and doesn't feel it is suitable or beneficial for community members to attend due to the content of the meeting being project orientated.	Presentation to be arranged	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: Redevelopment update:</p> <p>GM Tobi Wilson majority of schematics for redevelopment have been finalised and signed off. Design stage to commence. Design of the rooms would like to incorporate 'Models of care'. This is also a good time to consider how to better stream patients through the hospital.</p> <p>POWHF have supported an innovation for the Spinal Unit to use</p>	<p>Presentation 'Redesign Rooms'</p>	<p>GM –Tobi Williams</p> <p>TBA</p>

		<p>D-assist voice activation - nurse call system. POWH the first hospital in the world to commence using this tool. Due to be rolled out week after Easter.</p> <p>Patient flow have arranged Patient Improvement training for 130 frontline managers and staff. This will provide managers the methodology and permission to better improve projects to ultimately change the culture.</p> <p>Sydney/Sydney Eye Hospital: Nil representation</p>			
4.2	Community Advisory Committee members questions	<p>KH – Raised concerns regarding a situation she was involved in to make an immediate decision on behalf of a family member during critical operations effecting the patient’s life expectancy/outcome. KH feels this could have been dealt differently. BR requested KH to send her complaint to follow up.</p> <p>JT – Commented discharge letter was received after two months.</p> <p>Members requested follow up response times for complaints. CC/BR advised POWH has a 5 day turnaround response time to complainant. Complaint must be dealt with in a 35day turnaround period or the matter is escalated to the ministry. Currently POWH has a 95% response time within 5 days.</p> <p>EV – Asked how outpatients appointments can be managed better? CC – Advised a “timely response” is being discussed to ensure outpatients appointments are dealt in a timely fashion</p> <p>AV – Are complaints increasing or decreasing? CC – Advised complaints are decreasing and will continue to decrease however cannot advise how long it will take to be up to date.</p>			
4.3	Updates from Committee Membership	<p>SN - Attended QCPC meeting during the meeting the committee discussed the following:</p> <ul style="list-style-type: none"> - Evaluation survey results. - Parkinson’s medication - Medical Officers at times were found not administering in line with patients usual time. - Medication safety – paracetamol orders to be reviewed every 24hours. 			

		<p>SN – Attended Patient Safety & Improvement Committee.</p> <ul style="list-style-type: none"> - Presentation was held – Advanced Recovery Orthopaedic Program, program commenced November 2017 with a third of the patients undergoing replacement hip and knee surgery. - Investigation has taken place regarding the incorrect labelling of medical Air Cylinder found it was the fault of the company and not POWH. - Vaccine storage and cold chain management was also addressed during the meeting. <p>AE – Attended SSEH Infection Prevention and Control Committee meeting. During the meeting the following was discussed;</p> <ul style="list-style-type: none"> - Use of top cat and QARS for auditing - Presentation was held regarding Corneal Cutting - Clinical Excellence commission report 22 fridges require checking for correct temperature to store medication - SSEH require all staff to be immunised to be 100% compliant. - Maintenance report suggest an increase in legionella especially from air-conditioning units. - Hand hygiene Audit conducted during May sometime, this is to be conducted twice a year. <p>JT – showed interest to the Alignment Event and would like to attend.</p> <p>AV – Attended the 'Food and Nutrition' Committee during this meeting the following was discussed.</p> <ul style="list-style-type: none"> - Food items missing from trays and not correctly completed. Part of this issue was due to patients arriving unexpectedly or late. It was suggested to have a fridge with a lock with extra food items for late patients. - AV suggested visiting catering sites to review the issue. <p>NT & AV – Attended Infection Control meeting at POWH</p> <p>AV, NT, GC attended the Re-development committee meeting, requested a presentation to be conducted at future meetings.</p> <p>TK: Attended the Falls committee, number of falls continuing to increase in Oncology, 4E, C5IA, CSIR, 9W.</p> <p>.</p>	<p>To arrange a Falls presentation by Jackie and Andrew</p>	<p>BR</p>	<p>TBA</p>
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4.4	Consumer Engagement for Redevelopment working party - update	Ajay Varshney, Nava Turner and George Constantin are all part of the committee. Committee members requested presentation on re-development	TW to present	BR/TW	
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5. General Business

	Issue	Discussion	Action Required	Who	Due
5.1	CAC Action Plan	JT requested a copy to be emailed. Keep on agenda for next meeting	Presentation at next meeting	All members	Next meeting

6. New Business without notice

	Issue	Discussion	Action Required	Who	Due
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nil

The next meeting will be held on Wednesday 2 May 2018 at POWH

There being no further business the meeting closed at 6pm

Accepted as a true record: _____ **Chair:** _____ **Date:** _____

Signature Chair