

**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 November 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	Sep	Oct	Nov	
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	√	√		√		√		√	√		√	√	√	√	√	√	√	√
Kirrily 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: J. Miller, E. Moore

Item 2: Guest Speaker

Dr Tim Brighton and Suzanne Ryan

Venous Thrombo-embolism (VTE) Project

Dr Brighton advised that 70-80% of VTE is preventable through heparin injections and compression (TED) stockings. The VTE project is aimed at improving practice to include an assessment of all patients admitted to hospital to assess their risk of VTE and provide Staff with the mechanisms of ensuring that best practise is implemented to reduce the incidence of VTE. The project is working on assessing processes to prevent adverse events relating to VTE which will prevent unnecessary re-admission of patients.

Dr Brighton informed members of the high risk factors including age, nature of admission and identified that it is necessary for staff to assess risk for all patients. Suzanne is in the process of visiting all the wards to assess VTE prevention mechanisms that are presently in place by conducting an audit prior to implementing an education program for all Junior Medical and Nursing Staff. Screening processes and risk assessment are to be included on medical and nursing admission forms.

The discharge nurses have brochures on prevention of VTE and flyers are to be displayed around the hospital in the near future increasing promotion of the project and highlighting to patients and their visitors that they too can 'STOP THE CLOT' by asking staff if they are at risk.

Committee members expressed an interest in Suzanne returning to present the results of the audit.

Contact numbers:

Dr Tim Brighton	Project Champion- Senior Staff Specialist Haematology 0402891665
Suzanne Ryan	Project Manager 0414869225

Action: Noted.

Dianne Ayres

eMR (Electronic Medical Record) Project Director

Dianne informed the committee that the first stage of the Electronic Medical Record (eMR) has been introduced across the Area Health Service.

The first stage includes the introduction of electronic ordering of blood tests, x-rays, CT scans and diet orders. Allergies are also recorded on the eMR. Still to be implemented at the Randwick Campus are eMR modules for emergency department, operating theatres and clinics. This will complete the phase one eMR implementation.

Many computers have been purchased and installed across the hospital as a part of the project and there are also mobile computers in some departments. Once a wireless network is established across the hospital, more wards will have mobile computers.

There were enquiries from the committee as to whether patients can access information from the eMR. The request for information from the eMR can be obtained in hard copy through the Freedom of Information process.

Future stages of the eMR will include the ability to record clinical documentation. Eventually, there are plans to link to the National Electronic Medical Record.

Action: Noted.

Item 3: Confirmation of the Minutes of the previous meeting held on Monday 12th October 2009.

Amended minutes to reflect that Jan attended Patient Access meeting.

Item 4: Matters arising from previous minutes:

4.1 Top 5 presentation

A copy of the Top 5 presentation was sent with the meeting minutes to committee members.

Deidre advised that the project information was discussed with Janice Oliver, SESIAHS, Carers Program Manager for consideration.

Heather advised that the project would be discussed at the next Quality Care Council meeting.

Action: Resolved. Remove from agenda.

4.2 War Memorial and St Vincent's CAC

Four committee members advised that they would be able to attend a meeting with War Memorial Hospital on 25th November to meet with managers at the facility and discuss consumer engagement. Andrew also indicated his ability to attend.

Pat has been unsuccessful to date in engaging with St Vincent's Hospital despite making contact and meeting with a representative. There is currently no formal committee in place. Pat sees a role for the committee to encourage or assist to establish a CAC at St Vincent's Hospital and will continue to keep in contact. Deidre is also following up with St Vincent's hospital executive.

Action: Pat to provide feedback from the meeting at War Memorial Hospital at next committee meeting.

Action: Deidre to provide feedback on initial contact with St Vincent's Hospital Executive.

4.3 High St Re-development

Andrew advised that architects plans have been received however, the hospital is awaiting funding from the Area Health Service. Andrew also advised that it may be possible to include some re-development of High St from within the Cancer Service plan funding.

Action: Noted

4.4 POW Signage Committee

Kirrily made enquiries with Campus Corporate Services and was able to identify that recruitment is current being undertaken. The appointment of this staff member will enable the POW Signage Committee to re-convene in 2010. Anna has expressed interest in attending as a consumer representative.

Action: Noted

4.5 Promotion of the committee

Several additional suggestions to promote the committee were discussed by Deidre including, community radio interviews (eg. 2ECR), writing letters to local GP's, and via Southern Courier.

Action: Deidre and Poppy to meet with Pat to discuss options.

4.6 Vision Australia

Kirrily tabled the costs provided by Vision Australia to adapt the Patient Rights and Responsibilities brochures into audio content. Several options were discussed to access the audio document. (eg. Emergency Department Ward Clerk, pre-admission clinic, or sent to patients on waiting list). Andrew reminded members that this was an Area wide brochure and consideration would need to be given to adapting the content.

Action: For further discussion at next meeting to ascertain estimates on patient numbers, confirm costs and identify plan of action.

4.7 Meeting dates 2010

Andrew advised that his usual commitments in Wollongong every second Monday will change in 2010. Meeting dates to remain every second Monday of the month at 4:30pm.

Action: Kirrily to include meeting dates for 2010 with meeting minutes.

4.8 Budget Overview

Andrew provided an overview of the budget structure and advised committee members that the hospital budget is funded by State and Commonwealth funding. POW activity has remained stable over the last 3 years. Andrew advised committee members that they have a role in making AHAC or the Area CEO aware of the hospital's needs by providing examples of consumer experiences. In particular, experiences of consumers who were required to have treatment elsewhere as equipment was unavailable at POW. This information could be obtained from the Incident and Complaints Review Committee, ensuring that serious incidents are discussed (and brought to the CAC) or by obtaining specific information from clinicians.

Andrew also advised that AHAC members are now represented on the Area Clinical Council which is a good link for this committee to raise concerns.

Action: Noted

4.9 Vera Adderley Building

Andrew advised that budget has been allocated for demolition to take place between December and April 2010. The potential for use of the space in the future has been identified for us within the master facility plan of the campus. There is also the potential for public/private partnerships. Consideration is being given to allocating this as the Mental Health precinct including a Mental Health ICU with a long term strategy to possibly include transfer from the Kiloh Centre. Space also needs to be identified for the Emergency Department as the current department can not be extended.

Action: Noted.

4.10 S/SE Hospital- Incident Committee representative

Carry forward.

Action: Ellen to inform committee of scheduled day/time so that member of the committee may consider attending.

4.11 Public Transport to POWH

Pat and Kirrily have written to Randwick Bus depot to request a review of public transport to both POWH entrances.

Andrew also suggest that a letter is written to the Traffic Management Committee at Randwick Council

Action: Kirrily and Pat to write to Traffic Management Committee at Randwick Council to request review of public transport to POWH.

Item 5: Agenda Items

5.1 Reports from committees represented by consumers

Susan Nicholson

Quality Care Council

- Essentials of Care is progressing.
- Tracheostomy care is being reviewed
- Nutrition Working Party is identifying patients that need feeding assistance. Cups are being investigated for OH+S reasons.
- Telephones in isolation rooms are being reviewed to ensure all phone numbers are accessible
- The 5 moment hand hygiene audit results were presented

Caring Together Forum

Each group reviewed different recommendations. It was identified that the workforce recommendation be followed further.

Patient Satisfaction Survey Results

Susan attended the SESIAHS patient satisfaction survey results presentation. The Northern Network results are yet to be forwarded.

Results are improving in comparison to previous years. Areas with poor results to have an action plan for improvement.

Shirley Hoskins-Marr

Incident and Complaints Review Committee

No quorum. Meeting postponed.

Medication Safety Committee

Shirley reported that the application of TED stockings was difficult for bariatric patients. It was identified that knee high TED stockings are more appropriate for these patients.

Jan Titterton

Patient Access Meeting

Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on Monday 9th November 2009

Policy document regarding direct admission to ward was tabled. Area have also introduced two new positions within Patient Flow/Clinical Re-design.

5.2 Representative to check consumer feedback line

Anna agreed to continue to check the telephone line for consumer feedback for the month of November.

Action: Noted. To remain on agenda.

5.3 Consumer Feedback- Emails/phone line

There were no voicemail messages on the Consumer Feedback Line for the month of October.

Action: Noted. To remain on agenda.

5.4 Meeting with support groups/networks

Nil to report this month.

Action: Noted. To remain on agenda.

Item 6: New Business

6.1 Agenda for meeting with War Memorial

See item 4.2.

6.2 High St entrance

See item 4.3

6.3 NSW State Plan meeting

Kirrily included information with the meeting minutes concerning and invitation from Premier Nathan Rees to report on priorities for the local community. Members are welcome to attend.

Action: Noted

6.4 Farewell from Kirrily

Kirrily advised the committee it was her final meeting before commencing maternity leave and thank members for their contributions during her time as secretariat.

Action: Noted

Meeting closed at: 6:30pm

Next Meeting: Monday 14th December 2009
4.00 pm until 6.00 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital

CERTIFIED A CORRECT RECORD

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**Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales
Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on
Monday 9th November 2009**

Name

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Signature

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Date