

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

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

COMMITTEE MEETING

Date: Monday 20th April 2009

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	Nov	Dec	Feb	Mar	Apr
Patricia South	Chair/ Consumer		√	√	√	√	√	√	√	√	√	√	√		√
Shirley Hoskins-Marr	Consumer	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Angela Kadamis	Consumer												√	√	√
Anna Koutsis	Consumer												√	√	√
Josh Miller	Consumer				√	√	√		√		√	√	√	√	√
Susan Nicholson	Consumer	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Dianne Petrie	Consumer	√	√	√	√		√	√			√	√	√	√	√
Janette Titterton	Consumer	√	√	√	√			√	√		√	√	√	√	√
Andrew Bernard	General Manager Northern Network				√				√					√	√
Heather Walker	A/ Director of Nursing Prince of Wales Hospital	√ JW	√ JW	√ JW	√ JW	√	√		√		√		√	√	
Kirriily Rodgers	Nurse Manager Prince of Wales Hospital	√ KT	√	√	√	√		√	√	√	√	√	√	√	√
Ellen Moore	Director of Nursing Sydney/Sydney Eye Hospital		√	√				√	√	√			√		√
Carolyn Smith	Nurse Manger-Sydney/Sydney Eye Hospital					√	√				√	√ LD			
Deidre Kennedy	Community Participation Officer		√ LB	√√ LB	√√ LB		√√ LB								√
Ross Johnston	Manager, Community Participation							√				√		√	

Apologies: R. Johnston, H. Walker

Item 2: Guest Speaker:

Dr Sally McCarthy- Director, Emergency Department POW.

Dr McCarthy provided an overview of the rate and type of services provided by the POW Emergency Department. Dr McCarthy advised that POW Emergency has a specialist toxicology service on site. She also advised that there had been an 80% increase in Mental health presentations in the last 5 years. Access and triage processes were explained to committee members present. Members were also advised of the shortage medical workforce shortage in Emergency Departments.

Dr McCarthy requested the support of consumers to understand the situation, within the Emergency Department and to communicate this to the community and to effect change where possible. The committee was understanding and supportive of the information provided.

Dr McCarthy and colleagues have recently published 3 articles in the Medical Journal of Australia relating to Access Block.

Action: Articles written by Dr McCarthy to be sent with meeting minutes.

Guest Speaker:

Dana Strumpman- Pharmacist- Green Bag Project

Dana provided an overview of the planned Green Bag Project at POW. The project involves patients bringing in their medications to hospital which will be stored/secured in a green bag. These medications will then be reconciled with changed/ additional medications upon discharge.

It was identified that Ambulance staff would need to be advised of the project so they may bring all medications for the patient to the hospital. It would also be important for patients/carers to have an up to date record of all medications including medications stored in the fridge.

Action: Dana to advise Kirrily of the next meeting so a consumer representative may be able to attend.

Item 3: Confirmation of the Minutes of the previous meeting held on Monday 9th March 2009.

Confirmed

Item 4: Matters arising from previous minutes:

4.1 Increasing awareness of committee

Media release in Southern Courier prompted approx 30 phone calls to Consumer Advisory line. Anna spoke with 14 people, overall the feedback was positive however, there were some negative issues raised including:

- No medical office on site- Anna identified that a Medicare access point on site may be useful. Andrew Bernard agreed to follow up.
- Hygiene issues on one ward
- No charter of rights in ED
- No counselling following treatment

Action: Andrew to consider a Medicare access point on campus and provide feedback to members at next meeting.

Southern Courier promotion exclusively for Prince of Wales Hospital. Deidre to follow up with Media Officer for promotion of Sydney/Sydney Eye Hospital.

Action: Deidre to liaise with Medica Officer to arrange for publication promoting Sydney/Sydney Eye Hospital.

Shirley requested that committee members received copies of the Consumer Feedback forms which detailed the nature of the telephone message and follow up call.

Action: Kirrily to provide copies of the completed Consumer Feedback forms with next meeting minutes.

Lengthy discussions were held to consider how the committee would provide follow up to those who had called or emailed the committee. Pat suggested that members consider how this may be done and to have some dedicated discussion at the next meeting. It was identified that a letter would be beneficial to provide feedback to consumers and that the Consumer feedback form needed modification.

Action: Jan to draft letter for feedback to consumers who called/emailed

Action: Dianne and Anna to revise consumer feedback form

Action: Angela will check phone messages this month

Deidre advised that there had been an enquiry from another Consumer Advisory Committee seeking feedback on the model for seeking consumer feedback. Whilst the committee acknowledged that much work had been done to establish this model, more work was needed to finalise the follow up process. Deidre will advise the individual who inquired, that more information will be provided in the future once the model has been finalised. Deidre also advised that a forum is to be planned for members of all Consumer Advisory Committees to meet.

Action: Deidre to request Ross to set dates for CAC forum

Kirrily reminded committee members to provide feedback following meetings with support groups/networks.

The Northern Network General Manager has approved letters for distribution to organisations if needed by committee members. Letter circulated.

4.2 Student Union Presentation

Deidre Kennedy welcomed as the new Community Partnership Officer. Letter to be sent to TAFE, UNSW Union and Health Advisory Committee requesting a member of the committee to attend a meeting to raise awareness of the CAC.

Action: Deidre to identify contacts to identify contacts at TAFE/ UNSW. Letter to be sent prior to next meeting.

4.3 Signage at Sydney/Sydney Eye Hospital

Ellen has met with several staff who are working to improve on some immediate areas for improvement. Other actions will be progressed in a staged approach. Actions to be progressed via POW signage committee. First meeting

to be held in the near future. Pat agreed to be the representative on this committee.

Deidre advised that volunteer guides are available most days at POW and are based in High St and Barker St entrances to direct visitors throughout the hospital.

Action: Kirrily to send copy of S/SE signage report to committee members.

4.4 Access to Community Services

Heather is meeting with the Director of Nursing at War Memorial Hospital later this week. An update will be provided at the next meeting.

Action: Heather to provide feedback following meeting with the Director of Nursing at the War Memorial Hospital

4.5 Hyperbaric Unit Incident

A written response was provided by Andrew Bernard to the committee chair relating to an incident involving a cardiac monitor in the Hyperbaric Unit which has now been condemned. Andrew advised that a replacement monitor is now on order to replace the condemned monitor.

Action: Resolved. Remove from agenda.

4.6 High St redevelopment

Kirrily has provided copies of the architects plans with the meeting minutes.

Action: Resolved. Remove from agenda.

4.7 AHAC Update

AHAC email address provided with meeting minutes.

Action: Resolved. Remove from agenda.

4.8 Committee Work plan

Work plan updated to include responses received as a result of the review of in-patient information brochures. The work plan is a great example of the achievements of the committee.

Action: Noted

4.9 Mental Health Unit- activities for in-patients

Kirrily emailed the secretariat for the Mental Health Consumer Advisory Committee and included the contact number for Josh so further information could be obtained. Kirrily and Josh have not received any contact/feedback

Action: Deidre to follow up with secretariat of the Mental Health Consumer Advisory Committee

Item 5: Agenda Items

5.1 Email enquiries

Discussed in item 4.1

Item 6: New Business

6.1 Patient Rights and Responsibilities

Memo circulated to committee members advising them that all wards will have the Patient Rights and Responsibilities displayed in their ward/clinic area.

Action: Noted

6.2 Nutrition Working Party

This group will be looking at rolling out education to nursing staff and piloting a system with coloured trays to identify patients who need assistance. A consumer representative is needed for the POW Nutrition working party. Angela agreed to volunteer if the meeting was not scheduled on a Friday.

Action: Noted

6.3 S/SE Accreditation

Pat and Kirrily to attend S/SE to meet with surveyors.

Action: Ellen to advise Kirrily of meeting time with surveyors.

6.4 Reports from Committees represented by Consumers

Time limited. Carry forward to next meeting. Jan raised some concerns regarding the surgery waitlist. For further discussion at next meeting.

Action: Noted

6.5 Charity Week

Deidre advised that Charity Week is in May. As a part of the celebrations, an event is being held at Parliament House. One volunteer can attend to represent volunteers throughout the organisation. A certificate of recognition will be provided. Deidre welcomed a member of the committee to attend.

Action: Interested member/s to contact Deidre on 9382 4581.

Meeting closed at: 6:35pm

Next Meeting: Monday 11th May 2009
4.30 pm until 6.30 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital