

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

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

**COMMITTEE MEETING**

**Date: Monday 21<sup>st</sup> July 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
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					√	√

**Apologies:** E. Moore, K. Rodgers, A Bernard, J. Titterton

**Item 3: Confirmation of the Minutes of the previous meeting held on Monday 16<sup>th</sup> June 2008**

Amendments: 4.3 Change to Area Health Advisory Council Forum  
4.7 SESIAHS- incorrect spelling

**3.1 Essentials of Care Presentation**

Consumer committee members received the EOC presentation.  
Remove from Agenda

### **3.2 Draft Media Release**

The committee discussed ways forward to raise the public awareness of existence and purpose of the committee and what the committee is currently involved with within the Northern Network.

Melissa Chain is replacing Samantha Norris, as the Area Media Officer.

Committee to seek approval from Northern Network General Manager to raise awareness of committee by:

- Poster
- Television: flash a notice
- Magazine
- Newspaper
- Approaching community groups

L. Broadley suggests the Mayors column in the “Southern Courier”; this proved a success for the Royal Hospital for Women.

“Wentworth Courier”, “City Weekly”, “City News” and the “The Beast” possible avenues to be discussed with Melissa Chain.

L. Broadley raised concerns that these community groups may see this process as a venue to raise complaints about the Northern Network.

Safeguards would be required to be put in place prior to the flyer being issued. Need to reinforce that there is a robust complaint process in place.

Question raised regarding how can the community contact the committee?

General discussion about the lines of communication to the committee could be in writing C/O POWH and the possibility of a telephone to leave a message that is regularly screened.

**Action:** Committee chair person to draft letter for approval by Northern Network General Manager

**Action:** Committee members will bring their own list of community groups with whom they might want to visit to the next meeting.

**Action:** Committee chair person to liaise with Melissa Chain to develop draft brochure/flyer for approval by Northern Network General Manager

### **3.3 Update: Area Health Advisory Council(AHAC) meeting**

L Broadley informed the committee that there is no longer an ACAC (Area Consumer Advisory Committee). However, each network has a Consumer Advisory Committee with their own action plan. Each network committee has the opportunity to send their action plan to other network committees.

P. South met with Prof B Farnsworth’s to assist her to establish the meaning for the committee.

General discussion relating to the feasibility of the Committee going out to the local schools to make young people aware. L. Broadley suggested Amanda Webster, Youth Coordinator. An example is the school captain of Randwick Girls High School sitting currently on the Royal Hospital for Women Committee.

H Walker queried the benefit of targeting schools as children would not generally be admitted to POW.

General discussion regarding the role of those in attendance at the committee. L. Broadley advised that the committee is a group of consumers and decision maker is the NN General Manager who delegates to the Director's of Nursing at both sites.

L. Broadley informed the committee that she would be no longer attending these meetings as she has resigned from her current position.

**Action:** Committee chair person to follow up with L. Broadley's replacement

### **3.4 Revised Terms of Reference**

L. Broadley has updated the Terms of Reference to reflect that there is no longer a AHAC. The Committee needs to sign off and endorse new Terms of Reference.

**Action:** For discussion and sign off at next committee meeting.

### **3.5 Confidentiality**

L. Broadley advised not to identify anyone personally. Committee members to seek further advice from Melissa Chain if required and to work within the functions of the Terms of Reference.

### **3.6 Incidents and Complaints Review Committee**

Feedback by H. Walker relating to S Hoskins Marr concerns raised at the previous meeting.

**Action:** H.Walker to follow up un-answered questions with the Chair of the Incident and Complaints Review Committee.

### **3.7 Mental Health In-patient activities**

J. Millar spoke of his friend's experience in Kiloh ward with no evidence of any daily activities for the patients.

**Action:** H. Walker to discuss activities and initiatives for mental health patients with the Mental Health Program Executive.

### **3.8 Volunteers feeding patients**

Discussion on the feasibility of volunteers assisting with feeding patients.

The volunteers receive no formal orientation, or formal training.

REVIVE volunteers receive 12 hours of training and education sessions that are conducted by dieticians and speech pathologists for volunteers assisting in aged care areas.

Feeding Assistance Working Party to include representation from food services and PSA's to further discuss roles and responsibilities.

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

**3.9 Emergency Department Triage Process**

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

L. Broadley advised St George Hospital produced a display.

**Action:** L. Broadley to follow this up.

**3.10 Food Quality Survey Report**

An Area Committee meeting will be held next week and feedback to be provided at the next meeting.

**Action:** H. Walker to provide feedback at next meeting.

**3.11 Pre-admission Clinic Bookings**

S Nicholson informed the Committee that patients are not given enough information in relation to the number of hours and what is involved when attending a pre – admission clinic.

**Action:** K. Rodgers and C. Smith to review patient brochures information relating to the pre admission clinics.

**3.12 Patient Information Brochures: Sydney and Sydney Eye Hospital**

Patient Information Brochures for the following were distributed to the committee:

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

**Action:** Committee members to provide feedback on the brochures at the next meeting

**3.13 2008 Work plan/ Yearly Goals and Purpose**

More discussion is needed relating to the purpose of the group to assist with the annual goals.

L. Broadley advised that the Terms Of Reference are to be used as a guide.

**Action:** Committee members to advise of any additional items to be included in the 2008 Work plan at the next committee meeting

**Item 4: Agenda Item**

**4.1 Reports from committees represented by consumers:**

S. Hoskins-Marr

**Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on Monday 21<sup>st</sup> July 2008**

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*Incident and Complaints Review Committee-*

A better meeting was held and was made part of the committee.

J Millar:

*Falls Advisory and Implementation Group*

No report.

S.Nicholson:

*Health Care Quality and Patient Safety Committee*

- Network wide risk management register currently prioritising high cost areas.
- Food - Unable to open food as packaging is difficult.
- Mixed gender wards.
  - As per the previous audit conducted 40% of patients at POWH were in mixed gender wards
  - On admission patients need to be informed and to have the opportunity to understand that they may be placed in a mixed gender room and address any concerns.
  - New building has single rooms and 4 bed wards.
  - QACC is an appropriate place to discuss this and drive it down to ward level.
- Education program currently for Open Disclosure.
- Summary of Transfer of care form.
- Nursing Quality of Care Committee.
  - Teleconference of Statewide patient Experience Survey had a higher response rate this year. There was a higher response rate this year.
  - The release of this years result will be to Area in September 08 and reported in October 08.
- S. Nicholson agreed to be part of the Quality Awards.

## **5.1 Emergency Disaster Plan**

H. Walker informed the Committee that an emergency disaster plan for the Campus is available and outlined the meetings held on Campus for the Northern Network.

Flipchart identified on the wall of the meeting room.

## **Item 6: New Business**

### **6.1 Committee member Resignation**

Short list from previous recruitment process to be provided by L Broadley. L Broadley advised that the Committee would be wise to re advertise and create another short list.

**Action:** K Rodgers to follow up.

**Meeting closed at:** 6:30 pm

**Next Meeting:** Monday 11<sup>th</sup> August 2008  
4.30 pm until 6.30 pm  
Executive Directors Unit Meeting Room A Level 3 High Street  
Prince of Wales Hospital