

Meeting: Northern Network Consumer Advisory Committee
Date: Monday 6th June 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), E. Moore (DON S/SEH), D. Kennedy (Community Partnerships Officer),

Apologies: S. Hoskins-Marr (Consumer), A. Bernard (Director of Operations).

2. Confirmation of previous minutes: The minutes of the meeting held on Monday 11th April 2011 were confirmed to be a true and accurate record of the proceedings by S. Nicholson.

3. Presentation: Green bag project (Dana Strumpman – Pharmacist) & (Representative from NSW Ambulance Service)

Information regarding the Green bag scheme to be circulated with minutes.



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3. Matters arising from Previous Minutes

Issue	Discussion	Action Required	Who	Due
3.1 Public transport to POWH – views of local community centres	UNSW are currently trialling a free dedicated express bus service from Green Square station to UNSW, which they would like to extend for use by staff across Randwick Hospitals Campus. At this stage, this bus service is limited only to staff.	Nurse Manager to follow up with social work department information for patient transport	Nurse Manager	June 2011
3.2 CAC information Brochure	No information presented to committee regarding the updates for the CAC Information brochure and flyer.	Chair, Community Partnerships Officer and Nurse Manager to meet to progress of this work within the next two weeks.	Chair Community Partnerships Officer Nurse Manger	July 2011
3.3 Review of Brochures	Feedback was provided from Pharmacists Chi Tran & Louise Thomson regarding the patient information leaflets previously presented to	Approved patient information leaflets to keep as record for the	Nurse Manager	June 2011

		<p>the committee. The POWH Drug and Therapeutics committee approved the patient information leaflets regarding;</p> <ul style="list-style-type: none"> • Urological Treatment information leaflet • Lignocaine infusion for the treatment of headaches. <p>Approved copies send to committee.</p> <p>Patient information brochures circulated for review include;</p> <ul style="list-style-type: none"> • Information for hand patients – Your Journey booklet (S/SEH) • Information for hand patients – Your treatment information booklet (S/SEH) • Information on medications for the day of surgery (S/SEH) • Information for Patients – Epilepsy Surgery and Diagnostic Tests (POWH) 	committee.		
3.4	Bed Replacement Sponsorship	Nil feedback to committee.	Committee to review brochures and provide feedback at July meeting.	Consumer reps.	July 2011
3.5	Review of CAC Work Plan	Feedback provided on the draft work plan and incorporated into document. Work plan now finalised.	Chair to discuss with Director of Operations possibility of volunteer group adding beds to wish list.	Chair	July 2011
			Work plan to be reviewed in six months.	Committee members	Dec 2011

4. Agenda Items

	Issue	Discussion	Action Required	Who	Due
4.1	Reports from committees represented by consumers	<p>Report from S Nicholson.</p> <p><u>QOCC</u></p> <p>Main areas for discussion included;</p> <ul style="list-style-type: none"> - Nutritional Working Party - blue dot system to indicate patients who need assistance with meals. - Time out policy - audit to be conducted on unit based procedures such as lumbar punctures/insertion PICC/bloods <p><u>Clinical Quality & Patient Safety Committee</u></p> <ul style="list-style-type: none"> - Presentation from Dr Jacqui Close <p><u>Teleconference with NSW Patient Survey</u></p> <ul style="list-style-type: none"> - Increase rate in patients general 	Ongoing agenda item.	Consumer Reps.	Ongoing agenda item

		<p>satisfaction</p> <ul style="list-style-type: none"> - Online survey will be available <p><u>S/SEH Complaints committee</u></p> <ul style="list-style-type: none"> - Reviewed terms of reference - Currently looking data trends of patient fall. <p>Report from Jan Titterton.</p> <p><u>Access Meeting</u></p> <ul style="list-style-type: none"> - Admission and discharge policy for evaluation - Presentation to ED down - Gastro outbreak <p><u>Carers Committee</u></p> <ul style="list-style-type: none"> - Committee has ended due to end of funding/project. - The information for carers' will be embedded with the social work department. 			
4.2	Consumer feedback – Emails/phone line	Nil feedback provided from emails or phone line.			Ongoing agenda item
4.3	Community Partnerships Update / Local Group Liaison	No report		Community Partnerships Officer	Ongoing agenda item

5. Open Discussion

Issue	Discussion	Action Required	Who	Due	
5.1	Recruitment	Current committee members will need to re-apply to EOI.	Nurse Manager to follow up on advertisement.	Nurse Manager	June 2011
5.2	Accreditation	Positive comments received regarding the active consumer advisory committee.	Nil action required		
5.3	Resignation	Resignation received from Dianne Petrie.	Chair to draft letter for Director of Operations signature.	Chair	June 2011
5.4	CEC Activities / Project May 2011	S. Nicholson discussed the CEC activities and the 'Patient friend model' which was trialled in the Hunter region. This model entails consumer advocates doing rounds on inpatients and then communication any concerns raised with management.	Nil action required		
5.5	Safety alert - Hydromorphine	A safety alert was issued regarding	The handling of	DON	June 2011

		hydromorphone. This S8 medication is only used on specific areas such as oncology.	hydromorphone will be included in orientation and will be raised at the NUM's meeting.	Nurse Manager	
5.6	Outpatients Clinics	A communication initiative for frontline staff has commenced and will include education and development of staff and quality projects.	Provide feedback to committee on progress of communication initiative.	Nurse Manager	July 2011

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

6. Meeting closed at 1750hrs.

Accepted as a true record: _____

Signature Chair

Date: