



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

Chair: P South (Consumer)
Minute taker: G Looney (Nurse Manager)

1. Present: P. South (Consumer), G. Looney (Nurse Manager), S. Nicholson (Consumer), J. Titterton (Consumer), H. Walker (DON POW), S. Hoskins-Marr (Consumer), A. Bernard (Director of Operations), E. Moore (DON S/SEH), P. Rumma (DCS S/SEH), D. Kennedy (Community Partnerships Officer).

Apologies: D.Petrie (Consumer)

2. Confirmation of previous minutes: The minutes of the meeting held on Monday 14th February 2011 were confirmed to be a true and accurate record of the proceedings by J. Titterton.

Presentations

Prof. Eugen Molodosky and Jennifer Dunn – Eastern Suburbs GP Division.

Judith Hunt – Hand therapy Unit Sydney/Sydney Eye Hospital

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.	Chair	April 2011
3.2	Public transport to POWH – views of local community centres	Community Partnerships Officer to follow up with social work department if information or brochures are available for the local community.	D. Kennedy to follow up with social work department.	Community Partnerships Officer	April 2011
		Community Partnerships Officer tabled article from the SESLHN CE's weekly newsletter regarding the positive impact the St George CAC has had on introducing a free loop bus service, which will allow easier access to the hospital.			
		Chair to contact Randwick council to investigate if this information could be provided for the local Randwick community.	Await feedback from Randwick council	Chair	April 2011

3.3	CAC information Brochure	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.	Chair & Community Partnerships Officer	April 2011
3.4	Medication Incidents	Letters were sent to various secretariats and Community partnerships to forward onto the Chairs of the other CAC's raising the committees concerns of 'look alike sound alike drugs'.	Send copy of letter and responses received to committee members	Nurse Manager	March 2011
3.5	Review of Brochures	Feedback provided to Pharmacist on brochure titled 'How to manage your pain after leaving hospital'. Feedback provided to E. Allen CNC regarding brochure titled 'Blood Clots – Reducing you risk'.	G.Looney to send out hospital brochures via post with committee paperwork.	Nurse Manager	Ongoing
3.6	Churn Report	The previous Churn report found no significant areas for concern. Committee agreed that three churn reports would be conducted throughout the year from randomly selected unit.	Item closed	Review report on completion	
3.9	Bed Replacement Sponsorship	P. South & D. Kennedy met with POWH Foundation to discuss the possibility of bed replacement sponsorship at POW. POWH Foundation would be interested in the bed replacement on a one off basis, and not a sponsorship program	P. South & D. Kennedy to discuss with Volunteer group, possibility of adding beds to wish list	Community Partnerships Officer & Chair	April 2011

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> Main areas for discussion included;</p> <ul style="list-style-type: none"> - MRO's working party - Nutritional Working Party - Clinical Handover - Pressure area care <p><u>Patient Quality and Safety</u> State-wide audit on medication charts to be conducted.</p> <p>Report from Jan Titterton. <u>TGA Forum</u> Raised concerns with the process of TGA and reporting. Concerned as did not have letter of</p>	<p>Ongoing agenda item.</p> <p>G. Looney to provide letter to J.Titterton</p>	Consumer Reps.	Ongoing agenda item

		re 'look alike sound alike drugs' to take to forum. Report from Shirley Hoskins-Marr <u>Incident and Complaint Review Committee</u> - Complaints from consumers as telephones not answered in Outpatients department. <u>Medication Safety Sub-committee</u> Discussed issues with around prescribing dangerous drugs. Reported the outcome in response to correspondence prepared by CAC and sent to relevant authorities. Chair P Bolton and committee thanked CAC committee for our efforts with this issue.			
4.2	Consumer feedback – Emails/phone line	No phone messages requiring follow up.	Carry out test of message service.	Nurse Manager	Ongoing agenda item
4.3	Community Partnerships Update / Local Group Liaison	D. Kennedy reported the Community Partnerships are currently in transition due to the move to local health networks. By the end of April and outcome will be reached regarding the roles and structure of the Community Partnerships.	Ongoing agenda item	Community Partnerships Officer	Ongoing agenda item
4.4	Review of CAC Work Plan	P. South and H. Walker have updated work plan.	Workplan to be circulated at the next meeting	Nurse Manager	April 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 will aim for advertisement to be circulated by end of the week.	Nurse Manager	April 2011

5. Business without notice

Issue	Discussion	Action Required	Who	Due

5. Next Meeting: Monday 11th April 2011, 4pm-6pm, EDU B, Prince of Wales Hospital

6. Meeting closed at 6 pm.

Accepted as a true record: _____

Signature Chair

Date: