

TRIM: T21/19090

Meeting: POWH/SSEH Community Advisory Committee
Date: Thursday 25 March 2021
Venue: Executive Meeting Room A, POWH

Chair: Mr Harris Mihailidis
Minutes: Ildiko Greener – EA to POWH DON

Presentations:

- Welcome new consumer membership: Susan Nardi, Kevin Hinchey
- Consumer Partnership Review – Trish Wills, Claire O'Connor
- Quality and Safety Board implementation- Belinda Rabet

Care Opinion Story:

- A compliment story around coordination

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	Present	Gary Gridneff	Consumer	Apology
Belinda Rabet	NM POWH	Present	Sue Suchy	Consumer	Present
Carolyn Smith	A/DON SSEH	Present	Jacqueline Stephenson	POWH Diversity Health	Apology
Harris Mihailidis	Chair	Present	Yael Rottanburg	SSEH Diversity Health	Present
Ajay Varshney	Consumer	Present	Ildiko Green	EA to POWH DON	Present
Alex Brown	Consumer	Apology	Kevin Hinchey	Consumer	Present
Cheryl Purchase	Consumer	Apology	Cliff Wherry	Consumer	Present
Susan Nardi	Consumer	Present			

3. Minutes

3.1	Confirmation of previous minutes	The minutes from the February 2021 meeting were confirmed by SS & CW.
3.2	Conflict of Interest	N/A

4. Actions/ Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due
4.1	Election of Deputy Chair Election of Deputy Chair was elected at the close of this meeting. Ajay Varshney was appointed as Deputy Chair.	Remover from agenda no further action required		

5. Standing Items

Issue	Discussion	Action Required	Who	Due
5.1	<p>POWH/SSEH update by hospital Executive – GM</p> <p>Prince of Wales Hospital: KT provided update: Redevelopment – Topping out Ceremony held recently, Premier of NSW and Ministry of Health attended the ceremony. Event was well publicised with the 11am MOH COVID News update. Building will be water tight in coming weeks then fit outworks will continue within the building.</p> <p>Currently continuing working on Models of Care with user groups on how care will be delivered within the new building</p> <p>Arts & Culture Strategy: in attendance there are a number of consumers, health & art experts. The artwork will be suited to the specialised area and patient cohorts to assist in the recovery of the patient. Literature and evidence is also used to assist with the selection process. The front garden of the new build with the Aboriginal garden including the Whale sculpture is coming along with further plans regarding the symbolic nature and placement of the Whale.</p> <p>KT provided a brief overview of Nursing Services restructure including the vision around the Virtual Care Centre, the new model of care for treating and working remotely with patients having a virtual connection</p>			

		<p>with the patient in their own home..</p> <p>The new appointed Deputy Director of Nursing is Dominica Lemmich she commenced Monday this week. This new structure will also change the way Patient Flow occurs in the hospital. There will be one team to look after how planned/unplanned patients will enter the hospital. In conjunction with the Staffing office and After Hours Nurse Manager be located in one central site which will create one central 24/7 Operations team.</p> <p>CW queried what type of patient would benefit from this type of care? Whereby the elderly patient who rely on human contact is crucial to their recovery. KT advised the identification of appropriate patients</p> <p>HM asked how many beds will there be in the new build? KT advised that we are working from the current bed base numbers in 2022.</p> <p>KT- Thank you to Belinda Rabet for her continuing outstanding support and contribution for the committee throughout previous years.</p> <p>SSEH: CS provided update: Wayfinding working party met for the first time follow up action item is the commencement of a 'Patient/Carers wayfinding Survey'. Staff request patient feedback on entry into the Clinical Services Building and ED.</p> <p>Aboriginal/Torres Strait Islander Cultural Survey has been completed as requirement of the MoH Cultural Report.</p> <p>Patient Experience week commencing 26 April, poster theme – 'You said, we did' this will be displayed in ED.</p> <p>SSEH Foundation funding provided for BINDI Maps, navigation tool used specifically for SSEH for people are blind or visionally impaired. Map will cover direction to SSEH from train stations and bus stops. Waiting approval from GM.</p> <p>New DON appointed, Jonathan Magill, commencing 19 April.</p>			
5.2	Patient Experience Matters	<p>Refer to presentation KT provided feedback re: Real Time Survey update, requested members to review survey and provide feedback/questions that could be used in</p>	KT/IG to send out	KT/IG	April meeting

		the survey.	Survey questions Committee members to provide feedback at next meeting	Members	April
5.3	Diversity Health	<p>POWH - JS provided updated: LGBTQI one hour training session on providing inclusive care for LGBTQI patients Racism Harms - 'Act on it' new campaign led by SESLHD CEO Tobi Wilson</p> <p>SSEH - YR provided update YR took part in the Wayfinding Walk around with Hospital Guide identified confusing signage around the hospital, including gaps and other related issues. Awaiting new signage. YR to follow up on next meeting to invite consumers to attend for input and clarification around signage, possibly prior to next CAC meeting at SSEH. LGBTQI commencing training sessions throughout the year. Working in conjunction with HARP. POWH Patient Guides available online posters around the hospital to register via QR codes.</p> <p>POWH Patient Guides expecting delivery today.</p> <p>CW queried as to why there is more focus on Aboriginal/Islander health as opposed to other cultural back grounds. YR advised at SSEH there is approximately 30% higher visitation from the Aboriginal/Islander as opposed to other non-speaking communities.</p>			
5.4	Questions from CAC members	<p>HM queried the usage of the hydrotherapy pool for outpatients now that COVID restrictions have eased. KT advised she will follow up with Director of Shared Clinical Services, Liz Browne. Update to be provided at next meeting.</p> <p>HM attempting to arrange a meeting with GM JB.</p>	<p>Hydrotherapy pool usage</p> <p>HM to contact EA to GM</p>	<p>KT</p> <p>HM</p>	<p>April meeting</p> <p>April meeting</p>
5.5	POWH/SSEH update by Committee Members	Please see attached meeting feedback forms.			

		<p>List of committee attended by consumer representatives. Expressions of interest to be sent out in the coming weeks. HM queried the End of Life consumer representation. IG advised the Chair will contact us as soon as EOI is ready to be distributed.</p> <p>AV appointed to the PBS Advisory Committee. Ajay attended a three day introductory conference in Canberra.</p>			
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6. New Business

	Issue	Discussion	Action Required	Who	Due
6.1	Agenda and Minutes Timeline for discussion	Timetable distributed to committee members outlining timeline of dates for issuance of agendas, minutes. Approved by all.	Noting only		
6.2	Changes to secretariat – update TOR required	Ildiko Greener to replace Belinda Rabet as Secretariat to Consumer Advisory Committee	TORs to be updated	IG	March
6.3	Farewell Belinda Rabet	Last meeting attended by Belinda Rabet.	Noting only		

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