



Health
South Eastern Sydney
Local Health District

TRIM: T13/25107

Meeting: POWH/SSEH Community Advisory Committee
Date: Monday 3rd June 2013

Acting Chair: Ms P. South (Consumer)
Minutes: Ms M.Gregor (Admin to POWH DON)

1	Attendance	S.Nicholson(Consumer), P.South(Consumer), S.Magee(Consumer), J.Roberts(DO), H.Walker(POWH DON), B.Rabet(NM to DON), D.Kennedy(Community Partnerships Officer), M.Gregor(Admin to POWH DON). R.Farnsworth(Director of Surgery POWH).
	Apologies	N.Turner(Chair & Consumer), T.Kant(Consumer), A.Eleftheriou(Consumer), E.Moore(SSEH DON), J.Titterton(Consumer), G.Constantin(Consumer).
	Welcome	The Acting Chair, Ms South welcomed Prof Farnsworth.

2.1	Guest Speaker	Nil
2.2	Prior to Confirmation of minutes	Prior to the previous minutes of May being accepted, Ms Nicholson noted in Item 4.4 that Ms Turner attended the Complaints committee meeting not Ms Nicholson. Once the May minutes were corrected, both the minutes of April and May were accepted.

3. Actions/ Plans arising from previous minutes

	Issue	Discussion	Action Required	Who	Due
3.1	Draft CAC Action Plan	Hold over till July meeting	Chair to progress next meeting	Chair	July
3.2	POWH Web page discussion	Ms Titterton enquired about the Hospital Web page access as noted in previous minutes Advised this has been brought to the attention of the Manager of Information Systems who will re-test the intranet. Noted the Chairs from the CAC Sub Committee of the Board are working on the front page of the web site.	For noting only NM to DON to discuss with Manager IS		
3.3	CE Newsletter	NM to DON sent out the CE Newsletter to all members	NM to DON to forward to CAC members		Ongoing

4. Standing Items

	Issue	Discussion	Action Required	Who	Due
4.1	POWH/SSEH Update by Hospital Executive	<p>Mr Roberts provided feedback in regards to the Accreditation survey with a particular note of thanks to Ms Nicholson for her participation.</p> <p>The Accreditors provided very positive feedback and recognised the outstanding work staff are undertaking. All core standards were achieved, and currently awaiting the overall report and recommendations</p> <p>Noted progression on Partnering with Consumers is still progressing and will continue to do so.</p> <p>Ms South sought clarity regarding a full ward which was closed</p> <p>Ms Walker noted that PB7W (15 beds) was closed as previously reported in the minutes however there was no reduction to clinical services</p> <p>Noted that the Director Operations Mr J Roberts has had to respond to media inquiries in relation to consolidations</p>	For noting only		
4.2	Clinical Council Feedback	<p>Mr Roberts advised there are a range of strategies around the POWH financial recovery plan. This does include further bed consolidation in line with efficiencies of lengths of stay but with no planned reduction in the clinical in-patient service provision.</p> <p>Prof Farnsworth noted that there will be a review of Outpatients Area POWH looking at process of referrals across the State with potential consideration around services and strategies to have out-patient care given closer to home.</p> <p>Ms Walker provided update on behalf of the DON at SSEH who was absent.</p> <p>SSEH Numerical Profile commencing 4-6 June 2013.</p> <p>The Quality Systems audit will be held in August 2013.</p> <p>SSEH are progressing an Audit plan – Aseptic techniques and Personal Protective Equipment focus for 2012/13.</p>	For noting only		

4.3	Community Partnerships Update	<p>Ms Kennedy provided update with reference to 'Whats New' and the improved recognition being given to compliments</p> <p>Ms Kennedy commented on the Accreditation in particular on the value patient stories</p> <p>A final copy of the Consumer brochure was given to the Accreditors, this will also be distributed to front desk, Outpatients department and other areas around POWH.</p> <p>Ms Kennedy attended the UTS Health Literacy Program. with Ms Julieanne Hilbers - Aiming to design a program from the consumer perspective.</p> <p>Prof Farnsworth noted on 7/11/13 that the Director LHD Clinical Governance Unit will be running a forum on Quality Activity & Health Care with Consumer engagement. Several key note speakers will participate discussing safety issues. They will be joining forces and engaging with Chair of Medicare Local; Tim Smythe, on consumer and quality engagement.</p> <p>Suggested Ms Kennedy</p> <p>Ms South asked if there was a possibility to have a presentation on Medicare Local? Ms Walker will investigate possibility of inviting person to talk</p>	<p>What's New Newsletter to be circulated to Consumers</p> <p>Invite representative from Medicare Local to present to CAC</p>	<p>CPO</p> <p>DON POWH</p>	<p>July</p>

4.4	Complaints – monthly review	<p>Reports were sent out to committee members for review. Request to change agenda to Compliments and Complaints..</p> <p>Ms Magee asked is it possible for a Volunteer collect compliments - Ms Walker advised that the CSOs do assist at a ward level.</p>	Ask CPIU to report on both Complaints and Compliments	NM to DON	Next meeting
4.5	Minutes from Committees	<p>Ms Nicholson provided update on meetings attended: QOCC – Sleep Apnoea discussion. CNE from Surgery developing Method to survey patients before surgery.</p> <p>MAXC Audits – Will be reviewed to ensure currency of auditing in line with National Standard Requirements</p> <p>Ms Nicholson provided update on the Clinical Quality and Patient Safety Meeting: Unplanned readmissions discussed. Noted work currently being undertaken on reviewing cardiac readmissions. IIMS reports – CPIU looking at incomplete IIMS and incidents to ensure completed in a timely manner. Discussion on palliative patients and preference to manage within single rooms. Noted the challenge of this at POW given limited single room capacity. Mr Roberts advised that he would be progressing consultations with the Palliative Care Team for additional strategies around this. Prof Farnsworth discussed that there is a lot of work to be done in Nursing Homes around accepting palliative care patients rather than taking to hospital for end of life care.</p> <p>Ms Nicholson and Ms Walker discussed the role of the Advanced Care planning nurse at POWH and consultative work being undertaken with Nursing Homes on this.</p>	For noting only		

5. New Business

Issue	Discussion	Action Required	Who	Due
-------	------------	-----------------	-----	-----

5.1	CAC Recruitment Update	Ms Walker advised that interviews had been held on 23/5/13. An Independent from RHW was on the interview panel.			
5.2	CAC Survey	Advised by Ms Kennedy that an Evaluation Survey via an electronic tool known as 'survey monkey' will be sent out to members to evaluate the CAC	Post out evaluation survey to Consumers	Community Partnerships Officer	Next meeting

6. New Business without notice

	Issue	Discussion	Action Required	Who	Due
6.1	National Standards	Noted that the working groups (10) will be reviewing membership to progress each action plan associated with the standards. All CAC members would be encouraged to participate in one of the groups.			
6.2	Drug & Alcohol CAC	Ms Kennedy advised that the Drug & Alcohol CAC are in the process of interviewing for additional membership			
6.3	Mental Health Aged Care	Mental Health aged care older persons CAC Information session held - speakers from Volunteers Australia			
6.6	Accreditation booklet for consumers on complaints	Ms Nicholson nominated Ms Magee to assist develop this further and will send booklet. Prof Farnsworth noted the value of the booklet and recognised the value of noting both compliments and complaints.			
6.7	Shelves outside front of Hospital	Ms South noted the hoarding boards around the current cancer development building works and whether select art work could be considered			
6.8	8 th July NAIDOC week	Ms Kennedy advised that NAIDOC Week commences 8 th July 2013			

7. Date of Next meeting: Monday 8th July 2013 4pm – 6pm POWH EDU A

There being no further business the meeting closed at 5:00pm

Accepted as a true record: 

Chair: P M H SOUTH

Date:

8/07/2013

Signature Chair