

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

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

COMMITTEE MEETING

Date: Monday 11th August 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	February	March	April	May	June	July	August
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		√	√	√		√	
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: J. Miller, C. Smith, A. Bernard, H. Walker

Item 3: Confirmation of the Minutes of the previous meeting held on 21st July 2008

Confirmed

3.1 Increasing awareness of committee

Letter drafted for General Manager, seeking approval to approach schools /support groups to increase awareness of the committee. Letter also sought approval from GM to advertise on Hostel (In-house TV channel)

Discussion ensued regarding training/skills required by the committee to provide this information to the larger community.

Ross advised that 9 Consumer Advisory Committee's in place across SESIAHS- RHW yet to get their committee up and running.

Flyer/poster to be developed to increase consumer awareness of the committee.

Discussion identified that it would be possible for members of the community to write to the committee chair c/o POW Hospital Executive to raise issues.

Action: K. Rodgers and P. South to develop flyer for review by committee members next meeting.

Action: P. South to seek approval from Northern Network General Manager on letter to be sent to support groups informing them of the committee existence.

3.2 Area Health Advisory Council (AHAC)

Discussion held regarding differentiation between AHAC and ACAC (Area Consumer Advisory Committee). The ACAC does not exist- it was intended that this group was going to consist of 1 representative from the 9 network Consumer Advisory Committees. Ross informed the committee that the AHAC continues to meet with members of the network Consumer Advisory Committees. The AHAC met with members of the Consumer Advisory Committees in the Northern Network in June 2008.

Action: Minutes of July meeting to be modified to reflect the existence of the AHAC.

3.3 Revised Terms of Reference

Terms of Reference (TOR) circulated to committee members prior to meeting. Discussion held concerning the induction of committee members and that this should be a separate point on the TOR.

Suggestion that an additional point should also be added to reflect that members are to identify and attend ongoing training opportunities as relevant. Ross reminded committee members that they are not representatives of the hospital but attend to facilitate information on hospital services which can be feedback to the hospital executive.

Action: Ross to modify Terms of Reference to include points above and to circulate to committee members at the next meeting.

3.4 Incidents and Complaints Review Committee

S. Hoskins Marr has had issues clarified by H. Walker.
Remove from agenda.

3.5 Mental Health In-patient activities

The Mental Health Program advise that activities are planned for in-patients in the Kiloh Centre however, they may not always proceed depending on the acuity within the unit at time of the scheduled activity.

The Mental Health Program also have their own Consumer Advisory Committee.

Action: Josh to advise secretariat of any ongoing consumer issues identified.

3.6 Volunteers feeding patients

Nutrition concerns were raised by AHAC with the Area Executive following discussions with local Consumer Advisory Groups. An Area Nutrition Working Party has been established in response to this which will report to the Area Executive and AHAC. The Working Party aims to review current practice around mealtime feeding and the suitability of food supplied and to establish a policy throughout SESIAHS around the use of volunteers assisting patients with feeding (including training required and criteria of patients to be provided with feeding assistance).

A trial is being undertaken in one of the facilities on a small 'bookmark' to be placed on trays to assist staff to identify patients requiring assistance at meal times.

Packaging is also being reviewed. Volunteer Coordinators from each facility are being invited to the next Area Nutrition Working party.

Action: H. Walker/K Rodgers to provide feedback following next working party meeting.

3.7 Emergency Department Triage Process

Sydney/Sydney Eye Hospital report that they are reviewing triage information from St George, RPA and Concord Hospitals to assist in collating a patient information brochures.

POW Emergency Department are reviewing signage and have developed a patient information brochure in conjunction with Diversity Health. This will be circulated to committee members prior to the next meeting for review.

The process for triaging patients within the emergency department is not explained within the waiting room.

Committee members were of the understanding that a video had been developed at St George.

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

3.8 Food Quality Survey Report

An Area Nutrition Working Party has been convened to review food quality- see Item 3. 6.

3.9 Pre-admission Clinic Bookings

CNC Hand Clinic at S/SHH has produced documentation to inform patients regarding waiting time in hand clinics. Also will review documentation from other facilities to collate a patient information brochure.

Many bookings to POW Pre-admission Clinic made by telephone advising patients of requirements to attend clinic including informing patients of time frame recommended to permit to attend clinic. Written documentation sent to patients advising them to attend pre-admission clinic does not inform patients to allow several hours to attend the clinic.

Action: Revised S/SE Hospital clinic brochure to be distributed to committee members for review.

Action: Kirrily to approach iPM team to modify letter sent to patients.

3.10 Patient Information Brochures: Sydney and Sydney Eye Hospital

Patient Information Brochures for the following were distributed to the committee at the last meeting:

- Day Procedure
- Hand Surgery
- Ear, Nose and Throat Surgery (ENT)
- Eye Surgery

Action: Committee members to provide feedback on the brochures by Friday 22nd August

3.11 2008 Work plan/ Yearly Goals and Purpose

More discussion held on the development of the 2008 Work plan. Terms of Reference to be reviewed in line with Workplan. Committee to continue to monitor actions as a result of the issues raised by committee members. AHAC reports on a financial year basis and may seek a report/feedback from local committees.

High St development and High St lift access to be added to Work plan.

Item 4: Agenda Item

4.1 Reports from committees represented by consumers:

S. Hoskins-Marr

Incident and Complaints Review Committee-
Improved committee meeting with new committee chair.

S. Nicholson:

Quality of Care Council

- Mixed Gender raised on the agenda. Further discussions to be held with Bed Managers and NUM's to minimise mixed gender rooms.
- Pressure Area Care COP to be established. Awaiting an allied health representative.
- Blood Transfusion CNC present audit results and draft form for use with blood transfusions. Form will then go to Area Forms Committee for consultation/ ratification and form will then to be implemented in all areas across SESIAHS.
- Quality awards to be announced next week.
- Essentials of Care being rolled out until October and will then recommence early 2008.

J. Titterton

Falls seminar

Recommendation that compression stockings are modified with non-slip falls to reduce falls. Shoalhaven hospital has volunteers to watch patients who are a

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high falls risk. K. Rodgers advised that Aged Care units at POW also have volunteers to watch high falls risk patients

Outpatients Department (OPD) Telecommunications review

The possibility of resources to be assigned to OPD during peak times to answer phones to be reviewed by Northern Network General Manager.

Review identified that outgoing calls made on certain telephones within the department prevent incoming calls. Staff made aware of this and instructed to use alternative phones for outgoing calls.

Phone message from OPD requests patients to fax a request for appointment. Jan has done this and has never received an appointment or telephone call.

Discussion also held concerning the following issues with switchboard:

- Non personal demeanour of staff
- Being put through to the wrong area
- Excessively long holding time
- Three hospitals serviced by one switchboard

Committee members to continue to receive consumer feedback and report issues to the hospital executive via the committee.

Action: K. Rodgers to follow up with OPD

4.2 Parkes 8 Visitors Information Brochure

Comments from committee members due 22nd August 2008

4.3 Mixed Gender snapshot

S. Nicholson advises that mixed gender accommodation has been added to the hospital's risk register. Current mixed gender accommodation is 36.8% compared with 39.5% in April 2008. Aiming to reduce to 25%. Continue to review in 3 months time.

Action: K. Rodgers to send a copy of the report with the next meeting minutes.

4.4 Department of Surgery – Patient Information Brochures

Kirriily to post more evaluation forms to committee members asap. Feedback due to secretariat by 8th September 2008.

Item 5: New Business

5.1 Committee Recruitment

HR consulted and advised that eligibility list is only valid for 6 months.

K. Rodgers advising that she has been liaising with Area Communications to advertise in the City Weekly, Southern Courier and Wentworth Courier.

Ross Johnston will also circulate to NGO's. Aboriginal Liaison Coordinator and WAVES also identified as areas that should receive a copy of the ad.

Action: K. Rodgers to distribute copies of the advisement to committee members to distribute within their local networks.

Meeting closed at: 6:35 pm

Next Meeting: Monday 8th September 2008
4.30 pm until 6.30 pm

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Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital