



Meeting: Northern Network Consumer Advisory Committee
Date: Monday 12 April 2010

Chair: P South
Minute taker: L Kilby

1. Present: P South, L Kilby, H Walker, S Hoskins-Marr, D Petrie, S Nicholson, A Bernard, D Kennedy, A Koutsis, J Titterton, C Smith (for E Moore)

Apologies: E Moore, J Miller, A Kadamis

	Issue	Discussion	Action Required	Who	Due
2	Guest Speaker: Dr Kate Clezy Topic: Public Reporting of Infection Rates	Dr Clezy explained that Public Reporting of Infection Rates in NSW hospitals is a recommendation from the Special Commission of Inquiry into Acute Care Services in NSW Public Hospitals (Garling Inquiry). The main reasons for public reporting are: to inform consumers to assist in their choice of healthcare; to improve quality of care through providing hospitals with motivation to improve; accountability and transparency. Dr Clezy asked the committee what information the consumers would like and what would be a useful format and place to put the information in as she wants to ensure the consumers are provided with the information they would like available to them. Dr Clezy has prepared a report on this topic and will make the report available to the consumers for their perusal.	Consumer representatives to think about what information is required by them in relation to hospital infection rates; and how this information would best be disseminated to consumers. Consumers to send their responses to P South and L Kilby for collation and feedback to Dr Clezy.	Consumer reps	May

3. Confirmation of previous minutes: The minutes of the meeting held on Monday 8th March 2010 were confirmed to be a true and accurate record of the proceedings by Shirley Hoskins-Marr, seconded by Susan Nicholson.

4. Matters arising from Previous Minutes

Issue	Discussion	Action Required	Who	Due
4.1	Medicare Access Point	No progress reported on this issue. Noted that a large medical centre has recently opened in Randwick. This may increase the demand for a Medicare Access Point locally.	A Bernard to seek response to this enquiry from Medicare.	A Bernard May meeting
4.2	Seating between High St and Barker St entrances.	D Kennedy reported that new seats have been installed outside the Garden Coffee Shop	Nil – item to be removed from agenda as matter resolved.	
4.3	Promotion of the Committee	<p><u>In-House TV System.</u> POWH Foundation is keen to establish a committee to look at protocols/requirements for in-house screening eg what is suitable etc P South asked if a consumer rep could be on this committee. D Kennedy will take this request to the POW Foundation. D Kennedy advised that the Foundation is probably unable to fund a 5 minute segment. Funding could possibly be sourced via Randwick City Council which offers a community grant scheme. D Kennedy provided information on this scheme to P South for review and consideration.</p> <p><u>GP Newsletter.</u> Not yet pursued. D Kennedy will follow-up and report back at next meeting.</p>	<p>Request POWH Foundation includes consumer representation on their committee.</p> <p>P South to review information on Randwick City Council's community grant scheme.</p> <p>Investigate possibility of promotional article in the Division of General Practitioners Newsletter.</p>	<p>D Kennedy May meeting</p> <p>P South May meeting</p> <p>D Kennedy May meeting</p>
		<p>Investigate possibility of promotional article in the Division of General Practitioners Newsletter.</p>	<p>D Kennedy May meeting</p>	
4.4	Vision Australia	Release of the DVD has been delayed as some changes were required. SSEH awaiting quotation for cost of making the changes. Carolyn Smith will enquire how this is progressing.	Progress report on required DVD changes.	C Smith Ongoing agenda item
4.5	Public Transport to POWH	Planned letter to Randwick Mayor was not progressed as POWH is in discussion with Randwick City Council regarding public transport requirements for staff. Randwick City Council and POWH currently negotiating on the content of a survey to be undertaken. The primary focus will be on staff travel. The consumers were very interested in this development and are keen to be included in the	Request for consumer inclusion in the survey to be taken to Northern Network Manager of Corporate Services.	H Walker and L Kilby 1 week

		survey if possible. D Kennedy reported that Randwick/Waverly Community Transport trialed a community bus service to POWH in 2009. The trial was discontinued after 12 weeks due to poor patronage.			
4.6	Correspondence to Area Corporate Communications re Consumer confidentiality	Consumer Feedback Paradigm and a letter from A Bernard confirming maintenance of confidentiality has been sent to Alison Errey, Manager Area Corporate Communications.	Nil – item to be removed from agenda as matter resolved.		
4.7	Clinical Redesign Project Committee: consumer representative nominee	H Walker advised that Angela Kadamis agreed to be the consumer representative for the Clinical Redesign Committee.			

5. Agenda Items

	Issue	Discussion	Action Required	Who	Due
5.1	Reports from committees represented by consumers	<p>Shirley Hoskins-Marr <i>Incident & Complaints Review Committee (I&CRC)</i></p> <p>D Petrie also attended this meeting.</p> <p>1. A cluster of complaints were tabled at I&CRC relating to the reporting of x-rays on weekends. Concern was that Emergency Dept patients undergoing an x-ray on weekends are not provided with the x-ray report until a radiologist is on duty – patients sometimes wait until the following Monday for report. Usual process is that if an abnormality is seen on x-ray the patient is contacted at home and asked to return to the hospital for treatment.</p> <p>2. A new OHS Accident Investigation form is being trialed across SESIH.</p> <p>3. Clinical incidents by type were discussed and provided an up to date account of where these incidents occurred. Accompanying graph highlighted areas where aggression incidents occurring and the subsequent need for staff to receive aggression management training. Shirley complimented the CPIU staff for this excellent reporting data.</p>	Ongoing agenda item.	Committee Reps.	Ongoing agenda item

		<p><i>Medication Safety Subcommittee</i></p> <ol style="list-style-type: none"> 1. Paracetamol prescribing and usage discussed again. 2. Labelling of similar types of medications discussed with Pharmacy dept. Pharmacy will look into better labels and stickers to use at POWH to assist in clearer identification of look-alike & sound-alike drugs. <p><i>War Memorial Hospital Continuum of Care</i> WMH using the Rights & Responsibilities brochure. Shirley attending the next meeting of the committee tomorrow and will discuss the audit that she assisted the NN Complaints Coordinator with at POWH.</p> <p>Susan Nicholson <i>SSEH Complaint Committee</i> Several complaints re misunderstanding between staff & consumers. Staff involved were counselled.</p> <p><i>Quality of Care Council</i> The last meeting was cancelled with only one hour's notice to the consumer rep. This short notice caused inconvenience to the rep.</p> <p><i>Clinical Quality & Patient Safety Committee</i></p> <ol style="list-style-type: none"> 1. Sedation questionnaire for nursing staff to identify types of drugs being given and in which wards sedation is being given. 2. Quality Action Plan for Northern Network to include non-clinical staff as well as clinical staff. 3. Look-Back process in place in Billington Centre to facilitate identification of at risk patients if infection risk identified after treatment given. <p>Jan Titterton <i>Access Committee</i></p> <ul style="list-style-type: none"> • ED busier as approaching winter • 7E to increase beds 	<p>H Walker will contact the QOCC Chairperson & request that consumer rep is given more timely notice of meeting cancellation in the future.</p>	<p>H Walker</p>	
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5.2	Signage Upgrade for POWH	The report on the Emergency Dept signage has been completed and is ready for submission to management. The Consumer Reps are all invited to a breakfast presentation of the new signage proposal to be held on Thursday 22 April 2010 at 8am in the Emergency Dept conference room. The signage development process will be discussed at the launch. The proposed use of background music in ED is now being considered.	Ongoing agenda item		
5.3	Consumer feedback – Emails/phone line	D Petrie deleted lots of old messages. There were no new messages possibly because of lack of community awareness of the line. Suggestion to have promotional DVD running in-house.	D Kennedy to contact Area Corporate Communications next week regarding publicity. Contact Medical Illustrations (H Walker, L Kilby, A Bernard) and Public Affairs (D Kennedy)	D Kennedy H Walker L Kilby A. Bernard	Report back at May meeting


5.4	Community Partnerships Update / Local Group Liaison	<p>Awaiting outcome of readvertising the Manager of Community Partnerships position.</p> <p>Sydney Children's Hospital CAC next meets on Tuesday 11 May 2010 (day after next NN CAC meeting). D Kennedy suggested would be good for the NN CAC members to meet with SCH CAC. Some NN consumers interested in joining with the SCH ones on that day.</p> <p>Revised consumer participation website planned to be available by Monday 10 May 2010 which is also National Volunteers Week.</p> <p>D Kennedy looking into liaising with Sutherland CAC for a joint meeting. A Bernard suggested NN consumer reps could use POW community bus to travel to Sutherland Hospital for a joint meeting.</p>	<p>D Kennedy will contact SCH CAC to confirm if the two groups can meet on 11 May.</p> <p>D Kennedy to confirm if joint meeting possible and when bus is available. Consumers to provide P South with suggested agenda items for a joint meeting.</p>	<p>D Kennedy</p> <p>D Kennedy</p> <p>All consumer reps</p>	<p>Report back at May meeting</p>
5.5	ACHS EQuIP	<p>NN consumer reps recently met with Dana Mouwad, NN Accreditation Manager, to assist with collation of information to support EQuIP criterion 1.6.1 (Consumer involvement).</p> <p>Lyn Craig from WMH has asked P South if she could attend a NN CAC meeting to see how it runs and how having an effective CAC would support an organisation with accreditation requirements.</p>			
5.6	Approved Capital Plan 2009/2010	<p>Consumer reps were provided with a copy of the Approved Capital Plan 2009/2010. A Bernard advised he is building a wish list for next financial year. J Titterton asked if the CAC should request more funding for the hospital. A Bernard advised reps can bring issues related to funding (eg equipment) raised at other committees to the CAC for clarification from A Bernard. If CAC not happy with his response, he advised they could then escalate to AHAC or Area Executive.</p> <p>P South suggested CAC could prepare a list of</p>			

		things they see as issues for consumers eg equipment shortages. S Hoskins-Marr will contact Manager CPIU for info on clusters of issues.			
5.7	2009 Rights and Responsibilities Evaluation Survey	The survey report was distributed to consumer reps. H Walker requested they contact her if they have any feedback/suggestions: S Nicholson – brochure still not readily available in ED			
5.8	Review of CAC Work Plan	Item held over till next meeting at request of P South.			May meeting
5.9	Draft Clinician and Community Engagement Policy	D Kennedy thanked consumers for providing feedback on the draft Clinician and Community Engagement policy. Feedback has been forwarded to NSW Health via Area. Suggestion it may be useful to extract some information from the draft policy to provide in a separate toolkit for consumers.	Consumers to re-look at draft document and let D Kennedy know if any info would be useful for a consumer toolkit.	All consumer reps	May

6. New Business

	Issue	Discussion	Action Required	Who	Due
6.1	Volunteer Service Medals	The Volunteer Service has warmly invited the consumer representatives to the Presentation of Service Badges to Volunteers to be held on Tuesday 4 May 2010 at 11am in the Edmund Blackett Building Function Room.			

7. Next Meeting Monday 10th May 2010, 4pm-6pm, Executive Unit Meeting Room A.

Accepted as a true record:  Date: 10/05/2010, Signature Chair

