

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

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

COMMITTEE MEETING

Date: Monday 10th August 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	May	Jun	Jul	Aug
Patricia South	Chair/ Consumer		√	√	√	√	√	√	√	√	√	√	√	A	√	√	√	√	√
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								√	√	√	√	
Walter De Ruyter	Manager, Community Participation							√ RJ				√ RJ		√ RJ					

Apologies: A. Bernard, K. Rodgers, A. Koutsis, A. Kadamis, D. Kennedy

Item 2: Presentation

Peter Clout and Nicola Di Michiel- Mental Health Program Executive

Peter informed the committee members of the Structure of the Mental Health Program and the responsibilities for both he and Nikki.

The Kiloh centre (built in 2000) currently has 50 in-patient beds which include 20 beds in Observational Unit and 30 beds in General Mental Health Unit. The in-patient units are for 'declared' patients.

The Euroa Building has a 14 bed Mental Health Rehabilitation Unit and an 8 bed Geriatric Mental Health Unit (6 beds Geriatric Rehab and 2 beds Neuropsychiatry).

Peter advised that treatment decision have changed considerably therefore there has been a decrease in bed base. The Program also has a large community service which provides support for patients in the home. Nikki outlined different clientele with St Vincent's and Prince of Wales in response to Shirley's discussions at the recent Incident and complaints committee.

The Psychiatric Emergency Care Centre (PECC) is a NSW Health initiative in response to the needs of mental health patients coming through emergency. Patients are often those who require short term stabilisation and management. PECC units are also located at St Vincent's, St George and at other area facilities.

4 beds in the PECC unit are a temporary measure. Monies have now been received to enable a dedicated unit to be built adjacent to ED.

The new forensic facility at Long Bay has attracted new staff and has had some impact on staff recruitment at POW.

Undergraduate nurses come to Mental Health placements and as a part of the new graduate program.

Josh expressed some concern regarding the lack of activities for patients in Mental Health. Peter advised that there are some Diversional Therapists available. Peter also outlined current plans although accepts it is a challenge. A review does get conducted regularly by external parties. There is a plan to reduce seclusion but these patients will need therapy activities. Art therapy is currently in place.

An outline was provided on the nature of in-patients and the endeavour to discharge early. The Executive is considering low stimulus rooms and aroma therapy is being explored.

Peter and Nikki discussed segregation of patient and current process with single rooms and patient ability to lock their rooms with staff having keys from a safety perspective.

Community centres are being considered for a youth club which will assist with early recognition of inappropriate behaviours.

Peter and Nikki advised that they would be happy to extend an invitation to visit later in the year at the request of the consumer. It was recommended that members of the Mental Health Executive Program attend this meeting every four months.

Action: Noted

Item 3: Confirmation of the Minutes of the previous meeting held on Monday 13th July 2009.

Confirmed

Item 4: Matters arising from previous minutes:

4.1 Letter to UNSW and TAFE

No reply from UNSW. TAFE representative would like to join the committee. The Committee considered whether we could invite her to attend as a visitor.

Action: Kirrily to discuss further with the Executive Unit

4.2 War memorial CAC

Pat spoke with Linda Craig. Brochure tabled. Linda is in the process of handing over to B. Williams, the new Director of Nursing. A representative will go over to speak with staff, possibly in September.

Action: Pat to provide feedback at the October meeting.

4.3 Closure of Departments on ADO's

Heather advised that the NUM has looked into locking of doors. The NUM advises that this generally occurs.

Action: Noted.

4.4 Seating between High St and Barker St Entrances

Carry forward. Andrew not in attendance.

Action: Andrew to provide feedback on recommendations as a result of the review of seating.

Item 5: Agenda Items

5.1 Reports from committees represented by consumers

Josh Millar

Falls Committee

Josh was not present at the last meeting. An email was tabled from Dr Jacqui Close (Committee Chair) regarding privacy and dignity in the bathroom for high falls risk patients. Josh suggested there were issues from both patient and nursing perspective.

Dr Close also advised that she the committee was looking at disposable non-slip footwear. Josh to look at samples of possible short term footwear at the next meeting.

Jan Titterton

Patient Access Committee

Jan advised that at the last meeting there was discussion the actions in preparation for escalation plans for ICU. The Surgical assessment unit is now open on Dickinson 2 South. Jan also advised that the fever clinic is now closed.

Shirley Hoskins-Marr

Incident and Complaints Committee

Shirley advised that the committee is reviewing their Terms of Reference and whether committee was meeting its objectives. There was some discussion on whether the committee is correctly doing the random sampling. Dr Mackie will advise whether committee is correctly doing the random sampling.

Shirley also discussed concerns around the management of a specific incident.

Action: Heather to contact Nursing Co-Director for Surgery and provide feedback at the next meeting.

Medication Safety Sub-Committee

The committee reviewed a survey of medication incidents in the Spinal Unit. The survey will be repeated in the Spinal Unit however, the committee would support this to be rolled out to other areas. The top 25 medications involved in incidents were also tabled at the most recent meeting.

Susan Nicholson

Quality of Care Council

Prof Lin Perry- newly appointed Professor of Nursing was in attendance for the first time.

A survey on syringe drivers is being undertaken

A new CNC has been appointed to the Essentials of Care position to assist with roll-out of the program.

A multi-disciplinary working party has commenced on the review of Clinical Handover

Patient survey- there was some discussion on patient allocation and team nursing.

Health Care Quality and Patient Safety Committee

The following topics were discussed:

- Patient stories- 10 stories on surgical patients
- NSW Patient Survey- Promotion to commence in Wollongong on 26/10/09
- Name badges

Dianne raised the issue of volunteering to meeting with patients re patient's rights and responsibility audit.

5.2 Representative to check consumer feedback line

Susan agreed to continue to check the telephone line for consumer feedback for the month of August.

Action: Noted. To remain on agenda.

5.3 Consumer Feedback- Emails/phone line

Pat advised that there were no voicemail messages on the Consumer Feedback Line for the month of July.

Action: Noted. To remain on agenda.

5.4 Meeting with support groups/networks

Susan outlined her next presentations.

Action: Noted. To remain on agenda.

Item 6: New Business

6.1 Hand Hygiene

Discussion raised on training program and the need to monitor cleaners etc.

Action: Noted

6.2 Falls Advisory Committee feedback

See 5.1

6.3 New Complaints Brochure

Brochure tabled. Committee members present suggested more balance and compliments to be highlighted. Several members were opposed to the red colour of the brochure. An error was noted in the name of the coordinator.

Action: Noted

6.4 EORA Dialysis brochure

Brochure tabled.

Action: Committee members requested to provide feedback to Kirrily

6.5 Caring together newsletter

Included with meeting minutes

Action: Noted

6.6 Safe Use of Medicines Promotion

Letter tabled and discussed. Pharmacists seeking support and advice from CAC in the promotion of the safe use of medicines.

Action: All members asked to consider this request and to forward suggestions to Kirrily

6.7 Committee Evaluation

Evaluation documentation distributed to committee members.

Action: Forward evaluation forms to Kirrily prior to the next meeting.

Committee Performance Indicators

Pat was questioned by the accreditation surveyor at POW recently regarding the committee performance indicators. Andrew advised that the Terms of Reference, the committee work plan and evaluation are good indicators of the committee's contributions.

Action: Noted

6.8 Working Party at Sydney/Sydney Eye Hospital

Ellen advised that a working party will be commencing at Sydney/Sydney Eye Hospital. Ellen will be seeking consumer representation in the near future.

Meeting closed at: 6:25pm

Next Meeting: Monday 14th September 2009
4.30 pm until 6.30 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital

