

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

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

COMMITTEE MEETING

Date: Monday 8th September 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
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: C. Smith, R. Johnston, D. Petrie

**Item 2: Presentation: Lisa Broadley
Multi-Cultural Health Strategic Plan**

The Area's Multicultural Health Service is developing a strategic plan to inform its direction over the next five years. Lisa attended the meeting to seek input

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from the members on issues affecting culturally and linguistically diverse (CALD) communities, information and service provision for these groups and areas for improvement. When planning is completed Lisa will provide the Committee with feedback.

Item 3: Confirmation of the Minutes of the previous meeting held on 11th August 2008.

Confirmed

Item 4: Matters arising from previous minutes:

4.1 Increasing awareness of committee

General Manager approves of 2 letters received from committee.

Possible methods of communication from public to CAC identified:

- Executive Unit Reception
- Committee Secretariat
- Northern Network Complaints Coordinator

Those in attendance agreed that communication via Executive Unit Reception staff would be most appropriate contact and to acknowledge emails from the public.

Draft flyer circulated to all in attendance with some changes recommended.

Link to email address could be placed on hospital's website and posters could be displayed in main entrances and waiting rooms.

Generic 15 minutes presentation to be developed for committee members to present to support groups.

University Orientation week identified as a good way of increasing awareness of the committee.

Further discussion identified local councils (Waverly, Botany, Sydney City, Randwick) as another way to increase awareness of the committee.

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

4.2 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.

4.3 Volunteers feeding patients/ Nutrition working party

Area Nutrition Working Party has now met with good representation from a variety of staff. It has been identified that education would be required for volunteers to assist in the feeding of patients. Union consultation will be sought.

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

4.4 Emergency Department Triage Process

Carry forward.

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

4.5 Pre-admission Clinic Bookings

CNC Hand Clinic at SH/SEH has produced information sheets to increase awareness for patients who attend the pre-admission clinic to inform patients which has been received by committee members.

Information sheets have been provided to committee members with meeting minutes.

Action: Noted

4.6 Out-patient Department bookings

Training has been arranged for staff to maximise the performance of the current telephone system.

Clerical staff to relieve and assist OPD clerical staff and prioritising the placement of staff has seen the quality of service improved since the review. Discussion identified that volunteers would not be appropriate to take telephone calls within Out-patients Department however, consideration would be given to the deployment of staff on light duties, if appropriate.

Northern Network General Manager proceeded to explain that POW has over 300 out-patient clinics within the hospital with large volumes of patient attendances. Discussions are being held with medical staff to identify if clinic are to continue to be held at POWH or if they are to be held in the doctor's private consulting rooms. Northern Network General Manager will provide feedback when available.

Action: Noted

4.7 Mixed Gender Report

The first Mixed Gender Accommodation Steering Committee was held last week. Jan and Susan were in attendance. The committee aims to establish guidelines and identify cations to improve mixed gender rates within POWH. The Quality of Care Council has governance of this committee.

The committee is to develop how the communication of mixed gender rooms is to be increased and if mixed gender rooms are necessary for access to health care then it is recommended that they be a ration of 2/2 and not 3/1.

Committee members were reminded that patients can refuse to go to a mixed gender room. It is also proposed that the committee will identify a maximum time frame for patients to be in a mixed gender room with age groups and confused patients taken into consideration.

It is noted that adolescents under the age of 24 are not to be placed in a mixed gender room and that cultural considerations will need to be taken into account.

Action: H. Walker/J. Titterton/S. Nicholson to feedback at next meeting on progress of committee.

4.8 Committee Recruitment

Advertisement awaiting final sign off.

Action: K. Rodgers to send copy of advertisement to all members for circulation.

Item 5: Agenda Item

5.1 Reports from committees represented by consumers:

S. Hoskins-Marr

Incident and Complaints Review Committee-

Improved committee meeting with new committee chair. Lack of equipment and lack of staff have been reported a recent committee meetings.

Consumer issue reported to Shirley. She will raise this at the next meeting. A letter has also been provided to the Northern Network Complaints Coordinator.

S. Nicholson:

Health Care Quality and Patient Safety Committee

- SH/SHE Presentation on patient stories. 10 ophthalmology patients interviewed. Patient stories will be undertaken again next year.
- Ten (10) POW Patient stories underway. 4 Respiratory patients and 6 community patients who were previously in-patients
- A risk assessment has been undertaken for balconies to reduce the risk of falls. Controls around access to stairwells and doors also put in place.
- Hand Hygiene action plan in place. Infection Control week in October will have significant emphasis on hand hygiene to minimise transmission of infectious diseases

NSW Health Quality awards

- Susan participated in assessment of the awards. 6 entrants (out of approx 50) were from the Northern Network

J. Titterton

Patient Access meeting

Ambulances continue to come to POWH even when they are advised capacity is high

Phase 1 of EMR (Electronic Medical Record) is due to commence at St George Hospital next month. It will be implemented at POWH in 2009.

Phase 2 of EMR is planned to included GP's and will enable access to discharge summaries and X-rays

Discharge planning difficulties discussed as there is input from many clinicians in isolation. This has been identified as a state-wide issue.

CHIME (Community Health database for identifying care delivered in the community) is separate to hospital systems. Potential to improve systems by linking CHIME to some in-patient records.

J. Millar

Falls Advisory Committee

Falls project won Health Award. The committee is moving ahead with ideas to reduce falls. Recognition that not all falls can be avoided but hospital is doing as much as it can. All falls are being reviewed.

5.2 Department of Medicine- Patient Information Brochures

Brochures circulated with meeting minutes. It is noted that presentation and currency is different for many brochures. It is proposed that feedback is distributed in a collated document which will be provided to the Program Co-Director.

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Action: Feedback on brochures due to secretariat by Monday 13th October 2008.

5.3 Carers Action Plan
Carry forward.

Item 6: New Business

6.1 Access to POW & SH/SHE for patient outside catchment area

The Royal Hospital for Women (RHW) has experienced a 20% increase in births over the last 2-3 years. Beds are needed for high risk patients/babies. Referrals from outside the catchment area can come to RHW for those high risk patients/babies. Placements can also be negotiated for those outside of the catchment area if they have previously attended.

Action: Noted

6.2 SH/SHE Pathology testing

A consumer had reportedly heard that there would be limitations on pathology requests at SH/SEH. The SH/SHE Director of Nursing reports that there is no plan to limit pathology at SH/SHE. There have been roster changes but this will not affect services.

Action: Noted

6.3 High St entrance and lifts

Funding requests included in Capital works bid to Area and NSW Health. Awaiting outcome. Work to lifts to be included in quote by architects.

Action: Noted

6.4 Comet services

Further information required on COMET (Community Outreach Medical Emergency Team)

Action: K. Rodgers (secretariat) to follow up with committee member S. Nicholson

6.5 Training for consumers

Committee members requested access to hospital training programs. The Northern Network General Manager advised that consumers can attend any of the hospital training programs.

Action: Noted

Meeting closed at: 6:25 pm

Next Meeting: Monday 13th October 2008
4.30 pm until 6.30 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital