

Meeting: Northern Network Consumer Advisory Committee
Date: Monday 11th April 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), D. Kennedy (Community Partnerships Officer), D. Petrie (Consumer).

Apologies: D.Petrie (Consumer)

2. Confirmation of previous minutes: The minutes of the meeting held on Monday 14th March 2011 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	Federal member for Kingsford Smith announced a Centrelink and medicare office will be established in Maroubra (next to the police station).	Item closed.		
3.2 Public transport to POWH – views of local community centres	Reviewed the information available from the social work department regarding transport to the hospital. Need to clarify which brochures are the most recent and available to the patients and families.	Nurse Manager to follow up with social work department.	Nurse Manager	May 2011
3.3 CAC information Brochure	CAC Information brochure and flyer has not progressed. Need to move forward on finalising this information to increase the awareness and profile of the committee.	Chair & Community Partnerships Officer to discuss and follow up on the progress of this work for May meeting.	Chair & Community Partnerships Officer	May 2011
3.4 Medication Incidents	As reported at previous meetings, letters were sent to various secretariats and Community partnerships regarding 'look alike sound alike drugs'. The Sutherland CAC met last week and presented the letter from the NN consumer's. The Chair of Sutherland CAC will contact Chair if requires any further information.	Awaiting feedback from other committees.	Chair	May 2011
3.5 Review of Brochures	Feedback provided to pharmacist on previous brochures reviewed. Pharmacist appreciated	Nurse Manager to send out hospital brochures via post	Nurse Manager	Ongoing

		the constructive feedback from the consumers and will take on board the comments provided.	with committee paperwork.		
3.6	Bed Replacement Sponsorship	Completion of bed audit which will indicate the beds which will require replacement. Bed replacement remains on capital plan.	Chair to discuss with Director of Operations possibility of volunteer group adding beds to wish list.	Chair	May 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 working party - Nutritional Working Party - Clinical Handover - Pressure area care - Review of membership <p><u>S/SEH Complaints committee</u></p> <ul style="list-style-type: none"> - Working party established for frontline communication strategies. - Incident review <p><u>Clinical Quality & Patient Safety Committee</u></p> <ul style="list-style-type: none"> - medication reconciliation project - Sac 2 detailed reviews - Safety alerts - <p>Report from Jan Titterton. <u>Access Meeting</u></p> <ul style="list-style-type: none"> - New Medical director for ED - Triage times <p>Report from Shirley Hoskins-Marr <u>Incident and Complaint Review Committee</u></p> <ul style="list-style-type: none"> - Outpatients dept – presentation from NUM re concerns with recruitment and retention issues of admin staff. 	Ongoing agenda item.	Consumer Reps.	Ongoing agenda item
4.2	Consumer feedback – Emails/phone line	Nurse manager carried out test on message service. Message service functioning although no messages received.			Ongoing agenda item

4.3	Community Partnerships Update / Local Group Liaison	Awaiting feedback regarding the roles and structure of the Community Partnerships as a result of the move to local health networks.	Ongoing agenda item	Community Partnerships Officer	Ongoing agenda item
4.4	Review of CAC Work Plan	Updated (draft) work plan was circulated for discussion. Feedback to be provided to Nurse Manager. Plan to be finalised at May meeting.	Work plan to be finalised at the next meeting	Nurse Manager	April 2011
4.5	Recruitment to committee	Waiting for approval from T. Clout to proceed with advertising. This committee will continue as is at this stage	Request for committee representation to come through Nurse Manager	Nurse Manager	May 2011

5. Business without notice

	Issue	Discussion	Action Required	Who	Due
5.1	Request for Newsletters	Request from consumer to be sent the Patient safety and Clinical quality newsletter and the PowWowNow newsletters with the minutes and agenda.	Nurse Manager to include all newsletters in mail out.	Nurse Manager	May 2011
5.2	Request for information for Governing Council for LHN	Director of Operations requested some key local issues from the consumers to take back to the Governing Council for LHN. Discussions focussed on issues with AOPD, access to patient records, entrance to POW, and concerns regarding 'look alike sound alike drugs'.	Director of Operations to feedback to Governing Council.	Director of Operations	April 2011

5. Next Meeting: Monday 9th May 2011, 4pm-6pm, EDU B, Prince of Wales Hospital

6. Meeting closed at 6 pm.

Accepted as a true record: _____

Signature Chair

Date: