



**Meeting:** Northern Network Consumer Advisory Committee  
**Date:** Monday 13 September 2010

**Chair:** P South  
**Minute taker:** L Kilby

**1. Present:** P South, L Kilby, H Walker, S Hoskins-Marr, S Nicholson, D Petrie, J Titterton, C Smith, D Kennedy, R Bignell, A Bernard

**Apologies:** E Moore, J Miller, A Kardamis, A Koutsis

**2. Confirmation of previous minutes:** The minutes of the meeting held on Monday 9<sup>th</sup> August 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	J Titterton reported that a Medicare office will be going into the Centrelink office at Maroubra so unlikely that Randwick will also be given one. P South would like to keep this item on the agenda. She plans to contact Federal MP for Wentworth for support.	Ongoing item.	P South	
3.2	Public transport to POWH – views of local community centres	Letter from CAC to Maroubra Community Centre re participating in a public transport has not progressed as consumer reps awaiting Community Partnerships approval of feedback/communication paradigm.	Feedback paradigm to be reviewed by Community Partnerships. Consumers prefer a simple model is maintained.	R Bignell	September
		Staff survey on transport requirements is underway. Results of this may support the consumer reps request for additional buses.	Contact Marie Burdett for details on progress of staff survey.	H Walker	Report back next meeting
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	October 2010
3.4	Letter to GPs	Consumer reps reviewed a letter drafted by Pat South for the Division of GPs. S Nicholson would like the CAC flyer updated before a letter is sent to the GPs. The flyer could then be displayed in the GP waiting rooms if GPs agree. S Hoskins agreed that documentation needs to be correct before approaching the GPs.	Review feedback provided for draft letter.	P South	Report back next meeting

3.5	CAC Information Brochure / Flyer	<p>Discussion about changes/updates for flyer. S Nicholson and J Titterton tabled written suggestions for changes. Need to make clearer that CAC does not handle complaints. Prefer a "softer" approach to encourage community participation.</p> <p>Consumer reps' aim with flyer is to get feedback from community about things they'd like addressed. R Bignell suggested the way to do this is to ask following 3 questions:</p> <ol style="list-style-type: none"> <li>1. What would you like the hospital to start doing?</li> <li>2. What would you like the hospital to stop doing?</li> <li>3. What would you like the hospital to continue doing?</li> </ol> <p>These questions will facilitate feedback responses so that they are meaningful and easier to report back to the committee / GM / etc.</p> <p>R Bignell also emphasised it is important to have a process in place that protects the consumer reps when dealing with the public. There needs to be clear information for the community defining what the CAC is and what it isn't.</p>	Suggestions to be incorporated into updated flyer; also new photograph needed as some reps have changed.	P South L Kilby R Bignell	Report back at next meeting
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#### 4. Agenda Items

	Issue	Discussion	Action Required	Who	Due
4.1	Reports from committees represented by consumers	<p><b>P South</b> <i>NSW Complaints Management Forum</i></p> <ul style="list-style-type: none"> <li>• Attended this forum in August</li> <li>• Discussed how to reduce / manage complaints; perpetual complainants take up a lot of time and resources</li> <li>• Important to manage complaints early; listen more</li> <li>• A patient gave a presentation from his perspective: spoke of lack of dignity offered to him</li> <li>• Also discussed the importance of having the right person to manage complaints in hospitals</li> </ul>	Ongoing agenda item.	Consumer Reps.	Ongoing agenda item

		<p><i>Disclosing Ward Based Infection Data Working Party</i>  Brochure being developed for the general public. Brochure will come to CAC for review before finalised.</p> <p><i>Emergency Dept Waygoing Signage</i></p> <ul style="list-style-type: none"> <li>• Plan for ED signage reviewed by NUMs</li> <li>• Awaiting sign off.</li> </ul> <p><i>POW Signage Committee</i></p> <ul style="list-style-type: none"> <li>• Short term committee until December 2010</li> <li>• Finalising business plan for review of all signage (accuracy, language, relevance etc)</li> <li>• Unnecessary notices will be removed</li> <li>• P South would like to see signage standardised across the campus instead of separate formats in each hospital.</li> </ul> <p><i>Clinical Ethics Committee</i></p> <ul style="list-style-type: none"> <li>• New committee; attended 1<sup>st</sup> meeting</li> <li>• Independent chairperson from UNSW</li> <li>• Forum being organised and will include consumer groups</li> <li>• Committee role to advise Chief Executive on clinical ethical issues; decision of clinical ethicists, clinicians and families</li> <li>• CE will refer to the committee for decisions</li> <li>• Members include internationally recognised experts in clinical ethics, leading clinicians and consumer representation</li> <li>• Will look at policies etc that may be contentious but will also be called on to give advice on ad hoc decisions.</li> </ul> <p><b>S Hoskins-Marr</b></p> <p><i>WMH Continuum of Care</i></p> <ul style="list-style-type: none"> <li>• Uniting Care now managing WMH</li> <li>• Shirley reported that she felt some of the members of the committee were unpleasant towards her and she did not feel welcome anymore. As a result she has resigned from the WMH Continuum of Care Committee.</li> </ul>			
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		<p><b>J Titterton</b>  <i>Access Committee</i></p> <ul style="list-style-type: none"> <li>• Director-General arranging for Medical Assessment Units (MAUs) across NSW</li> <li>• POW receives a weekly report on how meeting KPIs for MAUs. POW consistently in top 5-6.</li> <li>• POW surgery targets are good.</li> </ul>	Provide consumer representatives with a copy of the Clinical Redesign Project "Hand to Hand".	H Walker	
4.2	Consumer feedback – Emails/phone line	<p>No phone calls or emails received.</p> <p>Consumer reps request Community Partnerships feedback paradigm is approved ASAP so that the CAC media release drafted by Poppy Diamantis can go out.</p>	Review draft media release and paradigm and feedback to Pat South by middle of next week.	R Bignell	22 Sept 2010
4.3	Vision Australia	DVD being reviewed by Carolyn Smith, Deidre Kennedy and Pauline Rumma tomorrow. Should then be signed off.	Show DVD to CAC at next meeting (goes for about 12 minutes)	C Smith	Next meeting
4.4	Community Partnerships Update / Local Group Liaison	<ul style="list-style-type: none"> <li>• Report being prepared on recent Consumer Forum. Due to its success, there is a plan to repeat the forum in 6 months, probably at Sutherland Hospital.</li> <li>• "CAC Quiz" distributed by R Bignell for consumer reps to complete to help understand level of knowledge they have and where some further info may be beneficial</li> <li>• D Kennedy and R Bignell reviewing the draft CAC internet site; looking at placing relevant newsletters / hospital information on to CAC internet site so accessible for consumers.</li> </ul>	Provide about 5 dot points of CAC overview of forum to R Bignell for inclusion in the report	P South	2 weeks
4.5	Review of CAC Work Plan	Not discussed.			
4.6	Preparation for handover to new CAC	<ul style="list-style-type: none"> <li>• P South advised that Anna Koutsis has resigned from the CAC due to family commitments. Josh Miller has also spoken to Pat as he is considering resigning due to ill health. Will therefore need to replace 1-2 consumer representatives as the increasing workload is too much to be absorbed by other consumer reps.</li> <li>• H Walker suggested advertising for a 6 month interim position whilst NSW health</li> </ul>	Official acknowledgement of thanks to be made to Anna Koutsis and Josh Miller in recognition of their contribution to the CAC and the Northern Hospitals Network.	A Bernard	On receipt of written resignation.

		<p>reform work is being finalised.</p> <ul style="list-style-type: none"> <li>• P South requests written confirmation from A Bernard that the CAC will continue for at least a 6 month interim period.</li> <li>• S Nicholson suggests retaining at least half of existing consumer representatives within the next committee to ensure continuity of work and corporate knowledge is not lost.</li> </ul>	A Bernard to write to P South (as chair of CAC) confirming ongoing CAC timeframe so that recruitment of new members can commence.	A Bernard	September
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### 5. Business without notice

	Issue	Discussion	Action Required	Who	Due
5.1	Various questions from consumer representatives	<p><b>PECC</b> - J Titterton requests information for the consumers on the development of the new Psychiatric Emergency Care Centre (PECC).</p> <p><b>Patient Valuables</b> - S Nicholson asked how valuables are handled during transfer from ED to a ward. H Walker advised that a process is now available for the After Hours team to access patient valuables after hours.</p> <p><b>Day of Surgery Admissions</b> – S Nicholson asked why DOS patients admitted at the same time. H Walker explained that DOS patients are brought in with staggered groups to facilitate flow. Admissions has two main groups.</p> <p><b>Caring Together</b> – There was discussion at the Consumer Forum about Caring Together and Clinical Handover work. H Walker explained POW implementing 2 types of handover: bedside handover to include patients and a central handover process. Large piece of work being done; handovers now multidisciplinary. Work is progressing well.</p> <p><b>St Vincent’s Hosp ED temporary trauma centre</b> – S Nicholson asked if this has impacted on POW. H Walker advised that POW ED is not a designated trauma hospital so unlikely we will be impacted at all.</p> <p><b>MRI Booking System</b> – J Titterton complimented POW on the improvements with the MRI booking system where requests now go straight into the system and patients are contacted quicker.</p>	Building is commencing and H Walker will provide an update at the next meeting.	H Walker	Next meeting

		<b>Patient Bed Moves</b> – P South concerned that patients are being moved too frequently eg one patient moved 8 times in one night. A Bernard advised there is a review of bed moves underway as POW acknowledges these are occurring frequently; moves based on gender, specialty and infection control requirements.	Provide consumers with copy of the report when completed.	A Bernard	When report completed
5.2	Genetic Disorders Awareness Week	D Petrie invited CAC members to the official launch of the 17 <sup>th</sup> Genetic Disorders Awareness Week to be held this coming Wednesday 15 <sup>th</sup> September 2010, 6.00pm – 9.00pm.			
5.3	Clinical Redesign Project – Macular Degeneration	A Bernard informed the CAC of this SSEH Clinical Redesign Project looking at Macular Degeneration. Project funded by ACI and started 6 weeks ago. This is an increasing problem in the community. Currently the required medication is not on the NSW PBA so only available via private referral. SSEH manages 10% of NSW cases. Looking at expanding this service, developing protocols and having the SSEH service repeated at other hospitals in the city and regional areas.			
5.4	Falls Committee consumer representation	The Falls Committee have asked if another consumer would like to join their committee as Josh Miller is no longer attending. The meetings occur monthly on the 4 <sup>th</sup> Thursday of each month, 2.30-3.30pm in Executive Unit Meeting Room A, POWH.	Consumers to inform Pat South / Lisa Kilby of interest in joining this committee.	Consumer Reps	ASAP

**5. Next Meeting** Monday 11<sup>th</sup> October 2010, 4pm-6pm, Meeting Room A, Executive Unit, Prince of Wales Hospital.

Accepted as a true record: \_\_\_\_\_

**Signature Chair**

**Date:**