

TRIM ND11/6195.



Meeting: Northern Network Consumer Advisory Committee
Date: Monday 10th October 2011

Chair: P South (Consumer)
Minute taker: J.Lin (Assistant to DON)

1. Present: P. South (Consumer), H. Walker (DON, POWH), S. Nicholson (Consumer), J. Titterton (Consumer), E. Moore (DON, SSEH), R. Casamento (Consumer), N. Turner (Consumer), A. Eleftheriou (Consumer), J. Lin (Assistant to DON), B. Rabet (A/NM to DON)

Apologies: Nil A. Bernard (Director of Operations), D. Kennedy (Community Partnerships Officer)

Guest for part of meeting: Dr Jacqui Close (Staff Specialist), Giulietta Pontivivo (Infection Prevention & Control CNC)

2. Confirmation of previous minutes: Minutes from meeting held on 12th September 2011 confirmed to be a true and accurate record of the proceedings.

3. Guest Speakers

	Issue	Discussion	Action Required	Who	Due
3.1	Dr Jacqui Close – Falls Prevention	Invitation for consumer representative to join the Falls Advisory and Implementation Committee – this committee meets on the fourth Thursday of every alternate month. Education on falls prevention and falls rates have been discussed. Rates have been generally decreasing in all clinical areas with the work driven by the NUM of each ward. The SACS system of rating incidents was explained to consumers. Consumers suggested that perhaps written information would be more effective for patients. Consumers also suggested that perhaps having a brochure on 'recommended footwear' would be beneficial. Dr Close will check if a brochure is already available.	Note		
3.2	Giulietta Pontivivo – Infection Control	The hand hygiene of health care workers needs to comply with the standards of Hand Hygiene Australia. The infection control team has used a number of strategies (including pamphlets, competitions and coaching) to promote hand hygiene around the hospital. There are 10 gold standard multidisciplinary assessors in POWH to help ensure that the goal of increasing the compliance of hand	Note		

	<p>hygiene is achieved. Two brochures have been distributed to all member of the committee: "Healthcare Associated Infections (HAIs)" ..\HAI pamplet.pdf "Information for patients and visitors about hand hygiene" ..\visitor hand hygiene pamphlet.pdf</p>			
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4. Matters arising from Previous Minutes

Issue	Discussion	Action Required	Who	Due	
4.1	Consumer representation on facility based meetings	<p>Consumers have raised that there were some meetings which were not included on the list that was posted out to all members on 21 September 2011. List will need to be updated and re-distributed.</p> <p>Consumers who were previously on the committee indicated which committees they have been attending. This information will need to be added onto the list.</p> <p>Consumer Ms N. Turner indicated her interest in attending the Medication Safety Sub-committee and Incidents & Complaints Review Committee.</p>	<p>Assistant to DON to update list and distribute again.</p> <p>Assistant to DON to add information on to list.</p> <p>Assistant to DON to inform chairs of committees and provide Ms N. Turner with previous minutes of the committees.</p>	<p>Assistant to DON</p> <p>Assistant to DON</p> <p>Assistant to DON</p>	<p>Next meeting</p> <p>Next meeting</p> <p>Next meeting</p>
4.2	Provision of information	<p>Two consumers indicated they did not receive the information package which was posted to all consumers on 21 September 2011. Assistant to DON to re-send package.</p>	Assistant to DON to re-send package.	Assistant to DON	Next meeting
4.3	Tour of selected clinical areas	<p>Chair raised that it would be of interest to visit the POWH Emergency Department. All consumers indicated they would be interested. A/NM to DON agreed to organise this tour for the next meeting in November.</p> <p>Consumers would also like to visit SSEH. SSEH DON agreed that this will be organised for next year.</p>	<p>A/NM to DON to organise tour of POWH ED for November meeting.</p> <p>A/NM to DON to one meeting next year at SSEH.</p>	<p>A/NM to DON</p> <p>A/NM to DON</p>	<p>Next meeting</p> <p>February 2012</p>

5. Agenda

Issue	Discussion	Action Required	Who	Due
5.1	Reports from committees represented by consumers	<p>SSEH Quality and Risk Management Committee (Ms S. Nicholson): Systematic approach for placement of all signage in both POWH and SSEH need to be established. Also it has to be ensured that all signage are</p>	Note	

		<p>accessible for vision impaired patients. Michael Spence – Manager Enterprise Risk Management & Systems Change presented sessions to Nurse Managers and Nursing Unit Managers on how to manage risks on the system.</p> <p>Quality of Care Council (Ms S. Nicholson): An audit was completed in relation to having the admission risk assessment tool completed within the first 24 hours of admission. It was found that it has taken more than 24 hours in ED.</p> <p>Nutritional Working Party will start to trial the blue dots system in some wards soon. There was also a presentation on pressure area equipment.</p> <p>Health Care Quality & Patient Safety Committee (Ms S. Nicholson): There was a presentation on antimicrobial stewardship which relates to the appropriate use of antibiotics. There will be a rollout of Electronic Medical Records (eMR) across all the hospital over the next few years to eliminate the current procedure of paper medical records.</p>			
5.2	Consumer feedback: Emails/phone line	No feedback has been received. Consumer S. Nicolson requested another member to take responsibility of this role.	New member to volunteer to take on this role.	All members	Next meeting
5.3	Community Partnerships Update/Local Group Liaison	No feedback			

6. New Business

	Issue	Discussion	Action Required	Who	Due
6.1	Review of SSEH Insurance Status Brochure	Consumers discussed brochure and provided two comments. SSEH DON received feedback and will present final copy of brochure at the next meeting with appropriate amendments.	SSEH DON to present final copy of brochure at next meeting.	SSEH DON	Next meeting
6.2	Review of Heart Failure Flipchart	Consumers found the flipchart to be very unclear, confusing and repetitive. Consumers found the prompts to be confusing. Consumers suggested that it may be better to have a separate chart for nurses and patients. Consumers also thought that there would not be time on the wards for a nurse to sit down and use chart to educate the patient. There is	A/NM to DON to organise for clinician to attend next meeting.	A/NM to DON	Next meeting

		no date or document number on the flipchart. Consumers all agreed that they would like the clinicians who developed the flipcharts to attend the next meeting to explain the chart. Consumers would also like to view the Heart Foundation Booklet.	A/NM to DON to access booklet for next meeting.	A/NM to DON	Next meeting
6.3	Hospital meals	Consumer Ms S. Nicholson reported that she heard through the media that Royal North Shore Hospital had adopted a new way of serving patient meals. SSEH DON informed that results of this pilot study is not yet available but will explore the idea with Catering Manager.	SSEH DON to explore idea with Catering Manager.	SSEH DON	Next meeting
6.4	Northern Network Healthcare Award Dinner	Consumer Ms S. Nicholson enquired whether the 'Baxter Award' dinner is on this Friday. Staff members of the committee are not aware and will need to check.	A/NM to DON to check.	A/NM to DON	Friday 14 th October 2011
6.5	Avenue of complaints	Consumer Ms J. Titterton raised her concern of the patient advocate role and her understanding of its focus. A/NM to DON to organise for a presentation on the complaints process for either the November or December meeting.	A/NM to DON to organise presentation.	A/NM to DON	November /December meeting
6.6	Advertisement for new consumers	A/NM to DON is in process of putting an ad out on Southern Courier for ongoing recruitment.	Note		
6.7	'Improving Patient Experience' Conference	Consumer Ms S. Nicholson attended conference last month. She met the Director of Communications and Stakeholder Engagement (DCSE) from the Bureau of Health Information who volunteered to come and speak to committee. Ms Nicholson passed the business card to A/NM to DON to organise.	A/NM to DON to liaise for DCSE to speak at committee.	A/NM to DON	Next meeting
6.8	Pressure Injury Presentation	Professor Lin Perry will be presenting on pressure injury at the next meeting.	A/NM to organise.	A/NM to DON	Next meeting

7. Open Discussion


	Issue	Discussion	Action Required	Who	Due
7.1	Distribution of contact details	Chair of committee requested for the contact details of all members to be distributed as Chair is keen to contact members between meetings. Some members have indicated that they do not wish to have details distributed.	Note		

7.2	Afternoon Tea	Consumers prefer to have jam tarts and sandwiches for afternoon tea rather than scones.	Assistant to DON to check with DON.	Assistant to DON	Next meeting
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7. Next Meeting: Monday 14th November 2011, 4pm-6pm, EDU B, Prince of Wales Hospital

8. Meeting closed at 1800

Accepted as a true record:



Signature Chair

Chair:

P. M. H. SOUTH

Date:

14/11/2011