



## AGENDA

### The Prince of Wales/Sydney/Sydney Eye Hospitals Consumer Advisory Committee

**THURSDAY 25 November 2021**

**3.30 - 5.00 pm**

**Microsoft Teams via the emailed link**

ITEM No.	PERSON RESPONSIBLE												
<b>1</b>	<b>Welcome</b> <b>Acknowledgement of Country</b> "We would like to acknowledge the Traditional Owners of the land we are meeting on today, the Gadigal people of the Eora nation, and we pay our respects to their Elders past, present and all those emerging"												<i>Chair</i>
<b>2</b>	<b>Attendance/Apologies</b>												<i>Chair</i>
	<b>Name</b>	1	2	3	4	5	6	7	8	9	10	11	
	Jennie Barry	C a n c e l l e d	✓	A	A	✓	C a n c e l l e d	A	C a n c e l l e d	C a n c e l l e d	✓		
	Karen Tuqiri		A	✓	✓								
	Belinda Rabet		✓	✓									
	Alan Porritt		✓										
	Carolyn Smith		NA	✓									
	Barbara Daly		NA	NA	NA	✓		✓			✓		
	Jonathan Magill		NA	NA	✓	✓		✓			✓		
	Harris Mihailidis		✓	✓	✓	✓		✓			✓		
	Ajay Varshney		✓	✓	✓	✓		✓			✓		
	Kevin Hinchey		NA	✓	✓	✓		✓			✓		
	Alex Brown	M e e t i n g	X	X	X	X	M e e t i n g	X	M e e t i n g	M e e t i n g	NA	NA	
	Cheryl Purchase		✓	A	✓	✓		A			✓		
	Cliff Wherry		✓	✓	✓	✓		✓			✓		
	Gary Gridneff		X	X	X	X		X			NA	NA	
	Sue Suchy		✓	✓	✓	✓		✓			✓		
	Linda Roylance		NA	NA	NA	✓		✓			✓		
	Barbara O'Toole		NA	NA	NA	✓		A			X	NA	
	Jacqueline Stephenson		✓	A	✓	✓		✓			✓		
	Yael Rottanburg		✓	✓	✓	✓		✓			✓		
	Susan Nardi		NA	✓	✓	A		✓			✓		
	Candi Sher (presenter)										✓		
	Christine Conn (presenter)										✓		

**A= Apology    ✓= Attend/Dial in    X= Absent Without Notice    NA= Not Applicable**



## AGENDA

### The Prince of Wales/Sydney/Sydney Eye Hospitals Consumer Advisory Committee

ITEM No.			PERSON RESPONSIBLE
<b>3</b>	<b>Minutes</b>		
<b>3.1</b>	1 minute	Confirmation of previous minutes	<i>Chair/All members</i>
	<b>Conflict of Interest</b>		
<b>4</b>	<b>Actions/ Plans Arising from Previous Minutes</b>		
<b>4.1</b>	1 m	Secretariat to send day-of meeting access link to consumers	<i>RY</i>
<b>4.2</b>	1 m	Update on advertisement for recruiting new members	<i>JM</i>
<b>4.3</b>	1 m	Consumers to complete QARS committee evaluation	<i>Committee members</i>
<b>4.4</b>	5 m	Results of Quality and Safety Internet Display Data Top 6 Survey and mock-up infographic to be presented	<i>CPIU Managers</i>
<b>5</b>	<b>Standing Items</b>		
<b>5.1</b>	8 m	POWH/SSEH update by Hospital Executive – GM Consumer questions	<i>GM/DONs</i>
<b>5.2</b>	5 m	Patient Experience Matters – SSEH PEO Monthly report	<i>GM/DONs</i>
<b>5.3</b>	3 m	Care Opinion story POWH/SSEH	<i>DONs</i>
<b>5.4</b>	10 m	Diversity Health POWH/SSEH	<i>DIV Health</i>
<b>5.5</b>	10 m	Questions from CAC Members	<i>Committee members</i>
<b>5.6</b>	5 m	POWH/SSEH update by Committee Members Meetings with consumer representation <i>Members to submit feedback forms and feedback by exception only</i>	<i>Committee members</i>
<b>6</b>	<b>New Business</b>		
<b>6.1</b>	10 m	Confirmation of Subcommittee memberships and planning for 2022	<i>DONs/Secretariat</i>
<b>6.2</b>	1 m	Resignation of committee member Barbara O'Toole	<i>DONs</i>
<b>6.3</b>	10 m	Farewell and Thanks to Exiting Members	<i>GM/DONs</i>
<b>7</b>	<b>Business without notice</b>		
<b>8</b>	<b>Presentation</b> Nil this month		
	<b>Date of Next Meeting: 24 February 2022 – location to be announced</b>		



**Meeting:** POWH/SSEH Community Advisory Committee  
**Date:** Thursday 25 November 2021  
**Venue:** Online meeting – Microsoft Teams

**Chair:** Mr Harris Mihailidis  
**Minutes:** Rhiannon Young – EA to SSEH DON

## 1. Welcome Acknowledgement of Country

## 2. Attendance/Apologies

NAME	AREA	status	NAME	AREA	status
Jennie Barry (JB)	GM	Y	Cliff Wherry (CW)	Consumer	Y
Barbara Daly (BD)	A/DON POWH	Y	Sue Suchy (SS)	Consumer	Y
Jonathan Magill (JM)	DON SSEH	Y	Linda Roylance (LR)	Consumer	Y
Harris Mihailidis (HM)	Chair	Y	Jacqueline Stephenson (JS)	POWH Diversity Health	Y
Ajay Varshney (AV)	Consumer	Y	Yael Rottanburg (YR)	SSEH Diversity Health	Y
Kevin Hinchey (KH)	Consumer	Y	Rhiannon Young (RY)	EA to SSEH DON	Y
Cheryl Purchase (CP)	Consumer	Y	Candice Madziar (CM)	SSEH CPIU Manager	Y
Susan Nardi (SN)	Consumer	Y	Collette Coughlin (CC)	POW CPIU (proxy for Christine Conn)	Y
Christine Conn (CC)	POW CPIU Manager	A			

## 3. Minutes

3.1	Confirmation of previous minutes	The minutes from the October 2021 meeting were accepted by Susan Nardi
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## 4. Actions/ Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due
4.1	Secretariat to send day-of meeting access link	<ul style="list-style-type: none"> <li>Actioned, no access issues reported</li> </ul>		
4.2	Advertisement for recruiting new members	<ul style="list-style-type: none"> <li>EOI and advertisement documents brief have gone to CE for approval</li> <li>Flyers and Posters have been created for use within the hospital sites</li> <li>Social Media advertising via District channels will be organised by Media team, and advertisements in Koori Mail and Advertiser have</li> </ul>		

		been booked • EOI/Flyers and advertising dates will be distributed to committee once approved.			
4.3	Consumers to complete QARS committee evaluation	• 6 of 7 consumers have completed as of this meeting with thanks, survey remains open until COB 26/11/21			
4.4	Results of quality and safety internet display data top 6 survey and mock up infographic to be presented	• Mock-ups presented with top 6 survey data received from consumers • District has also put together infographics to roll out across all sites which look similar to already approved infographics and would be in addition to Patient Experience Infographic discussed at October CAC meeting • The intention would be for the same items with consistent icons to be presented across all sites, with relevant data for each hospital • JS advises from health literacy perspective graphics could be improved upon, CC advises these are only mock-ups to present data for this meeting and are not the proposed icons for the project.			

## 5. Standing Items

Issue	Discussion	Action Required	Who	Due
5.1	<p>POWH/SSEH update by Hospital Executive – GM Consumer questions</p> <p><u>SSEH – Jon Magill</u></p> <ul style="list-style-type: none"> <li>• Returning to normal at SSEH, returning to surgical activity and catching up where possible before Christmas</li> <li>• Many staff will be having a well-deserved break over the Christmas/New Year shutdown period to return refreshed next year</li> <li>• From a nursing perspective, currently looking to recruitment to fill existing gaps. Formulating strategies to attract and retain staff at the site and working on how we market the site to show points of difference. This work should start to take shape over the next couple of months.</li> <li>• New care assistant positions have been recruited from the State and we will need to look at how they can assist on the site and where they are best utilised in the comprehensive care space</li> </ul> <p><u>POWH – Barbara Daly</u></p> <ul style="list-style-type: none"> <li>• POWH had reached a point of starting the recovery phase post COVID since the last meeting of this committee</li> <li>• Majority of work has been around converting wards backing into their home/business as usual wards</li> <li>• Staff are on the whole happy and excited to return to their home or usual wards, but grateful for the learning opportunities they have experienced</li> <li>• Perioperative unit opening next week</li> </ul>			

		<ul style="list-style-type: none"> <li>• Workforce strategies now coming back into play – the work groups which will be moving into the new Acute Care Services Building are meeting again to look at commissioning the spaces for their services</li> <li>• Workforce recruitment and retention efforts as well as staff education and training are returning</li> <li>• Christmas shut down document has been submitted along with SSEH to outline how we can close down and give staff a break but still provide necessary care to patients</li> <li>• BD reports that from in excess of 500+ patients being managed by the POWH Hospital in the Home Service at the peak of the COVID wave, as of today only two patients are currently needing this care</li> </ul> <p><u>GM – Jennie Barry</u></p> <ul style="list-style-type: none"> <li>• JB wants to recognise the enormous amount of work across all disciplines and across both hospitals over this year</li> <li>• JB is very proud of all staff for pulling together and would like to thank JM and BD for their leadership</li> </ul> <p><u>Questions from Consumers</u></p> <ul style="list-style-type: none"> <li>• KH asks whether DONs are you happy with the amount of interest/energy from staff. Media has been reporting that a lot of nursing and medical staff have been experiencing burn out. BD reports that high levels of sick (and isolation) leave and resultant overtime did increase staff fatigue along with pandemic pressures. BD advises that returning to usual wards and the upcoming Christmas/New Year closures will be important for staff to feel rejuvenated. BD also expects significant increase of inter-state workforce mobility to return with borders opening up. BD and JM report both sites are also looking to take on more graduate nurses to help grow and sustain the workforces. BD reports POWH will take on 100 New Grad Nurses in 2022 – up from 70 per year previously, with all of the 2021 New Grads being offered positions for 2021 for ongoing employment.</li> <li>• KH queries whether with the delays to Surgeries, will the hospitals need to increase their workload to catch up? BD reports all urgent surgeries during COVID were able to be completed through the partnership with private facilities, and this has allowed POWH waitlist lower than this time last year. JM advises SSEH that patients were only waiting 9-10 months for 12 month urgency surgeries pre-outbreak, so this has provided the ability to keep surgery patients within their wait targets despite closures. SSEH surgeries are back to 100% capacity and POWH will be back to 100% after Christmas.</li> <li>• HM asks if outpatient clinics will return soon. JB advises outpatient schedule has just been received and signed off and is now being</li> </ul>			
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		<p>distributed. Masks and social distancing requirements will remain. COVID test requirements will be dependent on the COVID situation.</p> <ul style="list-style-type: none"> <li>• KH asks whether there is a return date for the Hydropool at POWH. JB advises that this has been confirmed as being allowed to return, with inpatient services returning first and outpatient appointments returning in early 2022 at the latest.</li> <li>• SN asks whether opening of international borders will be helpful in recruitment efforts. JB advises that NSW Health led recruitment advertisement just about to be released. BD advises that a large percentage of the workforce, especially in critical care areas were international pre-pandemic, with some staying in Australia and some returning overseas. JB advises as an example that of the POWH casual workforce over 100 nurses at least 50% were travelling nurses prior to COVID.</li> </ul>			
5.2	Patient Experience Matters – SSEH PEO Monthly report	<ul style="list-style-type: none"> <li>• Data presented</li> <li>• Did Not Wait numbers are creeping back up, and this could be explained by the regular Patient Experience Officer role being in flux, with the role filled with rotating staff while recruitment in process</li> <li>• CW suggests a handout for emergency patients to provide information about the department– JM advises this is in place, but take-up has again been lower due to the loss of the regular PEO staff member</li> <li>• JM advises that a SSEH wayfinding committee in place to improve signage and plan to enlist consumers next year consult on improvements. HM thought there was a wayfinding committee previously and it was suggested that consumers from this committee attend, highlights that wayfinding at SSEH is an ongoing issue over a significant length of time and needs to be prioritised and resolved. JM advises that Bindi Maps audio-visual wayfinding app is being supported by the Eye Foundation and launched for promotion soon. HM advises patients need to be informed of this app when making appointments for it to be useful.</li> <li>• BD advises that POWH ED is working to reformat their existing data to be able to be presented in a similar format to SSEH for next meeting.</li> </ul>			
5.3	Care Opinion Story POWH/SSEH	<ul style="list-style-type: none"> <li>• Data presented on slides</li> <li>• Whole of COVID period Care Opinion stories from POWH will be included with minutes</li> </ul>			
5.4	Diversity Health	<p><u>POWH – Jacqueline Stephenson</u></p> <ul style="list-style-type: none"> <li>• 14 new patient health information resources have been developed over the past few months</li> <li>• Have provided feedback on the NSW LGBTQI+ health plan – we are</li> </ul>			

		<p>the first state to present a specific health plan. The LBGTQI+ community forms a large demographic in our health district but there do exist many access issues, especially for transgender patients. POWH has been working with ACON over the past few years to improve access for LBGTQI+ patients, and in the last month have trialled inclusive care session 'In Pride' for staff and have received positive feedback. These sessions, which include two patient stories, will be on the training schedules for 2022 for all POWH staff.</p> <ul style="list-style-type: none"> <li>• Have been working with the health information unit to draft a business rule to better register changed gender for patients until electronic medical record system is able to be improved. Input has been received from many health services on this project.</li> <li>• POWH redid the Aboriginal cultural Engagement Self-Assessment Audit- compliance was at 46% last year and many actions and strategies were put into place to improve this number, and this year audit results were up to 63%. This indicated a positive trend of improvement in the past year, with space to continue to work and improve.</li> <li>• CP highlights the need to have input from a diverse range of Aboriginal people to capture a variety of experiences and needs</li> </ul> <p><u>SSEH – Yael Rottanburg</u></p> <ul style="list-style-type: none"> <li>• Have received a quote for the forward facing icon for the internet to link to multi-language resources which was commented on last meeting by consumers, and now awaiting approval of the quote</li> <li>• 'Sea of Hands' project underway which has also been a time for education and reflection for staff to look at how they can improve their provision of services to Aboriginal communities</li> <li>• Use of Interpreters site wide data for 2021 being collected for a summary report to be provided in January</li> <li>• YP hoping to consult with CP on Aboriginal Health page of website</li> <li>• YR currently completing yearly review of the Sydney Hospital Patient Guide and adding links and QR codes to Aboriginal Health Internet page for those patients who prefer to receive their information digitally. YR will email SSEH Hospital Patient Guide to consumers and happy to receive feedback or commentary.</li> <li>• YR responds to LR that unfortunately booklet not translated at this stage, and currently working to find a new printing supplier as previous printer now out of business.</li> </ul>			
5.5	Questions from CAC members	<ul style="list-style-type: none"> <li>• CP asks if the hospitals are doing/planning anything about clear messaging for patients regarding COVID procedures or protocols – suggests this would be a good area for focus especially as 11am NSW Health broadcasts no longer occurring. JB advises patients are</li> </ul>			

		<p>provided with the COVID procedures and requirements before attending hospital for planned procedures and appointments but happy to look at what information could be provided on discharge for keeping safe in the community. JB confirms patients do not need to be tested prior to arrival in Emergency Department and that patients are risk assessed on arrival and risk assessment results inform whether they need isolation. JB agrees with the importance of communicating to the community that anyone unwell should present to the ED regardless of whether they have been COVID tested and will be managed appropriately – JB will look into disseminating this information more widely via District social media pages.</p> <ul style="list-style-type: none"> <li>• JB confirms COVID testing clinics will remain open for foreseeable future. CP highlights that communication from NSW Health has been delayed when advising of close contact status which has led to confusion for some community members. JB advises this delay would be due to contact tracing efforts and risk assessments to separate casual and close contacts. Encourages continuing to use QR codes for check in and out at venue to allow for faster and more effective contact tracing.</li> <li>• HW and CP highlight the availability of check in cards provided by Service NSW for community members who cannot use QR code scanners. JB will ensure social work teams are aware of this option to assist patients who may find it useful.</li> </ul>			
5.6	POWH/SSEH update by Committee Members Meetings with consumer rep. Members to submit feedback forms and feedback by exception only	<ul style="list-style-type: none"> <li>• RY asks that all consumers to submit feedback forms for any subcommittee attendances via email.</li> </ul>			

## 6 New Business

	Issue	Discussion	Action Required	Who	Due
6.1	Confirmation of subcommittee memberships and planning for 2022	<ul style="list-style-type: none"> <li>• Most recent subcommittee memberships displayed (with thanks to HM for providing), RY asks that consumers check this and inform RY of any errors.</li> <li>• HM, SS and AV all have terms ending which will leave gaps in terms of consumer representation next year</li> <li>• HM advises that POWH redevelopment committee chair has also requested a consumer to sit on the committee in 2022</li> <li>• JM advises that over the next few week's sites will do an overview of who is involved in what committees and what committees are</li> </ul>	<ul style="list-style-type: none"> <li>• TOR of each committee which needs consumer member to be uploaded to Teams/SharePoint along with time/date</li> </ul>	RY	End of 2021



		<p>requesting consumer input. Depending on interest from recruitment campaign, we might be able to raise the number of consumers on this committee to share the load of subcommittees and meet site demand</p> <ul style="list-style-type: none"> <li>• If any continuing consumers are interested</li> <li>• RY will put ToR for each committee needing consumer members onto Teams/SharePoint for continuing tenure consumers to review for potential interest. Consumers ask that the time/date of meetings are included.</li> <li>• EOI will go out for membership of subcommittees for continuing and any newly recruited consumers to ensure fair allocation of membership</li> <li>• LR asks that Teams/SharePoint link be resent. JB asks that RY also provide how/to guide for consumers and any assistance requested on use</li> </ul>	<p>meetings are held</p> <ul style="list-style-type: none"> <li>• RY to re-share Teams/SharePoint link with consumers and provide how to guide/access support</li> </ul>		
6.2	Resignation of committee member Barbara O'Toole	<ul style="list-style-type: none"> <li>• JM advises that Barbara, who joined at the same time as LR a few months ago has resigned from her position as a consumer</li> <li>• Found that it was too soon after losing her husband to feel she could contribute fully and will just be focussing on her grieving process</li> <li>• BOT thanked committee for the opportunity and JM extended well wishes on behalf of the committee and Hospitals and advised BOT that we would be happy to welcome her back if and when she feels ready</li> </ul>			
6.3	Farewell and thanks to exiting members	<ul style="list-style-type: none"> <li>• JB thanks Harris, Sue and Ajay on behalf of both Hospitals for their input, time and commitment in helping the sites be the best we can be. JM and BD echo thanks for their specific sites.</li> <li>• JB thanks Harris for chairing committee this year</li> <li>• JB advises that she would like to bring the exiting members as well as members who have left in the past year together in person for a Thank You afternoon tea now that COVID restrictions are easing</li> <li>• HM thanks all members for their support, and reflects that he has enjoyed his entire tenure and year as Chair</li> <li>• SS also reflects on enjoying the opportunity, and highlights to ongoing/new members the level of commitment and engagement required of sub-committee members.</li> <li>• SS suggests that in future Executive should try to prevent large proportions of experienced members leaving all at one time.</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Team to organise Thank You afternoon tea for exiting members</li> </ul>	GM/D ONs	Early 2022

## 7. New Business without notice

	Issue	Discussion	Action Required	Who	Due
7.1	Care Opinion newsletter	<ul style="list-style-type: none"><li>RY advises that the First Edition of the Quarterly Care Opinion Newsletter has just been received prior to the start of the meeting and will distribute after close of meeting to members</li></ul>	<ul style="list-style-type: none"><li>Distribute Care Opinion Newsletter to members</li></ul>	RY	After meeting close
7.2	On the Pulse newsletter	<ul style="list-style-type: none"><li>HM asks that On the Pulse newsletter is also distributed to committee members</li><li>RY to download and save On the Pulse past and future editions to Teams/SharePoint</li></ul>	<ul style="list-style-type: none"><li>Distribute On the Pulse newsletter to members</li></ul>	RY	Ongoing
7.3	Well Wishes from GM	<ul style="list-style-type: none"><li>JB thanked all members for their commitment and patience this year as we have navigated COVID restrictions and the virtual space, and looks forward to meeting in person next year.</li><li>Wishes all members a safe, happy and restful festive period and asks that all members look after themselves and continue to be vigilant and safe in following COVID restriction's as they celebrate with loved ones</li></ul>			

## 8. Presentation

	Nil	
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**There being no further business the meeting was closed by chair HM.**

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

**Signature Chair**

# Prince of Wales Hospital and Sydney/ Sydney Eye Hospital

## Consumer Advisory Committee

25 November 2021



Please be aware that this meeting may be recorded to enable the taking of full and accurate minutes. Once minutes are approved, any recordings will be deleted.



# Welcome Acknowledgement of Country

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- “We would like to acknowledge the Traditional Owners of the land we are meeting on today, the Bidjigal and Gadigal people of the Eora nation, and we pay our respects to their Elders past, present and all those emerging”



**Health**  
South Eastern Sydney  
Local Health District

## 2. Attendance/Apologies

## 3. Confirmation of Previous Minutes (October 21)

2	Attendance/Apologies											Chair	
	Name	1	2	3	4	5	6	7	8	9	10	11	
	Jennie Barry	C a n c e l l e d	✓	A	A	✓	C a n c e l l e d	A	C a n c e l l e d	C a n c e l l e d	✓		
	Karen Tuqiri		A	✓	✓								
	Belinda <u>Rabet</u>		✓	✓									
	Alan Porritt		✓										
	Carolyn Smith		NA	✓									
	Barbara Daly		NA	NA	NA	✓		✓			✓		
	Jonathan Magill		NA	NA	✓	✓		✓			✓		
	Harris Mihailidis		✓	✓	✓	✓		✓			✓		
	Ajay <u>Varshney</u>		✓	✓	✓	✓		✓			✓		
	Kevin Hinchey		NA	✓	✓	✓		✓			✓		
	Alex Brown	M e e t i n g	X	X	X	X	M e e t i n g	X	M e e t i n g	M e e t i n g	NA	NA	
	Cheryl Purchase		✓	A	✓	✓		A			✓		
	Cliff Wherry		✓	✓	✓	✓		✓			✓		
	Gary <u>Gridneff</u>		X	X	X	X		X			NA	NA	
	Sue Suchy		✓	✓	✓	✓		✓			✓		
	Linda <u>Roylance</u>		NA	NA	NA	✓		✓			✓		
	Barbara O'Toole		NA	NA	NA	✓		A			X	NA	
	Jacqueline Stephenson		✓	A	✓	✓		✓			✓		
	Yael Rottanburg		✓	✓	✓	✓		✓			✓		
	Susan <u>Nardi</u>		NA	✓	✓	A		✓			✓		
	Candi Sher (presenter)										✓		
	Christine Conn (presenter)										✓		
A= Apology    ✓= Attend/Dial in    X= Absent Without Notice    NA= Not Applicable													



**Health**  
South Eastern Sydney  
Local Health District

## 4. Actions from Previous Meeting

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4.1 Secretariat to send day-of meeting access link – *RY*

4.2 Update on advertisement for recruiting new members – *JM*

4.3 Consumers to complete QARS committee evaluation -  
*Consumers*



Open until Friday 26/11/21



**Health**  
South Eastern Sydney  
Local Health District

# 4. Actions from Previous Meeting

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4.4 Results of Quality and Safety Internet Display Data Top 6 Survey and mock-up infographic to be presented (on following slides) - *CPIU Managers*



**Health**  
South Eastern Sydney  
Local Health District

# Hand Hygiene

Oct 2021

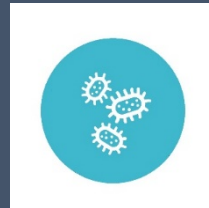


National Benchmark	80%	
Prince of Wales Hospital	91.8%	
Nurses		96%
Medical Officers	79%	
Allied Health		92%



# Infection in hospital

Nov 2020 - Oct 2021



Hospital acquired infections per 10,000 episode of care

<b>NSW set hospital target</b>	<b>&lt; 120</b>
<b>Prince of Wales Hospital</b>	<b>133.9</b>
<b>Other similar hospitals</b>	<b>141.9</b>

# Fall related injuries in hospital

Nov 2020 - Oct 2021



Falls with serious injury per 10,000 episode of care

NSW set hospital target	< 6.9	
Prince of Wales Hospital	5.4	
Similar hospital		5.6

# Serious pressure injuries in hospital

Nov 2020 - Oct 2021

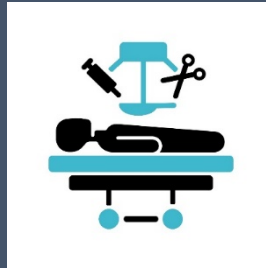


Serious Hospital acquired pressure injuries per 10,000 episode of care

NSW set hospital target	< 6.3	
Prince of Wales Hospital	3.1	
Similar hospitals		5.2

## Surgery or invasive procedure performed on the wrong patient/procedure/site resulting in serious harm

Nov 2020 - Oct 2021



Count Wrong patient /procedure /site incident

NSW set hospital target	0
Prince of Wales Hospital	0

## Emergency Department and Surgical Waiting times



Emergency Department waiting times

Surgery waiting times

[Click here](#)

## 5.1 POWH/SSEH update by Hospital Executive – GM

### Consumer questions *GM/DONS*

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UPDATE



**Health**  
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## 5.2 SSEH PEO Update *GM/DONS*

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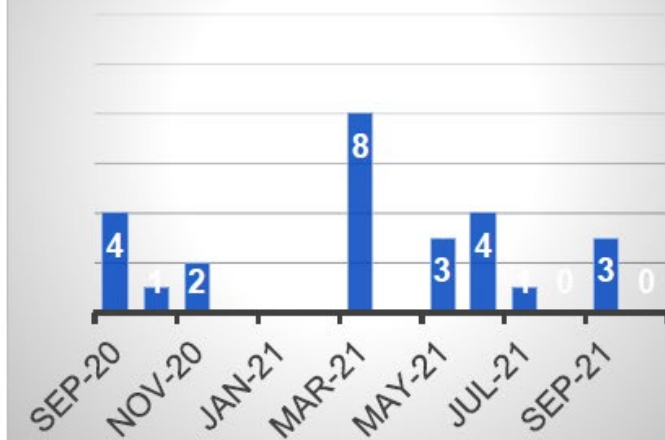
SSEH ED Patient Experience Officer  
October 2021



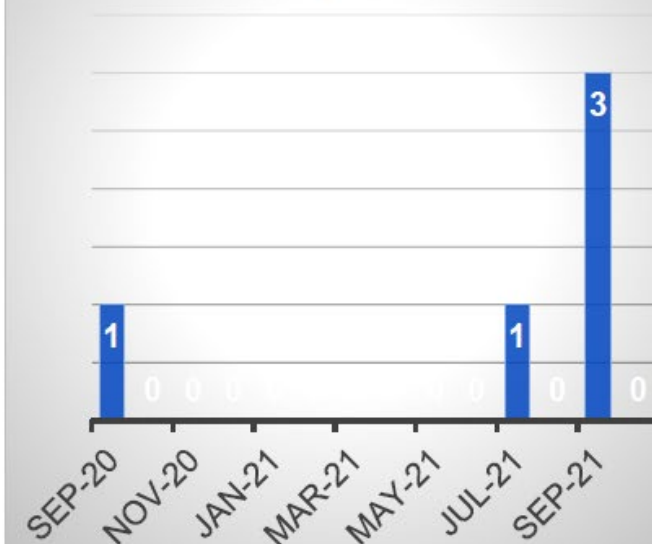
**Health**  
South Eastern Sydney  
Local Health District

## Complaints- SSEH ED - Sept 20 to Oct 2021

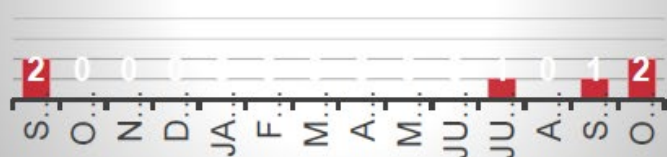
### Total ED Complaints



### ED Waiting room complaints



### COVID Clinic Complaints



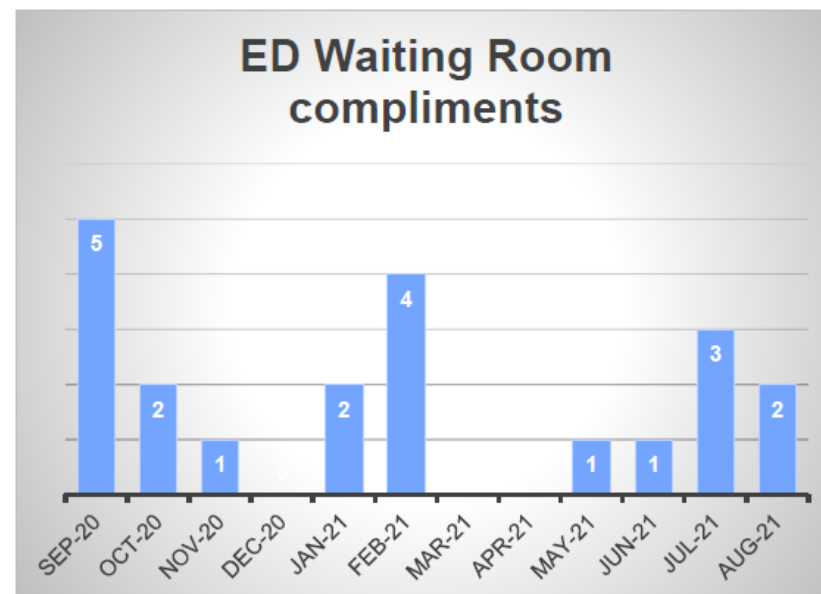
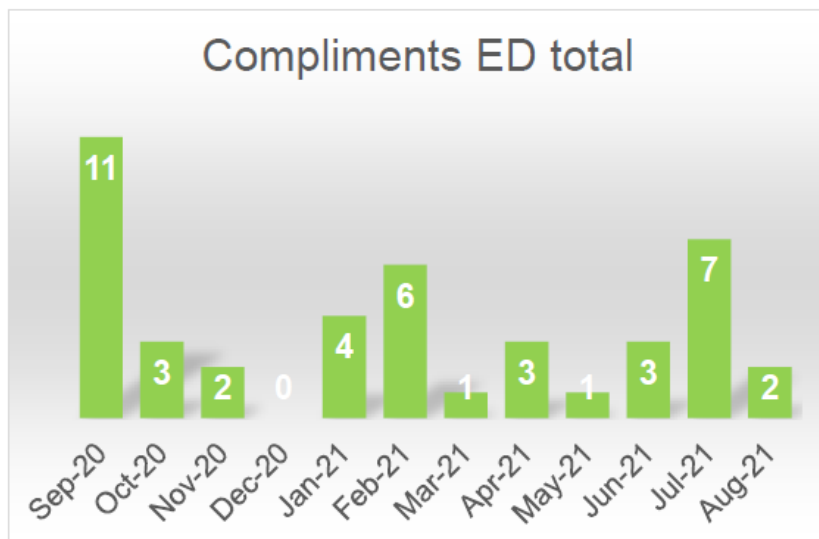
Sydney Hospital &  
Sydney Eye Hospital



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## ***Formal Compliments- SSEH ED –Sept 20 to Oct 2021***



None documented-there were  
52 complimentary comments  
from the ED patient survey  
October

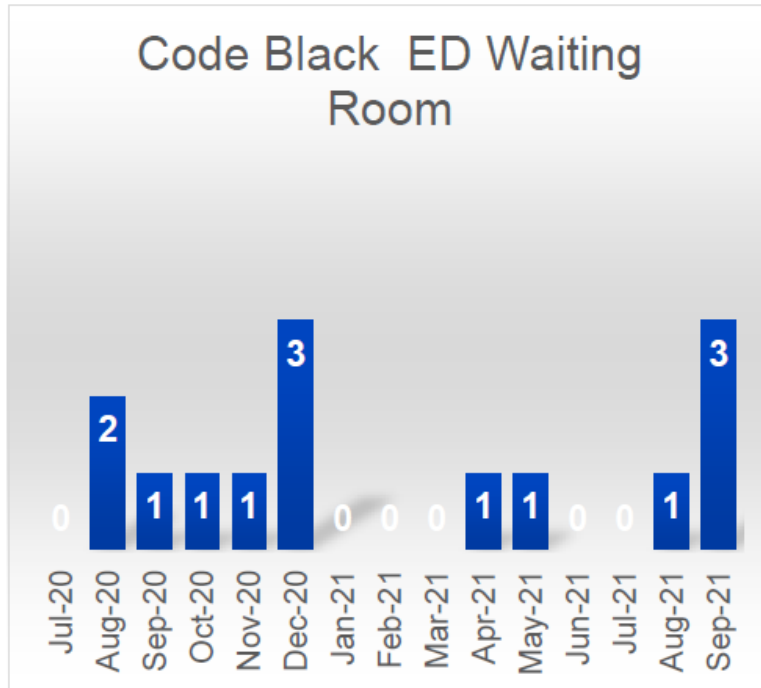


Sydney Hospital &  
Sydney Eye Hospital

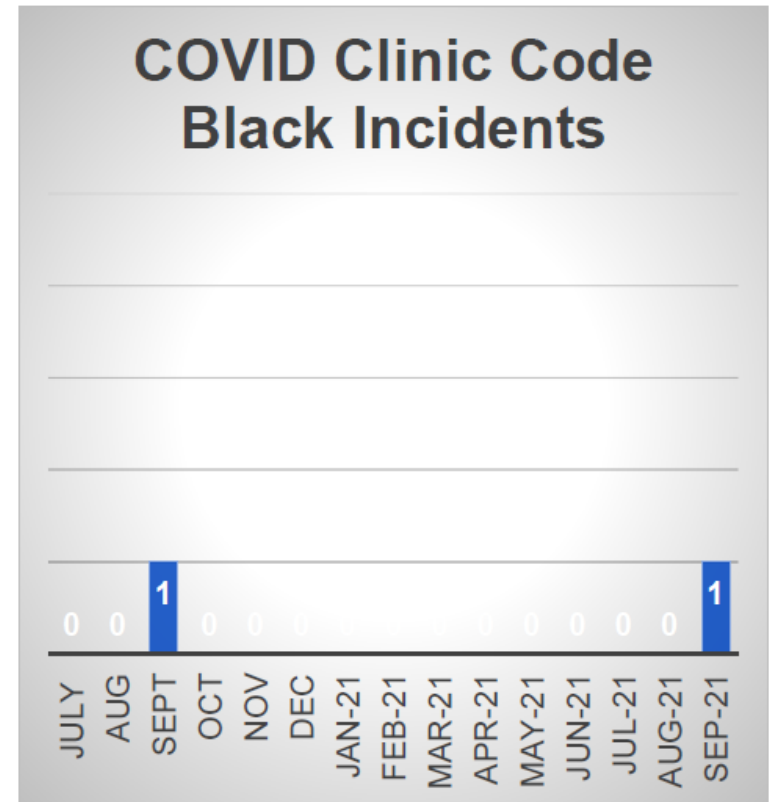


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# ***SSEH Code Black Incidents –July 20 to Oct 21***



None documented in October for ED Wait room or COVID clinic

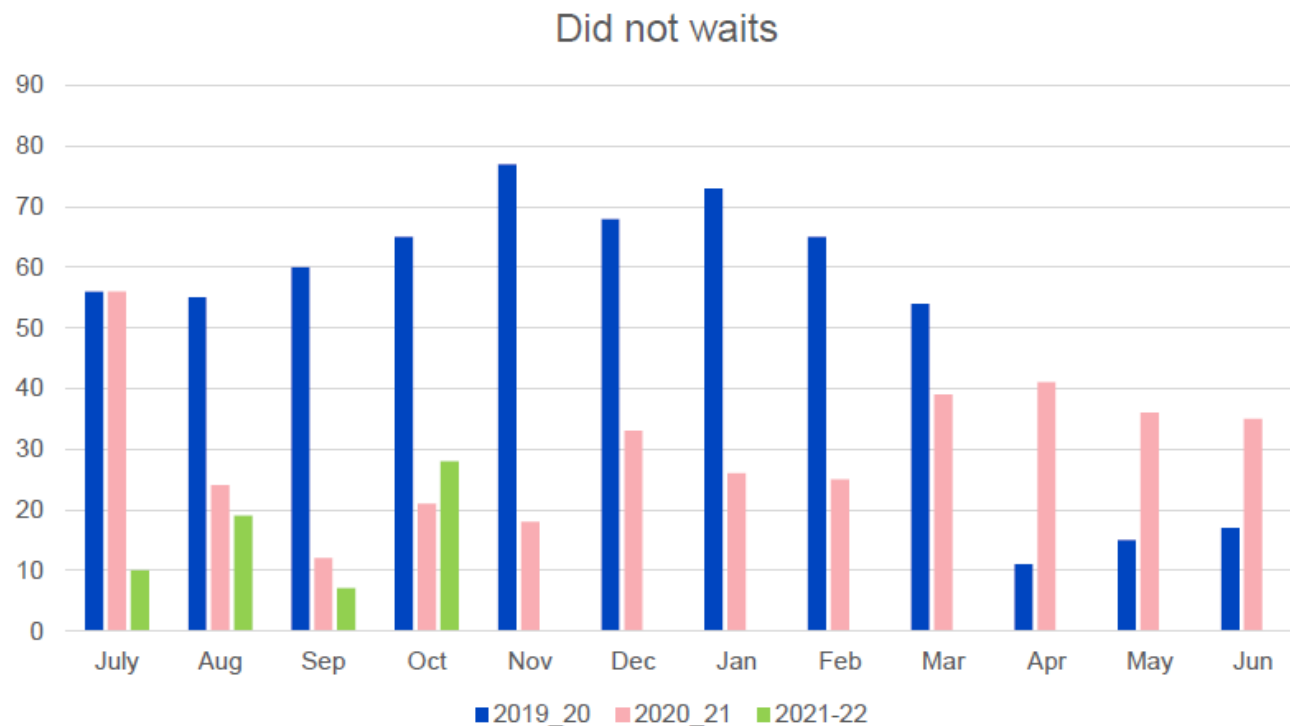


Sydney Hospital &  
Sydney Eye Hospital



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## ***SSEH ED Did not Waits-All patients***

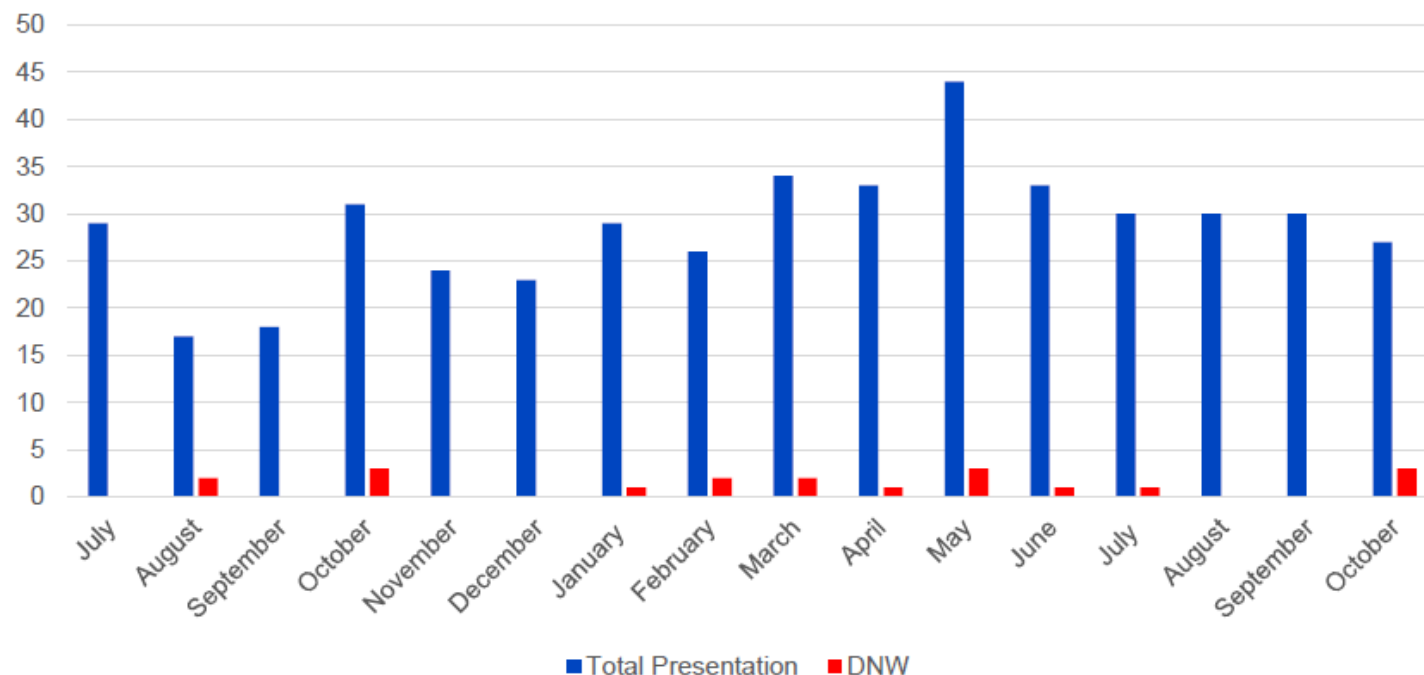


Sydney Hospital &  
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# ***SSEH ED Did not Waits-Aboriginal & Torres Strait Islander***



Sydney Hospital &  
Sydney Eye Hospital



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## ***SSEH ED MoH Patient Survey- Oct 21***

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### **Oct 21- 324 patients completed survey**

I had a positive experience on my first visit to the Eye Hospital. The staff was efficient and polite. Dr. Mark Z. who attended to me was professional and efficient. I left the hospital feeling confident and relieved knowing that I had received good care.

Dr Cheah the other day, was a great Dr who kindly bound my collapsed arch like Hippocrates whilst we had a pleasant chat. Great Dr. He deserves a medal.

The staff were wonderfully courteous and professional, with a beautifully considerate manner. I couldn't have wished or asked for a better experience; even the reception staff advised me to be careful on Macquarie Street, as it was 10pm when I left.



Sydney Hospital &  
Sydney Eye Hospital



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## ***SSEH ED MoH Patient Survey- Oct 21***

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My experience would have been better if I had been given some indication of expected wait time upfront. I was at ED for over 5 hours. I did expect I would have to wait, but I saw 2 nurses for scans before seeing the dr, so it would have been good to get some idea of the process and how long it might be.

I found the entry to the building process daunting. and needed considerable help to get to the point where I got the tick. This would have not been required if I had had an iPhone with a bigger screen.

The signage at the front is not clear where to go. The 1st building has locked doors due to covid and I thought the entrance may have been out the front. No signage to say building no in use or deter people from checking for another entrance. Maybe better signage or a dedicated person to show visitors/ patients where to go. The Covid person in the emergency area was fantastic as he literally took you to the place you needed to go to.



Sydney Hospital &  
Sydney Eye Hospital



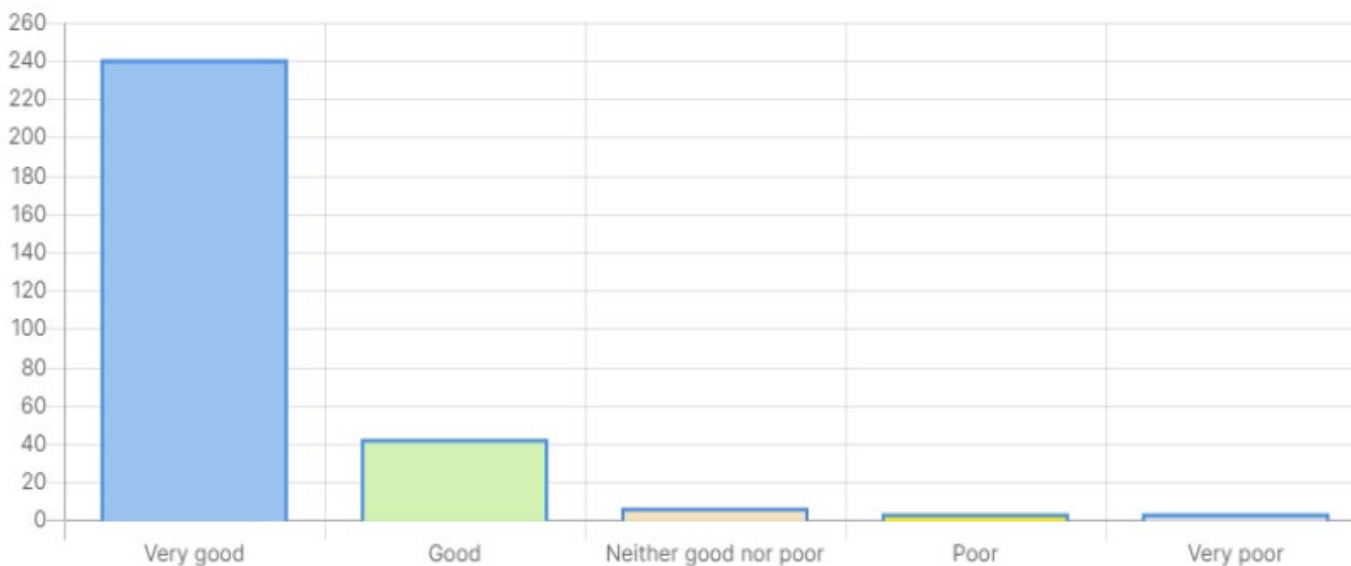
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# Good To Great SSEH ED Patient Survey- Oct 21

Q2: Overall how would you rate the ED care you received?



4 minutes ago



Sydney Hospital &  
Sydney Eye Hospital



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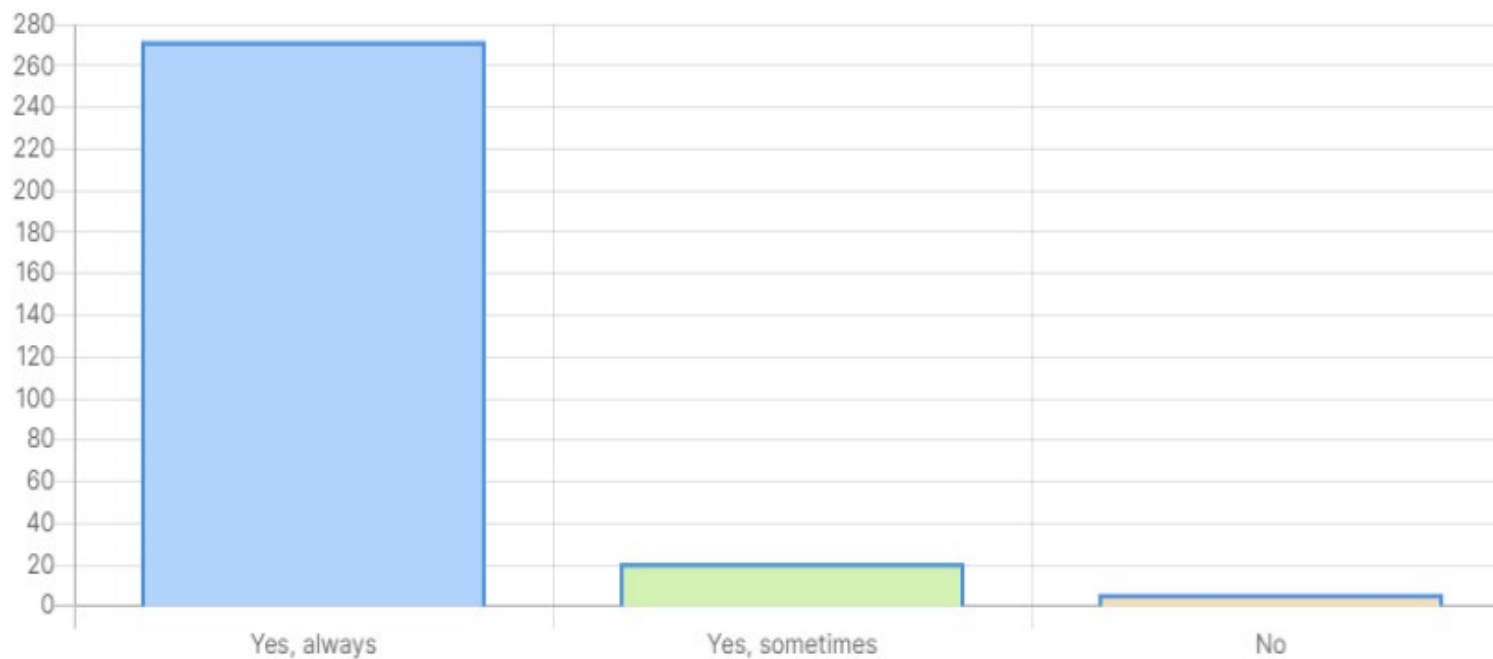


# Good To Great SSEH ED Patient Survey- Oct 21

Q5: Whilst in ED were you treated with respect and dignity?



4 minutes ago



Sydney Hospital &  
Sydney Eye Hospital



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# Good To Great SSEH ED Patient Survey- Oct 21

## Q9: Were you involved in your ED treatment decisions?

3 minutes ago



Sydney Hospital &  
Sydney Eye Hospital



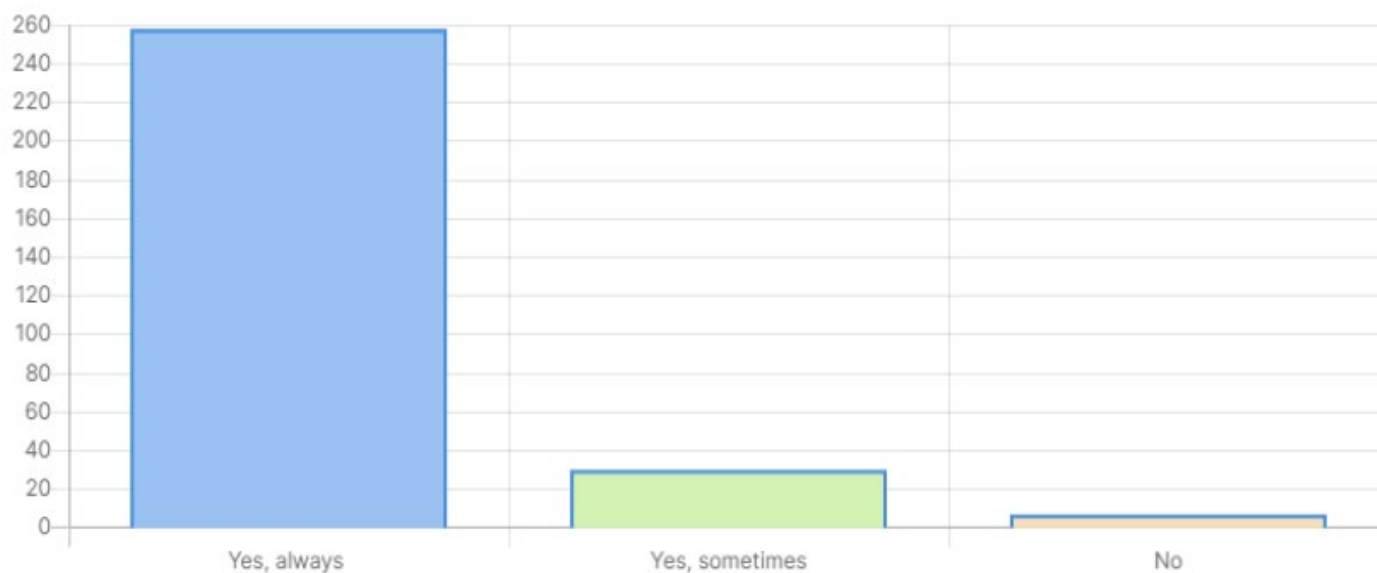
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# Good To Great SSEH ED Patient Survey- Oct 21

**Q16: Did you understand the ED health professionals?**



3 minutes ago



Sydney Hospital &  
Sydney Eye Hospital



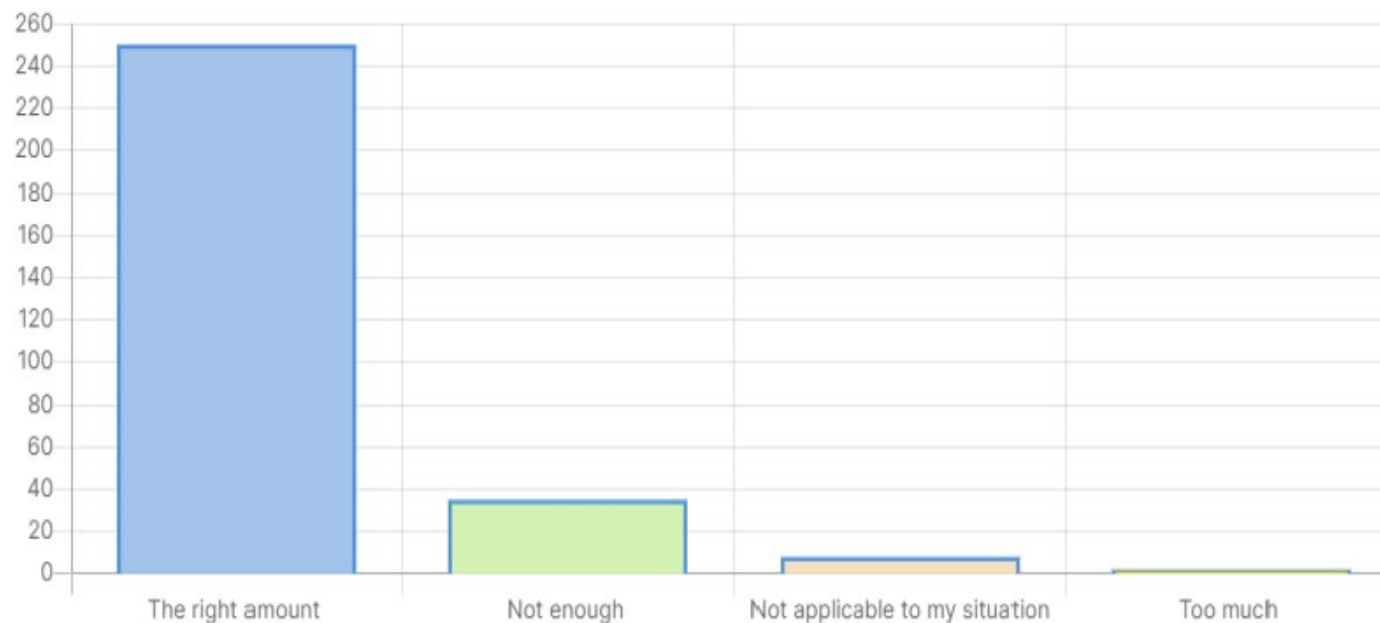
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# Good To Great SSEH ED Patient Survey- Oct 21

Q17: Whilst in ED how much information was given to you?



3 minutes ago



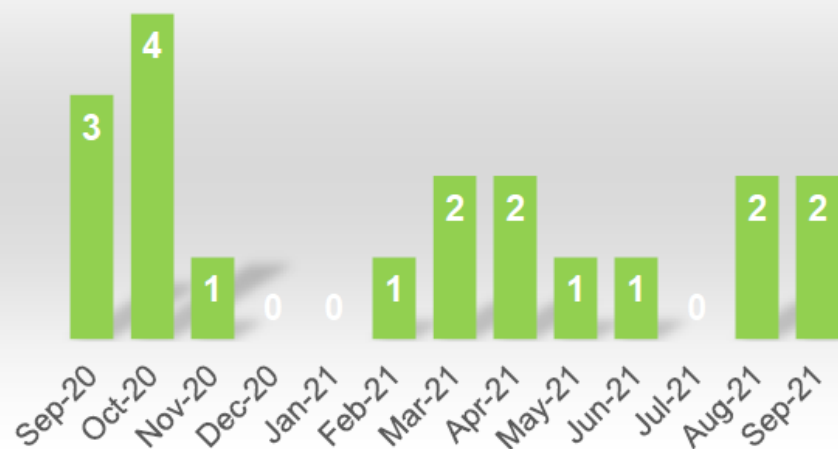
Sydney Hospital &  
Sydney Eye Hospital



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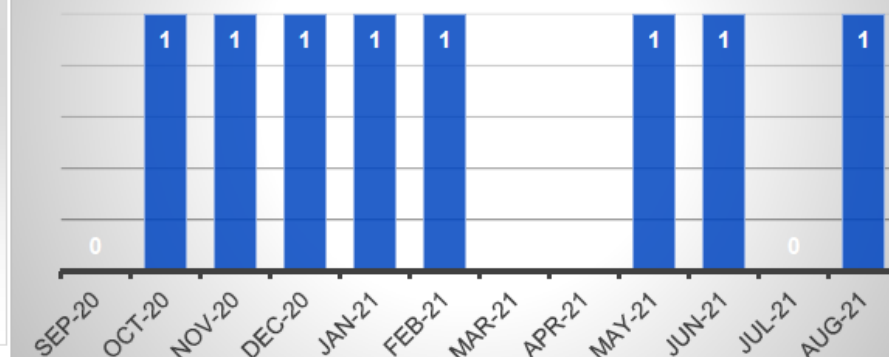
## Care Opinion- SSEH ED Sept 20 to Oct 2021

Care Opinion - positive stories



One positive story for  
COVID clinic in October

Care Opinion -areas for improvement



Nil for October



Sydney Hospital &  
Sydney Eye Hospital



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## 5.3



## Care Opinion

## SSEH

I was seen by the Sydney Hospital Hand clinic, in particular the COVID screening staff, clinic admin, medical and OT staff. I really appreciated how well organised all parts of the process was.

Further, the medical officer **David** was lovely, clearly explaining the treatment plan and reassuring that my prognosis was good.

I want to give particular kudos to the OT **Amy** and her OT student **Mia** who were both lovely and thorough. I wish Mia the very best in her OT career and am encouraged to see the high standard of students from that particular university.



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## 5.3



## Care Opinion

## SSEH

I had two appointments scheduled recently, one was early morning, this was a recurring appointment that is meant to happen 6 monthly for a check up of my eyes. I had lost eyesight and they have restored it. It was already postponed because of COVID and this was already disappointing. I had waited 9 months for this appointment. My second appointment was scheduled for just after midday. It is a routine eye injection that happens every 5 weeks.

I got a text message from the hospital earlier in the week saying that I need to come in with a negative COVID test result, no later than 72 hours before. No problem, I have always done the rapid COVID test and that was always accepted. It took me one and half hours to get into the hospital. I came to reception, they said no you have only had the rapid test, we cannot let you in, this was at the screening at the door. They told me to wait. They said, after about one and a half hours waiting, they are not accepting the COVID rapid test.

When they sent the message they didn't specify no rapid COVID test, they just said they needed it done within 72 hours. So after one and a half hours waiting they sent me away and said it will be rescheduled for 15 weeks away. I asked, what about my eye injection? I recall they said the eye injection is a different story, so you can go to that.

I had to wait and spend extra money to eat lunch while I waited for the appointment. But then they turned me away at the eye injection appointment too because I only had the rapid test. I spent the whole day and a lot of money. Parking at the hospital cost me \$66 and I had to take tolls on the way. I also took the day off work. I am in my late 60s and I feel that they are treating me like I am nothing.

They only see you at the screening gate and they won't let you in or anything. I am devastated. I believe I didn't do anything wrong. I just spent a lot of time and a lot of money, because, I believe, somebody sent an incorrect message. I recall the message read, to be able to attend you must show us a negative COVID test result within 72 hours of your appointment. I recall it also said the same on the front door of the hospital. Nothing about the rapid test.

If the rapid test is not accurate enough, why did they accept them on the previous injection appointments I have been to? I have always done the rapid test. I believe I have done everything correctly to have my appointment. Normal COVID test takes 24-48 hours for results. I have the rapid test results within half an hour.

I understand that the staff that called me to rearrange my appointment didn't even know that they are not accepting rapid tests.



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## 5.3



## Care Opinion

# POWH

### " Complete care for my Appendicitis "

Late one weeknight I had severe stomach cramps so ended up in The Prince Of Wales Hospital's Emergency Department (Randwick). From then on I was treated extremely well by every single member of staff I encountered. The treatment was extremely thorough and no stone was left unturned to determine what was wrong. After lots of scans it turns out it was my appendix that was the issue and it was removed.

I've been lucky enough to never have had to visit a hospital before in my years, but I have left idolising anyone who works in a hospital. No matter what was wrong, or what issues they were facing, I felt everyone did their job with determination and positivity, even with Covid supplying additional issues.

No negative/areas to improve from October



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## 5.4 Diversity Health – Update - POWH

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## 5.4 Diversity Health – Update - SSEH

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## 5.5 Questions from Consumers

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## 5.6 POWH/SSEH update by Committee members

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Please send Feedback forms for any Subcommittee Attendances to [rhannon.young@health.nsw.gov.au](mailto:rhannon.young@health.nsw.gov.au) ASAP

Paid participation will be processed the first week of each month for the meetings held in the previous month



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# 6. New Business

## 6.1 Confirmation of Current Subcommittee Memberships and planning for 2022 – *DONs/Secretariat*

Meeting/Committee	LHD/POWH/SSEH	Chair Position	Frequency	dates	time	Consumer representation
SES LHD COMMITTEES						
POWH COMMITTEES						
POWH Redevelopment committee (consumers)	POWH	John	monthly	2nd Wednesday	1630-1800	Ajay Varshney, Sue Suchy
POWH Infection Prevention & Control Committee	POWH	Director of Clinical Services POWH	Monthly	4th Friday	1030-1130	Ajay Varshney
Quality Clinical Practice Council	POWH	Michael Kelleher & Yvonne Steadward, Nurse Educator	Monthly	4th Thursday	1430-1530	Cliff Wherry
POWH/SSEH Comprehensive Care	POWH & SSEH	Karen Tuqiri/Jonathan Magill	monthly	3rd Friday	1200-1300	await new consumers
POWH/SSEH Food and Nutrition Committee	POWH & SSEH	Head of Dept. - Nutrition and Dietetics, NM Nursing	Bi-Monthly	2nd Wednesday	1400-1500	Ajay Varshney
POWH/SSEH Pressure Injury Committee	POWH & SSEH	Prof Valerie Wilson, Professor of Nursing	Monthly	2nd Monday	1100-1200	Ajay Varshney
Standard 2 meeting	POWH/SSEH	NM Nursing/CPIU	ad hoc	x	x	Meeting on hold
POWH Communicating for Patient Safety Committee	POWH	Manager, Clinical Practice Improvement Unit POWH	Monthly	1st Tuesday	1200-1300	Harris Mihailidis + new consumer
POWH Patient Safety & Improvement Committee	POWH	Director of Clinical Services POWH	Monthly	2nd Thursday	1400-1530	Sue Suchy
POWH Medication Safety Committee	POWH	Dr Catherine McVeigh	Monthly	2nd Thursday	1130-1300	Harris Mihailidis + new consumer
Wayfinding Committee	POWH	Owen Patterson & Max Tuffano	Bi-Monthly	1st Wednesday	1030-1130	Ajay Varshney + await new consumers
POWH Aboriginal health working group	POWH	Elizabeth Browne	Monthly	4th Monday	1500-1600	Cheryl Purchase
POWH/SSEH Care Towards the End of Life Committee	POWH & SSEH	Dr Meg Sands, Senior Staff Specialist Palliative Medicine	Monthly	2nd Monday	1400-1500	Ajay Varshney + Harris Mihailidis
SYDNEY/SYDNEY EYE HOSPITAL						
SSEH Patient Safety & Improvement Committee	SSEH	Director of Clinical Services SSEH	Monthly	2nd Thursday	1230-1330	Harris Mihailidis
SSEH Infection Prevention & Control Committee	SSEH	Director of Nursing SSEH	Monthly	1st Wednesday	0900-1000	Ajay Varshney

## 6. New Business

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6.2 Resignation of committee member Barbara O'Toole

6.3 Farewell and Thanks to exiting members:

Sue Suchy

Ajay Varshney

Harris Mihailidis



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# 7. Business without Notice

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# Presentations

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NIL



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# Next meeting

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Next meeting will be held on 24 February 2022 – location TBA

We hope you and your loved ones have a safe and happy holiday season and start to the New Year



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# Expressions of Interest

## New Members of the Consumer Advisory Committee Joint Prince of Wales Hospital and Sydney/Sydney Eye Hospital



### **Do you want to contribute to how your hospitals deliver your health services?**

Our Consumer Advisory Committee is looking for more community members to join our team.

The Consumer Advisory Committee is a group of community members who are interested in working together and with the hospital staff to improve our services.

The Consumer Advisory Committee meetings are held on the fourth Thursday of each month at 3.30pm. The meetings are rotated between Prince of Wales Hospital in Randwick and Sydney Hospital and Sydney Eye Hospital in the city or virtually through Microsoft Teams. An expectation of membership of the committee will be to join other internal hospital committees that are of an interest to you.

To become a member, you will have a strong community focus to ensure that health concerns of the community are represented. Applications are encouraged from people who are Aboriginal and Torres Strait Islander, culturally diverse, young, living with disabilities along with parents and carers.

For more information, please go to <http://www.seslhd.health.nsw.gov.au/get-involved-1>

**For further inquiries and the application kit for this voluntary position email  
SESLHD-SSEHNursingExecutive@health.nsw.gov.au  
Applications close Monday 17<sup>th</sup> January 2022**



## " Caring & Comprehensive service provided by the HITH Team "



My family and in particular my relative would like to personally thank and acknowledge the health care professionals from the Prince of Wales Hospital in the Home team, Doctor Carl (Geriatrician) and Jocelyn (Community Nurse) who recently provided exceptional and effective acute care treatment to my relative within the privacy of their home.

Both Doctor Carl and Nurse Jocelyn worked collaboratively as a team to treat my relative for an acute infectious episode preventing the need for Hospital attendance. Their expertise, knowledge and kind, compassionate manner was greatly appreciated. I felt the care provided was seamless and thorough whereby my relative responded very well to the treatment administered and is now fully recovered and back to normal activity.

We wish to acknowledge the important and exceptional services provided by all the health professionals we dealt with within the Prince of Wales Hospital in the Home Community Healthcare Team. This team provide state of the art treatments for patients in the community in the privacy of their own homes reducing the burden on acute Hospital Services which is so important at this present time of the Covid pandemic.

In my opinion, this team has the model for success for ensuring wellness in our community and has a unique formula to facilitate sustainable health and well being whereby dignity and privacy are maintained.

Sincere thanks to Doctor Carl and Nurse Jocelyn for their professionalism, care and kindness in assisting my relative and our family through a difficult time.

Many Thanks to the Hospital in Home team.



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## " Spinal ward rehabilitation care "



I was transferred from another hospital to Prince of Wales spinal rehab earlier this year, I stayed there for almost five months.

Right from the get go my experience was positive, I was made to feel really welcome, a plan was outlined about my recovery and an estimated time frame given.

I was lucky to have Carrie, my occupational therapist, anything I needed Carrie was very proactive about sorting it out, and I felt really supported from her in every way. She was very encouraging so that I'd get the best from my rehab.

I had Dimity as my social worker, again she was great, went above and beyond what I ever expected from someone in her position, and always a smile and a positive energy.

I had Jamie as my physio. Jamie is one of the most positive happy people you could meet, and having physio with her really helped me through my down days.

The nursing staff involved in my care were all great, a special mention to Adrian, Kritika and Megan.



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Late one weeknight I had severe stomach cramps so ended up in The Prince Of Wales Hospital's Emergency Department (Randwick). From then on I was treated extremely well by every single member of staff I encountered. The treatment was extremely thorough and no stone was left unturned to determine what was wrong. After lots of scans it turns out it was my appendix that was the issue and it was removed.

I've been lucky enough to never have had to visit a hospital before in my years, but I have left idolising anyone who works in a hospital. No matter what was wrong, or what issues they were facing, I felt everyone did their job with determination and positivity, even with Covid supplying additional issues.

I was extremely impressed with the attitude and the care each doctor, nurse, helper, cleaner, etc handled their job and their patients that it really made my three nights in hospital extremely positive.

I appreciate my condition was simple to treat but it really opened my eyes to the amazing work all those in care services provide and I want to thank them all from the bottom of my heart.

Their positivity was infectious and because of that, I felt the ward I was on was filled with joy despite, as I understand it, the complications surrounding a lot of patients' illnesses.

Thanks again, and although I hope I don't see you soon, please know how appreciated you are thanks to all you do for everyone.



## " Major abdominal surgery "



I went in to POWH for surgery a few months ago and woke from the operation to learn Sydney had gone into lockdown. I spent over a week recovering in hospital without being able to have any visitors.

The care and attention I received from everyone in the hospital was fantastic. My surgical team, the nursing teams in HDU and Dickinson South (and the nursing students), the pain team, physio team, blood collectors, pharmacy, porters, food attendants, cleaners, admissions teams... everyone took the time to make me feel valued and cared for.

I felt they went above and beyond to help me with things that I couldn't ask from my family during that time. They kept me calm when I was confused and anxious, and assured me I'd be ok.

They encouraged me every step of the way, and thanks to the entire team, I made an exceptional recovery and left the hospital feeling fantastic. I am so grateful for, and impressed by, the professionalism and warmth of everyone who works there who looked after me.



Prince of Wales Hospital &  
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**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

<b>NAME</b>	AJAY VARSHNEY		
<b>COMMITTEE/MEETING TITLE</b>	POWH & CHS Infection Prevention & Control.		
<b>FREQUENCY OF MEETING</b>	monthly	<b>CHAIR OF MEETING</b>	Dr. Martin Mackintosh
<b>DATE/TIME OF MEETING</b>	29 Oct 2021. 10.30 am.	<b>LOCATION</b>	Zoom meeting
<b>KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS</b>	<p><b>Key Takeaway:</b></p> <ul style="list-style-type: none"> <li>- minutes of previous meetings approved.</li> <li>- Ultra sound audit comp.</li> <li>- CRE no new cost.</li> <li>- Internal of Environment audit cleaning comp</li> <li>- Staff Vaccination of covid-19 comp &amp; other vaccination by May 2022.</li> </ul> <p><b>Key Points:</b></p> <ul style="list-style-type: none"> <li>- No new infection. in Cardiac Surgery.</li> <li>- Hand hygiene audit very good.</li> <li>- No hip infection in last 2 months.</li> <li>- Bridges temp for food supplied by hospital are checked.</li> <li>- QARS audit ongoing less than 50% cameras had time on them &amp; 70% had data on them.</li> </ul> <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>- CRE. Management ongoing however it is tracking well.</li> <li>- Business Plans modified due to COVID 19.</li> <li>- Correct use of face mask N95 circulated.</li> </ul> <p style="text-align: center;"><b>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</b></p>		

**DATE:**

**SIGNATURE:**



**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	Ajay Vassling.		
COMMITTEE/MEETING TITLE	SSEH 1 P&C committee.		
FREQUENCY OF MEETING	monthly	CHAIR OF MEETING	Jonathon McGill.
DATE/TIME OF MEETING	3 <sup>rd</sup> Nov 2021.	LOCATION	MeeloSoft.
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p><b>Key Takeaway:</b></p> <ul style="list-style-type: none"> <li>- Previous minutes approved.</li> <li>- Storage area use baskets</li> <li>- Ultra sound audit completed &amp; are now being looked at.</li> <li>- Ed. Ventilation is to be reviewed</li> <li>- hot water storage to be discussed with Destreet.</li> </ul> <p><b>Key Points:</b></p> <ul style="list-style-type: none"> <li>- Laundry hiring from Destreet laundry.</li> <li>- with a suggestion to use Long Bay soil.</li> <li>- Hand hygiene above 85%.</li> <li>- Hose &amp; Showers head replacement ok.</li> <li>- TSSU data on going with few changes.</li> <li>- water testing <del>are</del> reading are better</li> </ul> <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>- clinical waste management is being looked at.</li> <li>- Hand hygiene in Ed &amp; in surgical dept. to be looked at to improve</li> </ul> <p>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</p>		

DATE:

SIGNATURE:

**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

<b>NAME</b>	ASAT VARSITNEY		
<b>COMMITTEE/MEETING TITLE</b>	Pressure injury & wound care.		
<b>FREQUENCY OF MEETING</b>	Monthly	<b>CHAIR OF MEETING</b>	Emine Tetik.
<b>DATE/TIME OF MEETING</b>	8th Nov 2021.	<b>LOCATION</b>	Zoom
<b>KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS</b>	<p><b>Key Takeaway:</b></p> <ul style="list-style-type: none"> <li>- Minutes of previous meeting approved.</li> <li>- Presentation by Dept 4 - no pressure injury in Sept.</li> <li>- Presentation by Age Care.</li> <li>- Presentation by ED.</li> <li>- Presentation by Acute Stroke Unit.</li> <li>- Pressure injury audit is completed.</li> </ul> <p><b>Key Points:</b></p> <ul style="list-style-type: none"> <li>- Air mattress are working &amp; wedges are in use.</li> <li>- Wound care products discussed</li> <li>- Training for wound care &amp; skin care are organised for 2022.</li> <li>- PIPPIN presentation of 11 unit are up to cycle 5 &amp; last cycle to start on 6 Jan 2022</li> </ul> <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>- SPC 2 Review one under investigation</li> <li>- Pressure injury mostly to people 85 years &amp; over.</li> <li>- Training for interns to start on 15 Nov 2021.</li> </ul> <p style="text-align: center;"><b>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</b></p>		

DATE:

SIGNATURE:

**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	Ajeay Varsliney		
COMMITTEE/MEETING TITLE	Care toward the end of life.		
FREQUENCY OF MEETING	monthly	CHAIR OF MEETING	Christine Conn.
DATE/TIME OF MEETING	8th Nov 2021	LOCATION	Zoom.
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p><b>Key Takeaway:</b></p> <ul style="list-style-type: none"> <li>- minutes of previous month approved.</li> <li>- Patient Experience story presented.</li> <li>- Look at ICU plan for end of life is the document get look at</li> <li>- Double bagging bodies due to COVID19</li> <li>- circled patient feeding to be discussed in</li> </ul> <p><b>Key Points:</b> Dec meeting.</p> <ul style="list-style-type: none"> <li>- Aboriginal care booklet &amp; diary information given to patients &amp; family for discussion</li> <li>- shared discussion tools &amp; different things to look at in booklet &amp; to be presented in Feb/march 2022.</li> </ul> <p><b>Summary:</b> - SAE case is being investigated &amp; going being done on COVID-19 patient</p> <ul style="list-style-type: none"> <li>- cardiac arrest have been reduced by early intervention.</li> </ul> <p><b>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</b></p>		

DATE:

SIGNATURE:

**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

<b>NAME</b>	Ajay VARSHNEY		
<b>COMMITTEE/MEETING TITLE</b>	POWH & CHS Infection Prevention & control.		
<b>FREQUENCY OF MEETING</b>	Monthly	<b>CHAIR OF MEETING</b>	Martin McKestick
<b>DATE/TIME OF MEETING</b>	26 Nov 2021.	<b>LOCATION</b>	Skype.
<b>KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS</b>	<p><b>Key Takeaway:</b></p> <ul style="list-style-type: none"> <li>- Minutes of previous meeting approved</li> <li>- Hand hygiene audit is old.</li> <li>- occupational exposure &amp; Vaccination are ongoing.</li> <li>- new Water Management plan to monitor all <del>the</del> cooling towers in 2022.</li> </ul> <p><b>Key Points:</b></p> <ul style="list-style-type: none"> <li>- Sinks that are not used to be plugged up.</li> <li>- Risk management registered to be next updated by March 2022 for review.</li> <li>- SAC 3 events being revised</li> </ul> <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>- No new ICU infections.</li> <li>- No superficial infection since May 2021.</li> <li>- No cleaning audit done since Oct 2021.</li> <li>- <del>next</del> next to be done in Dec 2021. This is due to COVID 19.</li> </ul> <p><b>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</b></p>		

DATE:

SIGNATURE:



**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	CLIFF Wherry		
COMMITTEE/MEETING TITLE	C.A.C.		
FREQUENCY OF MEETING	Monthly	CHAIR OF MEETING	Harris Mihailidis
DATE/TIME OF MEETING	25th November 2021	LOCATION	Teams
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>Advertising for new Committee members</p> <p>Patient Satisfaction Surveys</p> <p>Farewell to some sitting members who will be sadly missed</p>		
PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING			

DATE:

25/11/2021

SIGNATURE:

*[Handwritten Signature]*

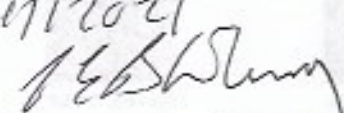
**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	Cliff Wherry		
COMMITTEE/MEETING TITLE	C.C Committee		
FREQUENCY OF MEETING	Monthly	CHAIR OF MEETING	Jon Magill
DATE/TIME OF MEETING	19th November 20/21	LOCATION	P.O.W.H.
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>1 First meeting</p> <p>2 Expected more members to participate</p> <p>3 Could the presenters identify themselves more fully eg Role etc</p> <p>4 We discussed Falls Pressure Areas, in depth, and Pts review duty</p> <p>well chaired, friendly reception</p>		
PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING			

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19/11/2021  


**MEETING FEEDBACK FORM**  
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<b>NAME</b>	Harris Mihailidis		
<b>COMMITTEE/MEETING TITLE</b>	POWH Medication Safety Sub Committee		
<b>FREQUENCY OF MEETING</b>	Monthly	<b>CHAIR OF MEETING</b>	Catherine McVeigh
<b>DATE/TIME OF MEETING</b>	Thursday 12th August 2021 11:30-12:30pm	<b>LOCATION</b>	Virtual
<b>KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS</b>	<p><b>POWH Committees Sharepoint</b></p> <ul style="list-style-type: none"> <li>• Agenda papers have been loaded to sharepoint that include IMS+ listing reports</li> <li>• KO confirmed with CC not appropriate for IMS+ report to be shared on sharepoint. Minutes without attachments to be listed.</li> </ul> <p><b>Action</b> KO/CW to confirm CPIU processes and only loading confirmed minutes on the page.</p> <p><b>Product Assignment in eMeds – where multiple concentrations of a product exist</b></p> <ul style="list-style-type: none"> <li>• Safety alert re near miss of incorrect volume calculation/presentation in eMeds administration window.</li> <li>• LC has run a report and over 100+ items affected</li> <li>• LC escalating to eHealth as no local solutions identified</li> </ul> <p><b>Action:</b> LC to feedback progress from eHealth working group</p> <p><b>Risk Register Review</b></p> <ul style="list-style-type: none"> <li>• Medication reconciliation (admission)</li> <li>• Medication reconciliation (discharge)</li> <li>• Medication Review</li> <li>• Multiple medication management systems</li> <li>• Refrigerated Medicines Storage – MK/CMcV/CW working on escalation flow chart. SESLHD QUM receptive to updating form based on POWH trial in 2018.</li> <li>• Medication Storage (general ward areas)</li> </ul> <p>Infusion related incidents and Line Labelling – MK to bring to next Clinical Leads meeting.</p>		
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<b>COMMITTEE/MEETING TITLE</b>	Medication Safety Sub Committee		
<b>FREQUENCY OF MEETING</b>	Monthly	<b>CHAIR OF MEETING</b>	Catherine McVeigh
<b>DATE/TIME OF MEETING</b>	Thursday 14 <sup>th</sup> October 2021 11:30 AM – 12:30 PM	<b>LOCATION</b>	SKYPE
<b>KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS</b>	<p><b>Key Takeaway:</b></p> <p>Medication Reconciliation:</p> <ul style="list-style-type: none"> <li>• Adhoc Form still in use.</li> <li>• No updates this month.</li> </ul> <p>SESLHD Hydromorphone CBR on hold.</p> <p>First Dose Date/Time alert (POWH ED) change request: Awaiting ICT Build for POWH in November.</p> <p>High Risk Medication Storage Audits of Heparin and Potassium showed low compliance. This has been rectified and information updated.</p> <p>Know your insulin poster: MK CNC to review with Diabetes CNC.</p> <p>POWH Medication Incidents – 2021 Year to Date is 321.</p> <p>Increase in errors highlight need for review, and one key area was ensuring 5 rights of medication. Lots of errors in ims+, wrong patient, dose, not being checked etc.. <b>The “five rights”: the right patient, the right drug, the right dose, the right route, and the right time.</b></p> <p>SESLHD_POWH_Standard_ 04_Heparin Storage Audit_2021 shows excellent compliance.</p> <p>SESLHD_POWH_Standard 04_Potassium Storage Audit -Pharmacy was acceptable except for one. Are the potassium ampoules stored in a specific red box/container which is labelled? Showed only 29% compliance and being investigated by Pharmacy.</p> <p><b>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</b></p>		

**DATE: 26<sup>th</sup> October 2021**

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<b>COMMITTEE/MEETING TITLE</b>	Care Towards the End-of-Life Committee Meeting		
<b>FREQUENCY OF MEETING</b>	Monthly	<b>CHAIR OF MEETING</b>	Chris Conn
<b>DATE/TIME OF MEETING</b>	Monday 13 <sup>th</sup> September 2021 2PM – 3PM	<b>LOCATION</b>	SKYPE
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<b>COMMITTEE/MEETING TITLE</b>	Care Towards the End-of-Life Committee Meeting		
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**DATE: 18<sup>th</sup> October 2021**

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**MEETING FEEDBACK FORM**  
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<b>NAME</b>	Harris Mihailidis		
<b>COMMITTEE/MEETING TITLE</b>	SSEH: Patient Safety & Improvement Committee		
<b>FREQUENCY OF MEETING</b>	Monthly	<b>CHAIR OF MEETING</b>	Pauline Rumma
<b>DATE/TIME OF MEETING</b>	Thursday, 21st October 2021 07.30 -08.30hrs	<b>LOCATION</b>	SKYPE
<b>KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS</b>	<p><b>Key Takeaway:</b></p> <p>SSEH Care Opinion – Numbers 2021 is 61</p> <p>New Patient Survey Infographics display:</p> <ul style="list-style-type: none"> <li>• 100% said they ALWAYS felt cared for</li> <li>• 92% said clinicians ALWAYS listened to their views and concern</li> <li>• 100% said they ALWAYS felt confident and safe when receiving treatment and care.</li> <li>• 98% said they were ALWAYS involved as much as they wanted to be in decisions about their care and treatment.</li> <li>• 98% said its clear that staff ALWAYS communicate with each other about their care.</li> <li>• 100% said that the overall quality of care and treatment was VERY GOOD.</li> </ul> <p>Safety risks due to new labelling on the outer carton packaging of intravenous potassium chloride ampoules.</p> <p>Safety Notice Preparation of Pfizer COVID-19 vaccines.</p> <p><b>PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</b></p>		

DATE:

31/10/21

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**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

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<b>NAME</b>	Sue Suchy		
<b>COMMITTEE/MEETING TITLE</b>	Patient Safety Committee		
<b>FREQUENCY OF MEETING</b>	Monthly	<b>CHAIR OF MEETING</b>	Chris Conn
<b>DATE/TIME OF MEETING</b>	2pm – 11 <sup>th</sup> November 2021	<b>LOCATION</b>	EDU A
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**DATE:** 17/8/21  
**SIGNATURE:** Sue Suchy

**MEETING FEEDBACK FORM**  
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<b>COMMITTEE/MEETING TITLE</b>	Patient Safety Committee		
<b>FREQUENCY OF MEETING</b>	Monthly	<b>CHAIR OF MEETING</b>	Dr Martin Mackertich
<b>DATE/TIME OF MEETING</b>	2pm 14 <sup>th</sup> October 2021	<b>LOCATION</b>	EDU A
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<b>COMMITTEE/MEETING TITLE</b>	POWH Medication Safety Sub Committee		
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<b>COMMITTEE/MEETING TITLE</b>	Medication Safety Sub Committee		
<b>FREQUENCY OF MEETING</b>	Monthly	<b>CHAIR OF MEETING</b>	Catherine McVeigh
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**DATE: 26<sup>th</sup> October 2021**

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<b>COMMITTEE/MEETING TITLE</b>	Care Towards the End-of-Life Committee Meeting		
<b>FREQUENCY OF MEETING</b>	<b>Monthly</b>	<b>CHAIR OF MEETING</b>	Chris Conn
<b>DATE/TIME OF MEETING</b>	Monday 11 <sup>th</sup> October 2021 2PM – 3PM	<b>LOCATION</b>	SKYPE
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**DATE: 18<sup>th</sup> October 2021**

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<b>FREQUENCY OF MEETING</b>	Monthly	<b>CHAIR OF MEETING</b>	Pauline Rumma
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