



Health

South Eastern Sydney
Local Health District



TRIM: T19/xxxxxxx

Meeting: POWH/SSEH Community Advisory Committee
Date: Wednesday 25 September 2019

Chair: Mr George Constantin
Minutes: Ildiko Greener (EA to DON)

4pm: Vistit to prototype room

All consumer members were invited to view the prototype patient room which has been co-designed as part of the Prince of Wales Hospital Redevelopment.

5.15pm: Facilitated session to finalise action plan for 2020 – Mary Mulchay

Mary Mulchay facilitated a 45minute session with all consumer members to work on the CAC action plan for 2020.

1. Attendance/Apologies

NAME	AREA	status	NAME	AREA	status
Jennie Barry	GM	Present	Tanya Kant	Consumer	Present
Karen Tuqiri	DON POWH	Apology	Susan Nicholson	consumer	Present
Barbara Daly	A/DON SSEH	Apology	Ben Steele	Consumer	Not present
Belinda Rabet	NM POWH	Present	Ericka Van Aalst	Consumer	Present
Carolyn Smith	NM SSEH	Apology	Jan Titterton	Consumer	Present
George Constantin	Consumer/Chair	Present	Andros Eleftheriou	Consumer	Not present
Nava Turner	Consumer	Present	Sue Suchy	Consumer	Present
Kathleen Sutherland	Consumer	Apology	Harris Mihailidis	Co-Chair	Present
Ajay Varshney	Consumer	Present	Louise Dunne	NM SSEH	Not present
Keren Hong	Consumer	Apology			

2. Minutes

2.1 Confirmation of minutes

The minutes from the August 2019 were confirmed as a true and accurate record by Ajay Varshney.

3. Conflict of Interest

3.1	Conflict of Interest	N/A
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4. Actions/ Plans arising from previous minutes

Issue		Discussion	Action Required	Who	Due
4.1	Video of ASB build	The link was not available at this time.	Link to be sent via email – close item	IG	Prior to next meeting
4.2	Hand Hygiene roving units and audit results	KT has conducted walk arounds to inpatient units further walkarounds scheduled. Audits are being conducted. Positive feedback has been received. It has identified issues with 'clutter' on wards and action items are being identified. Further feedback will be available at the next meeting.	Audit results to be presented	KT	October meeting
4.3	Superintendent Cottage update	JB reported that the Superintendent Cottage on track and is nearing completion. A Launch is planned for October 2019. Consumers will be invited to attend.	Details to be sent to consumers. Update at next meeting.	IG	October meeting

5. Standing Items

Issue		Discussion	Action Required	Who	Due
5.1	POWH/SSEH update by hospital Executive – GM	<p>Prince of Wales Hospital:</p> <p>JB provided an update: POWH wards have had a busy time with an increased number of admitted patients. POWH running at 100% plus capacity on a daily basis for the last couple of months. Occasionally 200 patients admitted to ED daily.</p> <p>This week is reportedly the first week for POWH that has seen an improvement in numbers and is more manageable, perhaps due to season change.</p> <p>Redevelopment update: Prototype rooms have been signed off. Discussions continuing on how staff will work in the new build. Plans are in place for foundations to be laid in the coming weeks.</p>			

		SSEH update: Alan Porritt has been appointed as the DON for SSEH Please see attached meeting feedback forms.			
5.2	POWH/SSEH update by Committee Members				

6. New Business

Issue	Discussion	Action Required	Who	Due
6.1	Finalise action plan – Mary Mulcahy	As above		
6.2	Annual fire training	All consumer members asked to complete their annual mandatory training – calendar sent out by BR prior to meeting. Members asked to advise BR/SB when they have completed training	Noting only	

7. New Business without notice

Issue	Discussion	Action Required	Who	Due
7.1	Notice Board – Level 2	SN advises the notice board outside the lifts on level 2 High Street Entrance has not been updated since 2017.	Advise Media to update – update at next meeting BR	Next meeting

There being no further business the meeting closed at 5.50 pm

Accepted as a true record: George Constantin Chair: _____ Date: 27/02/20

Signature Chair

**MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	Tanya Kant		
COMMITTEE/MEETING TITLE	INFECTION PREVENTION AND CONTROL COMMITTEE		
FREQUENCY OF MEETING	CHAIR OF MEETING	ONE A MONTH	
DATE/TIME OF MEETING	LOCATION	LAST FRIDAY OF THE MONTH AUGUST	
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>Key Takeaway: Business Plan 2019-2021 DEVELOPED HM TO PROTECT PATIENTS STAFF & VISITORS FROM HENTICATE ASSOCIATED INFECTIONS RATIONALE TO REDUCE HENTICATE ASSOCIATED INFECTIONS BY A COMBINED APPROACH TARGETING HUMAN BEHAVIOUR TO IMPROVE COMPLIANCE WITH BEST PRACTICE BY ALL HEALTH WORKERS</p>		
	<p>Key Points: HAND HYGIENE AUDITS ASSESS TECHNIQUES & IMPOSITIVE BEHAVIOUR - MAINTENANCE TO BE REVIEWED IN SEPT MANAGEMENT - CLUSTER AS FOLLOWS STRATEGIC PLAN FEEDBACK REQUESTED</p> <p>Summary: IMPROVING INFECTION PREVENTION STRATEGIC PLAN FEEDBACK REQUESTED</p>		
	PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.		

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DATE: 9 Sept 2019

PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.

Summary: look of members reported pressure on staff

Key Points: discusses things that are to be done to reduce pressure on staff
 - look of reporting method of pressure on staff

Key Takeaway: Very long discussion on pressure on staff increase in reporting

KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS

NAME	Alyc WATSON		
COMMITTEE/MEETING TITLE	Pressure Inquiry Presentation & Management		
FREQUENCY OF MEETING	Once a month		
DATE/TIME OF MEETING	9 Sept 2019 1100 - 1200	LOCATION	PowH. Eric Room A.
CHAIR OF MEETING	Prof Jim Beesley		

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MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

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CONSUMER ADVISORY COMMITTEE

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NAME	TANYA KANS		
COMMITTEE/MEETING TITLE	POWH & CFS INFECTION PREVENTION	CHAIR OF MEETING DR. MACKINTOSH	
DATE/TIME OF MEETING	31.1.2020 10.30 AM	LOCATION EDU	
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p><u>Hand Hygiene Update</u> <u>Audit period finishes March 2020</u> <u>300 comments recorded so far</u> <u>Vacc exposures & Vaccinations</u> <u>Total 96 incidents reported for 2019</u> <u>11 of them for December 19</u> <u>Medical staff can now prescribe retractable</u> <u>in-sulin pens and in services are now occurring</u> <u>Heater Coater Units</u> <u>No issues</u> <u>Tests carried out as per protocol</u> <u>Cardiovascular Air Handling</u> <u>regular services attended from Engineering Dept</u></p>		

DATE: 31.1.2020

SIGNATURE: *T Kant*

SIGNATURE: *[Signature]*
 DATE: 3/10/20

<p>NAME</p> <p>ASAY VARSHNEY</p>	<p>COMMITTEE/MEETING TITLE</p> <p>Infection Prevention & Control</p>	<p>FREQUENCY OF MEETING</p> <p>once a month</p>	<p>DATE/TIME OF MEETING</p> <p>3/10/20 @ 10:30</p>	<p>KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS</p> <p>- children hospital surgical theater extra attention for cleaning</p> <p>- words stemming out of hand rub</p> <p>- Risk assessment next month</p> <p>- cameras left for longer than 3 day causing infection</p> <p>- BSI testing caused spray into eyes.</p> <p>- some equipment is bought without tracking & hence cleaning tracking is becoming locked.</p>	<p>Key Takeaway:</p>	<p>Summary:</p> <p>All things are being looked at.</p>	<p>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</p>
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**MEETING FEEDBACK FORM
 CONSUMER ADVISORY COMMITTEE**

SIGNATURE: *[Signature]*

DATE: 05/21/20

<p>NAME</p> <p><i>Alan Vardanyan</i></p>	<p>COMMITTEE/MEETING TITLE</p> <p><i>Wayfinding</i></p>	<p>FREQUENCY OF MEETING</p> <p><i>once every two months</i></p>	<p>DATE/TIME OF MEETING</p> <p><i>5/21/20</i></p>	<p>LOCATION</p> <p><i>see meeting room B</i></p>	<p>CHAIR OF MEETING</p> <p><i>Queen Patterson</i></p>	<p>KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS</p> <p>Key Takeaway:</p> <ul style="list-style-type: none"> - Light rail signage is working every well. - New site map to be released with updates. - Building case to be colour coded. <p>Key Points:</p> <p>Summary:</p> <p>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</p>
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**MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE**

MEETING FEEDBACK FORM

CONSUMER ADVISORY COMMITTEE

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NAME	Alicia WARSWICK		
COMMITTEE/MEETING TITLE	Researching Prescription		
FREQUENCY OF MEETING	CHAIR OF MEETING	DATE/TIME OF MEETING	KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS
	DR. L. Bessie	10/02/20	
	EMC - Room A		
Key Takeaway:			
<ul style="list-style-type: none"> - matters are being fixed self. - Risk assessment to be done urgent. - Ed - patient are kept on Border matters for longer 			
Key Points:			
<ul style="list-style-type: none"> - ED no sep - must send a sep this to be taken sep - After RPA present people must be advised of the outcome 			
Summary:			
PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.			

DATE:

10/2/20

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DATE:

NAME		COMMITTEE/MEETING		TITLE	FREQUENCY OF MEETING	DATE/TIME OF MEETING	KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	
ASHLY VARSHNEY		c.c.a.c.		Chair of Meeting	Once a month	11 Sept 2019 1630 to 1800	Location	Redden Project office Room A1
<p>Key Takeaway:</p> <ul style="list-style-type: none"> - Extension of ASB by VASW. - How to get consumers used in meeting framing - Transportation of construction workers - Disability entry to ASB. 								
<p>Key Points:</p> <ul style="list-style-type: none"> - Application DA for VASW extension has been submitted. - getting ready to pour slab - construction workers to park at Ronchick base - course 2 then transported - reporter reports. 								
<p>Summary:</p> <ul style="list-style-type: none"> - Consumers. Training to 8 Sept. - Construction update. 								
<p>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</p>								

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DATE: 23 Sept 2019.

NAME		CHAIR OF MEETING	
ASHA VARSHNEY		TUSH WILLS.	
COMMITTEE/MEETING TITLE		CHAIR OF MEETING	
Transport operations user group		TUSH WILLS.	
FREQUENCY OF MEETING		LOCATION	
Once a month.			
DATE/TIME OF MEETING		LOCATION	
23 September 2019 at 10:30-11:30			
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS			
<p>Green Travel Plan - construction company staff to park at Hendricks - car park & then transported to site.</p> <p>Green Travel Plan was discussed and looking at ways to reduce use of car by 8% as per DA.</p> <p>Summary: After a discussion it will be discussed again.</p>			
PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.			

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MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

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CONSUMER ADVISORY COMMITTEE

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NAME		ASAY VARSHNEY	
COMMITTEE/MEETING TITLE	Inflection center.	CHAIR OF MEETING	Dr. Martin MacKosko
FREQUENCY OF MEETING	once a month month.		
DATE/TIME OF MEETING	30 Aug 2019 at 1030 to 1130.	LOCATION	Executive conf. Room A.
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS		Key Takeaway:	
<p>Reported by Tanya Kant.</p>		<p>Summary:</p>	
<p>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</p>		<p>Key Points:</p>	

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MEETING FEEDBACK FORM

CONSUMER ADVISORY COMMITTEE

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NAME	Harris Mihaillidis		
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COMMITTEE/MEETING TITLE	SESLHD DCCC (District Consumer and Community Council)	CHAIR OF MEETING	KayIn Bents & George Constantin
FREQUENCY OF MEETING	Monthly	LOCATION	The Claffy Lecture Theatre Sydney/Sydney Eye Hospital
DATE/TIME OF MEETING	Thursday 17 th Sep 2019 10:30 AM-12:30 PM		

KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>Key Takeaway: Teach-back Program: An Online Tool developed for medical staff to explain things clearly, better comprehension, use simple terminology, explain any misunderstanding. Lots of videos and information available.</p> <p>Presentation from Kirketon Road Centre: Located at Above Darlinghurst Fire Station, entrance on Victoria Street. Centre provides free, anonymous services and client confidentiality is rigorously maintained. No need for Medicare card or appointment. Just drop in and see what you need.</p> <p>Innovative Health Programs Recognised by the DCCC. Five Projects selected by DCCC for presentation to DCCC members to discuss and provide real time feedback by consumers. DCCC will then evaluate and endorse project, due to take place in November.</p> <p>Key Points: Teach-back: Ensuring that clients understand the terminology used by medical professionals by having them repeat what has been said to them and ensuring that they have understood what has been discussed. Website http://teachback.org</p> <p>Kirketon Road Centre: Located at Above Darlinghurst Fire Station, entrance on Victoria Street. Centre provides free, anonymous services and client confidentiality is rigorously maintained. No need for Medicare card or appointment. Just drop in and see what you need.</p> <p>Innovative Health Programs Recognised by the DCCC. Five selected projects to be presented to DCCC for discussion and evaluation.</p> <p>Summary: Teach-Back: An online tool to provide effective communication in healthcare. Involves clients repeating back information in their own words to ensure what has been discussed is understood. Kirketon Road Centre: A walk-in primary health care service in offering free and anonymous care. Innovative Health Programs Recognised by the DCCC. Five projects to be presented to DCCC members and discuss and evaluate.</p> <p>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</p>
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25/9/19



MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

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NAME	Harris Mihaillidis		
COMMITTEE/MEETING TITLE	Medication Safety Sub Committee	CHAIR OF MEETING	Dr Catherine McVeigh
FREQUENCY OF MEETING	Monthly		
DATE/TIME OF MEETING	Thursday 12 th Sep 2019 11:30 PM – 1:00 PM	LOCATION	Parques 7W Meeting Room

A

Key Takeaway:
 Insulin / Toujeo Insulin Injection pens dispensed to all wards for risk mitigation strategies. Costings still being investigated for SESLHD Distribution.
 Awaiting Feedback from MM for Prescriber Medication view order.
 Awaiting Follow up from MM for Medication IIMS Management

Key Points:
 Reference list to help IIMS Medication Incident Reporting awaiting feedback from MM and possible follow up by Clinical Practice Improvement Unit (CPIU)
 Admission from Nursing home to ED had Nursing home Medication list go MIA and incident was that old medication list from last visit being used and a drug Apixiban was used and had been ceased 6 weeks prior to admission.
 Assumptions were made and incorrect as pharmacy would prefer Medication Reconciliation to be left till morning.
 Discussion between ED and Pharmacy to be had as it appears the manual paper transfer is not effective as Ambulance sheets are being lost in transit.



Summary:
 Awaiting Feedback from MM for Prescriber Medication view order.
 Awaiting Follow up from MM for Medication IIMS Management.
 Full Audit being done by Mikeela on Medication Fridge Alarms and knowledge of responding to Alarms and use of data logger.

PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.

DATE: 18th September 2019

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MEETING FEEDBACK FORM

CONSUMER ADVISORY COMMITTEE

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NAME	COMMITTEE/MEETING	TITLE	FREQUENCY OF MEETING	DATE/TIME OF MEETING	KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS
Susan Richardson	communicating for patient safety	monthly	03-09-19/11.30-12.30	EU A	<p>Key Takeaway: 1</p> <p>The need for each unit to daily review the question are we safe today? at a given time such as a safety huddle</p> <p>Key Points: 2 Clinical handover times to be in patient information booklet. Business rule to be developed - over arching communication policy & progress reports of project</p> <p>Summary: 3 Projects progressing Planning for presentation to patient safety and improvement committee 23.09.19</p>

PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.

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10.09.19

SIGNATURE:

J. M. Nicholson

DATE:

24.09.19

NAME	COMMITTEE/MEETING	TITLE	FREQUENCY OF MEETING	DATE/TIME OF MEETING	KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS
Susan Nicholson	POWH Patient safety and Improvement	Monthly	23-09-19, 2-30 pm	<p>Key Takeaway: Regular programme of presentation from the 15 standardised team and section of standards to ensure progress to ensuring all criteria in each standard is met at accreditation service and all documentation of activities is appropriately recorded.</p> <p>Standard 6 communicating for patient safety, Assets Main agreement for replacement, still there can be funding difficulties where replacement is required, in with concentrate space in ward which lack of storage with redevelopment will be discussed with redevelopment team.</p> <p>Summary: Of current review - SRC 1 and SRC 2 report and recommendations. Reports of hospital program completion, one plan to report as of July 2019 on hospital performance of their completion.</p>	

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**MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE**

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CONSUMER ADVISORY COMMITTEE

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NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	Communicating for Patient Safety		
DATE/TIME OF MEETING	06.08.16 - 11:30 - 12:30	CHAIR OF MEETING	Chris Conn
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>Review Medical Handover Incidents; Transfer of Care - inadequate information, correct policy not followed. There is a need to feedback to persons involved in incidents as the IHS does not do this, audit of transfer of care handovers September to March, in Prep to theatre.</p> <p>Gap analysis standard to be completed.</p>		

DATE: 07.08.16

SIGNATURE: *Susan Nicholson*

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

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NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	Nursing Quality and Clinical Practice	CHAIR OF MEETING	Michaela Kelleher
DATE/TIME OF MEETING	25.07.19: 14.30 - 15.30	LOCATION	EUN
KEY POINTS and DISCUSSION WITH CAC MEMBERS	<p>1) Presentation - Nikita Donnelly: Between the EIC's: proposed changes to Model - Ministry of Health Model the role of the preferred by committee as other model raised concerns for members</p> <p>• Patient safety videos - District have approved ones on including falls, handover and medications on patient TVs. To be rolled out</p> <p>• Checking Emidge Temperatures. Audit of temperature of inpatient Fridges will be conducted at same time as medication walkthrough</p>		

DATE: 27.07.19

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MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

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NAME	COMMITTEE/MEETING TITLE	CHAIR OF MEETING	
KEY POINTS and DISCUSSION WITH CAC MEMBERS	Susan Nicholson SPIRIT Patient Safety and Improve men	Barbara Daly Clafey Theahtre	01.08.19 14:00-15:00 hrs concerns raised re long wait times for incoming phone calls from consumers to be answered. Action plan. Investigate call time incorporating information on enquiries asked questions and improving consistency Hand Hygiene Audit. Improve firm last quarter Improvement required to reach 100% compliance standard 4 weeks. Action plan needed to deal with new Alerts. Shovel SS audits to be circulated to nursing staff Pharmacy exploring the use of a digital accountable Drug Register.

DATE: 07.08.19

SIGNATURE: *J McKeever*

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

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NAME	Susan Hicholson		
COMMITTEE/MEETING TITLE	Joint Patient Safety and Improve ment		
DATE/TIME OF MEETING	26.08.19. 2-3.30pm	LOCATION	Martin Markertich EUA
KEY POINTS and DISCUSSION WITH CAC MEMBERS	<p>3 Presentation - Adriana Chubaty and Carly Wills, Pharmacists Re-design of pharmaceutical registering from warehouse allocation to oversee medication reviews of patients by medical diagnosis. Prioritise all high risk medication reviews. Plan to implement Oct/Nov 2019. Presentation. Food and Nutrition Annual Report & Food Allergy management. Margaret Holyday: Impact of malnutrition on patients & care and outcomes: (i) working on food allergy risks; proposals for a new colour strip on metal tray of patients with a food allergy. Patient voice. Emma Perittive stories Presentation Chris Con. Update on Patient Safety Activities and Quality Assurance Activities</p>		

DATE: 29.08.19

SIGNATURE: J. Nicholson

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

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NAME	SUSAN NICHOLSON	
COMMITTEE/MEETING TITLE	POUHA Patient Safety and Improvement	CHAIR OF MEETING
DATE/TIME OF MEETING	29.07.19; 1300-1430 HRS	LOCATION
KEY POINTS and DISCUSSION WITH CAC MEMBERS	<p>• Presentation: Jackie Stephenson: Progress Report on Diversity Health Plan 2017 - 2020. Outline of diverse groups in POUH Community. Addressing specific needs of the diverse community.</p> <p>Work in progress. Governance Plan for Diversity work at POUH. Gap Analysis National standards.</p> <p>• Hand Hygiene Report: Audit Report April - June lower compliance than previous quarter. Results decline over past 2 years. Hand Hygiene Auditors Meeting arranged.</p> <p>• Clinic Emergency Response System. CERS. Update. Nikita D Resuscitation trolley's standardised. Code Blue Huddle implemented</p> <p>• Increase in Hospital Acquired Pressure Injuries</p>	

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31.07.19

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