



Meeting: Northern Network Consumer Advisory Committee
Date: Monday 7 June 2010

Chair: P South
Minute taker: L Kilby

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

Apologies: E Moore, J Miller, A Koutsis

2. Confirmation of previous minutes: The minutes of the meeting held on Monday 10th May 2010 were confirmed to be a true and accurate record of the proceedings by Shirley Hoskins-Marr, seconded by Heather Walker.

3. Matters arising from Previous Minutes

	Issue	Discussion	Action Required	Who	Due
3.1	Medicare Access Point	P South has contacted the office of Paul Pearce (State Member for Coogee). She will make an appointment to discuss the Medicare Access Point issue with him. She will also try to make an appointment with Peter Garrett as well (Federal Member for Kingsford).	Ongoing item.		
3.2	Sub-Committee to work on requirements for in-house TV segment	P South and D Kennedy will progress this. J Titterton is also available to help if needed.			
3.3	Public transport to POWH – views of local community centres	Item held over till next meeting.		J Titterton	July 2010
3.4	Letter to NN General manager re equipment funded in capital plan	Item held over till next meeting.		P South	July 2010

		<ul style="list-style-type: none">• Carers pack will include contacts details and a badge for Carers so they are easily recognisable• J Titterton noted that many Carers are unable to attend these meetings so another form of comment such as email or teleconferencing should be made available to them. <p>S Nicholson <i>Quality of Care Council</i></p> <ul style="list-style-type: none">• Terms of Reference reviewed to determine what should be retained by QOCC and what should go to the new Clinical Practice Council• Nutrition Working Party doing meal assistance audit then will instigate the 4 star program• Risk assessments performed in ED not always covered during handover from ED to wards. Now being done for pressure areas.• Wards doing audit of Waterlow assessment tool (pressure area risk). Looking at utilisation rate of Air Mattresses and associated costs with hiring these. <p><i>Clinical Quality & Patient Safety Committee</i> Presentation by Dr Kate Clezy on improving the use of antibiotics: doctors can order antibiotics for 48hrs then must consult with infectious diseases team to confirm suitability prior to continuing use; must change from intravenous to oral antibiotics within a defined period; need approval for antibiotic usage; good news for patients as will help avoid unnecessary antibiotic use.</p> <p><i>SSEH Complaints Committee</i></p> <ul style="list-style-type: none">• Mainly dealing with staff attitudes towards clients. ED and Clinics main areas with problems identified across all levels of staff.• Multidisciplinary working party being formed to look at and address the staff attitude problem.			
--	--	---	--	--	--

		<p>S Nicholson has also submitted an expression of interest to participate in the NSW Organ & Tissue Donation Clinical Advisory Committee.</p> <p>S Hoskins-Marr <i>War Memorial Hospital Continuum of Care</i></p> <ul style="list-style-type: none"> • Attended meeting on 11 May 2010-06-15 Allied Health have secured COAG funding for the flying squad • Physiotherapy is looking for a locum to help fill staff vacancy • Ward clerks are distributing inpatient admission packs. Most patients have dementia so it is difficult to explain the Rights & Responsibilities brochure to them. Will need to explain this to next of kin or carer instead. <p><i>Incident & Complaints Review Committee</i></p> <ul style="list-style-type: none"> • Presentation from Alistair Hodge (Clinical Nurse Consultant in ED) about the triage system. S Hoskins-Marr obtained a copy of the triage report to distribute to the other consumer reps • POWP has complained there are no wheelchairs at the main entrance for POWP patients to use. POWP needs to address this problem as not responsibility of POWH. • Problems encountered by people ringing POWH and either not being answered or not being transferred. CPIU is investigating this problem further – ascertaining how many calls not answered and where this is occurring. • Problems with medical device equipment discussed eg non-sterile equipment in theatre, ventilator failure. S Hoskins-Marr has requested reports on incident clusters from CPIU. <p><i>(A Bernard and H Walker advised that any report should include outcomes of incident investigation – without this information the report is incomplete).</i></p>	<p>Copy of triage report to go out with minutes of this meeting to consumer reps</p>	<p>L Kilby</p>	
--	--	--	--	----------------	--

		<p><i>Medication Safety Subcommittee</i></p> <ul style="list-style-type: none"> • Ongoing problem with similarly named drugs • S Hoskins-Marr wants a letter from the CAC to drug manufacturers and the Director-General of Health detailing concerns with similar colour, packaging and labelling of certain medications • Reports on Top 25 Medications involved in incidents Jan-May 2009 & Jan-May 2010 were reviewed and compared • Review of education needs around IV paracetamol administration and nurse initiated paracetamol. <p>A Kadamis <i>Stroke Steering Committee</i></p> <ul style="list-style-type: none"> • Meeting cancelled on day of meeting <p><i>Nutrition Committee</i></p> <ul style="list-style-type: none"> • Not met again yet <p>P South <i>NSW Health Reform Discussion</i></p> <ul style="list-style-type: none"> • Attended by P South, S Nicholson, D Petrie and J Titterton • Some information provided then audience asked for their views to influence the future direction to be taken • Website available for the public to receive information and provide comments <p><i>Signage</i></p> <ul style="list-style-type: none"> • Business rules for SSEH has gone to SSEH executive • Max Tuffano from NN Corporate Services is leading a group that will develop a commonality of principles for signage across SSEH and POWH (including ED). P South will be consumer rep for this group 	<p>K Daffurn (Manager CPIU) to draft a letter for A Bernard (General Manager NN) to sign</p>		
4.2	Consumer feedback – Emails/phone line	D Petrie reports no phone calls this month. S Nicholson will check calls for next month. Area Communications is preparing a press release about the phone line. H Walker to			

		review and approve and then it will go to the media.			
4.3	Signage	Discussed in 4.1 above.			
4.4	Vision Australia	C Smith reported that the re-shot DVD for SSEH ED and OPD has been sent back to the company again as words were incorrect in some places.			
4.5	Community Partnerships Update / Local Group Liaison	D Kennedy reported: <ul style="list-style-type: none"> • SESIH Inaugural Working with NSW Health Awards for to be held on 1st July 2010. Categories include clinical leadership, teams and volunteers. Closing date for submission was today. • New Manager Community Partnerships starting mid June • Get-together with Sydney Children's Hospital CAC not progressed yet. 			
4.6	Review of CAC Work Plan	Held over at request of P South.			
4.7	Proposed CAC Meeting At SSEH	It was proposed to hold a future CAC meeting at SSEH instead of POWH. D Kennedy advised she has booked a room for Monday 9 August 2010 4-6pm meeting and that Dr Rumma (Director of Clinical Services SSEH) has offered to give a tour of Sydney Hospital prior to the meeting for those interested and able to attend. The meeting will be an "awareness" meeting but any specific urgent issues will still be addressed.			

5. Next Meeting Monday 12th July 2010, 4pm-6pm, Executive Unit Meeting Room A.

Accepted as a true record:


Signature Chair

Date: 12.7.2010