

Friday 2 February 2018, 10 am

MINUTES

PRESENT:

Ms T Fletcher, Community member
Ms A Jezewski, Community member
Ms H Nascimento-Blair, Community member
Mr P O'Donoghue, Community member
Ms G Parsonage, Community member
Ms M Piggins, Community member (telephone)
Dr J Wilson, Community member (Chair)

RHW In Attendance :

Ms A Finch, representing General Manager
Ms H McCarthy, Director of Nursing & Midwifery Services (arrived 10.50 am)
Ms C Price, Manager, Clinical Practice Improvement
Dr J Svensson, Health Education Co-ordinator and Diversity Health Officer
Ms J East Secretariat

2. APOLOGIES:

Ms S Rawlinson, Community member
Ms K Rutherford, Community member (relocated to Adelaide)
Ms A Lainchbury, Clinical Midwifery Consultant, Midwifery Practice Development

Dr Wilson advised she had received an email from Kirsty Rutherford advising of her move to Adelaide.

1. ACKNOWLEDGEMENT OF COUNTRY

I would like to acknowledge the Gadigal people of the Eora Nation who are the traditional custodians of the land on which we are meeting today and pay my respects to their elders both past and present.

3. CONFIRMATION OF AGENDA

4. MINUTES OF PREVIOUS MEETING

The minutes from the previous meeting held 1 December 2017 were approved.

5. MATTERS ARISING FROM THE MINUTES

5.1 Action Items – updated

Discussion held on POWH redevelopment meetings and representation. T Fletcher expressed concern that there needs to be an access audit undertaken. A Finch advised this has been flagged with the redevelopment group which comprises Health Infrastructure and SESLHD. RHW is participating in the user groups but is not leading the process as it is a POWH redevelopment. G Parsonage and Dr Wilson noted the discussions at meetings they have attended show a genuine effort to do everything they

can for the multiplicity of those concerned. A Finch noted the Hospital is not in a financial position to undertake its own audit when there will be changes but will seek advice from the SESLHD Equity Group as an interim measure.

Concern was expressed at the lack of extra parking within the redevelopment. P O'Donoghue reported they are looking at building a car park at UNSW as one can't be built on Campus.

A Finch left 11 am

6. STANDING ITEMS

6.1 Youth Health & Diversity update

J Svensson advised :

- next Youth Health meeting is this month
- group model of care being conducted in a number of languages
- database being developed of translated resources

6.2 Quality & Safety Data

C Price reported the update is being finalised. Accreditation is scheduled for September and working parties are being set up with consumer/community participation.

6.3 Patient Feedback

C Price noted there has been 8 compliments and 4 complaints for December/January.

C Price outlined the new patient feedback system called Patient Opinion to be introduced at the Hospital and showed slides. The system has been trialled successfully at Sydney Hospital. The content was discussed :

- It will be promoted in the Hospital
- Access for vision impaired or blind patients – advice would be sought from Sydney Hospital how they managed with their eye clinic
- Access for intellectual disabled – C Price noted she would visit the patient as she does now to have an ongoing conversation about their care
- T Fletcher suggested use of picturegrams or braille – C Price advised that the SESLHD has purchased the licence from the United Kingdom and any modifications would need to be explored
- Entries are monitored before publishing

6.4 Feedback from Hospital Committee representatives

G Parsonage gave a brief verbal summary of discussions at the POWH Redevelopment Wayfinding Committee.

7. GENERAL BUSINESS

7.1 Discussion of evaluation of CAC's progress for 2017

Dr Wilson has reviewed the preceding twelve months and is compiling a list of activities and participation with C Price. There are consumers sitting on Hospital committees who are not members of this committee and a communication network is being explored. Dr Wilson requested a second representative attend the RHW Clinical Council. C Price will advise of any vacancies for community/consumer representatives on other committees.

- 7.2 **Discussion of programme for 2018**
Deferred to next meeting

8. **BUSINESS WITHOUT NOTICE**

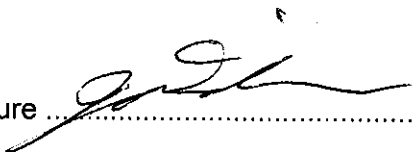
8.1 **Mission and Vision Statement**

G Parsonage noted the Committee should have a mission/vision statement.
Dr Wilson will contact A Justice and find out if there is already one.

NEXT MEETING : 6th April 2018

Meeting closed 11.30 am

Signature



Date 6/4/18

