

**Meeting: Northern Network Consumer Advisory Council**  
**Date: 11 October 2010**

**Chair: P South**  
**Minute taker: J Barry**

**1. Present:** , C Smith, D Kennedy, J Titterton, S Nicholson, S Hoskins-Marr, P South, H Walker, J Barry

**Apologies:** A Bernard

Angela resigned.

**2. Confirmation of previous minutes:** The minutes of the meeting held on Tuesday 13<sup>th</sup> September 2010 were confirmed to be a true and accurate record of the proceedings with the following amendment:  
Item 4.2, Jan Titterton issues regards patients accessing actual results: getting access/understanding process. Not specified in patients rights.

### **3. Matters arising from Previous Minutes**

Issue	Discussion	Action Required	Who	Due
3.1	Medicare Access Point	Ongoing matter in hand		
3.2	Public Transport to POWH – survey of local community centres	Letter to be provided	Held over	
3.3	Letter to NN General Manager re equipment funded in Capital Plan	Nil update	Held over	
3.4	Letter to GPs	Letter circulated, to be sent out ASAP Media release signed off / to be signed by AGM for final sign off & distribution. Flow chart – distributed for consumer info line: <ul style="list-style-type: none"><li>- All complaints for be referred to same place</li><li>- Refer any Georgia Deakin non consumer related matters information</li></ul>		
3.5	CAC Information Brochure	Nil update	Held over	

#### 4. Agenda Items

	Issue	Discussion	Action Required	Who	Due
4.1	Reports from committees represented by consumers	<p><b>Susan Nicholson</b>            Patient Quality Safety : progressing the sedation policy for Endoscopy patients, Professor L Perry organising multidisciplinary committee on patients sedation at unit levels/constancy            July Audit hand hygiene presented, current audit, issues discussed around audit reliability, measure of 5 movements – as not necessary see all 5 moments – reality of auditing.            Handy hygiene pamphlets : patients / risks wash your hand tabled            RCA flow chart discussed.            S/SEH Complaints Committee: Had an increased number of complaints re attitude clerical staff. Arrange an education session / message on call centre – call message call monitored for training purposes            Improving Healthcare conference:            Has become the rep for the Tissue &amp; Donor Committee</p> <p><b>Shirley Hoskins-Marr</b>            Incidents &amp; complaint committee: Errors increased in labelling in ED/ full completely only one not the other            Errors on x-rays – solutions being explored            Nursing staff vehicles – Toyota jamming driver mats against accelerator pedal. Nurses review mats.            Medication Safety Committee            Eric Lau: discussed the Tall Man Project. Indicated the Green gag concepts are not progressing.            LASA not progressing</p> <p><b>Jan Titterton</b>            Expressed concerns that letters to patients don't give directions to Admissions.            There was general discussion about the Brochures that the committee reviewed some months ago, there was no feedback as to whether they had been updated or the comments provided considered. Committee would like for them to be sent back for them to review.</p>	<p>Meeting with Professor Ward to discuss</p> <p>Brochures to be tabled back at the meeting for review. Start with the SSEH ones then progress to POWH</p>	<p>P South and S Hoskins-Marr</p> <p>C Smith, H Walker and A Bernard</p>	

		<p><b>Deidre Kennedy</b></p> <ul style="list-style-type: none"> <li>RHW sent poster for committee to comment on: Breast feeding done by the lactation consultant</li> </ul> <p><b>Pat South</b></p> <ul style="list-style-type: none"> <li>Signage – progressing well.</li> </ul>	Committee endorsed with a review date for poster of 2 years.	D Kennedy	
4.3	Vision Australia	<ul style="list-style-type: none"> <li>DVD play next meeting</li> <li>Play from 0730</li> </ul>		C Smith	
4.4	Community Partnerships Update / Local Group Liaison	<ul style="list-style-type: none"> <li>Pat / Susan – delegates to NSW Health Expo</li> <li>Copy of local health network committees EOI that's been in papers Tuesday 22 Oct</li> <li>Tools for Change – SSWAHS Annual Community Participated Conference</li> <li>Invitation for conference</li> <li>Your hospital stay – sits on patient bedside March 2009</li> <li>Carers Week Forum : people and carers for young children with disability 22 October</li> </ul>	Forum Information to be sent to members	D Kennedy	
4.5	Review of CAC Work Plan	<ul style="list-style-type: none"> <li>Held over</li> </ul>			
4.6	Ongoing Committee and Membership	<ul style="list-style-type: none"> <li>Letter ahs been forwarded to R Bignal. D Kennedy and R Bignal to discuss strategy for recruitment as there is currently three positions vacant. Plan to talk about at teleconference Wed</li> <li>Working down new &amp; need additional members</li> <li>Need to start recruitment for full committee next year</li> </ul>			
4.7	SESIH Carers Program Update	<ul style="list-style-type: none"> <li>Held over</li> </ul>			
4.8	School Children	<ul style="list-style-type: none"> <li>Use hospital as thoroughfare</li> <li>Nuisance to people going into hospital</li> </ul>	Ask Hospital to consider to remind School students to behave appropriately	A Bernard	

## 5. New Business

Issue	Discussion	Action Required	Who	Due
-------	------------	-----------------	-----	-----

5.1	Proposed closure of Dermatology Clinics	<p>H Walker tabled letter received from S Hoskins-Marr. Shirley explained that the letter was written in response to concerns raised from a patient in the clinic as there is a murmur of closure of Dermatology Clinic</p> <p>H Walker explained that periodically the organisation reviews the services provided in line with models of care, service provision and funding requirements. In relation to these clinics there have been discussions around these matters with the staff in charge of this clinic as a consultation process. Prior to any decision being made as with any service review it would be tabled at the NN Clinical Council for their advice and be signed off by area.</p> <p>S Hoskins-Marr noted her concerns for relationships with other outside systems in this process</p>	Letter to be tabled at the NN Clinical Council	H Walker	
5.2	Caring Together Forum – 21 October 2010	Letter of invitation distributed to members by H Walker	Members to contact L Coombes if transport is required.		
5.3	Churn Report	<p>D Miners is coordinating the Churn report. It will occur retrospectively across four wards Bed</p> <p>Discussion over bed replacement. D Kennedy raised concept that St George have around bed sponsorship program, gold/silver/Platinum</p>	<p>Results to be tabled at next meeting</p> <p>St George programme be explored</p>	H Walker  D Kennedy	

**Meeting closed at 1800hrs.**

**Next meeting: Monday 8 November 2010, Executive Unit Meeting Room A.**

Accepted as a true record: \_\_\_\_\_ **Signature Chair** \_\_\_\_\_ **Date**