



**Meeting:** Northern Network Consumer Advisory Committee

**Date:** Monday 8 November 2010

**Chair:** P South

**Minute taker:** G Looney / H Walker

**1. Present:** P South, H Walker, G Looney, S Hoskins-Marr, S Nicholson, D Petrie, J Titterton, C Smith, R Bignell,

**Apologies:** A Bernard, J Miller.

**2. Confirmation of previous minutes:** The minutes of the meeting held on Monday 11th October 2010 were confirmed to be a true and accurate record of the proceedings by Shirley Hoskins-Marr, seconded by Jan Titterton.

**3. Matters arising from Previous Minutes**

Issue	Discussion	Action Required	Who	Due	
3.1	Medicare Access Point	Ongoing matter.	Ongoing item.	P South	
3.2	Public transport to POWH – views of local community centres	Still waiting to progress.	Awaiting Community Partnerships approval of feedback/communication paradigm.  A Bernard to feedback re planning new residence / building project at Inglis' site (Barker St).	D Kennedy  H Walker	November  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	November 2010
3.4	CAC Information Brochure / Flyer	Nil discussion – Item held over till next meeting.		P South and R Bignell	Report back at next meeting
3.5	Meeting with Professor Ward	S Hoskin-Marr met with Professor Ward regarding the 'look alike sound alike drugs'. Prof. Ward supportive of issue and currently sits on the Pharmaceutical Benefits Advisory Committee. Professor Ward suggested looking at statistics and complaints around this concern as a start to progressing this forward.	K Duffurn to report on number of incidents of 12 month period.  Committee to write letter	P South and S Hoskins-Marr	Report back at next meeting

3.6	Review of Brochures	Discussed review of brochures.	Need to determine progress with brochures as due for update	C Smith, H Walker A Bernard	
3.7	Carers Week Forum	J Titterson raised brief outcomes. Concerned with non progress	G Looney to feedback re progress	D Kennedy	
3.8	School Children	Item held over till next meeting.	Feedback to be provided at next meeting.	A Bernard	
3.9	Proposed Closure of Dermatology Clinics	H Walker outlined Dermatology and suggested closure. Proposal received as had been requested and considering model of care.		H Walker	
3.10	Churn Report	Report tabled and outlined	Definition of report requested	H Walker	
3.11	Bed Replacement Sponsorship	Not discussed.		D Kennedy	

#### 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>  <i>Disclosing Ward Based Infection Data Working Party</i>  <i>POW Signage Committee</i>  <i>Clinical Ethics Committee</i></p> <p><b>S Hoskins-Marr</b>  <i>WMH Continuum of Care</i>  <i>Incident &amp; Complaints Review Committee</i>  <i>Medication Safety Subcommittee</i></p> <p><b>S Nicholson</b>  <i>Quality of Care Committee</i></p> <ul style="list-style-type: none"> <li>• Nutrition Survey is currently being developed.</li> <li>• Incident with cytotoxic waste found in linen, will tag line bags.</li> </ul> <p>BHI – paper presented. Discuss recent visit from D Watson.</p> <p><i>Patient Quality &amp; Safety Committee</i></p> <ul style="list-style-type: none"> <li>• IIMS and process of communication with Doctors.</li> <li>• Presentation High 5 project</li> <li>• Audit of discharge summaries</li> <li>• Health Expo – program tabled.</li> </ul>	Ongoing agenda item.	Consumer Reprs.	Ongoing agenda item

		<b>J Titterton</b> <i>Access Committee</i>			
4.2	Consumer feedback – Emails/phone line	Information sent to Southern Courier.  Received 2 calls 1 complaint re Eyes 1 compliment re Eye Clinic			
4.3	Vision Australia	Presentation of DVD. Can remove item from agenda.		C Smith	
4.4	Community Partnerships Update / Local Group Liaison	Item held over till next meeting		P South	Report back at next meeting
4.5	Review of CAC Work Plan	Final document to be provided	G Looney to provide final document.	G Looney	Report back at next meeting
4.6	Ongoing Committee and Membership	Request for formal letter from A Bernard which outlines the continuation of the CAC for at least a 6 month interim period.  Discussed need to increase membership on interim basis.	A Bernard to write to committee to confirm ongoing CAC membership for a 6 month interim period.	A Bernard	November
4.7	SESIH Carers Program Update	Remove from agenda.			

### 5. Business without notice

Issue	Discussion	Action Required	Who	Due
Nil business raised				

**5. Next Meeting** Monday 13<sup>th</sup> December 2010, 4pm-5.30pm, Meeting Room A, Executive Unit, Prince of Wales Hospital.

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

**Signature Chair**

**Date:**