

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

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

COMMITTEE MEETING

Date: Monday 11th May 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
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	√	√		√		√		√	√		√
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								√	√
Ross Johnston	Manager, Community Participation							√ RJ				√ RJ		√ RJ		

Apologies: E. Moore, A. Bernard

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Item 2: Confirmation of the Minutes of the previous meeting held on Monday 20th April 2009.
Confirmed

Item 3: Matters arising from previous minutes:

3.1 Journal Articles from Dr McCarthy (Director- POW Emergency)

Journal articles sent with meeting minutes- received by all members. Committee members recommended a subsequent meeting with Dr McCarthy would be beneficial to see where the committee can be of assistance.

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

3.2 Media Release for S/SE

Deidre advised that she had contacted the media officer to request a media release in newspapers around the S/SE Hospital area advising of the consumer feedback model. Publications being considered are in the Redfern and Pyrmont area and a commuter paper. Article has not yet been published at the time of the meeting.

Action: Noted

3.3 Area Consumer Advisory Committee (CAC) forum

A tentative date has been set for 7th July from 1130am to 2pm at Sutherland Hospital for Area CAC's to come together. Awaiting final confirmation of the date which will be confirmed at tomorrow's AHAC meeting. Deidre advised that the forum would not be for the whole committee to attend and that there needed to be consideration for 2-3 members of each committee to attend. It is expected that each Area CAC will be requested to put forward agenda items.

Action: Deidre to confirm date of forum at next meeting.

3.4 Student Union Presentation

Deidre has identified contacts are UNSW and Randwick TAFE. Committee members agreed it would be beneficial to send a letter to the UNSW Student Representative Council, the POW Medical Student Society and Randwick TAFE Student Association Officer. Kirrily and Pat have drafted a letter and this will be sent out requesting their attendance at future meetings.

Action: Kirrily to seek approval from Andrew prior to sending letter to the above representatives.

3.5 Signage at S/SE

Signage report was included with meeting minutes. The accreditation surveyors at SSE commended the high standard of the report. The actions will be progressed through the soon to be established Wayfinding Committee.

Action: Noted

3.6 Access to community services

Heather advised that she had discussed with the Director of Nursing at War Memorial Hospital the information provided regarding available community

services. The WMH will take on board the feedback and review what information they are providing. WMH advised that public and privately available resources are sent to people going home. Shirley requested a copy of the brochure for the next meeting.

Action: Heather to obtain a copy of the information provided by the War Memorial Hospital for review by committee members at the next meeting.

3.7 Mental Health Unit- activities for in-patients

Deidre advised that the Mental Health Consumer and Community meeting has three representatives from POW. The next meeting is scheduled for 29th June 2009. Deidre will follow up and will liaise with the secretariat to see if Josh may be able to attend to put forward the concerns.

Action: Deidre to provide feedback at next meeting on progress.

3.8 Green Bag project- Consumer Representative & Policy

Committee members were provided with a copy of the draft policy for consideration. Shirley advised that she had attended a meeting regarding this project with mainly nursing and pharmacy staff in attendance. It was reported that two wards (aged care and another not yet identified) would be involved in trialling the project. Shirley had concerns with how the project will be evaluated. It was suggested that random samples may need to occur with patients from ED. The group identified that the storage of patient's own S4 and S8 medications would need to be addressed. Education of all staff will be a priority for the project. Shirley advised that the next meeting would be held in once month's time.

Action: Shirley to provide an update following the next committee meeting.

3.9 Charity Week event

Jan agreed to attend the Charity week event recognising volunteers which would be held at Parliament House. Deidre to register Jan to attend.

Action: Noted.

**3.10 Consumer Feedback model
*Revised Consumer Feedback form***

Anna and Dianne due to revise the form. Pat suggested this be completed as soon as possible to commence utilising form.

Action: Anna and Dianne to forward revised form to Kirrily by Tuesday 19th May.

Draft Response letter

Lengthy discussions held on the suggested content of response letters to consumers. The group agreed that there needed to be some inclusion about the committee functions and achievements and that complaints would be referred onwards for management by the Northern Network Complaints Coordinator. It was also recommended that the letter include the acknowledgement that some matters would be taken further and discussed at the next meeting.

Action: Anna and Dianne to draft a response letter to consumers prior to next meeting.

Item 4: Agenda Items

4.1 Reports from committees represented by consumers

Shirley Hoskins-Marr

Medication Safety Sub-Committee

The agenda focussed on Medication Prescribing and the problems of medical and staff who do not always write scripts legibly and the problem that nursing staff have. Dr Bruce Way informed the committee of errors relating to this issue. The committee identified that there is a need to involve pharmacist, medical and nursing staff in education programs to identify where the errors are occurring. The ED department was particular concerned due to illegible doses and dispensing errors. Pharmacist present spoke of the need for all staff to be vigilant. Medication Safety Self Assessment tools were discussed and a poster of the 5 rights of medication administration was shown to committee members by Shirley.

Susan Nicholson

Quality Care Council

- Susan advised that the Pressure Ulcer Group have had their first meeting and an action plan had been developed.
- The Nursing Website is also being developed.
- A new process is being established to inform staff of Area Policies and Procedures.
- Discharges to country locations discussed. Those needing modified vehicles need to know well in advance so all problems can be addressed
- The Nutrition working party continues to meet
- A committee has been established to review Clinical Handover. It was identified that handover occurs at different times between different staff and a different level of content

Clinical Quality and Safe Practice Committee

Susan advised that this committee discussed the need for a shared care protocol for Mental Health patients receiving medical care. This committee also identified that that it would oversee the implementation of the Garling Recommendations.

Jan Titterton

Patient Access Meeting

Jan advised that the patient access meeting was cancelled without notification to Jan.

Action: Kirrily to advise Jan of the next meeting date.

4.2 Representative to check consumer feedback line

Angela agreed to continue to check the telephone line for consumer feedback for the month of May.

Action: Noted. To remain on agenda.

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4.3 Consumer Feedback- Emails/phone line

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

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 Consumer Role in pandemics

Dianne requested of the Executive, the role that consumer may take on in the case of a pandemic. Heather advised that there may be a need to call on volunteer groups if need be. At present the organisation is looking at different venues for a fever clinic if there is a need for this to be implemented. Infection Control are conducting a review to identify potential areas.

Action: Noted.

5.2 2008 Area Patient Survey and Action Plan

Kirrily tabled the SESIAHS Patient Survey Action Plan which was included with the meeting minutes. The report demonstrates the strategies and initiatives for improvement along with the consolidated results from each survey. The committee will be provided with updated reports as they occur.

Action: Noted. Remove from agenda.

Meeting closed at: 6:35pm

Next Meeting: Monday 15th June 2009
4.30 pm until 6.30 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital

CERTIFIED A CORRECT RECORD

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Name

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Signature

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Date