



**Meeting:** POWH/SSEH Community Advisory Committee  
**Date:** Monday 19<sup>th</sup> August 2013

**Acting Chair:** Ms N Turner (chair)  
**Minutes:** Ms B Rabet (NM to DON)

### 1. Attendance/Apologies

Attendance	S.Nicholson (Consumer), P.South (Consumer), J.Roberts (DO), H.Walker (POWH DON), B.Rabet (NM to DON), D.Kennedy (Community Partnerships Officer), N.Turner (Chair & Consumer), T.Kant (Consumer), A.Eleftheriou (Consumer), J.Titterton (Consumer), J.West (Consumer), M.Wartmann (Consumer), M.Carvalho-Mora (Consumer), E.Van Aalst (Consumer), C.Smith (SSEH), S.Magee(Consumer),
Apologies	M.Gregor(Admin to POWH DON), R.Farnsworth (Director of Surgery POWH),

### 2. Minutes

2.1	Confirmation of minutes	The minutes from the July meeting had changes and were confirmed by the members
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## \*Ms Patricia Humphreys – Presentation on NEST – Surgery targets\*

### 3. Actions/ Plans arising from previous minutes

	Issue	Discussion	Action Required	Who	Due
3.1	Draft CAC Action Plan	Ms Turner led discussion around the 2013-14 CAC Action plan. Topics discussed included, <ul style="list-style-type: none"> <li>• Health promotion</li> <li>• Health literacy</li> <li>• Communication – between consumers/health industry/community</li> <li>• Training – how to engage, and how consumers can be utilised in health education and promotion</li> <li>• Interacting with staff – through representing on meetings</li> <li>• Ability to raise issues and get feedback on outcomes from those issues that are raised</li> <li>• Ms Kant discussed her health promotion role funded by SESLHD. Ms Kant is trained to lecture senior citizens on select medical conditions</li> </ul>	For further discussion at the next meeting	Chair	Next meeting

		<ul style="list-style-type: none"> <li>• Discussion around promoting consumer role to public and ways for public to make suggestions about healthcare</li> <li>• Discussion around a forum for community</li> <li>• The consumers discussed having an annual forum for the community</li> <li>• Ms Carvalho-Moore noted that at her current place of work the consumers meet with patients prior to each monthly CAC to discuss concerns although noted smaller facility</li> <li>• Outlined possibly having stall to promote the role of consumers, or updates in local media</li> </ul> <p>Further discussion was led by Ms Titterton on complaints;</p> <ul style="list-style-type: none"> <li>• Ms Titterton raised her concerns regarding the complaints process. Response from the Executive was that there was a Complaints Co-ordinator and robust escalation processes was in place for complaints. It was also noted that it was not uncommon to meet with the complainants to ensure that they were satisfied with the outcome.</li> <li>• Mr Roberts also stated that complaints reporting and overall process has continued to improve The members were asked to review the action plan and discuss at the next meeting – the plan should include an awareness of all National Standards</li> </ul> <p>Members encouraged to sit on National Standard working groups when the opportunity arises.</p>	Ms Kennedy will approach the POW foundation to fund a stall if consumers are prepared to volunteer their time – for update at next meeting	Community partners officer	Next meeting
3.2	Parking costs and TV costs	Car parking costs tabled for the consumers – 5 day concessional passes are available for relatives through the social work department. External company All CAC members would be reimbursed for parking costs. TV costs discussed – external company.	CLOSE ITEM		
3.3	CAC Evaluation Survey	Ms Kennedy discussed evaluation results – these will be circulated to CAC members for recommendations and comments. This process gives the organisation a chance to get comments from consumers. Ms Kennedy will table 2 models for evaluation. The current model is based on the existing charter which is up for review.	D Kennedy to circulate results	D Kennedy	Next meeting
3.4	District Symposium – program to be tabled	Ms Kennedy stated that program not yet finalist – draft will be circulated. The Symposium date is the 7 <sup>th</sup> November 2013 at the Royal Hospital for Women – 8am – 1pm. Presenters will include: <ul style="list-style-type: none"> <li>• A consumer recipient of live kidney donation</li> <li>• A carer</li> </ul>	Draft will be circulated prior to next meeting – CLOSE ITEM		

		<ul style="list-style-type: none"> <li>• Other consumers</li> <li>• Ms Karen Luxford and Ms Karen Tuqiri will also be presenting</li> </ul>			
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#### 4. Standing Items

	Issue	Discussion	Action Required	Who	Due
4.1	POWH/SSEH Update by Hospital Executive	<p>POWH update by Mr Roberts &amp; Ms Walker</p> <ul style="list-style-type: none"> <li>• Budget for 2013-14 has not been finalised and signed off for each facility.</li> <li>• Discussions continue at a facility level regarding efficiencies at POWH <ul style="list-style-type: none"> <li>○ The Whole of Hospital initiative is progressing and working towards improving times for patients to be reviewed and either discharged or admitted to the ward which is in line with NEAT. Noted four key working parties within the initiative which are <ul style="list-style-type: none"> <li>○ Discharge planning</li> <li>○ Admission Overnight processes</li> <li>○ Emergency Department processing</li> <li>○ Mental Health admissions</li> </ul> </li> </ul> </li> <li>• August has been a busy month with winter ailments – Demand on the Emergency Dept has been heavy with longer than usual waiting periods.</li> <li>• NEAT targets at present are sitting around 63% with strategies in line with WOH which will assist improve times</li> <li>• There are 2 nominations for Innovations awards received by POWH. The Clinical Practice Improvement Unit are looking at forming a working group to communicate innovations from POWH.</li> <li>• Ms South suggested that POWH could use historical dates eg WWI anniversary in 2015, to promote innovations. Working with RSLs – strong military connection at both hospitals</li> </ul> <p>SSEH update by Ms Smith;</p> <ul style="list-style-type: none"> <li>• The Bicentennial clinic is under development Waiting for delivery of equipment of up to 3 months.</li> <li>• An amenities block proposal is out for comment</li> <li>• A costing study is underway around ABF funding for outpatients</li> <li>• Hospital forums continue and are well received.</li> </ul>	Noting only		
4.2	Clinical Council Feedback	The council have not met since the last CAC meeting.			

4.3	Community Partnerships Update	<p>Ms Kennedy gave an update:</p> <ul style="list-style-type: none"> <li>• The District CAC met early August – chaired by Prof Farnsworth.</li> <li>• The framework template was finalised</li> <li>• Endorsement of community participation website – Ms Kennedy looking to reinvigorate and rename : 'community/consumer engagement'</li> <li>• The charter was not endorsed at the meeting – looking at renaming 'Consumer and Community Advisory Committee'</li> <li>• SSEH foundation day is on 30<sup>th</sup> October 2013 – staff are presented with long service badges and there is a BBQ lunch. This foundation day will see Ms Ellen Moore acknowledged</li> </ul>	Noting only		
4.4	Complaints and Compliments – monthly review	Report not received	Send report with minutes prior to next meeting	NM to DON	
4.5	Minutes from Committees	<p>Ms Titterton provided updates on the following:</p> <p>Access Committee</p> <ul style="list-style-type: none"> <li>• Meeting date changed – unable to attend</li> </ul> <p>Chronic Care steering committee</p> <ul style="list-style-type: none"> <li>• Hoping to access via teleconferencing</li> </ul> <p>REACH committee</p> <ul style="list-style-type: none"> <li>• Ms Nicholson and Ms Titterton expressed interest - Contacted a meeting is not yet scheduled</li> </ul> <p>Ms N Turner provided update on the following:</p> <p>Standard 2 meeting</p> <ul style="list-style-type: none"> <li>• Vibrant around promotion of consumers</li> <li>• Education of consumers discussed</li> </ul> <p>Ms Nicholson provided updates on the following:</p> <p>SSEH Clinical Quality and Risk management committee</p> <ul style="list-style-type: none"> <li>• Decrease in complaints discussed</li> <li>• Looking at reforming the medication safety committee – suggestion that there would be a need for a consumer rep</li> <li>• Results of waste management plan tabled</li> </ul> <p>POWH Quality of Care Nursing Council</p> <ul style="list-style-type: none"> <li>• Concerns discussed around the MAXC audits – hard to match who completes audits</li> </ul> <p>POWH Clinical Quality and Patient Safety Committee</p> <ul style="list-style-type: none"> <li>• Presentation on equipment used for blood</li> </ul>	Ms Rabet to contact and update members	NM to DON	

		<p>collection and cannulation procedures. 68% POWH staff and 31% SEALS carry out blood taking. Last year noted 86 needle stick injuries</p> <ul style="list-style-type: none"> <li>• Looking at standardizing this equipment</li> <li>• Accessibility to sharps containers discussed</li> <li>• Slings for lifters discussed following an incident in the Billington Centre</li> <li>• Equipment review undertaken</li> <li>• ICU discussion around work being done to reduce unnecessary medical tests.</li> <li>• Pharmacy – drug recalls are posted on the sharepoint for staff.</li> </ul> <p>Ms Kant provided an update on the following: Pressure Injury Prevention Committee</p> <ul style="list-style-type: none"> <li>• Looking at assessment and mandatory training needs</li> <li>• A flowchart has been added to the business rule which is under review</li> <li>• A patient brochure is in the final stages incorporating consumer comments</li> </ul> <p>NB – the consumers asked for a presentation on the progress of the Pressure Injury committee</p> <p>NB – the consumers asked for a tour of the peri-operative suite to be arranged</p>			
			Ms Rabet to investigate dates for both items and arrange with the chair	NM to DON	

## 5. New Business

	Issue	Discussion	Action Required	Who	Due
5.1	Nutrition survey results and update	<p>Ms Rabet sent out survey results to consumers for their information. The POWH/SSEH Food and Nutrition Committee are developing a poster to display around the hospital outlining their progress with implementation of the NSW Nutrition Policy</p> <p>NB – the consumers asked for a tour of the kitchen areas</p>	<p>Ms Rabet will circulate poster when finalised</p> <p>Ms Rabet to investigate dates for both items and arrange with the chair</p>	<p>NM to DON</p> <p>NM to DON</p>	
5.2	DET health E net presentation	To be circulated for consumer members	Ms Rabet to circulate	NM to	

			prior to the next meeting	DON	
5.3	Complaint – no carpet	Ms Rabet was asked to table an anonymous complaint that was sent to the POWH Complaints Co-ordinator at the request of the complainant. The complaint was regarding the lack of carpet to the entrance areas.  Consumers commented that the carpets were removed for good reasons and that no action would be required around this complaint.	Noting only		

**6. New Business without notice**

	Issue	Discussion	Action Required	Who	Due
6.1	Adding agenda items	Ms Titterton stated that there was a need to add a section to the agenda so consumers could raise extra issues  Comment from members – section 6 – New business without notice – will be added to the agenda – and any items that members wish to add can be raised here	Ms Rabet to ensure section is on the agenda	NM to DON	
6.2	Professionalism of staff	Ms D Kennedy gave feedback given via email from a relative attending POWH. They highlighted the professionalism of staff and the respect given to both the patient and their family members	Noting only		

**7. Date of Next meeting: Monday 9<sup>th</sup> September 2013 4pm – 6pm POWH Cardiac Conference Room**

**There being no further business the meeting closed at 6.00pm**

Accepted as a true record:  Chair: Nava Turner Date: 10/9/2013

**Signature Chair**