

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

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

COMMITTEE MEETING

Date: Monday 9th February 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
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
Lisa Broadley	Community Participation Officer		√	√	√		√						
Ross Johnston	Manager, Community Participation							√				√	

Apologies: A. Bernard, R. Johnston

Item 2: Presentation/Discussion: Kerrie Murphy, Cancer Outreach team

Overview of Cancer Outreach services provided to committee members. Detailed explanation on the Cancer Outreach Brochure provided in response to feedback on the brochure from committee members. Family members/carers are invited to the first information session with the Cancer Outreach service to

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increase knowledge awareness and the opportunity to ask question. Patient's and family members/carers are also referred to websites to access further information if required. The Cancer Outreach service is also considering a DVD option as a way of providing information to patients and a fridge magnet with contact numbers. Kerrie advised that a survey on the service is to be undertaken and feedback will be provided to the Consumer Advisory Committee around mid year.

Item 3: Confirmation of the Minutes of the previous meeting held on Monday 8th December 2008.
Confirmed

Item 4: Matters arising from previous minutes:

4.1 Patient Information Guidelines

Updated Patient Information Guidelines distributed to committee members for comment. Abby from Diversity Health is seeking feedback on the revised document.

Committee members present provided the following recommendations:

- Proforma template for patient information brochures
- Standardise with hospital logo on the left and Area Health Service logo on the right.
- Include Area Code AND telephone numbers in bold

Action: Kirrily to provide feedback to Abby

4.2 Increasing awareness of committee

CAC poster promoting awareness of committee on each floor at Sydney/Sydney Eye Hospital and Prince of Wales Hospital.

Draft Generic presentation circulated to committee members. Committee members may use this as a power point presentation or as a handout to inform community/support groups of the committee. Suggested changes include:

- Photo of committee members
- Range of community groups represented by committee members
- Committee members meet monthly and are volunteers
- Committees represented by CAC members

The Committee Chair requested each committee member to identify 2 or more organisation/groups they would be willing to approach to promote awareness of the committee.

Committee members listened to voicemail message for consumers. Jan will be checking the CAC voicemail messages this month.

Dianne would like to include some information to promote the committee in her company newsletter

Action: K. Rodgers to provide consumer feedback forms each meeting for committee member reviewing voicemail messages.

Action: All committee members to identify 2 (or more) organisations they would be willing to approach to promote awareness of the committee.

Action: K. Rodgers to provide information for Dianne to include in the AGSA company newsletter

Action: K. Rodgers to approach Media Officer to identify potential for press release

4.3 Revised Terms of Reference

Revised Terms of Reference distributed to committee members. Minor changes amended and Terms of Reference ratified.

Action: Completed. Remove from Agenda

4.4 Emergency Department Triage Process

Kirrily spoke with NUM Emergency at St George and outlined the triage project completed in 2003 at St George to the committee. Committee members expressed concern more could be done at POW Emergency to increase the public's awareness of triage.

Action: Nurse Manager from POW Emergency to be invited to the next meeting to identify what more can be done to increase awareness of triage process.

4.5 Carers Action Plan

SESAHS Carers Action received by committee members.

Action: Complete. Remove from agenda.

4.6 School Captain attendance

The Northern Network General Manager proposed that the committee approach Universities/TAFE to seek the perspective on the health care needs of young people rather than inviting school captains. SCH have a Consumer Advisory Committee and would be well informed of concerns. SCH also transition young adults with the involvement of parents to POWH. The committee agreed that efforts may be best directed to Student Unions at Universities.

It was suggested that a presentation to the Student Union would be worthwhile.

Action: For further discussion at next meeting

Item 5: Agenda Item

5.1 Reports from committees represented by consumers:

S. Hoskins-Marr

Medication Safety Sub-Committee

Discussion held on admitted patients bringing medications to hospital which was then locked away by nursing staff until the patient was discharged. The concern is when new medication is prescribed, then there may be duplication of some medication. Staff are advised to instruct the patients as to their new medications and given a list to take home.

S. Nicholson:

Health Care Quality and Patient Safety Committee

- Audit on 'Correct site, correct patient, correct procedure' policy to be re-done
- Ophthalmology in-patients must have a medical review every 48 hours to identify if co-morbidities prevent them from discharge and to identify if care is to be transferred to another clinician.

Quality of Care Council (QOCC)

- Communication process for the introduction of new charts introduced from Area is lacking. This may be due to minimal site representation on the committee. 2 members of QOCC have requested to join the Area Forms committee.
- PACE (Patient with Acute Condition for Escalation) project to be implemented. There will be some standing orders in particular areas so staff do not need to act on specified parameters that may be normal for some patients.
- Time out policy discussed
- New directive for patient ID bands. Concerns raised about there being sufficient information for checking a patient's identification.

Garling Report

A forum was held on the Randwick campus in response to the recommendations from the Garling report which was attended by the minister for Health. A working party was established to look at the recommendations and Susan was invited to attend. Susan was requested to talk to consumers about certain recommendations from the inquiry. Consumers strongly supported the recommendation for patients to have a list of current medications on discharge. The working party agreed on specific recommendations. The most important recommendation supported was that IT systems be upgraded as the lack of IT systems will impact on other recommendations being implemented. EMR (Electronic Medical Record would not solve all problems). The recommendation for immediate action was to 'redefine the NUM role' to enable them to have 70% clinical time and 30% administration time. This would involve someone else to assist with non-clinical roles but would require funding or re-defining other positions. Two recommendations were opposed:

- ED should only see patients with triage category 1-3
- Implementation of a Clinical Enhancement Agency

Action: Kirrily to send a copy of the report to committee members.

Patient Survey

A review is being undertaken to ascertain if the survey is worthwhile

J. Titterton

Access Meeting

- Minutes not yet received for meeting to be held on Friday.
- Email is not appropriate way of communicating as Jan does not have access to a computer
- Unable to access POW Library

Action: K. Rodgers to drop meeting minutes off to Jan

Action: K. Rodgers to check Jan has received minutes each month prior to Patient Access meeting.

Action: K. Rodgers to provide Jan with a letter for presentation at POW library.

5.2 NSW Health Patient Survey

Two surveys undertaken close together have been difficult to follow up. Updated action plans on areas for improvement provided to committee members.

Action: Noted. Remove from agenda.

5.3 Cardiac Surgery Information Booklet

Feedback sought from committee members on the revised booklet.

Action: Feedback due from committee members in 2 weeks time.

5.4 Meeting dates 2009

Meeting dates for 2009 circulated to all committee members. Two public holidays scheduled on planned meetings dates. All in agreement that meeting to be moved forward one week.

Action: Noted. Removed from agenda.

5.5 Signage at S/SE

Pat attended Sydney/Sydney Eye Hospital to review opportunities for improvement to signage. Many entrances to the campus posed difficulties for consumers with many signs low down. Signs around renovations works was confusing. Central fountain identified as possible opportunity to include signage, pending heritage constraints.

Action: Pat to liaise with Ellen to address specific concerns

Item 6: New Business

6.1 Access to Community services

Shirley expressed concern regarding information provided by War Memorial Hospital in relation to public services provided upon discharge. Brochures contain only one reference to public services, the rest are for private services. Heather explained to committee members the NNARC (Northern Network Access and Referral service- based at War Memorial Hospital) responsible for coordinating community services (eg. Meals on wheels, community nurse etc)

Action: Heather/Ellen to check on the information provided by NNARC on discharge from hospital

6.2 Food services

Update requested

Action: Heather to provide update at next meeting

6.3 Mixed Gender review

Next meeting due to be held soon. Update to be provided at next meeting

Action: Heather to provide update at next meeting

6.4 Budget

Shirley sought advice on the budget status. Heather acknowledged that POWH is over budget, however, there are no specific concerns.

Action: Noted

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Meeting closed at: 6:45pm

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4.30 pm until 6.30 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital