

**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 March 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
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	√	√		√		√		√	√
Kirrilly 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: E. Moore, C. Smith, P. South (Chair)

Item 2: Confirmation of the Minutes of the previous meeting held on Monday 9th February 2009.
Confirmed

Item 3: Matters arising from previous minutes:

3.1 Increasing awareness of committee

Pat and Kirrily met with Melissa Chain- Media Communications and a press release was drafted. The press release was approved by Andrew and will be sent to local publications for print (no date specified).

Committee members have identified organisation/groups they would be willing to approach to promote awareness of the committee as per request from last meeting. Kirrily (acting chair) requested that committee members aim to meet with these groups within the next two months if possible and provide the committee with feedback from the meetings. The Northern Network General Manager will approve letters for distribution to organisations if needed by committee members.

Generic presentation updated with comments from the last meeting. It is proposed that it could be used as power point presentation or handout. Please let Kirrily know what materials are needed for meetings with the organisations/groups.

Diane has received some information for inclusion in her workplace newsletter. No voice mail message this month. Anna has agreed to assist by checking voicemail message this month. Committee members listened to voicemail message for consumers.

Action: Committee members to meet with organisations they have identified to raise awareness of the committee within the next two months. Feedback is to be provided to the committee.

3.2 Emergency Department Triage Process

Heather reported that the Emergency department triage brochure is at the printers now. This is the brochure that was reviewed by the committee late last year. The Emergency Department will also be reviewing current signage within the Department. Heather also advised that the Emergency Department are awaiting some information from the NSW Department of Health which may be of interest.

Action: Noted.

3.3 Student Union Presentation

Further discussion held on how the committee may seek the input of younger members of the community. It was suggested that it would be worthwhile sending our press release to the Student Union at UNSW and to Randwick TAFE. The Northern Network General Manager also recommended making contact with the Student Health Advisory Committee. Ross agreed that a member of staff would be able to assist with this.

Action: Kirrily to liaise with Consumer Participation Unit to identify contacts at TAFE/ UNSW

3.4 Garling Report

Report sent with meeting minutes.

Action: Completed. Remove from agenda

3.5 Patient Access Meeting

Kirrily to continue to liaise with Jan to on a monthly basis to ensure she receives the meeting minutes prior to the Patient Access meeting.

Action: Noted. Remove from Agenda.

3.6 Signage at Sydney Hospital/Sydney Eye Hospital

Pat to receive completed report from Abby (Diversity Health) which will then be presented to the committee. Carry forward to next meeting for Pat to discuss.

Action: Pat to discuss at the next meeting

3.7 Access to Community Services

Heather spoke with the Director of Nursing at War Memorial Hospital. It was identified that there are information brochures from public and private sources available. Shirley expressed concern that there were limited brochures distributed on the public services available.

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

3.8 Food Services Update

Prince of Wales Hospital has representation on the Area Nutrition Governance meeting which reports to the CEO. The Northern Network Quality Care Council is looking at providing additional education to nursing staff. Diet aides can also assist by identifying patients who need assistance. This will be progressed in a staged approach. The use of volunteers is on hold at present as it is a large project. The Revive volunteer project continues in aged care only. An audit of Food services identified packaging as an issue for those with a disability. Food services are currently reviewing packaging options.

Action: Noted. Remove from agenda.

3.9 Mixed Gender Review

Background on the mixed gender review provided to new members. Prince of Wales Hospital has been working towards reducing mixed gender accommodation in general ward areas. The make up of some wards makes this difficult however, meetings have been held with the Nurse Unit Managers to raise awareness. Mixed gender accommodation will always exist in acute care areas (eg. ICU) and Medical Assessment Units. The committee and the organisation have monitored this since April 2008 where Mixed Gender accommodation was at 39.5%. A repeat audit in February saw mixed gender accommodation at 17% and today at 20%. It was noted this was a good rate considering the busy weekend the organisation had experienced. An overall goal has been set at 20%.

Action: Noted

Item 4: Agenda Item

4.1 Reports from committees represented by consumers:

J. Millar

Did not attend the last Falls Meeting. Attending March meeting.

S. Hoskins-Marr

Incident and Complaints Committee

Shirley reported on a specific incident which was raised at the last meeting regarding a condemned cardiac monitor in the Hyperbaric Unit. The Hyperbaric Unit chamber and equipment is to be replaced in July 2009. A different monitor has been in place since this incident. Shirley has requested a written response from the Northern Network General Manager in relation to this incident.

Andrew also advised that he had received the requests from clinicians regarding high priority equipment for replacement, however, current funding arrangements are under review by the government. Access to use monies in the trust fund may be approved by the government which, if approved, would come into effect next financial year.

Action: Northern Network General Manager to respond to a written request from Shirley regarding the equipment incident within the Hyperbaric Unit.

S. Nicholson:

High St entrance re-development

Susan attended a meeting with the architects and members of the executive regarding the re-development of the High St entrance. Copies of the plans were circulated. Proposed refurbishments included:

- Lighting and signage at street level
- Reception to be moved to more prominent position
- Signage cubes

Susan will continue to represent the committee on future meetings.

Action: Kirrily to send copies of plans with meeting minutes.

Health Care Quality and Patient Safety Committee

- Presentation of 10 patient stories from POW. 10 more stories will be done at both Prince of Wales and Sydney/Sydney Eye Hospital later this year.
- A project officer has been appointed for the prevention of venous thrombo-embolism to review medication errors relating to anti-coagulants and to change/improve practice

Quality of Care Council (QOCC)

- Project to be trialled by pharmacy. Pharmacy plan to request patients to bring in their medications which would then be stored in a green bag. Upon discharge the pharmacist would reconcile medications that have changed since admission to prevent duplication of medications.
- It was identified there was no local representative on the Area Forms Committee. A representative has been selected to attend the Area Forms Committee meeting.
- A working party is to be developed to progress a policy for absconding patients.

J. Titterton

Access Meeting

- A discharge brochure is being developed and will come to this committee for review.
- Pharmacy are having trouble with late discharge information due to Out-patient department scripts. GP's will be notified of change in medications.
- Access block down in Dec/Jan due to increased patient complexity.
- To reduce access block, wards are trying to get patients to the Patient Discharge lounge by 11am.
- The reporting system has changed from bed days to bed hours to be more indicative of occupancy
- Access may have been affected due to 2 Aged Care facilities being closed in the last 3-6 months.
- Difficulties continue with placement of mental health patients.

4.2 AHAC update

AHAC minutes are on the website and there are 8 scheduled meetings per year. Ross is also the secretariat for the AHAC. The CEO chooses locations within the Area Health Service and there is an open agenda. Members of this committee are welcome to attend the September or December AHAC meeting. Committee members were provided with the 2009 meeting dates and locations. Ross reported that the Garling Inquiry and Wood release are a high priority for the committee. Ross has now been appointed as the manager of Community Partnerships (including NGO's) and reports directly to the CEO. A position has been advertised for Community Partnerships in the Northern Network. This person will attend this meeting on a regular basis. An announcement of the successful applicant will be made at the next meeting or Ross will bring them along.

Action: Kirrily to provide the AHAC website address (see below)

<http://www.sesiahs.health.nsw.gov.au/AHAC/index.asp>

4.3 Food Services

Discussed in 3.8

4.4 Work plan

2008 Work Plan reviewed. Work plan to be updated next meeting. It was noted that there were some significant achievements including the committee's contribution to review all the in-patient brochures, increasing awareness of the committee and participation in the mixed Gender Working Party.

Out-patients department booking procedures

It was noted that telecommunications review could not proceed within OPD due to the restrictions with the current system. Sydney Children's hospital are trialling an SMS reminder service. Area are considering rolling this out to all facilities.

Lift access at High St entrance

Issue not yet progressed. Andrew will follow up.

Action: Kirrily to update and circulate for further discussion at the next meeting.

4.5 Mental Health Unit- activities for patients

Josh received some consumer feedback that there are little activities for the patients in the Kiloh Centre.

Action: Kirrily to raise with the secretariat of the Mental Health Consumer Advisory Committee.

Item 5: New Business

5.1 Community Transport

Brochure provided to committee members on the Randwick/Waverly Community transport service. Committee members encouraged to inform members of the community of the existence of this service.

Action: Noted

5.2 Accreditation

Andrew advised that the hospital Accreditation is run by the ACHS (Australian Council on Health Care Standards). Full accreditation is every 4 years. Sydney/Sydney Eye Hospital will undergo full accreditation at the end of April. Prince of Wales Hospital will have the 2-year period review in May. It is expected that the accreditors will want to consult members of the Consumer Advisory Committee during this time. The hospital will seek the input of committee members and requested the support of the committee in this process.

Action: Noted

Meeting closed at: 6:15pm

Next Meeting: Monday 20th April 2009
4.30 pm until 6.30 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital