



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

Chair: P South
Minute taker: L Kilby

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

Apologies: E Moore, C Smith, J Miller

Absent: A Koutsis

2. Confirmation of previous minutes: The minutes of the meeting held on Monday 7th June 2010 were confirmed to be a true and accurate record of the proceedings by Shirley Hoskins-Marr, seconded by Susan Nicholson.

3. Matters arising from Previous Minutes

Issue	Discussion	Action Required	Who	Due
3.1 Medicare Access Point	P South has spoken to Paul Pearce's secretary who requested the CAC write to Mr Pearce (state MP for Coogee) regarding their request for a Medicare Access Point in Randwick. P South also planning to contact the local federal MP.	Ongoing item.		
3.2 Public transport to POWH – views of local community centres	J Titterton visited Maroubra Community Centre. They are interested in completing a public transport needs survey for the CAC. Will need formal request on hospital letterhead. Recommend keeping the survey to a couple of simple questions (eg Do you travel to POWH?) as this will make it more likely that people will complete it. Paul Pearce (local MP for Coogee) is on a travel committee so would be good to inform him of this as well.	Prepare survey questions on hospital letterhead and forward to Maroubra Community Centre. Notify Paul Pearce of concerns re public transport to POWH	P South L Kilby J Titterton P South	August 2010 August 2010
3.3 Letter to NN General manager re equipment funded in capital plan	Item held over till next meeting at request of chairperson.		P South	August 2010

4. Agenda Items

Issue	Discussion	Action Required	Who	Due
4.1	<p>Reports from committees represented by consumers</p> <p>A Kadamis <i>Stroke Steering Committee</i></p> <ul style="list-style-type: none"> • Not met <p><i>Nutrition Committee</i></p> <ul style="list-style-type: none"> • Planning next meeting for after data collection finalised. <p>S Nicholson <i>Quality of Care Council</i></p> <ul style="list-style-type: none"> • Reviewing SAC 1 and 2 incidents and some complaints to identify areas QOCC can address • August dedicated to Pressure Area Risk Assessment. Hooping 75% of nursing staff will get to an education session. • Will be reviewing the use of pressure relieving mattresses. A business rule has just been developed to cover the ordering process for these mattresses. • Discussing outlier placement with Patient Flow. Concern that outlier patients often need acute specialty attention but become outliers as required specialty ward fully occupied. Suggesting may be better to move a less acute patient out of the required specialty ward to become the outlier instead of a patient in acute phase of admission. <p><i>Clinical Quality & Patient Safety Committee</i> Meeting cancelled as SESIH Patient Safety & Clinical Excellence Conference was on that day. Both S Nicholson and P South attended the conference as consumer representatives. Feedback:</p> <ul style="list-style-type: none"> • Interesting and enjoyable presentations • Would be interesting to review COPD patients in next Patient Journey Experience survey (ie MAU patients) • Found the afternoon sessions quite technical for lay people to understand however 	<p>Ongoing agenda item.</p> <p>D Kennedy will obtain extra copies of the conference program for those consumer reps who were unable to attend.</p>	<p>Committee Reps.</p> <p>D Kennedy</p>	<p>Ongoing agenda item</p> <p>Next meeting</p>

		<p>appreciated these were beneficial for clinical staff.</p> <p>S Hoskins-Marr <i>War Memorial Hospital Continuum of Care</i></p> <ul style="list-style-type: none">• Visiting lecture from Dr Charlene Levitan of UNSW who presented "The Centenarian Project" - study of 100 year old persons in this area. Currently 112 participants in the study; 78% female. Very interesting study. Dr Levitan is following participants from age 98 onwards. If anyone is able to help her accumulating data her email address is c.levitan@unsw.edu.au• Also some discussion of WMH accreditation <p><i>Incident & Complaints Review Committee</i></p> <ul style="list-style-type: none">• IIMS reports about documentation incidents related to labelling errors and wrongly written patient medication charts. JMOs should be taking responsibility for these.• Graphs were distributed of the most common medication errors and when & where these occurred by month at POWH. <p><i>Medication Safety Subcommittee</i></p> <ul style="list-style-type: none">• Prescribing, dispensing and administration errors discussed.• Ongoing review of LASA (look alike / sound alike) medications and how to prevent errors with these drugs. Tallman being introduced at POWH to help reduce LASA medication errors. <p>S Hoskins-Marr remains concerned about the problems with LASA medications. Appreciates the Tallman system will be beneficial for the hospital but what can be done for consumers not in hospital. Requests that a letter be sent to the Director-General NSW Health from the consumers regarding this issue. Would like the Director-General NSW Health to bring this problem to the attention of the drug companies.</p>			
--	--	--	--	--	--

		<p>H Walker recommended that the CAC should first clarify what the Director of Pharmacy has done to escalate this problem from a local to an external level before writing to the Director-General NSW Health.</p> <p>J Titterton <i>Access Committee</i></p> <ul style="list-style-type: none"> • ED activity up but acuity down. Possibly due to the trauma unit at St George Hospital. • Weekend discharge rates up. • Most KPIs met; everything working to order. • GP Electronic Discharge coming soon. This will get timely, legible discharge summaries to GPs. • Reviewing administration requirements of the theatres servicing the Randwick campus. Currently 2 structures: POWH manages POW and SCH theatres; RHW manages own theatres) <p><i>Patient Flow</i></p> <ul style="list-style-type: none"> • New cohort strategy. Looking at how POWH cohorts infectious patients who are not in the Infectious Diseases ward. Also reviewing how terminal cleaning done for these beds. <p>J Titterton thanked POWH for the changes made to the High Street foyer – installation of TV and new signage highlighting the information desk.</p> <p>P South <i>Signage</i></p> <ul style="list-style-type: none"> • Committee has commenced meeting • Won't be reviewing the signage at other hospitals on Randwick Campus but will look at entrance areas shared with Sydney Children's / Royal Hospital for Women. 	<p>Invite Sue Goh (Director of Pharmacy, POWH) to talk at a CAC meeting or to provide an outline of what has been done so far for the CAC to review.</p>	<p>P South</p>	<p>July</p>
--	--	--	--	----------------	-------------

4.2	Consumer feedback – Emails/phone line	<p>No phone calls or emails received.</p> <p>D Kennedy advised that media release was not sent out as the Communications Dept was not happy with the existing feedback paradigm. She tabled a different paradigm suggested by the Manager of Community Partnerships. CAC would prefer to discuss any proposed changes to the feedback paradigm directly with the Manager of Community Partnerships as there were some concerns expressed with her suggested paradigm.</p>	Invite Manager Community Partnerships to attend next CAC meeting to discuss feedback paradigm.	D Kennedy	August 2010
4.3	Vision Australia	Vision Australia DVD corrections have been made. SSEH would like P South to review the DVD prior to distribution.	P South to contact M SouSou at SSEH to arrange viewing of DVD	P South	July
4.4	Community Partnerships Update / Local Group Liaison	<p>D Kennedy reported:</p> <ul style="list-style-type: none"> • Consumer reps invited to attend the next AHAC meeting to be held on Tuesday 20/7/10, Claffy Lecture Theatre, SSEH. This is a good opportunity to raise issues such as publicity and any other concerns / issues. • Consumer reps invited to a combined CAC meeting to be held at University of Wollongong on Tuesday 17/8/10 10.30am-2.30pm. Andrew Bernard suggests CAC book a hospital bus to transport them to and from the meeting • Director-General NSW Health has a blog for feedback about the proposed health reform at http://nswhealth.wordpress.com. Other National Health Reform info is accessible via the internet at www.health.nsw.gov.au then follow link to National Health Reform. 	Book hospital bus for transport to and from Uni of Wollongong on 17/8/10	D Kennedy	ASAP
4.5	Review of CAC Work Plan	P South and H Walker have commenced review of the work plan.	Ongoing agenda item.		
4.6	Preparation for handover to new CAC	Suggestion to continue with current CAC membership and not commence recruitment for new CAC until the National Health Reform and delineation of hospital networks is finalised. Consumer reps present agreed to this.			

5. Business without notice

	Issue	Discussion	Action Required	Who	Due
5.1	Co-payments for visits to GP.	J Titterton expressed concern that people are avoiding going to a GP due to reduction in bulk billing and subsequent co-payment requirement. This may result in more people coming to hospital as they won't see a GP.	CAC to write to Eastern Suburbs Division of General Practitioners about this concern.	P South	July
5.2	Information Brochures	<p>P South tabled a brochure given to parents at Sydney Children's Hospital. Has lots of information about the immediate local area for parents to refer to when they need a break from the hospital. P South would like to adapt this for use at POWH. She has contacted the SCH Patient Friend who developed the brochure in this regard and has been given the OK to adapt for POWH use.</p> <p>CAC participated in a POWH pamphlet review in 2008/9. Did not receive any feedback and would like to know what happened with those pamphlets. Could they be provided with copies of the final product?</p> <p>Is the CAC Information Brochure still available?</p>	<p>Obtain soft copy of brochure from SCH Patient Friend and adapt for POWH use.</p> <p>Check old minutes from around December 2008 for information on who was the contact person for the 2008/9 pamphlet review and obtain final copies for CAC members.</p> <p>Locate CAC information brochure for review at next meeting</p>	<p>L Kilby</p> <p>L Kilby</p> <p>L Kilby</p>	<p>Next meeting</p> <p>Next meeting</p> <p>Next meeting</p>
5.3	Randwick Campus OT Redesign project	<p>The Randwick Campus OT Redesign project is seeking consumer input from people who have had an operation at POWH, or perhaps their experience is as a relative/close friend of someone who has had an operation at POWH. Interviews are being scheduled for Wednesday 21 July 2010 12md-1.30pm in Executive Meeting Room A.</p> <p>A Kadamis offered to participate.</p>	<p>Advise project coordinator of A Kadamis' contact details.</p>	L Kilby	This week

5. Next Meeting Monday 9th August 2010, 4pm-6pm, Board Room, Level 1 Admin Block, Sydney & Sydney Eye Hospital.