

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

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

**COMMITTEE MEETING**

**Date: Monday 13<sup>th</sup> July 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
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:** S. Nicholson, E. Moore

**Co-opted invited guest:** Rachael Crooks, Student Association Officer Randwick TAFE. Rachael has received the letter from the Committee requesting a member to represent the youth perspective. Rachael has a student in mind and is attending to gauge the committee process.

**Item 2: Presentation**

**Eva Lion- Employee Assistance Program (EAP)**

Eva provided some background on the services provided by the EAP. The service is provided for staff (including volunteers) for short to medium term support to minimise the impact of workplace and personal matters that can impact the organisation. EAP services are voluntary and free of charge. Staff/volunteers are usually seen within 2-3 days of initial contact, a telephone counselling service is also available. The service consists of counsellors and a psychologist and was established in 1995. The service also provides support to managers and supervisors to assist with personnel management and managing change and conflict. EAP staff also provide in-services following major trauma in the workplace, in addition, mediation services can also be provided to resolve conflict in the workplace. Annual feedback is provided to the hospital Executive on the utilisation of the service.

**Action:** Noted

**Item 3: Confirmation of the Minutes of the previous meeting held on Monday 15<sup>th</sup> June 2009.**

Confirmed

**Item 4: Matters arising from previous minutes:**

**4.1 Mental Health Unit- Activities for in-patients**

Walter and Deidre attended the quarterly Area Consumer Participation (Mental Health) meeting at St George. Deidre advised that one of the consumer representatives would be interested in attending the POW/SSE Consumer Advisory Committee.

Heather recommended that a member of the Mental Health Executive attend the next meeting to discuss in-patient management processes.

**Action:** Kirrily to invite a Mental Health Executive member to the next meeting.

**4.2 Medicare Access Point**

Andrew advised that he has contacted Medicare in Canberra. Medicare staff to identify the most appropriate contact person within the department to discuss the possibility of a Medicare access point on campus.

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

**4.3 POW Emergency Department**

Pat advised that she met with Dr McCarthy (Director of Emergency at POW) on 26<sup>th</sup> June 2009. Dr McCarthy identified a number of concerns in relation to department configuration and design which would only be resolved through department redesign. Pat also reported that privacy and dignity are a concern in the department. Heather explained that the department was designed around a

central area so as to maximise the visibility of all patients within the department. Heather acknowledged that privacy may be compromised especially on entry into the department for patients in the first bay and consideration is to be given to obtaining a partition to protect privacy in this bay. Discussions have been held about the need for department redesign.

**Action:** Noted.

**4.4 Area Consumer Advisory Committee (CAC) forum**

Area CAC forum held on Tuesday 7<sup>th</sup> July at Sutherland Hospital. Jan, Pat and Kirrily represented the POW/SSE Committee. Members were present from Rural directorate, Sydney Children's Hospital (SCH), St George and Sutherland hospitals. Prof Farnsworth (Chair AHAC) was also in attendance. Some committees were seeking clarification of their role on the committee. POW/SSE Committee members seeking feedback from the Community was very highly regarded by members of the AHAC. Deidre advised that a member of the SCH committee would like to attend an upcoming meeting to discuss transition of patients from SCH to POW. Deidre also advised that this forum will again be held in 3 months time.

**Action:** Noted.

**4.5 War memorial CAC**

A request has been made by Lynda Craig A/Executive Manager of the War Memorial Hospital to meet with members of the POW/SSE Consumer Advisory Committee. Pat and Jan will be meeting with Lynda next week.

**Action:** Pat to provide feedback at the next meeting.

**4.6 Consumer Feedback form and model**

Dianne has made final modifications to the form. Josh was provided with the updated form for use when receiving consumer feedback. Kirrily advised that the model has been finalised, however, it is expected that the model will evolve as the committee experience increases with receiving consumer feedback. Model and consumer feedback form included in meeting minutes. Four letters have been sent to consumers following their initial contact. The final letters will be sent next week. Kirrily advised that the next committee meeting will include items identified by consumers.

**Action:** Noted.

**4.7 Green Bag project**

Kirrily has followed up with Dana to obtain an update on the Green Bag Project. Dana advised that NSW Health will now be progressing a similar project. Dana has been invited to join this working party. The NSW Health working party has representatives from the NSW Ambulance Service also which is a great benefit to the project. At this stage the POW project is on hold until there is some outcome/progress from the NSW Health working party. Dana has contacted Shirley and provided her with an update and will continue to keep the committee informed.

**Action:** Noted

**4.8 Patient Meals**

Kirrily advised that she has spoken with the Manager of Food Services. He has advised that he has no knowledge of the hospital changing to pre-packaged frozen meals and that the media articles presented at the last committee meeting were unsubstantiated. The Garling Inquiry identified that there is to be a review of packaging across the state. Heather also advised that Food Services staff are to assist by opening packaging for patients identified as needing assistance.

Angela advised that a questionnaire is being sent to nursing staff to seek their view on how to assist patients at meal times. This information will assist in forming priorities for action.

**Action: Noted**

**4.9 Closure of Departments on ADO's**

Heather advised that some clinics are run on ADO's and that there are some administrative staff and cleaners on site within the departments. It was acknowledged that a sign on the door would be beneficial for patient's/visitors to the clinic on these days and that the NUM will progress this.

Heather reported that the feedback she has received identified that the voicemail message had changed. Jan advised that she rang Out-patients last week and the only options on the voice mail system were:

- To book a post-op follow up appointment
- To speak with a staff member
- To cancel and appointment

All requests were to be made by fax. Committee members present agreed that this is not the most accessible way for patients/GP's to make a booking and the message gave no instructions on how to change an appointment.

**Action:** Heather to liaise with Outpatients department to revise voicemail message.

**4.10 Carer Support Top 5**

Kirrily provided a copy of the program information to committee members. The Project Manager at Gosford Hospital has been invited to attend or alternatively provide the committee with some feedback on project successes/challenges and key stakeholders involved.

**Action:** Kirrily to follow up with Project Manager.

**Item 5: Agenda Items**

**5.1 Reports from committees represented by consumers**

Shirley Hoskins-Marr

*Incident and Complaints Committee*

Agenda focussed on reviewing prescriptions of medications and the need for staff to be vigilant in ensuring all prescriptions are appropriately signed for.

A specific incident has been discussed at the last 2 meetings concerning an incident in Operating Theatres. Shirley had some concerns that the patient was not appropriately followed up. Heather advised that the patient is reassured during the Open Disclosure process and is followed up post operatively.

**Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on Monday 13<sup>th</sup> July 2009**

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*Medication Safety Sub-Committee*

Prescribing, Dispensing and Administration errors reviewed for May 2009. Dr Way identified that he can review the systemic prescribing issues but cannot identify prescribing issues with individual doctors. This advice would need to come from pharmacy as they routinely report the incidents via IIMS.

Jan Titterton

*Patient Access Committee*

Jan advised that at the last meeting there was discussion on the decision by NSW Health to open 6 MAU beds. Funding was also discussed. Future funding will be episode based funding. This amount will be benchmarked based on costings set by all facilities across the state for each procedure. Andrew advised that POW and SSE are funded for our share of the cost for the number and types of surgery undertaken. Jan also advised that Outpatient reporting needs to be improved.

Angela Kadarmis

*Nutrition Working group*

Interventions will be targeted based on the feedback from the questionnaire which is being sent to nursing staff.

Josh Miller

Did not attend last meeting. Needs to know dates for next meeting.

Dianne Petrie

Dianne advised that she has included committee information within her company's newsletter (AGSA) newsletter.

**5.2 Representative to check consumer feedback line**

Pat agreed to continue to check the telephone line for consumer feedback for the month of July.

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

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

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

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

**5.4 Meeting with support groups/networks**

No committee members had met with any of their identified support groups this month.

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

**Item 6: New Business**

**6.1 Sydney/Sydney Eye Hospital visit by Pat**

Pat visited S/SE to identify a location for the plaque commemorating the Gadagal people. A central location was identified for the plaque.

Pat also took the opportunity to review one of the S/SE brochures being prepared for translation. Pat was able to provide some feedback on the order of the topics.

**Action:** Noted

**6.2 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

**6.3 Seating between High St and Barker St entrances**

Shirley advised that at review of seating between the High St and Barker St entrances has been undertaken with OH+S and Fire Safety staff. Concerns were raised that there were not enough seats and handrails provided throughout the 200m corridor. Enough space has been identified on Level 2 for additional seating but not on Level 3. Andrew advised that he has been involved in the review.

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

**6.4 High St lift access**

Shirley enquired as to any planned modifications of the High St lifts as they are difficult to access.

Andrew advised that he was awaiting quotes for the modification of this lift although this may not guarantee that an upgrade will occur in the near future due to funding limitations.

**Action:** Noted

**6.5 Way finding for Health Facilities**

Kirrily provided a summary of the newly released NSW Health Policy on Way Finding for Health Facilities. This policy specifies the signage requirements for Emergency Departments across the state. The committee members present saw this as a positive enhancement for the Emergency department. A staff member at POW has been assigned to develop an action plan to implement the recommendations from the policy. Committee members who require more information on the policy are welcome to contact Kirrily.

**Action:** Noted.

**6.6 Consumer Representative for Hand Hygiene Project**

A hand hygiene committee is being established at Prince of Wales Hospital. This is high on the agenda from the Health Action Plan. Kirrily advised that the Clinical Practice Improvement Unit were seeking a consumer representative for the meeting.

**Action:** Shirley has nominated herself to attend these meetings if meeting coincides with Incident and Complaints Review Committee meetings.

**Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales  
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Monday 13<sup>th</sup> July 2009**

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

**Next Meeting:** Monday 10<sup>th</sup> August 2009  
4.30 pm until 6.30 pm  
Executive Directors Unit Meeting Room A Level 3 High Street  
Prince of Wales Hospital