



TRIM: T21/26904

Meeting: POWH/SSEH Community Advisory Committee
Date: Thursday 22 April 2021
Venue: Worrall LT, SSEH

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

Presentations:

- Welcome SSEH DON – Jonathan Magill

Care Opinion Story:

- A compliment story for ED Staff at POWH
- HM requested that story from both sites to be presented from next meeting onwards

1. Welcome Acknowledgement of Country

2. Attendance/Apologies

NAME	AREA	status	NAME	AREA	status
Jennie Barry	GM	Apology	Cliff Wherry	Consumer	Present
Karen Tuqiri	DON POWH	Dial in	Gary Gridneff	Consumer	Apology
Jonathan Magill	DON SSEH	Present	Sue Suchy	Consumer	Dial in
Harris Mihailidis	Chair	Present	Jacqueline Stephenson	POWH Diversity Health	Dial in
Ajay Varshney	Consumer	Present	Yael Rottanburg	SSEH Diversity Health	Present
Kevin Hinchey	Consumer	Present	Ildiko Greener	EA to POWH DON	Present
Alex Brown	Consumer	Apology			
Cheryl Purchase	Consumer	Dial in			
Susan Nardi	Consumer	Present			

3. Minutes

3.1	Confirmation of previous minutes	The minutes from the February 2021 meeting were confirmed by AV, CW, SS
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4. Actions/ Plans arising from previous minutes

4.	Issue	Discussion	Action Required	Who	Due
4.1	POWH Hydrotherapy pool	<p>POWH Hydrotherapy pool currently is not being used for self-manage outpatient service. HM had a meeting with JB to discuss this.</p> <p>KT advised that JB is working towards re-instating the service.</p> <p>HM requested to have more classes. KT suggested working on the timeframe for the self-manage service first, getting it on to the schedule, and then working around what is possible for more classes. HM agreed with KT.</p> <p>KH commented that he'd been using the outpatient service hydrotherapy pool for 15 years and benefiting from the therapy. KH feels it is such a unique facility.</p>			
4.2	Chair update re: meeting with GM	<p>HM advised that from his meeting with JB, they also talked about the "Consumer walk around" program at STGH, which JB approved for a trial at SSEH.</p> <p>The program consists of about 2-3 consumers visiting the inpatient areas and conversing with patients for 15-20 minutes. Patients may open up more when they speak to consumers. It provides an opportunity to obtain positive/negative feedback from patients.</p> <p>St George Hospital is developing a tool for collecting the stories. KH, SS and HM are keen to do the trial.</p> <p>HM also advised that JB agreed to provide name tags for each Consumer. HM requested to have a Security ID badge as well.</p>	Provide Name tags and Security ID badge to each Consumer	IG	May
4.3	Real time Survey consumer feedback	<p>Survey feedback was received from CW, KH and AV.</p> <p>AV suggested asking if English is their first or second language and if they would feel comfortable with someone that could help them understand the answer. Also ask about their complete care experience including food as well as the medical and nursing care delivered.</p>	Final survey to committee	KH	May

		<p>CW suggested 1.If you could make one thing better what would it be? 2. If there was one thing you would not want to change what would it be? 3. Did your stay meet your anticipated expectations?</p> <p>KH felt that all bases were covered. KH suggested simplifying the survey by only asking for comments in the 14th question to be more efficient for the patient. His own experience for 3 days hospitalisation was feeling overwhelmed with the volume of service providers in the wards.</p> <p>KT thanked everyone for the feedback and would discuss with Chris Conn – CPIU (Clinical Practice Improvement Unit) Manager and bring back a final draft to the May committee</p>			
4.4	Consumer Committee Meetings	<p>The committee identified a need to review the Consumer committee membership meetings list.</p> <p>HM questioned consumer involvement at the clinical governance and executive committee meetings and promoted the consumers' group when an opportunity arises.</p> <p>KT advised that HM look at the Consumers list and discuss with the Consumer members how to fill in the gaps and report to Karen's office to facilitate that.</p> <p>A new addition to the list is the consumer rep in Standard 5 – Comprehensive Care Committee. KT confirmed that that End of Life is part of Standard 5.</p> <p>Standard 2 – Partnering with Consumer Standard: KT and JM would have a meeting in a couple of weeks and would look at the gap analysis findings. Update to be given at next meeting.</p>	<p>IG to send the most updated consumer meetings list in a separate spreadsheet for HM to look at & discuss with members how to fill in the gaps.</p> <p>To send out the Eol for Comprehensive Care Committee to HM/AJ for distribution to members.</p> <p>Standard 2 update at next meeting</p>	IG	May
				KT/JM	

5. Standing Items

Issue	Discussion	Action Required	Who	Due
5.1	POWH/SSEH update by	KT provided an update to the committee.		

	hospital Executive – GM	<p>Redevelopment is progressing well. At this moment, KT is leading a body of work around art and culture. Nursing at POWH is currently focusing on nursing care concerning pressure injury and reinforcing practice around medication safety.</p> <p>Dominica Lemmich is the Deputy DON POWH is the director for Virtual Care. Looking at which services virtual care will cover and how to bring staffing and the after-hours management etc.</p> <p>HM asked whether the consumer forum will get involved in Virtual Care and how it will be doing. KT advised that POWH will do it together with the District, including workshops.</p> <p>HM queried about the Covid-19 vaccination and flu vaccination for each Consumer member. KT advised that if flu Vaccination was made available to members in the past and so is now.</p>	KT to ask DCS POWH re. Covid vaccination for each member	KT/IG	MAY
5.2	Patient Experience Matters	Nil update			
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. This will be considered when next due for a review.</p> <p>CP thanked for the invite to join POWH Aboriginal Health Working Group, and she looks forward to being 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. It was confirmed that the address is always added to the top of the agenda.</p> <p>Consumer Forum is next week. Invites have been sent out to committee members.</p> <p>The Policy and Procedure Committee POWH asked that the Frontline Communication and Customer Service Standards document be sent to committee members for review. IG would send it out tomorrow.</p>	Send CP the actual address of POW/SSEH meeting venues.	IG	MAY

6. New Business

Issue	Discussion	Action Required	Who	Due
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