

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

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

COMMITTEE MEETING

Date: Monday 12th October 2009

4.00pm 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	
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: A. Bernard, D. Petrie

Item 2: Guest Speaker

Maureen Strudwick- Carer Support Unit (North Sydney Central Coast Area Health Service)

Top 5 Initiative

Maureen provided an overview of the Top 5 Project that has been implemented at Gosford Hospital. The project aims to engage carers and nursing staff to identify the top 5 memory tips for the cognitively impaired.

Maureen will provide Kirrily with a copy of the presentation. Deidre identified this would be beneficial to raise with the new manager of the SESIAHS Community Participation Unit.

Action: Kirrily to provide a copy of presentation with meeting minutes.

Action: Deidre to raise awareness of project with new manager of the SESIAHS Community Participation Unit.

Item 3: Confirmation of the Minutes of the previous meeting held on Monday 14th September 2009.

Confirmed

Item 4: Matters arising from previous minutes:

4.1 War Memorial CAC

Pat recently met with the new General Manager at War Memorial Hospital. Members of the POW and S/SE Consumer Advisory Committee have been invited to attend the War Memorial Hospital on 25th November between 10am and 2pm. Lunch will be provided along with the opportunity to meet with the managers at the facility. Attendees to inform Pat for catering purposes. Deidre also expressed interest in attending.

At the next committee meeting there will need to be discussion on what would like to be discussed on the day.

Pat has been unsuccessful to date in engaging with St Vincent's Hospital despite making contact and meeting with representatives.

Action: Committee members to advise Pat at the next meeting (9th November) if they are able to attend War Memorial Hospital on 25th November 10am to 2pm

Action: Pat to liaise with Deidre regarding engagement of St Vincent's Hospital.

4.2 Medicare Access Point

Andrew has not received feedback from Medicare. He will provide feedback when it is available. Carry forward to December meeting.

Action: Andrew to provide feedback once he has received a follow up call from Medicare.

3.2 Seating between High St and Barker St entrances.

Report provided by Kirrily on behalf of Fire Safety Officer and OH+S Consultant. Report to be included with the meeting minutes.

Members expressed dissatisfaction with the condition of chairs in the High St foyer and recommended that some of the less presentable chairs be moved in line with the review/purchase of additional seating.

It was also unclear what progress had been made in the proposed re-development of the High St entrance.

Committee members also enquired if the POW Signage Committee was being re-established as it was identified that committee members would like to raise a number of items. Anna expressed interest in attending as a Consumer Representative.

Action: Kirrily to request Andrew to consider replacement of chairs in High St foyer.

Action: Andrew to provide an update on re-development plans of High St entrance.

Action: Kirrily to enquire if POW Signage Committee is reconvening.

4.4 Committee Evaluation

7 out of 13 responses received. Generally positively reviewed. The evaluation was seen as a good opportunity to reflect on the committee achievements.

It was also a good opportunity to ensure that all committee members attend, receive the minutes and receive a copy of the terms of reference.

As a part of the evaluation, committee members were asked to consider if their comments were taken seriously at the meeting. Variable comments were received regarding this. Members were reminded to take this on board for future meetings.

Other comments received identified that whilst there was evidence of committee progress, the committee continues to be a work in progress.

Committee members continue to be concerned about promoting awareness of the Committee. Deidre agreed to liaise with the Communications Officer and seek assistance.

Some negative feedback was received from Committee members on the lack of engagement with the AHAC. Deidre explained that there were currently 4 vacancies on the AHAC committee. The next AHAC and local CAC meeting is to be held in December with Mental Health. Deidre to ascertain if the members of this committee are invited. The scheduled forum to be held in November has been postponed as the Consumer Engagement Policy has not yet been released. This document was to form a large part of discussions, therefore the meeting has been delayed until the release of this policy.

Action: Deidre to liaise with Communications Officer on ways to promote the committee.

4.5 Vision Australia

Kirrily contacted Vision Australia to identify how they may be able to assist with improving access to the Patient Rights and Responsibilities brochure by the vision impaired. Kirrily is awaiting an email from Vision Australia with costings for CD's and DVD's.

Action: Kirrily to provide feedback from Vision Australia at the next meeting.

4.6 Meeting Dates 2010

Andrew is attending a meeting this afternoon and will be determining his availability for 2010.

Action: To remain on agenda for next meeting.

4.7 Craniotomy Brochure

Comments due to Kirrily today so feedback may be provided to author of brochure.

Action: Noted

4.8 Biography for AHAC website

Anna is yet to provide her biography. Thank you to all other committee members who have provided this information.

Action: Noted

Item 5: Agenda Items

5.1 Reports from committees represented by consumers

Josh Miller

Falls Advisory Committee

Josh advised that the committee discussed the use of footwear for falls risk patients. The hospital can not recommend any specific shoe and socks products as research has not been undertaken however it was recommended that at risk patient must wear appropriately fitted shoes. Shirley advised that Standards Australia have recommendations and requested that Josh inform the committee of this at the next meeting.

Susan Nicholson

Quality Care Council

Pressure Area Group doing an end point study

Clinical Quality and Safe Practice Committee

- Project Officer for the new Anti-coagulant Project announced
- Problems identified with the National In-patient Medication chart- no room for signatures. All charts will now expire at 12midday and therefore must be re-charted during business hours.
- Prince of Wales Hospital has expressed interest in a national project to be trialled- Assuring Medication Accuracy at Transition of Care
- The Mixed Gender Hotline is now active. Calls go direct to NSW Health and are then directed to the Area Health Service and Facility.

Susan will also be going to Wollongong on 26th November for the SESIAHS results on the Patient Satisfaction survey.

Shirley Hoskins-Marr

Incident and Complaints Review Committee

The meeting procedures have been improved by the new Power Point format. An improved selection of complaints is now discussed to identify where there is similarity of the complaints and outcomes. The random selection used now give

the committee a better overview of the types of cases presented and the outcomes.

Rights and Responsibilities Review

Shirley and Maureen Duggan (Complaints Coordinator) interviewed 5 more in-patients to identify whether they had been made aware of the Consumer and Care Rights and Responsibilities brochures. It was clear that some of the patients had been admitted urgently and had no knowledge of the Consumer and Carer rights and responsibilities which is a very useful document. Maureen is very competent in interviewing techniques and makes the patient feel comfortable and informed about their care.

Jan Titterton

Patient Access Meeting

Not attended. No minutes received.

5.2 Representative to check consumer feedback line

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

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 September.

Action: Noted. To remain on agenda.

5.4 Meeting with support groups/networks

Anna advised that she had met with a Local Nursing Home. Susan has also met with a local support group.

Action: Noted. To remain on agenda.

Item 6: New Business

6.1 Patient Privacy and Dignity Draft documentation

Draft brochures developed by NSW Health on Patient Privacy and Dignity were circulated for comment by committee members.

Whilst there were no direct comments specifically on the information there was great emphasis on the need to explain to staff that this information is to be readily available and distributed to patients in a timely manner.

Action: Kirrily to inform Andrew of committee feedback.

6.2 Budget Overview

Carry forward. Andrew not in attendance.

Action: To remain on agenda.

6.3 Vera Adderley Building

Carry forward. Andrew not in attendance.

Action: To remain on agenda.

6.4 Dementia Planning Committee

A representative of the committee was sought for the Dementia Planning Committee to contribute to the planning process and to assist in the development of strategies and initiatives to address identified service gaps and issues. Committees members would prefer to identify the specified date before committing to their involvement.

Action: Kirrily to provide feedback to Dementia CNC.

6.5 Occupational Therapy food chart

Safe Swallowing food chart tabled on behalf of Occupational Therapy. The chart demonstrated the requirements for diet and fluid specification and diet consistency. Committee members were asked for their comments so this information may be feedback to the Nutrition Working Party.

Members suggested that there was specific education for nursing staff and diet aides. Angela also queried the need to sit upright for 30 minutes following meals and where any instructions might be documented for oral boluses for patients on enteral feeds.

Action: Noted

6.6 Consumer Representative S/SE Incident Committee

Ellen sought representation for the S/SE Incident Committee to commence in 2010. Day/times have not been identified.

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

6.7 Public transport to Prince of Wales Hospital

Committee members expressed dissatisfaction with the current access to both entrances of the Prince of Wales Hospital. The only bus service to the Barker St entrance has now been ceased.

Action: Committee Chair to write to Randwick Council.

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