

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

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

COMMITTEE MEETING

Date: Monday 15th June 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
Patricia South	Chair/ Consumer		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
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	√	√		√		√		√	√		√	√
Kirriy 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

- Item 2: Confirmation of the Minutes of the previous meeting held on Monday 11th May 2009.**
Confirmed

Introduction to Walter De Ruyter- newly appointed Director Community Partnerships

Walter briefed the committee on the changing role of the Area Health Advisory Committee (AHAC) which will see the local Consumer Advisory Committee's (CAC's) have a closer partnership with the AHAC. The combined CAC forum to be held on 7th July 2009 will be an opportunity to identify how things could be improved between the committees and how feedback could be enhanced within the Community. Walter also advised that more clarification on the role of the CAC within the community will be sought at the forum.

The Community Partnerships website is in the process of being updated to ensure it is more user friendly, update date and accessible. It is proposed that the website may contain a photo and profile of local CAC members which will permit information sharing and also enable those to seek information. Walter requested the committee to identify three things the committee would like to achieve and how the AHAC could assist.

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

3.1 Medicare Access Point

Andrew not in attendance. Carry forward to next meeting.

Action: Andrew to consider a Medicare access point on campus and provide feedback to members at next meeting.

3.2 POW Emergency Department

Pat advised that she has been unable to get in touch with Dr McCarthy and will meet with her prior to the next meeting.

Action: Pat to meet with Dr McCarthy prior to next meeting to identify if there are any issues to be progressed by the committee.

3.3 Area Consumer Advisory Committee (CAC) forum

The date has been set for Tuesday 7th July at Sutherland Hospital for the Area CAC's to come together. Deidre requested 2-3 members to attend. Pat, Jan and Susan agreed to attend.

Action: Committee members to provide feedback on the forum at the next meeting.

3.4 Letter to UNSW and TAFE

Letters have been drafted by Pat and Kirrily and Deidre has identified contacts. Letters have been approved by Andrew. Committee chair to sign letters at the completion of the meeting so the letters may be sent.

Action: Committee Chair to make follow up contact call to identified contacts at UNSW and Randwick TAFE.

3.5 Access to community services

Kirrily identified a brochure distributed by Home and Community Care at War Memorial Hospital (WMH) detailing publicly available services. Shirley raised concern that there are limited respite/outreach services available from WMH. Information provided to Shirley identified that NGO services currently have a wait list of 9 months although expensive private services are available. It is unclear if WMH has a Consumer Advisory Committee.

Action: Deidre to identify if there is a Consumer Advisory Committee at WMH to identify how best to proceed with the issues raised by Shirley.

3.6 Consumer Feedback form

Susan provided some feedback on the revised form.

Action: Dianne to make final modifications to form prior to next meeting.

3.7 Consumer feedback model

Pat and Kirrily met to formulate Consumer Feedback model based on discussions at May meeting. Flow chart and template letters were provided with meeting minutes along with template response letters. Susan recommended the inclusion of referral to Executive for any immediate matters to be addressed. A register of all consumer feedback was tabled based on feedback received and consumers were allocated either a letter to be referred to Complaints Coordinator or Health Initiatives letter which would be progressed for discussion by the committee. The committee agreed to sending the responses allocated by Pat and Kirrily. Kirrily recommended that future feedback from consumers should be tabled at the meeting for committee members to agree on the response to the consumer and which matters will be further progressed by the committee.

Action: Pat and Kirrily to meet and update flow chart and to send letters to consumers who provided feedback.

Item 4: Agenda Items

4.1 Reports from committees represented by consumers

Josh Miller

Falls Advisory Committee

Josh was unable to attend the last meeting. Having reviewed the agenda the committee are looking at Falls Alarm devices for beds and wheelchairs to alert staff. Shirley enquired about appropriate footwear to prevent falls.

Action: Kirrily to contact secretariat for Falls Advisory Committee and request the addition of footwear on the agenda.

Angela Kadarmis

Nutrition Meeting

This group is putting together a survey for NUM's to answer questions about feeding and packaging issues. This will help the group identify and prioritise the issues. Trays being left outside rooms and delivering trays when curtains are closed have been identified as current issues.

Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on Monday 15th June 2009

The group reviewed a pink slip which could assist staff to identify those who needed assistance with meals but also considered visual signs on the bed end which would be clearly identifiable. There will be ward based education for nursing staff and education for food services staff.

Jan Titterton

Patient Access meeting

Jan unable to attend last meeting due to change in meeting day/time.

Dianne Petrie

Incident and Complaints Committee

Some issues that arose included:

- Untidy High St entrance- current shortage of gardeners in hospital
- Staff and patient smoking on campus- Heather advised that as per NSW Health policy- no smoking by staff or patients is permitted on campus therefore, no dedicated room will be allocated for smokers. It is unacceptable for staff to be smoking and any issues are to be reported directly to the staff member's manager.
- Non availability of seats between High St and Barker St- it was suggested that there is room for some seats to be installed.

Shirley Hoskins-Marr

Medication Safety Sub-Committee

The committee discussed incidents relating to Morphine and Oxycontin. A Medication Self Assessment document has come from the Clinical Excellence Commission which will be undertaken by the organisation. Agenda items have been delayed due to staff member not being in attendance. Staff encouraged to attend or feedback to secretariat.

Green Bag Committee

Shirley has not heard from the Committee Chair. Pharmacy are continuing to identify project practicalities and will need to undertake further consultation. Management on weekends and storage are also identified issues.

Action: Kirrily to follow up with Committee Chair on project status.

Susan Nicholson

NSW Health Quality Awards

3 entries were received for the awards from the Northern Network. The winner will be announced very soon.

Clinical Quality and Safe Practice Committee

- An audit is being undertaken on allergy stickers in medical records
- A new directive has identified that coloured ID bands will be minimised as a safety/confidentiality issue. This has been added to the risk register as specific areas in the network use coloured ID bands to alert staff to safety issues.
- The Executive and a consumer representative will be doing a monthly ward round from an observational perspective and to view quality and auditing that is occurring.

Quality Care Council

Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on Monday 15th June 2009

- Presentation by Nutritional support- amber coloured oral syringes are being introduced so they are not mixed up with IV medications.
- POW is reviewing syringe drivers as there are many types within the organisation.
- The Pressure Ulcer Group are developing a patient education pamphlet

4.2 Representative to check consumer feedback line

Josh agreed to continue to check the telephone line for consumer feedback for the month of June.

Action: Noted. To remain on agenda.

4.3 Consumer Feedback- Emails/phone line

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

Action: Noted. To remain on agenda.

4.4 Meeting with support groups/networks

No committee members had met with any of their identified support groups this month. Pat suggested that some groups may need a follow up call.

Action: Noted. To remain on agenda.

Item 5: New Business

5.1 Support for Staff/Volunteers (EAP)

Deidre advised committee members that the Employee Assistance Program (EAP) was also available to hospital volunteers including members of this committee. EAP can be contacted for personal/professional issues. Deidre also advised that the service has been utilised by the General Volunteers group. The group agreed it would be beneficial to invite the Program Manager along to brief the committee on the role of the program and to obtain further information.

Action: Kirrily to invite EAP Program Manager to the next committee meeting.

5.2 HCAC Newsletter

The latest HCAC newsletter was sent with the meeting minutes. Deidre requested a photo of the group which could be placed on the internet site. Committee members were asked to come along 15 minutes prior to the next committee meeting for the photo.

Action: Committee members to have photo taken prior to next committee meeting.

5.3 Consumer Representative- Reducing Administration Errors Committee

A Network Project is planned to address medication Administration Errors. The committee is seeking a consumer representative. Jan agreed to attend this meeting on behalf of the committee.

Action: Kirrily to notify committee chair that Jan will be the Consumer Representative.

5.4 Patient Meals

Susan tabled media articles in relation to NSW Health introducing pre-packaged frozen meals. At present smaller facilities have individually served meals. Heather advised that there is a state contract for Food Services in place. There was some thought that this process was already in place at POW. The committee was concerned about patients eating properly and receiving well presented meals.

Action: Kirrily to inquire with Area Food and Nutrition Committee regarding planned changes to Food Services at POW/SSE.

5.5 Closure of Departments on ADO's

Shirley was here for a committee meeting on Friday and went via Patient Discharge Lounge, Infusion Centre and OPD. The department was accessible and unsupervised. Shirley expressed security concerns and concern that there was no communication/signage to visitors or passers by that the department was closed for an ADO.

Shirley also advised that she has been trying to change an appointment with the OPD. The phone message does not give any instructions on how to change an appointment.

Action: Heather to consult OPD regarding phone message and signage on ADO's and instructions to change appointments.

5.6 GMCT Recruitment

Kirrily included information from GMCT who are looking to recruit consumers to specialty specific areas. Interested committee members to contact GMCT directly.

Action: Noted

5.7 Carer Support Top 5

Dianne recently attended the NSW Carer's conference and presented a copy of an initiative from Gosford Hospital. The hospital has developed a Top 5 program for personalised hospital care for patients with memory and thinking problems. The committee members would be interested in hearing more about the program and wish to invite the project manager to a committee meeting.

Action: Kirrily to provide a copy of the program information to committee members and invite Project Manager to a committee meeting.

5.8 Carer Together- Health Action Plan

Deidre provided a copy of the Care Together- Health Action Plan to all committee members.

Action: Noted

5.9 AHAC recruitment

Deidre advised that the AHAC has 1-2 vacancies and is looking to recruit new members. Contact Deidre for further information.

**Minutes – South Eastern Sydney & Illawarra Area Health Service Prince of Wales
Hospital and Sydney/Sydney Eye Hospitals Consumer Advisory Committee held on
Monday 15th June 2009**

Action: Noted

Meeting closed at: 6:30pm

Next Meeting: Monday 13th July 2009
4.30 pm until 6.30 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital