

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

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

**COMMITTEE MEETING**

**Date: Monday 13<sup>th</sup> October 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	Feb	Mar	April	May	June	July	Aug	Sept	Oct
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. Titterton, A. Bernard, R. Johnston, J. Millar, H. Walker, D. Petrie, C. Smith

**Item 2: Confirmation of the Minutes of the previous meeting held on Monday 8<sup>th</sup> September 2008.**

Confirmed

**Item 3: Matters arising from previous minutes:**

**3.1 Increasing awareness of committee**

Committee email address request with IT.

Generic presentation to committee members to use at local support groups in progress by Pat.

Letter to local councils (Randwick, Woollahra, Waverley, Botany) also in progress by Pat

It was identified that a dedicated phone number could be set up for members of the public to contact the committee. Secretariat currently liaising with switchboard to establish a phone number. Discussion held with committee members present to identify how committee members could access and action messages. A proposed roster system for committee members to attend to phone messages could be developed.

**Action: K. Rodgers to set up an email address for the CAC**

**Action: P. South to develop presentation for committee members to present to support groups**

**Action: P. South to draft a letter to local councils which is to be placed on Northern Network letterhead**

**3.2 Revised Terms of Reference**

Carry forward.

**Action:** Ross to modify Terms of Reference to include points discussed in August meeting and distribute to committee members at the next meeting.

**3.3 Volunteers feeding patients/ Nutrition working party**

Meal assistance alert card being trialled in some facilities within the Area Health Service to alert staff that patients require assistance with their meals. Food services are developing guidelines for implementation of the alert card. Further discussion identified that it may not be appropriate for volunteers to provide feeding assistance in some wards, eg. Stroke Unit due to patients being at high risk of aspiration.

**Action:** Noted

**3.4 Emergency Department Triage Process**

Carry forward.

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

**3.5 Mixed Gender Report**

S. Nicholson and P. South attended the Mixed Gender Accommodation Steering Committee. Small achievable steps to be implemented to reduce mixed gender accommodation rate. The committee is in the process of developing guidelines with gender of room/bed available to be specified by staff. Once guidelines have been completed another meeting will be held.

**Action:** Noted

**3.6 Committee Recruitment**

Advertisement in City Weekly, Southern Courier and Wentworth Courier last week. Applications close on Friday 17<sup>th</sup> October. Copy of advertisement circulated to committee members to forward to support groups/relevant individuals interested in joining.

**Action: K. Rodgers to provide update at next committee meeting.**

**3.6 Carers Action Plan**

Carry forward

**3.7 COMET Services**

Comet is a Nurse and GP service who visits the homeless in their environment for nursing and medical assessments. They visit drop in centres in Ultimo, Woolloomooloo and the city area. It can be accessed by contacting St Vincent's hospital switchboard or by contacting Kathy, Registered Nurse, on 0428971317. Committee members seeking further information and requested staff from St Vincent's to attend next meeting (if possible) for a presentation.

**Action: E. Moore to identify funding sources**

**Action: K. Rodgers to see if staff from COMET can present at next meeting**

**Item 4: Agenda Item**

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

S. Nicholson and P. South

*NSW Health 2007 Patient Satisfaction Survey results for SESIAHS*

POW did some things better than other hospitals in the state and other areas need improvement. P. South has the disc if any other members wish to review the results. Communication and waiting times identified as areas for improvement. Information received pre and post procedure could also be improved. Oncology patients had highest rate of return for all specialities.

S. Nicholson:

*Health Care Quality and Patient Safety Committee*

- Health Round table presentation- this looked at the lean thinking theme whereby employees aim to work more effectively.
- Discussion held regarding stroke mortality higher at POW than at other facilities. For further review.
- Gamma cameras have been added to the risk register
- New online program to teach consent requirements for Medical Staff.
- Work to reduce falls rates continues. Looking at floor surfaces in different wards and space configurations for bathrooms.
- S. Hoskins- Marr advises that UNSW is looking at footwear on different floor surfaces and how this can minimise falls
- Patient stories- difficulty in getting patients to commit as protocol at NSW Health requests patient to initiate contact with hospital

**Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on Monday 13<sup>th</sup> October 2008**

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*Quality of Care Council*

Presentation by Diversity Health on Medication Management in the older patient- especially those of NESB (Non English Speaking Background) It was identified that NESB patients find it particularly difficult to understand medications. Consideration is being given to develop bilingual labels for some medications.

Staff are being asked to identify high risk patients for discharge (i.e. those on multiple medications or NESB) and request the pharmacist to visit the patient prior to discharge

*2008 Patient Satisfaction Survey*

Participated in teleconference for 2008 Patient Satisfaction survey. SESIAHS report due on 22/10. It was identified that there was an increase in the number of returns this year, possibly due to the survey being sent closer to the time of the patient's admission. Food, parking, cleanliness and shared gender wards was included in survey. Director General wants transparency of information, therefore Area Health Services will have PDF results made available on websites.

S. Hoskins-Marr

*Incident and Complaints Review Committee-*

Committee going well with new committee chair. Discussion at last committee meeting regarding the change of meeting format to include review of incidents being displayed on power point. Committee has agreed to keep current process.

Consumer issue reported by Shirley at last meeting discussed further as issue was not appropriate for the Incidents and Complaints Review Committee. Shirley was directed to raise her concerns with the Guardianship board.

**4.2 Acute, Complex and Community- Patient Information Brochures**

Brochures circulated with meeting minutes

**Action: Feedback on brochures due to secretariat by Monday 10<sup>th</sup> November 2008.**

**Item 5: New Business**

Consumer Representative sought for Northern Network Medication Safety Sub-Committee. S. Hoskins-Marr volunteered for this role. Secretariat to phone and advise of dates for future meetings.

**Meeting closed at:** 6:15 pm

**Next Meeting:** Monday 10<sup>th</sup> November 2008  
4.30 pm until 6.30 pm  
Executive Directors Unit Meeting Room A Level 3 High Street  
Prince of Wales Hospital