



**Meeting:** POWH/SSEH Community Advisory Committee  
**Date:** Thursday 30 July 2020

**Chair:** Mr George Constantin  
**Minutes:** Belinda Rabet NM Nursing

THIS MEETING WAS HELD VIA TELECONFERENCE/SKYPE

**Presentations: N/A**

1. welcome acknowledgement of Country
2. Attendance/Apologies

NAME	AREA	status	NAME	AREA	status
Jennie Barry	GM	present	Alan Porritt	SSEH DON	present
Karen Tuqiri	DON POWH	Present	Jacqueline Stephenson	POWH Diversity Health	present
Belinda Rabet	NM POWH	Present	Ildiko Greener	EA DON	apology
Carolyn Smith	NM SSEH	Apology	Keren Hong	Consumer	Present
George Constantin	Consumer/Chair	Present	Sue Suchy	Consumer	Present
Harris Mihailidis	Co-Chair	Present	Kathleen Sutherland	Consumer	Present
Ajay Varshney	Consumer	Present			

**3. Minutes**

3.1	Confirmation of previous minutes	<p>The minutes from the June 2020 meeting were confirmed by KH and AV pending the following changes to be made:</p> <p>AV – add that request for update on teachback was made by AV</p> <p>AV – 4.1 change wording about committee list to reflect what was said in meeting</p> <p>JB stated that the chair had emailed a request to record the meeting – all present gave permission – meeting recorded</p> <p>GC thanked IG for her time completing the minutes it was acknowledged that this was a challenging task</p>
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3.2	Conflict of Interest	N/A

#### 4. Actions/ Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due	
4.1	Committee membership	JB farewelled previous members	Noting only		
4.2	CAC Recruitment strategy update	<p>BR gave update on recruitment strategy: Interviews held and 4 people currently progressing through recruitment checks. An orientation package is under development with training from HCNSW to be offered to all in September 2020 as part of their orientation. JB stated that once recruitment is finalised it would be good for current consumers to come prepared at their first meeting – questions to be sent around – by way of introductions.</p> <p>SS asked for a response in relation to the motion supported by members at the June meeting – GC stated that all affected members had received letters advising of the end of their terms and previous extensions. This had also been announced at the May meeting therefore the motion was denied.</p> <p>JB stated that she had met with GC and HM and reinstated the position that they had received extensions and would not be receiving second extensions. In addition the recruitment strategy had been expedited with new consumers scheduled to commence in August.</p> <p>SS commented on meetings now without representation to which JB responded that a full review of consumer representation on committees and the role of the committee should occur once the new members have commenced. In addition mentors on each committee are available for new members representing.</p> <p>SS stated that one member did not get their letter prior to the May meeting – JB reiterated that this person did not made any comment at the time and apologised that she had not received her letter – GC also reiterated that the terminations were also announced in that meeting and all affected persons were present. GC stated that this was the end of the discussion around this point.</p>	Questions for current consumers	BR	New consumers first meeting

## 5. Standing Items

Issue	Discussion	Action Required	Who	Due
5.1	<p><b>POWH/SSEH update by hospital Executive – GM</b></p> <p><b>Prince of Wales Hospital:</b>            JB stated that activities across POWH with the COVID response were impacting across Australia most notably in Victoria. Since Friday moved that the 1 visitor policy has been reinstated and all visitors entering the facility must wear a mask – staff within 1.5m of patients working in a clinical area are also to wear a mask.            Pandemic planning has fine tuning underway – POWH are in a good position to respond to worsening situations            Increasing numbers of patients are attending the flu/COVID testing clinics.            POWH are embracing virtual technology for patients in the community and endeavouring to catch up with elective surgery</p> <p>In relation to the Redevelopment the ASB has jumped up one level and is on track – Clinicians are now looking at ways to deliver care better.</p> <p>Treasury has released a 6 monthly budget until December whilst awaiting COVID response. Business as usual has recommenced across POWH.</p> <p><b>SSEH:</b>            AP gave an update:            SSEH pursuing patient check in process hoping to be in place by September/October 2020 and will be requiring feedback from users.</p> <p>A patient experience officer has been appointed at SSEH Emergency Department which is a Ministry funded position –very patient focused and has positive feedback so far.</p> <p><b>QUESTIONS FROM CONSUMERS:</b>            KH asked about the queues for the COVID clinics and the 1.5m physical distancing – would it be possible to have a larger area or outside?            JB stated clinic are set up in the same way across the state and that masks are given in triage whilst they are in line and they are spaced appropriately – they are not considered a close contact if wearing a level</p>	Noting only		

		<p>2 surgical mask which last up to 4 hours.  Patients are able to wait outside if they prefer and weather permitting  AP stated that they are encouraging this at SSEH with adequate shelter  and added that POWH and SSEH unfortunately do not have the  opportunity to set up mobile drive through testing clinics which would be  preferable.</p> <p>HM asked about the PULSE which had not been sent as requested – BR  apologised and stated that this would be sent each month.</p> <p>SS asked JB to expand on the way forward for the committee  JB stated that the committee needed to reconsider how the CAC  interfaces across POWH and SSEH.</p> <ul style="list-style-type: none"> <li>• Would like to form more of a partnership</li> <li>• Refashion committee bringing work and projects to work on together</li> <li>• Representing on other committees as required and if an interest but more of a focus on partnering with projects</li> </ul> <p>No changes at present whilst awaiting new consumers – JB added that  this was a great opportunity to do things differently and to use the  consumers time in the best way. GC agreed and added that he was  impressed with the new consumers when interviewing them and would  like to work together in partnership with the facility moving forward. GC  urged members to embrace any changes.</p> <p>AV asked if the CAC meeting would be extended.  JB responded that the CAC meeting time would not be extended but  there may be expressions of interest to join time limited working groups  to progress projects – consumers would be welcomed to bring ideas to  the group on projects.</p> <p>JS gave an update on Diversity Health:  The patient information website presented at the CAC last year is now  relaunched with training of clinical staff underway to develop patient  information resources working with consumers.</p> <p>A centralised location for patient information now in place which has  ability to identify resources that require review</p> <p>The POWH website uploaded in August 2019 is under review – JS  thanked consumers for their input and stated that there would be more</p>	<p>BR to send out pulse</p>		
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		<p>opportunity for this in the near future.</p> <p>NAIDOC week usually scheduled for July was carried out virtually this year with a webinar developed – JS will circulate to all members.</p> <p>Culturally and Linguistically Diverse (CALD) communities – moving into telehealth and work is underway to better engage interpreters utilising 'CALD assist' app</p> <p>Research projects in relation to rates of harm of those patients of CALD background nearly finalised after 2 years with new ways of looking at data around unintended harm</p> <p>An audit of interpreters used to complete consent is underway and there is work with the surgical program to improve this.</p> <p>AV asked about teachback at POWH:</p> <p>JS stated that teachback is explained at orientation to clinical staff who have also received this training in various forms in their training. POWH are using teachback methods – JS will send evidence of teachback training sessions to BR to send out to consumer group.</p>			
5.2	Questions from CAC members	As above	Noting only		
5.3	POWH/SSEH update by Committee Members	<p><b>Please see attached meeting feedback forms</b></p> <p>IG to send out vouchers for members once feedback forms received</p> <p>GC had a question from the Redevelopment CAC: In relation to telehealth working with My Health record – issue as they do not link. Interactions between patients and clinicians in the virtual environment are recorded in eMR but not in my health record – it is the responsibility of the patient to record BR to explore update or factsheet on myhealth record to be distributed to consumers.</p>	BR to send out update noting only	BR	

## 6. New Business

Issue	Discussion	Action Required	Who	Due
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## 7. New Business without notice

Issue	Discussion	Action Required	Who	Due
7.1	<p>POWH/SSEH CAC Charter - elections</p> <p>AV raised concerns with how the elections were held and stated that the charter clearly states that elections are held once a year. AV expressed his anger and disappointment that this was not being adhered to with the knowledge that GC would be ending his term in December 2020.</p> <p>JB stated that she was aware that AV was not happy and had sought advice from the LHD Community Partnerships who had advised that we were not in breach of the charter. In addition JB stated that agreement was made at the last meeting that members were happy to have a second election.</p> <p>Following on from arguments amongst the group in relation to this and general communication style in this meeting a decision has been made by JB that the next meeting would be closed to the new members and the current members would review their ways of working. In doing so each member should consider if they wished to continue on the committee</p> <p>Consumer members are asked to reach out to Alan Porritt to discuss their concerns and give feedback on how they would like to progress – this will be the focus of the August meeting in addition to ways of working and code of conduct.</p>	BR to circulate AP details – feedback to be tabled at next meeting	BR/AP	August meeting
6.2	Committee meetings attendance	During this current pandemic and in response to the increase in COVID cases consumers are reminded that meetings are to be attended remotely until we are advised otherwise by the Ministry of Health for the safety of consumers.	Noting only	
6.3	Patient Liaison position at POWH	SS asked if POWH had this position in addition to SSEH – JB confirmed that POWH has commenced this pilot position for 12 months – the role is allocated to assist in the Emergency Department over the busy periods	Noting only	
6.4	Ben Steele consumer term	Members advised that Ben Steele had ended his term as consumer representative leaving a total of 6 members with 4 new consumers to come on board.	Noting only	

**There being no further business the meeting closed at 5.20 pm**

**Accepted as a true record:** \_\_\_\_\_ **Chair:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature Chair**