



Meeting: POWH/SSEH Community Advisory Committee
Date: Monday 11th February 2013

Chair: Ms N.Turner (Consumer)
Minutes: Ms M.Gregor(Admin to DON)

1	Attendance	R.Farnsworth (Associate Professor, DOSurgery) E.Moore (SSEH DON), H.Walker (POWH DON), N. Turner (Consumer), A. Eleftheriou (Consumer), A. Bernard (DO), S. Nicholson (Consumer), J. Titterton (Consumer), B. Rabet (A/NM to DON), T. Kant (Consumer), S.Magee (Consumer), P. South (Consumer), D.Kennedy (Community Partnerships officer).
	Apologies	G.Constantin (Consumer), S.Prassas (Consumer).

2.1	Confirmation of minutes	The Chair, Ms N. Turner welcomed everyone to the first meeting of the New Year 2013. The Chair & Committee members also welcomed the attendance of Associate Professor Robert Farnsworth to the meeting. The previous minutes were confirmed by Ms T.Kant
2.2	Charter and nominations for Chair	Ms N.Turner advised that today is the annual election nominations for this year for a new Chair. Clarity sought by the members regarding initial annual appointment which was to rotate between three nominations. Ms H.Walker advised that this had been enacted prior to the Charter being developed which now stipulated timeframe around Chair appointment more clearly. Discussion raised by Ms N. Turner regarding the process the CAC members would like to follow to appoint a new Chair. The meeting was temporarily ceased and Ms N.Turner absented herself from the meeting to enable discussion re ongoing Chair. On her return she was advised that she was the only nomination. It was noted that Mr G. Constantin sent his apologies. It was also noted that Mr S.Prassas has not formally resigned from the committee. The CAC members supported the nomination and Ms Turner accepted her nomination as Chair.

3. Actions/ Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due
3.1 Terms of reference discussion – Investigating need for document	Ms D. Kennedy noted the Charter in lieu of TOR. Advised there is a charter for every facility in the hospital.	For noting only. Remove from Agenda		

4. Standing Items

Issue	Discussion	Action Required	Who	Due
4.1 POWH/SSEH Update by Hospital Executive	<p>Mr A. Bernard provided an update. The main issue is the current budgetary overrun which was approximately \$30 million dollars over allocation. Discussion raised around the AOPD by CAC members. It was acknowledged that there may be reduction of services given the historical services which have been provided on an outpatient basis and their scope is significantly larger than other comparable facilities, which would normally refer patients directly to the consultants' rooms.</p> <p>CAC members raised issue around potential bed closure of some wards. Mr A. Bernard advised that the facilities need to work within their allocated budgets and that beds may be consolidated given the work being undertaken by consultant medical staff on aligning lengths of stay that is comparable to other facilities. This would realise extra beds which may then be closed.</p> <p>Ms S. Nicholson asked if there will be a closure of the stroke ward. Mr A. Bernard noted that the Stroke Unit may relocate within the facility at a later date however it would continue as a Stroke Unit. There is certainly no intention to close the stroke unit or stroke service at the hospital.</p> <p>Mr A. Bernard advised that the Clinical Council was still considering options around bed realignment and CAC would be notified once the decision was made.</p> <p>Discussion was raised as to whether any closure of outpatients areas would mean that other facilities within the district would pick up those services.</p> <p>Ms S. Magee advised that there is no guarantee that the service will be available in the eastern suburbs area given that all government is likely to be cutting back funding in</p>	For noting only		

		<p>other facilities.</p> <p>Mr A. Eleftheriou asked Mr A. Bernard what is the criteria for closing some wards?</p> <p>Mr A. Bernard advised that POWH has to maintain all key performance indicators and targets linked to the emergency department and surgical 000 targets and provide the same services overall but within a reduced bed base.</p> <p>Ms S. Nicholson asked Mr A. Bernard for confirmation regarding the initiative/funding around Sir Joseph Banks. It was noted that there is no funding as such for this initiative but it does assist patients who are nearing their discharge and are clinically stable but are delayed due to home modifications or community services. This was a financially efficient way to manage these patients whilst having acute beds available for emergency admissions.</p> <p>A/Prof Farnsworth advised that the challenges that POWH are facing are the closure of wards and to try treating the same number of patients with these closures. The POWH outpatient department services does account for a large component of expenditure. Noted that other facilities do not offer the diversity of outpatient services that POWH does.</p>			
4.2	Clinical Council Feedback	<p>The council has not met since the last CAC</p> <p>Ms E. Moore was asked about the SSEH quality safety. Provided an outline on their preparation for accreditation which was progressing well.</p> <p>Ms S. Nicholson raised discussion around the volunteers at SSEH and their recent orientation.</p> <p>Ms D. Kennedy tabled brochure to assist further promote CAC.</p>	For noting only	Ms. D. Kennedy	March 2013
4.3	Community Partnerships Update		Copy of brochure to be provided to all members for comment		
4.4	Complaints – monthly review	<p>Reports were sent out to committee members for review. No questions posed by members</p>	For noting only		
4.5	Minutes from Committees	<p>Ms N. Turner suggested that members continue to provide a brief 5 minute update on their attendances at meetings.</p>	For noting only		

		<p>Ms S. Nicholson advised she is on the National Standards Committee. The next meeting will be in May 2013.</p> <p>Ms S. Nicholson attended the Quality and Risk Management Patient meeting. Ms S. Nicholson also attended the Standard 6 meeting</p> <p>Ms J. Titterton attended the access committee meeting. Ms J. Titterton also did a tour of the POWH kitchens and noted that the frozen dinners were no longer available.</p> <p>Ms S. Nicholson also attended handovers</p> <p>Medical Newsletter – Some Senior Drs were not attending the 4pm handover. A list has been circulated to them to improve attendance.</p> <p>Ms N. Turner discussed the information pocket cards from Sydney Sexual Health.</p>		

5. New Business

Issue	Discussion	Action Required	Who	Due
5.1 Update on Standard 2	Ms B. Rabet advised the working group was still progressing the action plan. Ms H. Walker encouraged consumers to participate in any of the working groups and to advise if they would like to attend.	For noting only		
5.2 Privacy brochure for patients	Ms B. Rabet advised that Ms Debbie Edwards from CPIU is following up with Nursing and the Ministry of Health to provide the brochure at the next meeting.			
	Ms B. Rabet can provide the contact number for members to phone.			
5.3 Wheelchair accessibility in the POWH High Street Eye Clinic Lifts	Ms J. Titterton noted at the previous Consumer Advisory committee held in December 2012, that the older style lift located near the POWH Eye Clinic High street restricts patients who require wheelchair access as the buttons on the lift are located too high in the lift.	Remove from Agenda		
	Ms B. Rabet advised the committee that the Complaints Officer Ms. S. Hobbs has escalated to the Chief Engineer who is endeavouring to provide options in the lift which will assist wheelchair access.			

<p>5.4</p>	<p>New Business without notice</p>	<p>Discussion noted on the following:</p> <p>Ms P. South raised recent feedback regarding the relocated of the TAXI rank in the Barker Street entrance. It was discussed this related to enabling better access to 'drop off' for patients.</p> <p>Ms S. Magee agreed to check the actual cab rank area that has been formally recognised as such.</p> <p>A Consumer representative asked about the Private patients gold card and if entitled to T.V. Services for free as a public inpatient Mr A. Bernard advised Gold Card veterans' affairs did not have a free access to this</p> <p>Discussion raised around the removal of the TV at the High Street entrance. Advised this related to the changes to the entrance which was undertaken and discussed previously.</p> <p>Ms J. Titterton raised re Facebook at POWH. Mr A. Bernard advised that the district is intending to get the face book page up for POWH and St. George and Sutherland. This will require an IT person to manage it.</p> <p>Ms J. Titterton raised concerns being advised of an incorrect time for the Flow Access meeting which resulted in attending on the wrong day. Mr A. Bernard agreed to discuss with relevant party.</p> <p>Ms J. Titterton advised that the Medical Imaging Department has 2 chairs and behind the chairs it has a sign on the wall that says "for Bariatric patients only".</p> <p>Ms H. Walker noted her concern and would raise with the Manager of MI.</p> <p>Ms N. Turner reported that the Medication Safety Subcommittee raised the issue of 'creating a compact card/information sheet where accurate medication taken by patients would be recorded so that patients attending the hospital on an ad hoc basis would have it with them.</p> <p>Ms. Turner submitted to CAC members 2 versions of such cards for the CAC and Subcommittee to examine and assess.</p>		
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		<p>Ms J.Titterton raised issue of potential bed modifications as noted in the recent Clinical Council Minutes. Advised discussions are continuing on this at a Council level and in consultation with clinicians.</p> <p>Ms S. Nicholson requested that feedback be provided re the outcome from patient brochures which have been commented on. Advised that a register is being developed which will provide more formal feedback.</p>			
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6. Date of Next meeting: Monday 11th March 2013 4pm – 6pm POWH EDU A

There being no further business the meeting closed at 17:15 hours

Accepted as a true record: _____ **Chair:** P.M.H. Smith **Date:** 11.3.2013

Signature Chair

P.M.H. Smith



AGENDA

The Prince of Wales/Sydney/Sydney Eye Hospitals Community Advisory Committee

Monday March 11th 2013 at 4.00 p.m. EDU A POWH

ITEM NO.	DESCRIPTION	ACTION	PAGE NO.
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1	Attendance/Apologies		
	Apologies:		

2	Minutes		
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2.1	Confirmation of minutes	Chair	
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3	Actions/ Plans Arising from Previous Minutes		
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3.1	Copy of brochure to be provided by Ms D. Kennedy	Community Partnerships Officer	
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4	Standing Items		
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4.1	POWH/SSEH update by hospital Executive	DO/DONS	
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4.2	Clinical Council Feedback	DO/DONS	
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4.3	Community Partnerships update	Community Partnerships Officer	
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4.4	Complaints – monthly review	DO/DONS/Chair	
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4.5	Minutes from Committees	Committee members	
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5	New Business		
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5.1	Albion Street – CAC rep required		
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5.3			
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6	Date of Next Meeting		
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	Monday 8 th April 2013 – EDU A		
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