

**Meeting:** Northern Network Consumer Advisory Committee  
**Date:** Monday 12<sup>th</sup> March 2012

**Chair:** N. Turner (Consumer)  
**Minute taker:** B.Rabet (A/NM EDU)

**1. Present:** H. Walker (Acting DO), P. South (Consumer), Jenny Wilson (Acting DON, POWH), S. Nicholson (Consumer), J. Titterton (Consumer), C. Smith (SSEH Rep, N. Turner (Consumer), A. Eleftheriou (Consumer), B. Rabet (A/NM to DON), S. Magee (Consumer), Steven Prassas (Consumer), G. Ranmuthagalu (Consumer), G. Constantin (Consumer), Ellen Moore (SSEH DON), T. Kant, Deidre Kennedy (Community Partnerships officer)

**Apologies:** R. Casamento (Consumer), Andrew Bernard (Director of Operations)

**2. Minutes and Actions:**

Issue	Discussion	Action Required	Who	Due
2.1 Tour Of Emergency Department ( 4-4.30pm)		NIL	NM ED & Director ED	
2.2 Guest Speakers- Patient Flow ( 4.30 – 5pm )	Presentation on patient flow issues at POWH.	NIL	NM Patient Flow	
2.3 Confirmation of Previous Minutes			G.Constantin S. Magee	

**3. Actions Arising from pervious minutes**

Issue	Discussion	Action Required	Who	Due
3.1 Hospital Meals – Feedback from SSEH	Meal packaging system in use at RNS hospital – Awaiting feedback		SSEH DON	APRIL MEETING
3.2 Committee Representation and area of interest	List circulated	Membership to be sent out to committee members for their preferred meetings. Consumers to attend and feedback issues at next meeting as per standing agenda items.	A/NM to DON	
3.3 Feedback On Brochures: - Mild Traumatic brain injury - Post traumatic amnesia - Communication on dementia	Brochures circulated prior to meeting – feedback given by consumers.	Feedback to be collated and sent to appropriate parties	A/NM to DON	

	<ul style="list-style-type: none"> <li>- Instructions for patients before eye operations</li> <li>- Going home with continuous intravenous medication</li> <li>- ID departments ( sent with minutes and agenda )</li> </ul>				
3.4	Discussion – development of comprehensive cancer and blood disorder centre – EOI for volunteers	EOI for Volunteers to be on committee – Not formed yet Focus Groups to be commenced.	Contact community partnerships officer if interested.	Community partnerships officer	

#### 4. Standing Items

Issue	Discussion	Action Required	Who	Due
4.1 POWH/SSEH update by hospital Executive	High St Entrance <ul style="list-style-type: none"> <li>- Wind and Draft coming in</li> <li>- Comfort mechanism</li> <li>- Transport having issues</li> <li>- Relocating hand hygiene and TV</li> </ul> Front of Hospital name – Offer from architects with options regarding High St entrance has not progressed	Relocation of HH and TV to be actioned  Feedback at next meeting executive to look at sign	A/NM to DON  DO/DONs	APRIL MEETING
4.2 Clinical Council Feedback	Downtime in April 2012 to be planned Financially – High Budget – extending Easter activity to decrease budget.  Question from consumer – has rain impacted on admissions – no but has impacted on staff sick leave.	NOTING ONLY	DO/DONs	
4.3 Community partnership update	TOR – Each CAC supposed to have generic TOR, this will be reviewed by the SESLHD	NOTING ONLY	Community Partnership	

		<p>community Advisory committee and will feedback to chairs. Chair to be invited to meetings – 3 a year. Forums may be arranged. Information on strategic plan opportunities to bring consumers together to discuss feedback from consumers.</p> <p>Consumer forum Nov 2011 at St George Hospital and Sydney Hospital to review interim strategic report</p>	<p>For feedback at next meeting</p>	<p>officer</p>	<p>APRIL MEETING</p>
4.4	Complaints- monthly review	<p>Monthly Report tabled Benchmark complaints acknowledged within 5 days and resolved within 35 days KPI 80% POW/SSEH 100% in January POW / SSEH improved with complaints over years Strategies in place to help improve Hotel Services – Cleaning and Food Patient Flow</p> <ul style="list-style-type: none"> <li>- Nothing further to report</li> </ul> <p>Quality + SSEH risk management</p> <ul style="list-style-type: none"> <li>- 2 half workshops on developing clinical indicators + KPIs – All Services to have an area they can measure</li> <li>- Audits on cleaning staff to commence</li> <li>- Hotel services manager / NUM do audits to check deficits</li> </ul> <p>QOCC</p> <ul style="list-style-type: none"> <li>- Annual evaluation of committee in progress</li> <li>- Awaiting clarification from pharmacy – on audit missed does</li> <li>- Nutrition WP – Food + nutrition committee – blue dots requiring meal packaging being open staff evaluating progress</li> <li>- Speech Pathology report to be part of handover procedure</li> <li>- Pharmacy cutting strips of medications.</li> </ul> <p>Patient Quality and Safety</p> <ul style="list-style-type: none"> <li>- Brief presented following concerns</li> </ul>	<p>Snapshot report for 2011 – trending complaints to be developed for next meeting</p>	<p>A/NM to DON</p>	<p>APRIL MEETING</p>
4.5	Reports from committees		<p>NOTING ONLY</p>	<p>Committee members</p>	

		<p>pathology zero tolerance not dealing with mislabelled specimens – critical list of specimens returned – specimens they cannot discard – attempt to get clinicians to document clearer. Talk of having pathology collector in ED – as high rate of errors. Increased number of patients going through - New doctors are orientated – on going challenge</p> <ul style="list-style-type: none"> <li>- Following Review of a SAC 2 incident – move to have care coordinator on spinal unit because of complex cases with multiple teams.</li> </ul> <p>Organ and Tissue Donation meeting</p> <ul style="list-style-type: none"> <li>- Public consultation meeting – should relatives be able to override donation - Said NO</li> <li>- Government looking at legislation regarding family intervention</li> <li>- Police commissioner supportive of transport vehicles to increase size of storage units for donations</li> </ul> <p>Volunteers recognition Day</p> <ul style="list-style-type: none"> <li>- Approached by person on REVIVE team</li> <li>- Can plain yoghurt be put on menu</li> </ul>	To get feedback from Nutrition and Dietetics	A/NM to DON	APRIL MEETING

### 5. New Business

Issue	Discussion	Action Required	Who	Due
5.1 POWH/SSEH Food and Nutrition Committee EOIs for consumer representation	<p>Nutrition policy –Action plan – POWH/SSEH Food and Nutrition Committee formed – requires consumer representation. Wider representation of multidisciplinary team.</p> <p>Executive to sponsor – Heather Walker</p>	Margaret Holyday to present nutrition policy	A/NM to DON	APRIL MEETING
5.2 Peri-operative unit tour – April Meeting	Tour of Peri op unit pre-admission for planned admission	Organise tour for next meeting	A/NM to DON	APRIL MEETING
5.3 Volunteers Appreciation morning tea	<ul style="list-style-type: none"> <li>- annual event</li> </ul> <p>Recognition of Volunteers POWH coffee shop had morning tea. consumers attended SSEH – mandatory training and recognitions</p>	NOTING ONLY		

