

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

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

COMMITTEE MEETING

Date: Monday 14th April 2008

4.30pm until 6.30 pm

Venue: POWH, Executive Directors Unit Meeting Room A

Item 1: Presentations:

Health Care Complaints Commission (HCCC) - Elisabeth Barry

Overview of HCCC governance, process and authority.

HCCC receives and assesses written complaints about any health service/health care provider in NSW. The Commission then decides if there are grounds for further investigation (serious issue of public health and safety or may result in disciplinary proceedings), and if not whether the complaint is suitable for assisted resolution or conciliation or referral to a registration board.

The HCCC also provides an Inquiry Service and can discuss options, provide advice on local complaint assistance and assist anyone to write a complaint.

When the HCCC receives a complaint a copy is sent to the facility or provider and a response is requested. Acknowledgement is to be received by the complainant from HCCC within 14 days and completion of the assessment of the complaint is within 60 days. Individual complaints are assigned a file number and a case officer for ease of reference. After an assessment decision is made the complainant and the provider/health service are notified.

The HCCC has no authority to take action without a written complaint. The Commission consults with registration boards (or all health disciplines) in making an assessment. The HCCC decides if the practitioner/facility departed from standards of care (in comparison to peers). The HCCC can also make recommendations to a health service via the Director General at the end of an investigation to improve standards of care. Systemic changes have come about by complaints to the HCCC.

At the end of an investigation HCCC may decide to take disciplinary action about an individual health care provider before a Professional Standards Committee or the Registration Board or a Tribunal. This could result in the provider, having conditions on their practice or being deregistered.

Consumers/Carers/Patients/Staff are welcome to contact Elisabeth on 9382 8129 or ring the HCCC Inquiry service on 9219 7444.

Commission Information brochure circulated to committee members and HCCC Annual Report to be provided with minutes.

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Item 2: Attendance/Apologies

Committee member attendance	Position/ Position title	February	March	April
P. South	Chair/ Consumer		√	√
M. Dixon	Consumer			
J. Titterton	Consumer	√	√	√
S. Nicholson	Consumer	√	√	√
D. Petrie	Consumer	√	√	√
J. Miller	Consumer			
S Hoskins-Marr	Consumer	√	√	√
P. Knight	Consumer	√	√	√
A. Bernard	General Manager Northern Network			
J. Wilson	A/ Director of Nursing Prince of Wales Hospital	√	√	√
K. Tuqiri	Nurse Manager Prince of Wales Hospital	√		
E. Moore	Director of Nursing Sydney/Sydney Eye Hospital		√	√
C. Smith	Nurse Manger- Sydney/Sydney Eye Hospital			
L. Broadley	Community Participation Officer		√	√
Kirriy Rodgers	A/Nurse Manager Prince of Wales Hospital		√	√

Apologies:

A. Bernard, C. Smith

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

Amend: Item 5.1 :

Add to:

Incident and Complaints Review Committee-....Discussion around state-wide complaints process and referring complaints to the Health Care Complaints Commission (HCCC). Committee members unclear of HCCC process, actions and transparency for complaints management.

Action: Invite HCCC Resolutions Officer to next meeting

Amend: Item 5.1: Reports from committees represented by consumers

Change to:

Essentials of Care-Dickinson 2 North involved in future trial in relation to feeding and nutrition

Item 4: Matters Arising From the Previous Minutes:

4.1 Survey regarding support groups

Action: Documentation provided on support groups at Prince of Wales and Sydney/Sydney Eye Hospital. Remove from agenda

Item 5: Agenda Item

5.1 Reports from committees represented by consumers:

S. Hoskins-Marr

Incident and Complaints Review Committee-

Poor attendance at last meeting. The Chair and the committee agreed to ask the General Manager to re-form the committee.

All Incidents and complaints entered into IIMS (the incident database) are graded by a Severity Assessment Code (SAC). All incidents graded SAC 1 or SAC 2 (the most serious) by the notifier (nurse/doctor, pharmacist etc) are reviewed by the committee. A random selection of SAC 3 and SAC 4 (less serious) incidents are reviewed at the Sub-Committee meeting. Incidents with the potential to be more widely investigated, having potential for organisation wide improvements are tabled at the full committee for review.

J Millar:

Falls Advisory and Implementation Group

Falls Incidents are reviewed each month. Most recently reports show there is a decrease in the number of falls. There is also with current focus on education of medical staff re sedatives and encouraging prescribing of Vitamin D. Falls Day planned for June.

S.Nicholson:

Health Care Quality and Patient Safety Committee

Area wide review of food quality, presentation and packaging currently underway.

PECC (Psychiatric Emergency Care Centre) due to open Wednesday 16th April 2008.

Recommendations from last year's accreditation survey are under review. Organisation is undergoing a 12-month self assessment post accreditation. Documentation to be submitted by 30th April 2008.

Correct patient, correct site, correct procedure audit to be completed.

Quality of Care Committee

Currently reviewing food wastage as high cost associated with re-ordering a meal. Meals can not be re-heated for infection control reasons. Dickinson 2 North involved in project in relation to feeding and nutrition.

Committee also advised how wards may acquire more linen if supplies are short.

Ward IV trolleys also under review.

Access to valuables also under review as items locked in safe can not be accessed on weekends.

Staff can access the Emergency Drug Room and on-call pharmacist to access medications after hours.

List of medications that can be prescribed by phone order requested to be extended by JMO's.

J. Titterton

Patient Access- Medical Assessment Units (MAU) opened 01/04/08. Flow matrix tabled at meeting to demonstrate admission criteria.

Transport services under review with proposal to amalgamate services to centralise bookings to increase effectiveness of bookings.

Length of stay reviewed for each admitting specialty.

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Bed re-alignment- consideration given by Executive to re-align numbers of beds in each specialty ward in line with reviewed length of stay data. Current bed configuration will remain.

5.2 Revised Terms of Reference

A recommendation from last year's accreditation was to implement a mechanism for consumers to evaluate patient information material. The Terms of Reference (TOR) have been revised to reflect this is the committee's intention.

L. Broadley also identified that the revised AHAC (Area Health Advisory Committee) objectives will also need to be reflected in the updated TOR.

Action: L. Broadley to revise TOR in line with AHAC objectives.
Revised TOR to be sent to committee members for review and ratification at next meeting.

5.3 Improving Patient Access to Sydney Hospital

Committee discussed need to inform patients and the wider committee that POW is closely affiliated with Sydney Hospital and that patients may be transferred to Sydney Hospital for care.

Action: Invite Samantha Norris (Media Officer) to next meeting to offer suggestion on how communicate this information.

Item 6: New Business

6.1 Mixed Gender Rooms

Concerns raised by the committee chair regarding mixed gender rooms. Some consideration is given when placing patients however, there is concern that this is excessive. St Vincent's and Sydney Hospital do not have mixed gender wards (except in High Dependency areas).

Action:

Survey of one week snapshot of mixed gender occupancy at Prince of Wales to be provided at next meeting.

6.2 Committee work plan 2008

Committee members were contacted by Chair to consider the committee work plan for 2008. Confidentiality raised as an issue when discussing hospital information.

Suggestions included:

- Reviewing booking procedures for General Out-patient's Department to ensure they are consumer friendly.
- Review Pre-admission clinic booking processes to ensure that are consumer friendly
- Education of consumers/public on public health care system
- Engaging special interest groups/support groups
- Informing the wider community of the presence of the Consumer Advisory Committee

Action: K. Rodgers to draft up 2008 work plan
L. Broadley to advise on confidentiality guidelines from Area

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S. Norris (Media Officer) to be invited to next meeting to seek advice on Informing the wider community of the presence of the Consumer Advisory Committee.

6.3 Consumer Committee members article/photo

Committee members present signed and returned media consent form.

Action: Photo and article submitted to PowWowNow for publication in next newsletter. Remove from Agenda

6.4 Area Falls prevention forum

The Area Falls Co-ordinator has requested the attendance of two consumers to attend a forum Falls Prevention for Older People on the 16th May 2008. The forum is at Bulli Tops and transport is available from POW.

Action: Josh Miller expressed interest and will advise K. Rodgers by phone if he is able to attend. Remove from Agenda.

6.5 Essentials of Care Reference Group

The Essentials of Care Reference is next due to meet on 21st May. The committee members are seeking two consumer representatives to attend the meeting to get an update of the project status.

Action: P. South and S. Nicholson agreed to attend. Information provided.

6.6 Commission of Inquiry

Copy of email from Chief Executive provided to committee members advising them of hearing dates. Consumers were welcome to attend. Those wanting to raise issues at the commission must register their intentions prior to the hearing commencing. If it is not possible to register your interest prior to the opening of the hearing, you should approach an Inquiry Officer during the course of the hearing to indicate your wish to give evidence.

Action: L. Broadley to provide email address for commission website for more information. (Printed matter from website circulated with minutes)

http://www.lawlink.nsw.gov.au/lawlink/Special_Projects/ll_splprojects.nsf/page/s/acsi_index

6.7 Recommendations from accreditation

1) A recommendation from last year's accreditation was to implement a system to enable consumer representatives to evaluate patient awareness and understanding of their rights and responsibilities. Local and Area brochures on patient rights and responsibilities circulated to committee members.

Action:

- 1) Committee members requested to review current documentation to ascertain which booklet is to be provided to patients.**
- 2) Committee members requested to consider how the organisation may assist them to evaluate patient's understanding of their rights and responsibilities. Eg. Provide results of consent audits.**

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2) Review all in-patient information

Commence by reviewing information contained in draft In-patient Handbook

Action: Committee members to review content of draft In-patient Handbook to ensure it is consumer friendly. (Information enclosed with minutes)

Meeting closed at: 6:35 pm

Next Meeting: Monday 12th May 2008
4.30 pm until 6.30 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital