



Meeting: Northern Network Consumer Advisory Committee
Date: Monday 14th February 2011

Chair: P South (Consumer)
Minute taker: G Looney (NM)

1. Present: P. South (Consumer), G. Looney (NM), S. Nicholson (Consumer), J. Titterton (Consumer), H. Walker (DON), S. Hoskins-Marr (Consumer), A. Bernard (GM), C. Smith (A/DON S/SEH).

Apologies: D. Kennedy (Community Partnerships Officer)

2. Confirmation of previous minutes: Correction to 10th January 2011 minutes item 3.7 the sentence should read: *Discussion regarding the number of school children using the hospital.* The remainder of the minutes of the meeting held on Monday 10th January 2010 were confirmed to be a true and accurate record of the proceedings by S. Hoskins-Marr.

3. Matters arising from Previous Minutes

Issue	Discussion	Action Required	Who	Due
3.1 Medicare Access Point	No further information available. Ongoing matter.	Ongoing item.	P. South	April 2011
3.2 Public transport to POWH – views of local community centres	D. Kennedy reported to the committee there was a trial transport system arranged in 2010 by possibly the Waverley Community Transport group. This transport system was for a gold coin donation for pensioners. The outcome of the trial is unknown at this stage.	D. Kennedy to follow up on outcome of transport trial	D. Kennedy	March 2011
	A brochure from The Junction Neighbourhood Centre titled 'How to find your nearest community transport provider' was tabled at the January meeting. Information beneficial to for the local community. D. Kennedy proposed that social work department may have information regarding this brochure.	D. Kennedy to follow up with social work department.	D. Kennedy	March 2011
	D. Kennedy tabled a brochure from Sutherland Hospital which contained information on public transport to the hospital.	P. South to contact Randwick council to investigate if this information could be provided for the local Randwick community.	P. South	March 2011

3.3	Letter to NN General Manager re equipment funded in capital plan	Previously discussed this item in relation to the prioritising of equipment listed in the capital plan.	To discuss with A. Bernard prioritising equipment funded in capital plan.	A. Bernard	March 2011
3.4	CAC Information Brochure / Flyer	R. Bignell (Community Partnerships Manager) is working on the CAC Information brochure and flyer.	P.South & D.Kennedy to discuss and follow up on the progress of this work.	P. South D.Kennedy	March 2011
3.5	Medication Incidents	Letters were sent to key organisations raising the committees concerns of 'look alike sound alike drugs'. The committee has received responses from the Clinical Excellence Commission and the Australian Commission on Safety & Quality in health care. Copies of the letters have been sent to A. Bernard, T. Clout & R. Ward.	Letters to be sent to all CAC committee's and key quality committees at POW.	G.Looney	March 2011
3.6	Review of Brochures	A number of hospital brochures are currently due for review. Committee to review and make suggested changes, with a two week turn around for feedback. Brochure titled 'Blood Clots – Reducing your risk' circulated for comments.	G.Looney to send out hospital brochures via post with committee paperwork.	G. Looney	Ongoing
3.7	School Children	A. Bernard has written to the local school Principals raising the concerns of the committee in relation to school children using the hospital as a thoroughfare.	Item closed		
3.8	Churn Report	The previous Churn report found no significant areas for concern. Discussed the need to determine the purpose of conducting the reports as results may depend on the areas being reviewed. Committee agreed that three churn reports would be conducted throughout the year from randomly selected unit.	Contact patient flow unit to conduct three churn reports annually.	G. Looney	March 2011
3.9	Bed Replacement Sponsorship	D. Kennedy provided information regarding bed replacement sponsorship. The bed sponsorship idea originated from St George hospital and proposed sponsors would donate money for a certain level of bed. Sponsorship was hoped to come from local organisations/banks. The sponsorship proposal at St George Hospital has not progressed so far. Committee to discuss possibility of bed sponsorship with POWH Foundation. Dr. J. Close could provide information regarding the types of beds required such as lo-lo beds and	P. South & D. Kennedy to arrange meeting with POWH Foundation to discuss the possibility of bed replacement sponsorship at POW.	P. South & D. Kennedy	April 2011

		the areas of need. Sydney/Sydney Eye Hospital could discuss with the Eye Foundation as an avenue of bed sponsorship.			
--	--	---	--	--	--

4. Agenda Items

Issue	Discussion	Action Required	Who	Due
4.1 Reports from committees represented by consumers	<p>Report from S Nicholson. <u>QOCC</u> Issues were raised at QOCC regarding the times food trays are being delivered to the wards. The delivery times are not consistent, which creates difficulties for the wards in planning patient care and also in planning allocated breaks for the nurses. Research projects outlined which include one research project looking at 3P's (Panadol, pyrexia, blood pressure)</p> <p><u>Complaints Committee</u> Concerns were raised at committee regarding how patients and families find their way around the hospitals. The concerns have been referred to the wayfinding committee. Project currently being implemented around communication with the general public, with a particular focus on communication skills of the clerical staff.</p> <p><u>Patient Quality and Safety</u> A final draft of the quality strategy has gone to the NN clinical council. All complaints were tabled at meeting. A report was tabled which looked at blood infections. Committee looking at documentation in relation to death certificates.</p> <p>Report from Jan Titterson. <u>Patient access meeting</u> Reports indicate activity has decreased which may effect hospital funding. The new PECC unit will open in appropriately 4-6 weeks. The unit will consist of 4 beds, with no capacity to increase the bed base</p>	<p>Ongoing agenda item.</p> <p>Organise tour of PECC unit for committee.</p>	<p>Consumer Reprs.</p> <p>G.Looney</p>	<p>Ongoing agenda item</p> <p>March 2011</p>

		<p>which is the current practise. <u>Carer's Seminar</u> Looking at ways to identify carer's when admitted as inpatient, possibly different options through EMR. Although this has not progressed at this stage.</p> <p>Report from Shirley Hoskins-Marr <u>Medication Safety Sub-committee</u> Updated Terms of Reference for this committee. DD errors 2007-2010 report, comments made as to months of less errors e.g May 2008 to May 2009. Increased noted in Jan 2010, committee suggested that this could be new resident medical officers and other new staff commencing at the beginning of the year. MHN medications incidents involving oxycodone observations of when increased, looking to see if there are any patterns or trends. Michaela Kelleher will present work on trend graphs on DD medication errors at the next meeting. The Medication Reconciliation Project High Five initiative had been tabled at C Q&PSC by Patrick Bolton. Kathy Daffurn requested update on the Tallman system that had been discussed at the ACCC meeting. Prescribing: Insulin checking charting an issues with agency nurses, suggestion that more education on charting to be adhered to. Also the issue of self injecting to be clarified when a patient is insisting on self injecting while in hospital. <u>The Complaints Committee</u> First meeting to be held 25th February 2011.</p>	D. Kennedy to follow up with Janice Oliver	D. Kennedy	March 2011
4.2	Consumer feedback – Emails/phone line	No phone messages requiring follow up.	Ongoing agenda item.	Consumer Reps.	Ongoing agenda item
4.3	Community Partnerships Update / Local Group Liaison	D. Kennedy reported the Community Partnerships are currently in transition due to	Ongoing agenda item	D. Kennedy	Ongoing agenda

		the move to local health networks. At this stage the team is working together as one team until new structure is completed. The first meeting of the Governing Council has met and established the committee structure.			item
4.4	Review of CAC Work Plan	Work plan to be reviewed and updated.	P. South and H. Walker to meet to update work plan.	P. South H. Walker	March 2011
4.5	Recruitment to committee	Recruitment to the CAC committee to be arranged. G. Looney has had discussions with HR regarding the recruitment process for consumers.	G. Looney to follow up with HR regarding process.	G. Looney	March 2011
4.6	Pain Brochure for review.	Helen Chu – POW Pharmacist presented to the committee a brochure titled 'How to manage your pain after leaving hospital'. A number of suggestions and comments were made in relation to the content and formatting of the brochure.	Feedback on brochure to be provided to G. Looney in 2 weeks.	G. Looney	February 2011.

5. Business without notice

Issue	Discussion	Action Required	Who	Due

5. Next Meeting: Monday 14th March 2010, 4pm-6pm, Board Room Sydney/Sydney Eye Hospital.

6. Meeting closed at 6 pm.

Accepted as a true record: _____

Signature Chair

Date: