

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

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

COMMITTEE MEETING

Date: Monday 12th May 2008

4.30pm until 6.30 pm

Venue: POWH, Executive Directors Unit Meeting Room A

Item 1: Presentations:

Corporate Communications- Samantha Norris

Overview of Corporate Communications functions and publications and process for Media Releases.

Committee members have requested to receive a copy of 'The News'- a weekly publication from the Area Chief Executive Officer.

Committee members eager to advise local communities of the function of the Consumer Advisory Committee.

The Community Participation Officer advises that consideration is being given to the development of an Area Consumer Advisory Committee newsletter with contribution from Consumer Committees in each of the Networks.

Action: The secretariat is to provide copies of 'The News' to committee members at each meeting.

Action: Samantha to contact committee chair to identify story opportunities for local newspapers

Item 2: Attendance/Apologies

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

Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on Monday 12th May 2008

C. Smith	Nurse Manger- Sydney/Sydney Eye Hospital				
L. Broadley	Community Participation Officer		√	√	√
Kirrily Rodgers	A/Nurse Manager Prince of Wales Hospital		√	√	√

Apologies:

E. Moore, P. Knight, C. Smith

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

Confirmed by Chair.

Item 4: Matters Arising From the Previous Minutes:

4.1 Update: Area Health Advisory Committee (HAC) meeting

The Area Health Advisory Council has altered the structure for meeting with local consumers and clinicians. The Council will meet informally with the local consumer advisory committee and then separately clinicians.

AHAC monthly meetings to take place at various locations within Networks. The invitation to meet with the AHAC will be extended to members by the Network General Manager, and at present is scheduled for 4.30pm on 10th June at the Aboriginal Medical Service in Redfern. Details will be provided once details are finalised.

To fulfil its responsibility to monitor the effectiveness of the Area's consumer engagement activities across the Area, the AHAC has asked to be informed of key issues arising from consumer advisory committee meetings. This will also enable the identification of common and Area-wide issues which can be 'taken up' by the AHAC if necessary.

The AHAC Minutes are published on the Area's internet website <http://www.sesiahs.health.nsw.gov.au/ahac/>

The AHAC has also requested that Minutes from Consumer Advisory Committees be placed on Area and local internet sites to facilitate access by AHAC, staff and the general public.

Action: The Network General Manager to send AHAC meeting invitation to committee members.

Action: Consumer Participation Unit to present draft report to committee members at each meeting prior to submission to AHAC.

4.2 Revised Terms of Reference

Terms of Reference require modification to reflection the AHAC's new meeting structure. L Broadley to meet with AHAC Chair to finalise.

Action: L. Broadley to provide updated Terms of Reference for modification/endorsement of the Committee.

4.3 Mixed Gender In-patient Survey

Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on Monday 12th May 2008

1 week snap shot in April 2008 identified 39% of in-patients in mixed gender accommodation. This excluded critical care areas (eg. Emergency, ICU, coronary care etc).

Northern Network General Manager and Executive committed to taking into consideration access to treatment and same gender accommodation.

Action: Review % of in-patients in mixed gender accommodation in 3 months time.

4.4 Confidentiality

Carry forward to next meeting.

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

4.5 Work plan

Time limited. Carry forward to next meeting.

4.6 Accreditation Recommendations

1) Patient Rights and Responsibilities

Rights and Responsibilities brochures discussed. SESEIAHS Rights and Responsibilities brochure is in process of being translated into other languages.

All patient appointments and bookings to include Rights and Responsibilities brochure.

Committee members identified that a review of consent audits and complaints concerning rights and responsibilities would be beneficial to evaluate awareness of patient's right and responsibilities.

Action: Feedback on SESEIAHS Rights and Responsibilities brochure to be provided to L. Broadley.

2) Review in-patient information

Draft In-patient Handbook content provided to committee members.

Action: Committee members to provide feedback on in-patient handbook content to secretariat by next meeting.

Item 5: Agenda Item

5.1 Reports from committees represented by consumers:

S. Hoskins-Marr

Incident and Complaints Review Committee-

Committee Evaluation conducted and Terms of Reference reviewed.

Poor attendance at last meeting.

Action: General Manager to follow up with Chair and Acting Chair of Committee.

J Millar:

Falls Advisory and Implementation Group

Decrease rate of falls across hospital. Bed replacement discussed.

Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on Monday 12th May 2008

S.Nicholson:

Health Care Quality and Patient Safety Committee

Presentation on Falls

Hand hygiene audit results circulated and staff reminded to comply.

MRSA screening of ICU patients on admission and every 7 days.

Quality of Care Committee

Assessment of deteriorating patient form reviewed.

J. Titterton

Patient Access- Care Co-ordinators positions for Aged Care and Cardiology now recruited.

Attended Special Commission of Inquiry at Randwick Campus.

5.2 Food Quality Survey- Sydney Hospital

Carry forward. Speaker not available.

5.3 Prince of Wales Hospital- High St Entrance

Corporate Services are seeking fee proposals from Architects.

5.4 Evaluation of Consumer Participation

Time limited. Carry forward.

5.5 Patient Satisfaction Survey- Action Plan

Summary report of survey provided to committee members. Organisation required to submit an action plan to Area on areas for improvement.

Communication identified as a common theme and area for improvement

Meeting closed at: 6:40 pm

Next Meeting:

Monday 16th June 2008

4.30 pm until 6.30 pm

Executive Directors Unit Meeting Room A Level 3 High Street

Prince of Wales Hospital