

T 19/60747



**Health**  
South Eastern Sydney  
Local Health District

**TRIM: T19/xxxxxx**

**Meeting:** POWH/SSEH Community Advisory Committee

**Date:** Wednesday 24 July 2019

**Chair:** Mr George Constantin

**Minutes:** IG (EA to DON)

**Presentations:**

**Heather Smith – Mindgardens Alliance**

The Mindgardens Alliance is a joint venture recently formed by the Black Dog Institute, Neuroscience Research Australia, South Eastern Sydney Local Health District and UNSW Sydney as equal partners. The Mindgardens Alliance creates a new, innovative organisation to lead, coordinate and drive clinical excellence, research and education in brain disorders, mental health and addictions.

The purpose of the Alliance is to provide national and international leadership in reimagining the way research, clinical services and training work together to improve patient and community outcomes across a range of brain, mental health and addiction issues and disorders. The Mindgardens Alliance facilitates collaborative engagement of its Members to identify and leverage new and additional resources to achieve its goals and thus positively impact patients and consumers, clinicians and researchers and the broader community. Our goal is to establish a world-class comprehensive brain disorders centre that works to improve the health and well-being of local patients and the broader community.

**Leizel Dimal – Deloitte Assist**

DeloitteASSIST is a world leading project in patient – nurse communications, using advanced technologies including speech to text, cognitive automation and machine learning to transform the patient assistance journey. The project aimed to decrease the response times of the Nurse call bell to less than 10 minutes, by taking the opportunity to implement DeloitteASSIST, a world-first voice activated patient to nurse communication tool. The project has resulted in changed clinical practices and process in responding to and prioritising patient requests for assistance including: improved patient response time for critical issues alerted to nurses more effectively, increased nursing time to care, by reducing the time required for care coordination and improved overall management of clinical teams through enhanced data sets and dashboards that support decision making.

**1. Attendance/Apologies**

NAME	AREA	status	NAME	AREA	status
Jennie Barry	A/GM	Present	Tanya Kant	Consumer	Present
Karen Tugliri	DON POWH	Apology	Susan Nicholson	consumer	Present
Barbara Daly	A/DON SSEH	Apology	Ben Steele	Consumer	Apology
Sheamol Barrett	A/NM POWH	Apology	Ericka Van Aalst	Consumer	Present
George Constantin	Consumer/Chair	Present	Jan Titterton	Consumer	Present
Nava Turner	Consumer	Apology	Andros Eleftheriou	Consumer	Apology
Kathleen Sutherland	Consumer	Apology	Sue Suchy	Consumer	Present
Ajay Varshney	Consumer	Present	Harris Mihalidis	Co-Chair	Present
Keren Hong	Consumer	Apology			

## 2. Minutes

2.1	Confirmation of minutes	The minutes from June 2019 were confirmed as a true and accurate record by Ajay Varshney and Sue Suchy.
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## 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 Street Update for seating area Barker Street	Seating condition has been looked and addressed with bad conditioned chairs removed. Currently in the process of considering suitable seating for the area keeping in mind longevity, support and comfort.	Noting only	GM	August meeting
4.2 Potholes – Hospital Road	Potholes have been reported to Engineering, follow up at next meeting.	Follow up	GM	August meeting

Issue	Discussion	Action Required	Who	Due
5.1 POWH/SSEH update by hospital Executive – GM Vision	<p><b>Prince of Wales Hospital:</b></p> <ul style="list-style-type: none"> <li>GM Jennie Barry Excited to be accepted as GM for POWH/SSEH commencing her career twenty years ago having covered both sites feels she will add good value. JB acknowledges there are a lot of established relationships here that hopefully will continue to develop. JB commented there is plenty of room for improvement that hopefully moving forward both as an organisation will play a vital role.</li> </ul> <p>Great opportunities ahead with the new build and new and improved tools to work with ie: DeloitteASSIST.</p> <ul style="list-style-type: none"> <li>Redevelopment is progressing well with the Contract builder awarded within the next one-two weeks. Once the builder has been appointed works will commence quickly. Further information will be updated at the next meeting.</li> <li>A couple of points for mentioning regarding the redevelopment;               <ul style="list-style-type: none"> <li>- Currently there is no budget available to demolish the Parkes Building.</li> <li>- Light Rail to open December, no date advised as yet.</li> <li>- Staff and patient travel survey was completed a couple of weeks</li> </ul> </li> </ul>			

		<p>ago. As there is no parking incorporated in the new build a green travel plan is underway.</p> <ul style="list-style-type: none"> <li>- Transport Working Group has been established with Consumer representation.</li> <li>- EVA: Queried the Children's Hospital's Cardiac Service department. JB advised she is unable to comment at this time.</li> <li>- The next body of work to commence will be around Way Finding.</li> </ul>		
5.2	POWH/SSEH update by Committee Members	<ul style="list-style-type: none"> <li>• BS: Lexington Centre, Surry Hills is celebrating sixty years. Invite to be sent to Consumers.</li> <li>• AV: Infection Prevention and Control, Pressure Injury attendance poor. Survey to be sent out. JB advised a review of all meetings/governance/reporting measures will be conducted with in the campus.</li> <li>• AV: Redevelopment update: Consumers have visited the rooms and have provided their input. To review the next moc up and provide feedback at the next meeting.</li> <li>• HM: attended and was a judge at the Innovation Awards that was held today. Presentation of the Service Directory at the DCCC meeting.</li> <li>• TK: Attended the General Rehab Clinical Quality &amp; Patient Safety meeting, working party has been formed to assess a list of outpatients over the last 12 months to determine how re-assured outpatients unit functions.</li> <li>• SN: Nursing Quality and Clinical Practice Council. Presentation by Pharmacy re: Storage of Patient's own medication, it was noted green bags are for patients own medication, accountable drugs to be placed in clear tamper proof bags. All medication requires to be compliant with the poisonous act.</li> </ul>		
5.3	Committee Action Plan 2019	<ul style="list-style-type: none"> <li>• JB/KT/GC/HM had a discussion around the committee. A lot of great pieces of work submitted. Discussion was had on how to shape this committee? Action Plan, Charter to be distributed to committee for next month's meeting. Next month's meeting to work as a working group. Key questions to look at...what is the purpose to re-shape the meeting moving forward? First step: <ul style="list-style-type: none"> <li>- to evaluate how we work as a group</li> <li>- complete Action plan items</li> <li>- Review different committees in our organisation</li> <li>- Changing ways we have done things previously</li> <li>- Three to four items on the action plan at a time</li> </ul> </li> <li>• Points for the next meeting</li> </ul>	DON / Committee	

	<ul style="list-style-type: none"> <li>- Mary Mulcahy to be booked in for next month's meeting</li> <li>- Feedback forms to be reviewed</li> <li>- Vision</li> <li>- Rules of engagement</li> <li>- Actions to take forward</li> <li>- Working in the same direction</li> <li>- Aim for consumers for next year's Innovation Awards to submit a piece of work</li> </ul>			
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**6. General Business**

Issue	Discussion	Action Required	Who	Due
6.1				

**7. New Business without notice**

Issue	Discussion	Action Required	Who	Due
7.1				

There being no further business the meeting closed at 6.00 pm

Accepted as a true record:

Signature Chair



Chair: Geoffrey KONSTANTIN

Date: 25/09/19

MEETING FEEDBACK FORM  
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson			Yvonne Steadman
COMMITTEE/MEETING TITLE	Nursing Quality and Clinical Practice Council			
DATE/TIME OF MEETING	27-06-15 14:30 - 15:30	LOCATION	EVA	
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>i) Presentation - Pharmacist - Storage Patients' Own Medication</p> <p>ii) Own Medications - Queen Mary's, Accountable Drugs - Clear Tupperware bags, storage bags, need to be large enough to store blister packs. Documentation of patients own medication.</p> <p>iii) The power Act in relation to destruction of accountable drugs of patients to self harm.</p> <p>iv) Need for compliance with power act re audits of Accountable Drugs</p> <p>2) Presentation of results from Safety Walkaround REACT Presure Injury Prevention Working Clinical Handbook</p> <p>3) Clinical History Ment Roundly - CMA Project Audits Presentation Power Documentation Review discussed</p>			

DATE: 28.06.15

SIGNATURE: *Susan Nicholson*

MEETING FEEDBACK FORM  
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	TANYA KANU		
COMMITTEE/MEETING TITLE	GEN REHAB CLINICAL QUALITY AND PATIENT SAFETY		
DATE/TIME OF MEETING	10.7.2019 3 PM	CHAIR OF MEETING	DR. G. BOOAKINE
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p><u>Outpatient Services and data collection update.</u></p> <p>A working party was formed to assess a list of outpatients over the last 12 months to determine how a fully resourced outpatient unit at PHS could benefit from Nursing staff involvement in admission bundles</p> <p>Nursing staff were informed through bundles are yet officially to commence - the possibility of ensuring set times for bundles - perhaps when patients are doing incidents and reports</p> <p>Sac 3 and 4</p> <p><u>Complaints 3</u></p> <p><u>Risk Management - Nov Audit</u></p>		

DATE: 15.7.19

SIGNATURE: 

# Consumer Feedback Form

Consumer Health Information and Education Resource (CHIER)

Resource Name:

POWH Patient Booklet

Please help us improve our health information for patients by giving us your feedback.

Your feedback:

Please circle your answer:

1. Is information in this resource easy for you to understand?  Yes  No  Not sure
2. Is the formatting and layout clear?  Yes  No  Not sure
3. Is it easy to read?  Yes  No  Not sure
4. Do the pictures help you understand the written information?  Yes  No  Not sure  
*No pictures provided*
5. Does the resource answer all the questions you have about this subject?  Yes  No  Not sure

6. Please provide further comments about your answers for questions 1-5:

*No pictures provided*

7. Please list any words or information that you don't understand in the resource:

*re Q section 10. Any medicines of yours that are brought into hospital must be given to the nursing staff for safe keeping until discharge. The hospital will provide all medicines you need whilst you are ~~are~~ in patient.*

8. What do you think are the main messages in this resource?

To inform you what to do and what is provided for you as a patient in POWH

9. What action/s is this resource asking you to make?

To be an informed consumer

10. What suggestions do you have to make this resource easier to understand, act on and be useful? (Consider people who have difficulty speaking English and people with literacy problems)

(i) Information re patient options. (ii) Participation to be recorded to state - consumers carers and/or their families are: Involved in planning and decisions about all aspects of their care.

**Information about you:**

**Please circle your answer:**

Are you a patient or carer/family member?

Patient    Carer/family

Are you of Aboriginal or Torres Strait Islander background?

Yes     No

Were you born in a non-English speaking country?

Yes     No

Do you have a hearing impairment?

Yes     No

Do you have vision problems not easily corrected by glasses or contact lenses?

Yes     No

Do you have other disabilities?

Yes    No

If yes, please specify: Arthritis of cervical vertebrae

Please select your age category:

16-25    26-40    41-55    56-70     71-85    86 and over

Thank you



## Mindgardens Alliance

The Mindgardens Alliance is a joint venture recently formed by the Black Dog Institute, Neuroscience Research Australia, South Eastern Sydney Local Health District and UNSW Sydney as equal partners. The Mindgardens Alliance creates a new, innovative organisation to lead, coordinate and drive clinical excellence, research and education in brain disorders, mental health and addictions.

Brain disorders, mental illness and substance misuse represent some of society's most complex, high impact health challenges and together represent the highest global burden of disease.

The purpose of the Alliance is to provide national and international leadership in reimagining the way research, clinical services and training work together to improve patient and community outcomes across a range of brain, mental health and addiction issues and disorders. The Mindgardens Alliance facilitates collaborative engagement of its Members to identify and leverage new and additional resources to achieve its goals and thus positively impact patients and consumers, clinicians and researchers and the broader community.

The Alliance, which is both a physical and intellectual partnership, is structured to reimagine the way research, education and clinical services can work together to improve patient outcomes. It brings together Australia's best and brightest researchers, educators and clinicians in a soon to be state-of-the-art Clinical and Research Precinct in Sydney to concentrate on delivering improved patient outcomes and experiences.

Our goal is to establish a world-class comprehensive brain disorders centre that works to improve the health and well-being of local patients and the broader community.

## Agenda for Mindgardens Alliance portion of POWH Consumer Advisory Committee Meeting

- Overview of the Mindgardens Alliance and the role POWH plays within the Mindgardens Alliance
- Obtain feedback from POWH Consumer Advisory Committee about their experience in and desire to be involved in the co-development of research projects.
- Obtain feedback from POWH Consumer Advisory Committee about methods to involve more people in research as participants as this is a key goal of the Mindgardens Alliance.