

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

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

**COMMITTEE MEETING**

**Date: Monday 14<sup>th</sup> September 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
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, A. Koutsis, D. Petrie

**Item 2: Confirmation of the Minutes of the previous meeting held on Monday 10<sup>th</sup> August 2009.**  
Confirmed

**Item 3: Matters arising from previous minutes:**

**3.1 TAFE Representative on Committee**

Deidre and Heather advised that the usual process for recruitment to committee is through advertising an Expression of Interest for a vacant position. The successful applicant would then go through the necessary checks and processes. It was recognised that the contacts made at Randwick TAFE would be beneficial to consult when required or invite to an annual meeting and that attendance would be through invitation.

Pat advised that UNSW representatives took the CAC invitation to their recent board meeting. The board felt potential conflict between representing a consumer perspective and studying medicine. The board will revisit the request following exams.

**Action:** Noted

**3.2 Medicare Access Point**

Andrew not in attendance. Carry forward.

**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.**

Heather advised that POW is looking to get more seating, however, consideration needs to be given to where to place them (due to risk of obstruction in fire) and type of seating (to meet OH+S requirements). The corridor is a main thoroughfare throughout the facility. The question of enhanced security measures was raised, however, as a security measure staff are encouraged to question members of the public the purpose of their visit if their behaviour is suspicious.

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

**3.4 Carer Support Top 5**

Maureen Strudwick will be presenting the Carer Support Top 5 project at the next committee meeting. Maureen is travelling from the Central Coast to make the presentation. The committee recommended that the next meeting be moved forward to the earlier time of 4pm to accommodate Maureen's travel time.

**Action:** Next committee meeting to commence at the earlier time of 4pm.

**3.5 Committee Evaluation**

Minimal responses received to date. Responses due Friday 25<sup>th</sup> September to Kirrily. The evaluation was seen as an opportunity to reflect on the committee's performance. It was suggested that this would be one of the committee's KPI's.

Deidre will also review KPI's at other committee meetings throughout the Area Health Service.

**Action:** Kirrily to provide committee evaluation responses at the next meeting.

**Item 4: Agenda Items**

**4.1 Reports from committees represented by consumers**

Pat advised those present that there had been some recent reports that peak hospital committee dates have changed and that consumer representatives had not been notified and had not received meeting minutes.

**Action:** Kirrily to advise chairs of peak committees to ensure minutes are received by consumer representatives and that there is notification of changed meeting times.

Shirley Hoskins-Marr

*Incident and Complaints Review Committee*

This meeting is improved with the use of a power point presentation to discuss specific incidents.

Shirley also updated the committee regarding the management of a specific incident. The Ophthalmology team have been requested to write a protocol for patient follow up.

An incident that occurred on Parkes level 9 raised concerns regarding window security. Heather advised that a review has occurred within the Parkes building. Alarms are to be considered on fire exit doors and mesh coverings are being considered for the windows. It is usual practice for a risk assessment to be undertaken for wandering patients and accessibility through doors and windows.

*Green Bag Project*

Shirley met with Dana from Pharmacy. Dana had attended a meeting at NSW health where they are considering implementing this initiative in all NSW hospitals. It is unclear if the project will proceed at POW or if it will await the recommendations from NSW Health. Storage of medications is still identified as an issue.

*Medication Safety Sub-Committee*

A presentation was held by the Clinical Nurse Consultant for Diabetes on the range of diabetes related incidents across the hospital. Discussions held identified the need to raise awareness of the need for greater education across all disciplines.

*Rights and Responsibilities Review*

Shirley and Maureen Duggan (Complaints Coordinator) interviewed 5 in-patients to identify whether they had been made aware of the Consumer and Care Rights and Responsibilities brochures. Only one patient had read the brochure which had been provided by the Nursing Unit Manager. Shirley found the initiative to be a very worthwhile exercise to raise awareness.

Heather advised committee members that there has been notification to staff that there is an expectation that brochure is provided and explained to patients and was to be a part of the admission process. The brochure is routinely sent for elective admissions. Committee members identified that the brochure would be

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difficult to read for the vision impaired and that it would be worthwhile contacting Vision Australia.

**Action:** Kirrily to contact Vision Australia to seek assistance.

Susan Nicholson  
*Quality Care Council*

- A working party was being established to identify an improved process for storing and accessing patient valuables
- There needs to be increased awareness for in-patients that there is a continence advisor for patients in the community.
- Nutrition survey results have been received from the wards. The working party is in the process of collating the results. This survey is aiming to understand nurses' knowledge of nutrition which is one of the identified improvements as a part of the Garling Inquiry. The information in the survey will help inform the working party what education is to be provided to nurses.
- The Nursing Website is soon to be launched. This will increase communication with nursing staff. Content will include information on courses, scholarships and will be another way to inform nursing staff about what is going on across the facility.

*Health Care Quality and Patient Safety Committee*

- A presentation was held on a quality improvement initiative to have medical staff in the spinal unit to specify a set day to re-write medication charts.
- eMR commencing in late October at POW. Heather recommended that a member of the eMR project team be invited to brief committee members at the November meeting.

**Action:** Kirrily to invite a member of the eMR project team to the November meeting.

Jan Titterton  
*Medication Administration Committee*

This new committee focuses on specifically what nurses are involved in. The 5 rights poster was tabled which demonstrates the 5 steps to safe administration of medication. The committee had lots of good ideas to reduce errors (eg. Change labels, look at best administration times etc) and identified that education was needed for nursing staff.

Josh Millar  
*Falls Committee*

Last Falls Committee was postponed due to accreditation. Next meeting is scheduled for 25<sup>th</sup> September 2009.

#### **4.2 Representative to check consumer feedback line**

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

**Action:** Noted. To remain on agenda.

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**4.3 Consumer Feedback- Emails/phone line**

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

**Action:** Noted. To remain on agenda.

**4.4 Meeting with support groups/networks**

Shirley advised that she met with the Uniting Church. The information was so positively received that she repeated the presentation the next morning.

**Action:** Noted. To remain on agenda.

**Item 5: New Business**

**5.1 Quality Health Care Conversation Consumer Workshop**

Information included in meeting minutes. Workshop being run by NSW Health. Susan and Jan have registered to attend.

**Action: Noted**

**5.2 Name Badges**

As a part of the Caring Together Health Action Plan, all hospital staff, including members of the Consumer Committees are required to wear a name badge to assist the public to identify them. Kirrily distributed name badges and advised committee members they are to be worn when attending the hospital as a Consumer Advisory Committee Representative. Heather advised that some departments had undertaken a risk assessment if there was concern about first name and surname on the name badge.

**Action:** Noted

**5.3 Sydney Eye Hospital Outpatient Department brochure**

Feedback provided directly to Ellen Moore by Committee members.

**Action:** Noted.

**5.4 Caring Together Health Action Plan- Implementation progress across AHS and facilities**

Heather advised that there is an independent review being undertaken on Friday at Prince of Wales Hospital on the facility's progress implementing the recommendations and requesting evidence of recommendations being implemented. Three wards will be visited as a part of this review.

Forums are being held across the Area health Service. An invitation was distributed to all committee members to attend the forum on the Randwick Campus. Committee members were asked to RSVP by Friday 18<sup>th</sup> September.

**5.5 Managing your medications brochure**

Comments were sought from Committee members by Pharmacy as this brochure has been reviewed.

**Action:** Committee members to provide feedback by Friday 25<sup>th</sup> September 2009.

**5.6 Meeting dates 2010**

Kirrily has liaised with Andrew who has advised that he will be unable to regularly attend meetings if held on the second Monday of each month. Kirrily sought guidance from the committee to ascertain if the first or the third Monday of each month would be suitable for meetings in 2010. The committee agreed that the third Monday of each month would be suitable.

**Action:** Kirrily to advise committee members of 2010 meeting dates.

**5.7 Craniotomy brochure**

Brochure circulated.

**Action:** Committee members to provide feedback on brochure by 12<sup>th</sup> October 2009.

**5.8 AHAC**

Deidre advised that the AHAC was establishing a website which included a photograph and short biography of Consumer Advisory Committee representatives. Deidre request committee members to submit a short bio to her.

**Action:** Committee members to provide Deidre with a short biography by 12<sup>th</sup> October for inclusion on the AHAC website.

Deidre also advised that the next Combined Consumer Advisory Committee forum has been postponed due to the unavailability of a meeting facilitator.

Shirley, Pat and Susan provided some feedback on the recently attended AHAC meeting held at Sydney Children's Hospital. The meeting was poorly received. Deidre will provide feedback to the Consumer Participation Unit on the negative points. The next AHAC meeting is being held in December with Mental Health, Deidre was unsure if this committee was to be involved.

**5.9 Signage working party- Sydney/Sydney Eye Hospital**

Pat advised that she attended a signage working party at S/SE Hospital. Audits for signage were underway. Pat will continue to keep the committee informed of progress. The first meeting occurred last week. It was acknowledged that it would be beneficial to consult Josh with proposed signage plans.

**Action:** Noted

**5.10 Randwick City Council (RCC) Volunteer Expo**

RCC is holding a Volunteer Expo on the Bowen Library on Wednesday 7 October. The meeting agreed that DK can provide copies of the prepared presentation on the day to help promote the NNCAC as part of the POW Volunteers table.

**Action:** Noted

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**Meeting closed at:** 6:25pm

**Next Meeting:** Monday 12<sup>th</sup> October 2009  
4.30 pm until 6.30 pm  
Executive Directors Unit Meeting Room A Level 3 High Street  
Prince of Wales Hospital