

MINUTES
SOUTH EASTERN SYDNEY ILLAWARRA AREA HEALTH SERVICE

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

COMMITTEE MEETING

Date: Monday 16th June 2008

4.30pm until 6.30 pm

Venue: POWH, Executive Directors Unit Meeting Room A

Item 1: Presentations:

Essentials of Care Project- Tracy Clarke

The project aims to promote the participation of clinical staff to improve processes for providing essential care. The project involves a period of observation of the work area (including nursing, medical and allied health staff) followed by analysis, presentation of observation findings to the clinical area and development of an action plan by clinical staff in collaboration with local manager.

The project evaluates nine (9) patient care domains which include: Personal Care, Documentation and Communication, Promoting Self Management, Medications and Intravenous products, Privacy and Dignity, Clinical Interventions, Clinical Monitoring and Management, Preventing Risk and promoting safety, Learning and Development Culture.

The project framework is being developed further to be applied to all work environments including allied health departments and Out-patients.

Essentials of Care 2-year evaluation framework process outlined to committee members.

Project to be rolled out to all ward areas by the end of 2008.

Patients are involved in the project by participating in patient stories. Patients are asked a series of questions based on the NSW Health Patient Satisfaction Survey.

Action: The secretariat is to include a copy of the presentation with the next meeting minutes.

Item 2: Attendance/Apologies

Committee member attendance	Position/ Position title	February	March	April	May	June
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	√	√	√		√

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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		√	√	√	
Kirriily Rodgers	A/Nurse Manager Prince of Wales Hospital		√	√	√	√
Heather Walker	A/ Director of Nursing Prince of Wales Hospital					√

Apologies:

E. Moore, J. Titterton, A. Bernard, D. Petrie, L. Broadley

Item 3: Confirmation of the Minutes of the previous meeting held on Monday 12th April 2008

Confirmed by S. Hoskins-Marr

Item 4: Matters Arising From the Previous Minutes:

4.1 'The News' publications

Area CEO Newsletter 'The News' provided to committee members. Newsletter will continue to be included with meeting minutes provided to committee members on a monthly basis. Remove from agenda.

4.2 Draft Media Release

Committee Chair met with Samantha Norris, Media Officer, to identify potential mechanisms to increase community awareness of the Consumer Advisory Committee. Eg. Identification and communication to local support groups, local newspaper column, advertisements on hospital TV, PoWwow etc

Email report received from Samantha identified that she will need to seek advice from Lisa Broadley and her manager before proceeding.

Committee members asked to inform the chair of any further mechanisms to increase community awareness of the committee.

Once committee has agreed which mechanisms to progress, access to resources may need to be further discussed.

Action: L. Broadley to provide feedback on discussions with Media Officer

4.3 Area HAC

Area Health Advisory Council attended by S. Hoskins-Marr, P. South, S. Nicholson and J. Miller on 10th June 2008.

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Members expressed that there was limited time to raise the issues of the local committee.

Action: Committee chair to meet with AHAC Chair to discuss communication between local committees and the AHAC.

Action: L. Broadley to provide committee chair with draft AHAC report for review prior to submission to AHAC.

4.4 Revised Terms of Reference

Not discussed. Carry forward to next meeting. L. Broadley to meeting with AHAC committee chair.

Action: L. Broadley to provide updated Terms of Reference in line with AHAC objectives for modification/endorsement of the Committee.

4.5 Confidentiality

Carry forward to next meeting.

Action: L. Broadley to provide advice at next meeting.

4.6 Work plan

Draft work plan distributed with meeting minutes. Work plan identifies item, action taken and outcome.

Action: Patient information brochures to be tabled each month will be from one of the POW Clinical Programs or Sydney/Sydney Eye Hospital for comment by the committee.

Action: K. Rodgers to contact Pre-admission Clinic to identify booking process and changes since introduction of Essentials of Care project.

4.7 Patient Rights and Responsibilities

One (1) committee member provided feedback on SESIAHS Rights and Responsibilities. Committee secretariat to forward comments to L. Broadley Remove from agenda.

4.8 In-patient handbook

One (1) committee member provided feedback on the draft In-patient handbook.

4.9 Incidents and Complaints Review Committee

Letter tabled by S. Hoskins-Marr concerning an incident discussed at the last committee meeting. Concerns raised by committee members concerning the response of Security to a request of aggression in the Emergency Department.

Action: K. Rodgers to seek further information from Corporate Services Manager

Item 5: Agenda Item

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5.1 Reports from committees represented by consumers:

S. Hoskins-Marr:

Incident and Complaints Review Committee-

See Item 4.9 above.

J Millar:

Attended Falls Day Conference at UTS. Conference presentations identified the use of different alarms pads in falls prevention and the benefits of specific exercise classes in improving balance and preventing falls.

S.Nicholson:

Health Care Quality and Patient Safety Committee

Mental Health undergoing ACHS survey this month.

Quality of Care Committee

Nurse Engagement survey results due soon. Upcoming Infection Control week. Feeding working party to be established.

NSW Health Patient Satisfaction Survey

Teleconference participant. Surveys sent to all in-patients and community patients who attended facilities in February 2008. Survey results due late 2008.

5.2 **Food Quality Survey- Sydney/Sydney Eye Hospital**

Survey results from March 2008 tabled. Overall improvement of 2% compared to last survey results.

Opportunities for improvement identified from report.

Action: C. Smith to feedback to committee on actions taken by S/SE to improve issues identified in the report.

5.3 **Evaluation of Consumer Participation**

Evaluation of consumer participation identified for each item on work plan, in addition to number of committee meetings attend by each committee member and the number of committees represented by a consumer.

Item 6: New Business

6.1 **Mental Health In-patients**

J. Miller advised the committee of a consumer's recent in-patient experience in Mental Health.

Action: Committee secretariat to discuss with Mental Health to request information on activities available to mental health patients.

6.2 **Volunteers feeding patients**

First meeting scheduled for early July to identify how volunteers can assist with in-patient feeding.

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Action: A/Director of Nursing to provide feedback to committee members on the outcome of the Feeding Assistance working party.

6.3 Emergency Department Triage process

Committee members identified that the process for triaging patients within the Emergency Department is not explained anywhere within the waiting room.

Action: A/Director of Nursing to discuss mechanisms to increase public awareness of the triage process in Emergency with the Northern Network General Manager.

6.4 Patient Information from Sydney/Sydney Eye Hospital

Two (2) patient information brochures from Sydney/Sydney Eye Hospital circulated. Vitreoretinal Surgery and Retinal Detachment.

Template for responses provided by committee secretariat.

Propose that each month a request is extended to one of the Clinical Programs at Prince of Wales and to S/SE Hospital to provide all in-patient information within their program for review by the Consumer Advisory Committee.

Action: Committee members requested to provide feedback on Vitreoretinal Surgery and Retinal Detachment on template to committee secretariat by Monday 23rd June 2008.

Meeting closed at: 6:15 pm

Next Meeting: Monday 21st July 2008 (meeting date changed)
4.30 pm until 6.30 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital