

TRIM: T21/

Meeting: POWH/SSEH Community Advisory Committee
Date: Thursday 22 July 2021
Venue: Online meeting

Chair: Mr Harris Mihailidis
Minutes: Kaye Wong – EA to SSEH DON

1. Welcome Acknowledgement of Country

2. Attendance/Apologies

NAME	AREA	status	NAME	AREA	status
Jennie Barry (JB)	GM	Apology	Cliff Wherry (CW)	Consumer	Dial in
Barbara Daly (BD)	A/DON POWH	Dial in	Gary Gridneff (GG)	Consumer	Apology
Jonathan Magill (JM)	DON SSEH	Dial in	Sue Suchy (SS)	Consumer	Dial in
Harris Mihailidis (HM)	Chair	Dial in	Barbara O'Toole (BOT)	Consumer	Apology
Ajay Varshney (AV)	Consumer	Dial in	Linda Roylance (LR)	Consumer	Dial in
Kevin Hinchey (KH)	Consumer	Dial in	Jacqueline Stephenson (JS)	POWH Diversity Health	Dial in
Alex Brown (AB)	Consumer	Apology	Yael Rottanburg (YR)	SSEH Diversity Health	Dial in
Cheryl Purchase (CP)	Consumer	Apology	Kaye Wong (KW)	EA to SSEH DON	Dial in
Susan Nardi (SN)	Consumer	Dial in	Candice Madziar (CM)	SSEH CPIU Manager	Dial in
			Lai Bergan (LB)	A/Deputy DON, Operational Nurse Manager	Dial in

3. Minutes

3.1	Confirmation of previous minutes	The minutes from the previous meeting were accepted.
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4. Actions/ Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due
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4.1	ID cards	To arrange with security when this meeting is back on face-to-face in whichever venue it falls so that the ID cards can be processed.	Once progressed, closed	Secretary	
	Fire Training POWH/SSEH	<ul style="list-style-type: none"> JM commented that there'd be a constant focus on this mandatory training leading to the Accreditation survey in November. The expectation is to get it done prior to November. Noted that half of the Consumers had done the face-to-face training up to July. 	Send out the rest of fire training dates POWH and SSEH	KW	
4.2	Standard 2 – Accreditation	<ul style="list-style-type: none"> Standard 2 accreditation & preparation video was presented in May meeting. KH was involved with the presentation. The link to the video could only be viewed on the Hospital's intranet which couldn't be accessed by external party (Consumers). The accreditation readiness summation in June would be presented by SSEH CPIU – Candice Madziar at the end of this meeting. 			
5.1	POWH/SSEH update by Hospital Executive – GM Consumer questions	<p>SSEH update:</p> <ul style="list-style-type: none"> Introduced Lai (Fonny) Bergan as Acting Deputy Director of Nursing, Operational Nurse Manager SSEH. JM recalled that the accreditation readiness survey was really a positive experience to work through. It gave us recommendations on things to be focused on for the next couple of months knowing where the gaps are. <p>POWH update:</p> <ul style="list-style-type: none"> BD advised that Covid response is still their main focus. They make sure the doors' screening process is correct. Particularly staff coming to work from the 3 LGAs which have been in lockdown. Working with Sydney Children's Hospital to establish a "Staff Cold Clinic" so that the staff from the 3 LGAs can be swabbed at Sydney Children's hospital and looking at a special QR Code to be established as well. Hence, they leave out the Fever Clinic as a hot clinic which will take all the sick patients. Managing the day-to-day sick Covid patients and looking at how to best manage the beds across the hospital to accommodate the load. <p>Noted the Consumers' questions and the answers from BD and JM:</p> <ul style="list-style-type: none"> The covid testing rate at POWH which BD advised that the numbers have come back up again. No cancellation of surgery at both POWH/SSEH sites unless patients opted to postpone their surgery due to current covid situation. The surgery list gets looked at every day. Patients who live in the 3 LGAs and come for surgery will be looked at and will go through a special 			

		<p>screening process at POWH.</p> <ul style="list-style-type: none"> • Staff Covid vaccination numbers have also increased at SSEH. A new vaccination clinic has been opened at Pitt St in the City which is convenient for SSEH Staff as they don't have to go to St George Hospital or Sydney Children's Hospital. • Most of the POWH Staff at critical care risk area have been fully vaccinated and pushing through staff from non-critical area to get vaccinated as well. Any staff who are not vaccinated and working at the critical area and dealing with covid patients have been deployed. 			
5.2	Patient Experience Matters – SSEH PEO Monthly report	<ul style="list-style-type: none"> • Reviewed - as per slides. • Patient Experience funding has been extended to 2024. • PEO has made positive impact in the past 9 months and is welcome by patients, visitors and staff. It helps minimising complaints in ED. 			
5.3	Care Opinion Story POWH/SSEH	<ul style="list-style-type: none"> • Reviewed- as per slides. 			
5.4	Diversity Health	<ul style="list-style-type: none"> • 			
5.3	Diversity Health	Refer to presentation slides.			
5.4	Questions from CAC members	<p>HM queried about POWH "Hospital Guide" booklet A5 size whether it can be changed to A4 size with bigger fonts like SSEH's one. The front cover needs to be reviewed too. It should be up for review.</p> <p>CP thanked for the invite to join POWH Aboriginal Health Working Group and she looks forward to be part of it.</p>			
5.5	POWH/SSEH update by Committee Members	<p>CP would like to attend this meeting in person and needs the actual address.</p> <p>Consumer Forum is on next week. Invites have been sent out to CAC members.</p> <p>The Policy and Procedure Committee POWH asked that the Frontline Communication & Customer Service Standards document to be sent to CAC members for review. IG would send it out tomorrow.</p>	Send CP the actual address of POW/SSEH meeting venues.	IG	

6. New Business

Issue	Discussion	Action	Who	Due
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	Nil				

7. New Business without notice

Issue		Discussion	Action Required	Who	Due
7.1	Nil				

There being no further business the meeting closed at 5.00 pm

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

Signature Chair