



Meeting: Northern Network Consumer Advisory Committee
Date: Monday 8 February 2010

Chair: P South
Minute taker: L Kilby

1. Present: P South, L Kilby, H Walker, S Hoskins-Marr, A Koutsis, D Kennedy, C Smith, S Nicholson, D Petrie, A Kadamis, A Bernard

Apologies: E Moore, J Miller, J Titterton

2. Presentation

	Issue	Discussion	Action Required	Who	Due
2	Deidre Kennedy: Revised SESIH Consumer Participation internet site	Copy of test server webpage for new consumer participation internet site distributed to those present to review. Planned Go Live date for website is April 2010. Website will be evaluated 6 months after go live. Website will be regularly updated every January. Committee members encouraged to forward information for inclusion in the website to Deidre Kennedy. There will be a "Consumer News" page available for anyone to access. DK also reported there is work underway on a state-wide charter on consumer engagement. Area is looking at generic terminology for each Consumer Advisory Committee. DK also discussed Consumer Advisory Committee Forums: possible to access various services within SESIH to provide information to committee members as appropriate or needed eg presentations on advocacy could be arranged.	Members to forward their feedback on website content to Deidre Kennedy.	All members	ASAP

3. Confirmation of previous minutes: The minutes of the meeting held on Monday 14th December 2009 were confirmed to be a true and accurate record of the proceedings by Shirley Hoskins-Marr, seconded by Angela Kadamis.

4. Matters arising from Previous Minutes

Issue	Discussion	Action Required	Who	Due
4.1	Medicare Access Point	A Bernard advised he had not yet received a response to his previous enquiry regarding a Medicare Access Point. He will ask again but said that previous advice he received was that it would be very difficult to attain this. He suggested the Barker St Pharmacy could be a suitable location for an access point if approved. P South suggested that if there is still no response by the next meeting that this matter could be referred to the local member of parliament for assistance.	Repeat request for Medicare Access Point to be made.	A Bernard March meeting
4.2	Seating between High St and Barker St entrances.	A Bernard advised the seating currently in place on levels 1/2/3 complies with fire safety requirements. The hospital needs to ensure corridor width is not intruded on to ensure adequate space for evacuation in emergencies. Seating near the Garden Coffee Shop noted to be difficult to use by less able bodied members of the population. D Kennedy to investigate relocating this seating. S Nicholson suggested an OHS review could facilitate having this seat removed. All agreed there was a need to look at better seating in this location.	D Kennedy to investigate relocating the seating near the Garden Coffee Shop and replacing with better seating.	D Kennedy March meeting
4.3	Alternative methods for promotion of the Committee	D Kennedy & P South recently met with Poppy Diamantis, the NHN Health Communications Manager: Consideration being given to writing a profile of each committee member then publishing this as a feature article, with accompanying photo, in the local print media bi-monthly. A Bernard reported the POWH Foundation is looking at starting up an in-house television station. He suggested that the station could include a regular session on the Consumer Advisory Committee. The Division of General Practitioners Newsletter was also suggested as a possible way to promote the committee.	Discuss with Leanne Zalapa the possibility of the proposed in-house TV station including a 5 minute segment on the Consumer Advisory Committee. Investigate possibility of promotional article in the Division of General Practitioners Newsletter.	D Kennedy March meeting D Kennedy March meeting

4.4	Vision Australia	D Kennedy suggested that it would be good to incorporate elements of the Rights & Responsibilities brochure into the Vision Australia DVD. P South said the information on the DVD must be made with consumer needs in mind rather than staff focussed. The purpose is to provide an informational DVD aimed at making things easier for the consumer.	Ongoing agenda item.	E Moore	Ongoing agenda item.
4.5	Sydney / Sydney Eye Hospital Incident Committee Representative	Members happy for representation on this committee but request the proposed dates of the committee be provided so that a suitable person can be nominated.	Obtain planned meeting dates for 2010 for Sydney / Sydney Eye Hospital Incident Committee.	E Moore	March meeting
4.6	Public Transport to POWH	P South advised there had still been no response to the letter sent to the Traffic Management Committee.	Another letter signed by A Bernard to be sent to the Traffic Management Committee requesting a response.	L Kilby	2 weeks

5. Agenda Items

	Issue	Discussion	Action Required	Who	Due
5.1	Reports from committees represented by consumers	<p>Susan Nicholson <i>Patient Quality & Safety Committee</i></p> <ol style="list-style-type: none"> 1. Sedation for endoscopy patients discussed. A Bernard reported that the newly released GMCT guidelines for sedation are being presented to the Clinical Council for consideration and implementation. Credentialling of all endoscopists to perform sedation will likely take 12-15 months. In the interim, the hospital will need to arrange for anaesthetists to give sedation. 2. Pharmacy will be participating in an international medication reconciliation project commencing in March 2010. 3. EMR – Consultations. Need to standardise the process eg not always appropriate to request via EMR: may need to contact consultant direct. Staff also need to ensure the consultant is aware of the request in EMR. 	Ongoing agenda item.	Committee Reps.	Ongoing agenda item.

		<p>4. Mental Health considering photographing patients on admission for photo ID to assist with patient safety and security.</p> <p>5. Dialysis patient found to have Hep B. Unit was initially unaware of this so all other patients in unit at the time will need to be screened in case inadvertently cross infected.</p> <p><i>Quality of Care Council</i></p> <ol style="list-style-type: none"> 1. Nutrition Surveys: 4 star identification system being trialled in two wards to identify the level of assistance patients require with meals. Similar to the red dot system used for mobility assessment. 2. Clinical Handover: ISBAR acronym has been finalised. Nursing reviewing tomorrow the electronic handover tool being used by JMOs. Plan to implement nursing handover tool in March. 3. Patient valuables: ongoing issue for patients arriving to hospital with valuables. <p>Shirley Hoskins-Marr <i>Medication Safety Subcommittee</i> Unable to attend this month.</p> <p>Angela Kadamis <i>Nutrition Working Party</i> Patient Survey results distributed prior to 4 star meal assistance system.</p> <p>Pat South <i>Signage Committee SSEH</i> Pat working with SSEH re upgrading signage to give clarity of purpose and direction for the general public. Current signage not clear for visitors to the hospital. Pat suggested that POWH signage also needs improving. A Bernard said it would be good if the work done at SSEH could be duplicated at POWH. Pat has also been working with POWH Emergency Dept to improve signage there.</p>	<p>Signage upgrade for POWH to be included as agenda item for next meeting.</p>	<p>L Kilby</p>	<p>New agenda item.</p>
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5.2	Consumer to check consumer feedback line.	A Koutsis checked consumer feedback line. No actual messages left: few wrong numbers!! Alison Errey (Director of Corporate Communications) has requested clarity on the process for addressing consumer feedback (phone & email). There was a flow chart developed some time ago outlining what to do. D Kennedy requested this flowchart be provided to Corporate Communications. Suggestion made to include contact details (phone & email) in next update of patient brochure. Possibly also in local print media. S Hoskins-Marr assisted Maureen Duggan (NHN Complaints Coordinator) to audit use of Rights & Responsibilities brochures. Committee agreed it would be good to assist Ms Duggan with audits on a regular basis.	L Kilby to locate flowchart and review content with P South before providing to Corporate Communications.	L Kilby P South	2 weeks
5.3	Consumer feedback – Emails/phone line	D Petrie will monitor the phone line this month.			
5.4	Meeting with support groups/networks	D Kennedy offered to approach local groups (eg service clubs) with a committee member to seek their interest in more active / regular participation with the hospitals.		D Kennedy	March meeting

6. New Business

	Issue	Discussion	Action Required	Who	Due
6.1	Meeting Dates 2010	All dates confirmed as OK for all members. Note June meeting changed from 14/6/10 (public holiday) to a week earlier on 7/6/2010.	None.		
6.2	War Memorial Hospital – possible committee members	P South met with Lynne Craig at WMH: request made for a community rep on WMH Quality & Risk Management Committee and Continuity of Care Committee. S Hoskin-Marr & S Nicholson offered to be the representatives. This was accepted by the rest of the committee. P South said this is a good opportunity to work with WMH. She also has a meeting with Anthony Marsh next week regarding possible involvement with St Vincent's Hospital too.	P South to advise Lynne Craig of nominated consumer reps for WMH committees.	P South	ASAP

7. Business without notice

	Issue	Discussion	Action Required	Who	Due
7.1	Manager of Community Partnerships	D Kennedy advised that the new Manager of Community Partnerships will hopefully be appointed mid March 2010. D Kennedy also informed the committee that she will be attending a consumer meeting at Sydney Children's Hospital tomorrow regarding NSW Kids (Garling recommendation).	None.		
7.2	Mixed Gender Rooms	S Nicholson requested an update on mixed gender rooms.	H Walker to provide update.	H Walker	March meeting
7.3	Volunteer Appreciation Day	Morning Tea for this event will be held in the Garden Coffee Shop on Friday 26 February 2010 at 10am. All welcome to attend and show thanks to our volunteers.			

8. Next Meeting Monday 8th March 2010, 1630-1830hrs, Executive Unit Meeting Room A.

Accepted as a true record: 8/3/2010 Date:

Signature Chair 