

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

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

COMMITTEE MEETING

Date: Monday 10th November 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 |
|-----------------------------|---|-----|-----|-------|-----|------|------|-----|------|-----|-----|
| 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 | | | | √ | | | | √ | | |
| Jenny Wilson | A/ Director of Nursing Prince of Wales Hospital | √ | √ | √ | √ | | | | | | |
| Karen Tuqiri | Nurse Manager Prince of Wales Hospital | √ | | | | | | | | | |
| Ellen Moore | Director of Nursing Sydney/Sydney Eye Hospital | | √ | √ | | | | √ | √ | √ | |
| Carolyn Smith | Nurse Manger- Sydney/Sydney Eye Hospital | | | | | √ | √ | | | | √ |
| Lisa Broadley | Community Participation Officer | | √ | √ | √ | | √ | | | | |
| Kirrily Rodgers | A/Nurse Manager Prince of Wales Hospital | | √ | √ | √ | √ | | √ | √ | √ | √ |
| Heather Walker | A/ Director of Nursing Prince of Wales Hospital | | | | | √ | √ | | √ | | √ |
| Ross Johnston | Manager, Community Participation | | | | | | | √ | | | |

Apologies: A. Bernard, R. Johnston, E. Moore

Item 2: Presentation: Abby Haynes

Diversity Health Overview and Patient Information Guidelines

Overview of Diversity Health role and current projects including the development of guidelines for staff writing patient information brochures. Abby also advised that the Wayfinding Committee is to be re-established. This committee assists in reviewing signage across the facilities within the Northern Network. Volunteers also sought to assist Abby to attend Sydney/Sydney Eye Hospital to identify improvements to signage in the hospital entrance. Jan and Pat agreed to assist.

Item 3: Confirmation of the Minutes of the previous meeting held on Monday 13th October 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 and approved by Andrew Bernard. Finalised letter circulated to committee members present.

Committee email address request has now been established.

Members proposed that a monthly roster could be developed to pick up message on dedicated phone line for the public. Further discussion identified that a process of acknowledgment and action taken as a result of the phone message would be necessary. For issues that needed to be escalated/referred, committee members could ring Kirrily to identify how to refer individuals.

Posters can now be laminated and displayed.

Action: K. Rodgers to develop a template 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: P. South to draft a letter to local councils which is to be placed on Northern Network letterhead

Action: K. Rodgers/C. Smith to arrange for posters to be printed/laminated /displayed within facility.

4.2 Revised Terms of Reference

Carry forward.

Action: Ross to modify Terms of Reference to include points discussed in August meeting and distribute to committee members at the next meeting.

4.3 Emergency Department Triage Process

Carry forward.

Action: R. Johnston to explore triage information at St George Hospital and provide feedback at next meeting.

4.4 Mixed Gender Report

Next working party meeting to be held next week. Some draft guidelines have been prepared and circulated to the NUM's for comment. The guidelines will

Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on Monday 10th November 2008

include some exclusions and will recommend certain patients are not to be placed in a mixed gender room and also that if patients of mixed gender are to be cohorted, then the ratio must be 50% male/female. Current mixed gender rate is 24.6% compared to 39.5% in April 2008.

Action: Noted

4.5 Committee Recruitment

Four applications have been received. Interviews to be held on 14th November.

Action: K. Rodgers to provide update at next committee meeting.

4.6 Carers Action Plan

Ross not in attendance. It is thought that it was recommended to bring this plan to the attention of committee members.

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

4.7 COMET Services

Comet staff unable to attend committee to present an outline of their services. Comet is a Nurse and GP service who visits the homeless in their environment for nursing and medical assessments. They visit drop in centres in Ultimo, Woolloomooloo and the city area. It can be accessed by contacting St Vincent's hospital switchboard or by contacting Kathy, Registered Nurse, on 0428 971 317 (08.00-4.30 Monday to Friday) or the Registered Nurse on duty Saturday and Sunday (08.00-4.30) on 0448 352 018. If consumers identify a homeless person with a medical condition please contact Comet and advise them of their location so they may be able to attend.

Action: Noted. Remove from agenda

Item 5: Agenda Item

5.1 Reports from committees represented by consumers:

S. Hoskins-Marr

Incident and Complaints Review Committee-

A couple of incidents raised at last meeting concerning equipment and the age of equipment.

Medication Safety Sub-Committee

Committee is now a combined Northern Network Committee co-chaired by the Directors of Clinical Services (Medicine) at POW and Sydney/Sydney Eye Hospital. Shirley reported that she was introduced to all members of the committee as this was her first meeting and a good background on agenda items. The medication report is difficult to read due to small font.

S. Nicholson:

Health Care Quality and Patient Safety Committee

- Increased awareness raised for staff to identify anyone entering Operating Theatres. Operating clinicians must make the decision on who

Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on Monday 10th November 2008

views surgical procedures within General Operating Theatres and Cardio-thoracic Operating Theatres

- Hand hygiene results tabled identify the percentage of staff in each discipline (medical, nursing, allied health) that wash their hand before and after patient contact. Planning to train auditors to assess hand hygiene with a survey to be held in February 2009. 7 areas will be audited (Emergency, Respiratory, Renal, ICU and surgical wards) across 5 domains of hand hygiene compliance.
- Service Level agreement for MRI to be signed soon
- New online program to teach consent requirements for Medical Staff

2008 SESIAHS Patient Satisfaction Survey

Northern Network results haven't changed that much and we are above the bench mark in many areas. Action plans have been developed in some areas based on last survey. Summary to be sent to the committee once it becomes available.

J. Titterton

Access Meeting

To improve access the organisation is trying to get patients to be discharged by 11am.

VRE monitoring. Patients are screened for VRE on entry to ICU. If positive for VRE then patient is isolated. Patients with an unknown status are cohorted and risk managed appropriately prior to cohorting to minimise potential for infection.

J. Miller

Falls Advisory Committee

Committee identified that falls rates were reduced in September; however, rates were higher in October. Several patients were identified to have fallen more than once. The committee intends on reviewing the rates of multiple falls in more detail.

5.2 Patient Information Brochures

Brochures circulated with meeting minutes.

Action: Feedback on brochures due to secretariat by Monday 8th December 2008.

Item 5: New Business

Hand Clinic Patient discharge information circulated. Consumer input sought prior to having brochure translated into multiple languages.

Action: Feedback on brochures due to secretariat by Monday 8th December 2008.

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