



Meeting: POWH/SSEH Community Advisory Committee

Date: Monday 4 June 2012

Venue: SSEH

Chair: N Turner (Consumer)

Minutes: D Kennedy (Community Partnerships Officer)

1. Present: Ellen Moore (SSEH DON), P. South (Consumer), S. Nicholson (Consumer), J. Titterton (Consumer), R. Casamento (Consumer), A. Eleftheriou (Consumer), S. Magee (Consumer), D. Kennedy (Community Partnerships Officer)

In attendance: J. McDonald (Chair SESLHD CAC and SESLHD Board Member), Prof R Farnsworth (SESLHD Board Member)

Apologies: H. Walker (DON, POWH), G. Rammathagulu (Consumer), B. Rabet (A/NM to DON), A Bernard (DO)

Absent: G. Constantin (Consumer), S. Prassas (Consumer)

2. Confirmation of previous minutes: Approved; S Nicholson noted an omission about A Bernard following up on the CAC telephone hotline

3. Guest speaker: Jane Treloggen, Organ and Tissue Donor Coordinator, Lions NSW Eye Bank

| 3.1 | Issue | Discussion | Action Required | Who | Due |
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| 3.1 | Welcome and Introduction of Mrs J McDonald, Chair SESLHD Board Community Advisory Committee | J McDonald provided an overview on the role of Chair of SESLHD Board CAC, the Committee and the Board. Community members were thanked for their participation in the POW/SSEH CAC and were encouraged to be the eyes and ears of the community particularly with positive media stories. The SESLHD CAC looks forward to help the Board to understand what is needed to make things better for the community. Members were encouraged to think about positive ways to engage the community, such as an Open Day in 2013, supporting the 50 th anniversary of UNSW establishment of its Faculty of Medicine and Clinical Teaching Unit. | Provision of staff contact details for Media matters to CAC members. | Community Members | Next meeting |
| 3.2 | Tour of Sydney Hospital | E Moore took members on a tour of both the Eye Emergency Department and general Emergency Department with a visit to the wards and nursing staff of the Sydney Hospital. | Nil | Nil | |
| 3.3 | Lions NSW Eye Bank | An overview of NSW Eye Bank and Organ and Tissue Donation Service and the pending co-location at Sydney Hospital Campus was given to the meeting. Further information was | Nil | J Treloggen Organ and Tissue Donor | |

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| | | provided on donation rates, research options, donation processes and palliative programs. There was a discussion on consent issues and RTA plan to withdraw the donor register. | Coordinator | |
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4. Matters arising from previous minutes

| Issue | Discussion | Action Required | Who | Due |
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| 4.1 POWH Sign High Street – feedback from Executive | Nil | Hold over to next meeting | DOO | Next meeting |
| 4.2 Rallings from Bus Stop in High Street - feedback from Executive | Nil | Hold over to next meeting | DOO | Next meeting |
| 4.3 Robotic Services – POWH short listed – Outcome Feedback | Prof Farnsworth advised POW has been short listed and awaits an announcement from the Minister of Health regarding the the award of the \$3M grant | Follow up from Executive on further developments on this project | DOO | Next meeting |
| 4.4 Feedback regarding parking consultation – final report | Nil | Hold over to next meeting | DOO | Next meeting |
| 4.5 Terms of Reference review | The meeting was advised that the TOR were due for revision but have been superceded by the new Local Facility CAC Charter currently in draft form. | CPO to table draft document at next meeting | CPO | Next Meeting |

5. Agenda

| Issue | Discussion | Action Required | Who | Due |
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| 5.1 POWH/SYD/SHE update by Hospital Executive | E Moore advised that the tender process has been completed for some refurbishment of the Emergency Department SEH. The work will provide a safe assessment room and a reconfigured nursing station on the ground floor adjacent to the Eye ED. Funding for the work is from a bequest from the Patricia Hearst Estate. | For information | DON | Standing Agenda item |
| 5.2 Clinical Council Feedback | The meeting was advised that the issue of budget and funding levels is ongoing, with an increase recommended by the Clinical Council. | For information | DON | Standing Agenda item |
| 5.3 Community Partnerships Update | The advance date has been provided for the SESLHD Community Network Forum on 22 October. Plans are also underway for the 2012 SESLHD Symposium and Awards event in late September or early October. Further details will be provided as soon as possible on these two events. | For noting | CPO | Standing Agenda item for discussion at future meetings |

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| 5.4 | Complaints – monthly review | <p>The meeting was advised there will be a review of the current Consumer Participation website in coming months.</p> <p>The Chair of the SESLHD CAC is keen for members to consider opportunities for a engagement or open day to reconnect with the community</p> <p>Members noted that the summary of complaints had not been sent out with the papers for the meeting by the Secretariat. N Turner attended two Incidents and Complaints Committee meetings and discussed several issues that were raised. There is a plan to invite a Falls Committee Representative to join this committee. The frequency of these meetings is being reviewed by the CPU possibly to quarterly.</p> | To source reports and send out with meeting papers for review prior to meetings. | Acting NIM to DON | Next meeting |
| 5.5 | Reports from Committees represented by Consumers | <p>R Casamento attended the POW/SSEH Finance Committee; the budget is in deficit and work continues to address the issue. S Nicholson attended the Quality of Care meeting; the TOR is being reviewed. Issues that were raised included; audit of charts and nurse handovers, nutritional support issues, development of blood safe learning for nurses and urinary catheters.</p> <p>The Blue Dot program to identify patients needing assistance with feeding is not proceeding. Print outs from EMR will inform staff which patient will need assistance. The meeting was interested to know more about the ReVive volunteer program that assists with patient feeding.</p> <p>J Titterton advised from previous Access Committee Meetings there has been preliminary discussion regarding the devolved versus non devolved MAU's. The ED and ward staff continue to work towards meeting NEAT.</p> <p>N Turner attended the Medications Safety Committee which raised concerns regarding access to medications after hours, especially those used for certain patient groups only. N Turner attended the SESLHD CAC meeting which asked Chairs to consider strategies to</p> | <p>Consumers to contact Acting NM to DON with requests.</p> <p>Contact ReVive Coordinator, Salle-Ann Ehms, to be invited as guest speaker to advise on patient assisted feeding program in Aged Care for next meeting</p> | Acting NIM to DON | Next Meeting |
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| | | promote the national Health Direct telephone line. NT provided feedback to the Chief Executive after trialling the service and experiencing some issues. | | |
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6. New Business

| Issue | Discussion | Action Required | Who | Due |
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| 6.1 Feedback regarding SSEH referral from ED information | Committee members provided their written feedback on hard copies which will be forwarded to SSEH Management | Documents with feedback collected and to be forwarded to senior management | CPO | 5 June 12 |
| 6.2 SESLHD CAC Charter | The Chair confirmed the new SESLHD Local CAC Charter has been received and is the governance document for the committee. Some members expressed concerns about the appointment process of a Chair, as outlined in the new and previous governing Charter. Board members reiterated that the Charter was the governance document. It was agreed to wait to the next meeting for clarification by senior management engaged in the Chair appointment process. | The Chair appointment process and the SESLHD Local Facility CAC Charter to be an Agenda Item at the next meeting. | Acting NM to DON | Next Meeting |

7. Open discussion

| Issue | Discussion | Action Required | Who | Due |
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| 7.1 CAC Email and Hotline | S Nicholson advised that there were no messages on the CAC hotline. The meeting discussed the issue of not receiving emails or phone calls and the lack of promotion. J Titterton requested an information brochure about this CAC be developed, similar to other CACs in other LHDs, by the members with assistance from the Secretariat. | Samples of CAC Brochure to be sent out with meeting papers. Brochures from SWSLHD will be circulated. | Acting NM to DON CPO | At next meeting At next meeting |
| 7.2 Chief Executive News | Members are not receiving copies of the CE News. J McDonald recommended that all members of Local CACs receive the CE News on a regular basis. | Copies of CE News to be made available to members. Discussion with all CAC Secretariats regarding best way to provide members with a copy of the CE News | Acting NM to DON CPO | At each meeting At next meeting |

Next Meeting: Monday 9 July, 4pm-6pm, EDU A, Prince of Wales Hospital

Meeting closed at 18.18 hours

Accepted as a true record: _____



Signature Chair

Chair: _____

NAVA TURNER

Date: _____

23/7/2012