



**Meeting:** Northern Network Consumer Advisory Committee  
**Date:** Monday 10 May 2010

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

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

**Apologies:** H Walker, E Moore, J Miller, D Petrie, A Bernard

**Guest Observers:** Anthony Marsh – Quality & Risk Manager St Vincent’s Hospital,  
Helen Manzianis – member of general public interested in becoming a consumer representative in the future

**2. Confirmation of previous minutes:** The minutes of the meeting held on Monday 12<sup>th</sup> April 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 | Public Reporting of Infection Rates | Consumer Reps reviewed the documentation provided by Dr Kate Clezy. They commented that there was too much data in most reports provided and considered that reports in this format were too cumbersome for the general public. J Titterton suggested a format similar to that used for the Northern Network Activity Performance Report could be adopted instead as this format provides an easy to read snapshot of data.<br>Most agreed that publishing the data on the hospital’s internet site would be the best way to make the information available to the public. | Feedback comments to Dr Clezy.        | L Kilby | This week |
| 3.2 | Medicare Access Point               | As there has been no progress with this matter the consumer representatives will write to the local member of parliament informing him of their concern.   | Letter to local member of parliament. | P South | May       |

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| 3.3 | Possible Consumer Representative for POWH Foundation Committee                                 | D Kennedy met with the Foundation group last Thursday. A Content Committee is being formed. Not sure when the committee will first meet. D Kennedy will keep CAC informed of the progress.   | Nil  |             |                             |
| 3.4 | Possible funding via Randwick City Council Community Grant Scheme for CAC in-house TV segment. | Application has been submitted to the Randwick City Council Community Grant Scheme by P South for financial assistance for the CAC segment on the in-house hospital TV. D Kennedy has contacted Pam in Medical Illustrations for help with preparing the DVD. She will charge \$90 per hour – CAC to provide information on DVD content eg scripts etc. P South requests a sub-committee form to work on this. | Await outcome of grant application.<br><br>Form a sub-committee to work on requirements for in-house TV segment. | P South     |                             |
| 3.5 | Public Transport to POWH   | Consumer representatives remain concerned about public transport to POWH. If the proposed staff survey re public transport goes ahead, the consumers would like to be included.<br>Consumer representative will contact local Community Centres for views on transport to POWH.  | Contact Community Centres for views on transport to POWH.  | J Titterton | Report back at June meeting |
| 3.6 | Promotion of Committee   | P South met with Poppy Diamantis (Health Communications Officer) last week. They developed a press release – awaiting sign off by the General Manager.<br>Poppy is also organising an on air radio segment for Pat South to talk about the CAC.  |  |             |                             |
| 3.7 | Meeting with Sydney Children's Hospital CAC  | SCH next CAC meeting is tomorrow night 6-8pm. The group only meets quarterly. Would be easier if the two groups met for afternoon tea in June. D Kennedy will confirm details at tomorrow's SCH CAC meeting.   |  | D Kennedy   | Report back at June meeting |
| 3.8 | Joint meeting with Sutherland CAC  | Not progressed at this stage as there is a possibility of a meeting of all CACs in this area health service to meet the newly appointed Manager of Community Partnerships.   |  |             |                             |
| 3.9 | Suggestions for Consumer Toolkit   | None received. If anyone has any suggestions, please email D Kennedy directly.   |  |             |                             |

#### 4. Agenda Items

|     | Issue  | Discussion   | Action Required      | Who             | Due                 |
|-----|--|--|----------------------|-----------------|---------------------|
| 4.1 | Reports from committees represented by consumers | <p><b>Angela Kardamis</b><br/><i>Nutrition Committee</i><br/>Committee has not met.</p> <p><b>Anna Koutsis</b><br/><i>Stroke Steering Committee</i><br/>Only one meeting held so far. No further correspondence received by Anna.<br/><i>Clinical Redesign Group</i><br/>(Anna and Angela both attend this group.)<br/>Presentation given by A Piazza-Davies (POWH Nurse Manager and Clinical Redesign Project Officer) and Danielle Kerrigan (Area Manager Access &amp; Redesign).<br/>Anna commented that correspondence to consumer reps has been scanty. Short notice given for meetings.</p> <p><b>S Nicholson</b><br/><i>Clinical Quality &amp; Patient Safety Committee</i></p> <ul style="list-style-type: none"> <li>• There was a presentation on the Look Back process. S Nicholson concerned about format and tone of letter sent to any patients identified in Look Back process as possibly affected by an incident. Thinks letter is too formal; would be better to have a softer approach and written in appropriate terms for consumers. Requests any letter going out requiring participation of consumers needs to be appropriately worded with simple, apologetic, explanatory language and avoid anything that may be alarmist or too technical.</li> <li>• Ongoing problems with eMR discussed.</li> </ul> <p><i>Quality of Care Council</i></p> <ul style="list-style-type: none"> <li>• Discussion on progress of clinical handover. Bedside handover problems: what to do when patient sleeping – can't involve in handover then as required; other patients</li> </ul> | Ongoing agenda item. | Committee Reps. | Ongoing agenda item |

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|  |  | <p>requesting assistance during bedside handover – this is prolonging the handover time</p> <ul style="list-style-type: none"> <li>• Pressure Area documentation needs improvement: Waterlow score not always recorded in ED. Handover from ED to ward not including Waterlow assessment or Falls Risk assessment.</li> <li>• Ongoing incidents of medication error confusion with similarly named drugs.</li> </ul> <p><b>S Hoskins-Marr</b><br/> <i>War Memorial Hospital Continuum of Care</i></p> <ul style="list-style-type: none"> <li>• WMH is using the Rights &amp; Responsibilities brochure but it is not clear to Shirley how they are being distributed to patients.</li> <li>• WMH is interested in using the survey done at POWH</li> <li>• Trying to establish a “Flying Squad” of doctors, nurses, allied health staff to visit patients at home.</li> </ul> <p><i>Incident &amp; Complaints Review Committee</i><br/> Unable to attend this month.</p> <p><i>Medication Safety Subcommittee</i></p> <ul style="list-style-type: none"> <li>• Ongoing problem with similarly named drugs</li> <li>• Still considering use of Tallman letters</li> <li>• Pharmacy highlighting these drugs with alert stickers</li> <li>• Shirley suggests CAC refers concern to Area Health Service and NSW Health. Ongoing widespread problems not being resolved and consumers are at risk. Can NSW Health put pressure on drug companies to rectify packaging/labelling problems? This problem is resulting in a combination of prescribing, dispensing and administration errors.</li> </ul> <p>S Hoskins-Marr would like the CAC to review the information provided by Andrew Bernard in the Capital Plan. Able to see from the Capital Plan what is funded but would like to see what</p> | <p>Write to A Bernard requesting information on what has not been funded in the Capital Plan</p> | <p>P South</p> | <p>This month</p> |
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|     |                                       | <p>has not been funded ie how has priority been given to what goes onto the Capital Plan and what does not. Examples of consumer concerns:</p> <ul style="list-style-type: none"> <li>• Bariatric patient was injured because a suitable chair was not available</li> <li>• Ongoing problems with syringe drivers – why is replacement of these not in the plan</li> <li>• Likewise with other out of date equipment such as sphygomanometers</li> <li>• Concerned that some equipment in use had been transferred from Prince Henry Hospital</li> </ul> <p><b>Jan Titterton</b><br/><i>Access Committee</i></p> <ul style="list-style-type: none"> <li>• Problems transferring patients after 10pm: elderly patients become confused at night – transfers at that time seem to exacerbate confusion</li> <li>• PDL usage at 11% - J Titterton believes this figure should be much higher</li> <li>• WMH to expand their patient numbers in June – this will help POWH</li> <li>• Additional winter beds opening this year due to risk of swine flu</li> <li>• Patient flow to commence weekly reporting committee. Although this is an operational meeting J Titterton concerned that she has no access to this group.</li> </ul> |  |  |  |
| 4.2 | Consumer feedback – Emails/phone line | Held over as D Petrie absent today   |  |  |  |
| 4.3 | Signage                               | <p>POWH Emergency Signage report has gone to Andrew Bernard for consideration. Includes suggestion that the garden behind ED is refurbished, rats eliminated, and background music played in ED. Plan is to have garden refurbishment done voluntarily / by sponsorship. Ongoing maintenance hopefully will be managed voluntarily / under sponsorship.</p> <p>SSEH Signage upgrade also progressing. Currently awaiting sign off by Andrew Bernard.</p>   |  |  |  |

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| 4.4 | Vision Australia   | DVD has been re-shot. Not yet ready for distribution.<br>Suggestions for other audio-visual communication aids (eg Braille, MP3 players) raised by D Kennedy. Pricing had been sought last year by K Rodgers on behalf of CAC. D Kennedy will pass this information onto Carolyn Smith at SSEH for consideration.   |   |           |  |
| 4.5 | Community Partnerships Update / Local Group Liaison              | The newly appointed Manager of Community Partnerships should take up position in June. As discussed in item 3.8, a forum will be held for all SESIH consumer reps to meet the appointee (name not yet available).<br>The CAC would like to develop a program of topics of interest for joint CAC meetings.<br>Consumer reps to forward suggestions for plan to Pat South. D Kennedy will mention this to the SCH CAC at their meeting tomorrow night.<br>NN CAC's preferred meeting location is SSEH as it is on rail & bus so may make it easier for all groups to meet up. St George Hospital was also suggested as a good venue due to rail/bus services. Primrose House discussed as possible venue but public transport not frequent enough. |   |           |  |
| 4.6 | Review of CAC Work Plan  | Held over at request of P South.  |   |           |  |
| 4.7 | Emergency Department and triage Fact Sheets                      | Copies of this literature, newly released by NSW Health in all NSW public hospital Emergency Departments, provided to consumer reps for their information.  |   |           |  |
| 4.8 | Carers Action Plan 2007-2012 Implementation Governance Committee | Invitation extended for a consumer representative to participate in this committee. If interested, please contact Heather Walker.<br>D Kennedy tabled the new Carers Pack. She suggested inviting Janice Oliver, Manager of Area Carers Program, as a guest speaker at a CAC meeting. Consumers agreed.   | Invite Janice Oliver as guest speaker at a CAC meeting. | D Kennedy |  |
| 4.9 | Caring Together Forum  | Consumer representatives are invited to attend the Joint POWH, SSEH, RHW Consultation Forum re Caring Together: The Health Action Plan for NSW. The forum will be held on Monday 17 May 2010 2:00pm-5:00pm in the John Dwyer Lecture Theatre, POWH.   |   |           |  |

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| 4.10 | High Street Foyer | <p>The recent April Falls Day display in the High Street Foyer was not well regarded by the consumer representatives. Comments were that the display was not professional in appearance and occluded other signage in the foyer.</p> <p>The consumers commented that the High Street Foyer is generally disorganised. Noted that the wall display stand for Rights &amp; Responsibilities brochures is above seating. If anyone is using seating, the brochures cannot be reached.</p> |  |  |  |
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**5. Next Meeting** Monday 7<sup>th</sup> June 2010, 4pm-6pm, Executive Unit Meeting Room A.

Accepted as a true record:

  
Signature Chair

Date:

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