

**MINUTES
SOUTH EASTERN SYDNEY ILLAWARRA AREA HEALTH SERVICE**

Prince of Wales Hospital and Sydney/Sydney Eye Hospitals
Consumer Advisory Committee

COMMITTEE MEETING

Date: Monday 8th December 2008

4.30pm until 6.30 pm

Venue: POWH, Executive Directors Unit Meeting Room A

Item 1: Attendance/Apologies

Committee member attendance	Position/ Position title	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Patricia South	Chair/ Consumer		√	√	√	√	√	√	√	√	√	√
Mary Dixon	Consumer											
Janette Titterton	Consumer	√	√	√	√			√	√		√	√
Susan Nicholson	Consumer	√	√	√	√	√	√	√	√	√	√	√
Dianne Petrie	Consumer	√	√	√	√		√	√			√	√
Josh Miller	Consumer				√	√	√		√		√	√
Shirley Hoskins-Marr	Consumer	√	√	√	√	√	√	√	√	√	√	√
Peter Knight	Consumer	√	√	√		√						
Andrew Bernard	General Manager Northern Network				√				√			
Heather Walker	A/ Director of Nursing Prince of Wales Hospital	√ JW	√ JW	√ JW	√ JW	√	√		√		√	
Kirrily Rodgers	Nurse Manager Prince of Wales Hospital	√ KT	√	√	√	√		√	√	√	√	√
Ellen Moore	Director of Nursing Sydney/Sydney Eye Hospital		√	√				√	√	√		
Carolyn Smith	Nurse Manger- Sydney/Sydney Eye Hospital					√	√				√	√ LD
Lisa Broadley	Community Participation Officer		√	√	√		√					
Ross Johnston	Manager, Community Participation							√				√

Apologies: A. Bernard, E. Moore, C. Smith, H. Walker

**Item 2: Presentation/Discussion: Abby Haynes
Feedback from Patient Information Guidelines**

Overview of the purpose of guidelines provided to members present. The guidelines are specifically to help staff develop patient information materials. (Eg. 'how to' leaflets, newsletters, discharge information, letters etc.) The

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guidelines have been developed to give staff the ability to build up the capacity to develop information prior to consultation with Diversity Health/Consumers.

Committee members present provided the following suggestions:

- Proforma for patient information brochures
- All documents to state date of development and review and position responsible

Abby will revise guidelines in response to discussion and suggestions and consult committee once again.

Item 3: Confirmation of the Minutes of the previous meeting held on Monday 10th November 2008.

Confirmed

Item 4: Matters arising from previous minutes:

4.1 Increasing awareness of committee

Generic presentation for committee members to use at local support groups in progress by Pat.

Letter to local councils (Randwick, Woollahra, Waverley, Botany) completed.

Committee email address request has now been established.

Laminated A3 posters to inform the public of the committee were circulated.

Posters will be displayed across the hospital by the end of this week.

Josh agreed to assist by checking the dedicated Consumer Advisory

Committee phone line on a regular basis up until February meeting. Jan agreed to assist following this.

Draft consumer feedback form to document phone/email contact from members of the public circulated. Recommended changes discussed.

Action: K. Rodgers to provide revised Consumer feedback form for committee members to use when taking messages from members of the public.

Action: P. South to develop presentation for committee members to present to support groups

Action: K. Rodgers to provide voicemail instructions to Josh.

4.2 Revised Terms of Reference

Ross advised that Terms of Reference need revising in light of restructure.

Ross advised that the Consumer program will now be under the governance of the SESIAHS Chief Executive Officer and that he will be handing over the portfolio.

Action: Ross to send Terms of Reference to Kirrily for modification and circulation to committee members.

4.3 Emergency Department Triage Process

Ross tried to contact St George and Sutherland without success. Ross requested Kirrily to follow up with counterparties at St George/Sutherland.

Action: K. Rodgers to contact CAC secretariat at St George/Sutherland to identify triage information at St George Hospital and provide feedback at next meeting.

4.4 Committee Recruitment

Two applicants successfully appointed and will attend the meeting in February. Two applicants have been placed on the eligibility list. Orientation to occur next month.

Action: Noted

4.5 Carers Action Plan

Grahame Colditz- attended the meeting to advise committee members of the SESIAHS Carer program. In response to the NSW Health Carer Action Plan each Area Health Service had to develop a Carers Action Plan. The SESIAHS plan will be launched in 2009 and will involve a lot of education for staff. The SESIAHS Carers Action plan will also go on the internet. Grahame also advised that there was a plan to distribute a newsletter for carers on a regular basis.

Grahame Colditz
SESEIAHS Team Leader Carer Program
Ph: 9947 9854 Fax: 9947 9802
Email: grahame.colditz@sesiahs.health.nsw.gov.au

Action: Kirrily to circulate a copy of the SESIAHS Carers Action plan to committee members.

4.6 Hand Clinic Patient Information Brochures

Feedback from Hand Clinic Patient discharge information due today. Committee members identified the need for the phone number to be in bold on the front of the page.

Action: Noted

Item 5: Agenda Item

5.1 Reports from committees represented by consumers:

S. Nicholson:
Health Care Quality and Patient Safety Committee

- Morbidity rates- Stroke and other areas to be reviewed in more detail to reduce mortality in line with peer groups.
- Staff recognition awards being looked at

S. Hoskins-Marr
Incident and Complaints Review Committee-

The case history of a mental health patient was discussed. It was identified that mental health were aware of the case. This patient was discharged into police custody and discharged from hospital and found deceased 2 days later. After questioning it was made clear that close communication between Mental Health and police is established however, in this case the patient died. Further investigation will continue on this case.

Medication Safety Sub-Committee

Chair of committee could not attend at last minute. Above case regarding mental health patient was also discussed.

J. Miller

Falls Advisory Committee

- There is a strict process for requesting AIN's to supervise patients at risk of falls. It can be difficult to get AIN's especially at short notice.
- Falls alarm devices were delivered to the facility but it is not known which location.
- The committee is in the process of developing guidelines on cot side usage.
- Committee identified that falls rates are reducing
- The use of sock in falls risk patients was discussed. Sock with grip soles can be good but can provide excess grip and cause patient to lose balance and possibly increase risk of falling.
- Shirley requested that Josh raise the use of footwear with rigid soles at the next meeting.

J. Titterton

Access Meeting

- More results this month within reporting range. There was a suggestion that there was an increased rate of surgery cancellations which is being reviewed.
- Decreased Respiratory MAU attendance. There is a need to check that ED staff are aware of MAU criteria and to send patients to MAU.
- Mixed gender rate has reduced. Aiming for 20% mixed gender rate at next meeting

5.2 School Captain attendances

Prof Farnsworth discussed with Pat the need to identify issues from the perspective of young people and encouraged their attendance at meetings. Pat will make enquiries through the Department of Education to approach school principals. Members in attendance happy to hold an extra-ordinary meeting to accommodate the attendance by students.

Action: Pat to provide feedback at next meeting.

5.3 National Primary Health Care Strategy

Consumers, if interested, are welcome to participate and can respond directly to the information provided. Please contact the secretariat if full 50 page report is required.

Action: Noted

5.4 SESIAHS Values Project

Committee members requested to assist the AHS in the process of identifying overarching key values. Committee members to complete values ranking sheet and to return to committee secretariat by Friday 12th December.

Action: Noted

Item 6: New Business

6.1 Ophthalmology brochures

Sydney/Sydney Eye Hospital Ophthalmology brochures distributed.

Action: Feedback due to secretariat by 25th December 2008

6.2 Changes to Pre-admission letters

Kirrily advised that letters sent to pre-admission patients have now been changed to reflect that patients are advised to set aside several hours to see the necessary clinicians prior to their surgery. This change has been a direct result of feedback from this Consumer Advisory Committee.

Action: Noted

6.3 SESIAHS Chronic Care Committee

Consumer Representatives needed. Please contact Glenn Power if interested in attending and refer to information provided with meeting minutes.

Action: Noted

Meeting closed at: 6:25 pm

Next Meeting: Monday 9th February 2009
4.30 pm until 6.30 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital