



**Meeting:** POWH/SSEH Community Advisory Committee  
**Date:** Monday 11<sup>th</sup> August 2014

**Chair:** Mr G Constantin (chair)  
**Minutes:** Ms B Rabet (NM to DON)

**1. Attendance/Apologies**

NAME	AREA	status	NAME	AREA	status
Jon Roberts	DO	apology	Tanya Kant	consumer	present
Heather Walker	DON POWH	present	Sharnelle Magee	consumer	apology
Carolyn Smith	A/DON SSEH	present	Susan Nicholson	consumer	present
Belinda Rabet	NM POWH	present	Patricia South	consumer	present
Deidre Kennedy	Community Partnerships	apology	Jan Titterton	consumer	present
George Constantin	Consumer/chair	present	Nava Turner	Consumer/deputy chair	present
Andros Eleftheriou	consumer	present	Margaret Wartmann	consumer	
Michelle Carvalho Mora	consumer	apology	Jodie West	consumer	present

**Presentations**

Health Care NSW (HCNSW) consumer training course feedback

N Turner provided feedback following attendance at the HCNSW consumer training 2 day program in July 2014.

- 40 participants were involved and trainers were experienced
- The two days over two different weeks was beneficial
- There was discussion over the role and contribution of consumers and the Australian Healthcare charter.
- N Turner found the course interesting and valuable and thought it was run very well.
- N Turner will present her feedback at the next National Standard 2 meeting.

Quarterly CPIU – complaints and compliments update

S Hobbs provided a quarterly update:

- Discussion held around a case study involving a patient complaint
- The May complaint report was discussed
- T Kant commented that there appeared to be a lot of repeat complaints - these are addressed through training and reinforcement for staff. In addition there is work underway with a patient centred focus to recognise issues with communication.
- The 'Small acts of kindness' movie clip has been released by the LHD – this will be played at the next consumer meeting.
- J West commented on the wording of the complaint outcomes on the reports. It was agreed that it was

	<p>important not to make value judgements on the complaints report. Members reminded that the report was a summary only and if they required further information this would be available.</p> <ul style="list-style-type: none"> <li>• G Constantin asked if it was possible to have steps in a complaint process described for the consumers.</li> <li>• A presentation on the process will be arranged for the next quarterly CPIU update in November.</li> </ul>
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## 2. Minutes

2.1	Confirmation of minutes	The minutes for the July meeting were confirmed.			
		<b>Ms Jennie Barry was welcomed to the committee as the new Director of Nursing at Sydney/Sydney Eye Hospital.</b>			

## 3. Actions/ Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due
3.1	CAC brochure review	D Kennedy was an apology – comments have been sent – awaiting final draft.	D Kennedy	Next meeting
3.2	Action plan progress	G Constantin advised that work was progressing and a report will be given to the Executive at the October meeting		Noting only

## 4. Standing Items

Issue	Discussion	Action Required	Who	Due
4.1	POWH/SSEH update by Hospital Executive	<p>J Barry provided an update from SSEH:</p> <ul style="list-style-type: none"> <li>• Waiting list KPIs are on track at SSEH</li> <li>• The Bicentenary eye clinic is open and running well</li> <li>• As the new DON J Barry is settling in well.</li> </ul> <p>H Walker provided an update from POWH:</p> <ul style="list-style-type: none"> <li>• The POWH staff forum was held on 31 July 2014 – consumers were invited to attend. Outline provided on key areas covered including the work being undertaken on the strategic path for moving forward. Staff are being invited to complete surveys and be actively involved in the planning process.</li> <li>• Operationally POWH are experiencing a heavy winter period. All</li> </ul>	B Rabet	Prior to next meeting

		surge beds are open with a increased admission rate in aged care and respiratory presentations to the Emergency Department.			
4.2	Clinical Council Feedback	<p>J Barry provided an update:</p> <ul style="list-style-type: none"> <li>The 'small acts of kindness' movie was tabled and general discussion was held around compassion</li> <li>Awaiting final outcome of budget for the NN</li> </ul> <p>D Kennedy was an apology – no update provided</p>	Noting only		
4.3	Community Partnerships Update				
4.4	Community Advisory Members questions	<p>J Titterton asked for a list of committees that consumers can represent on – this will be sent out for the consumers once updated and following the recruitment of new consumers.</p> <p>T Kant raised a concern from a patient who was receiving radiation treatment – of the 3 machines in the area only 2 are working which is causing delays in treatment.</p> <p>A Eleftheriou raised concerns about being excessively questioned by a consultant about his medical history – H Walker offered to discuss this issue outside of the meeting.</p> <p>G Constantin raised concerns around the lifts not being fitted with disabled buttons – this had been raised previously and the company were unable to do this. the suggestion was that signage was required for disabled persons to be aware that other lifts were available in the area. This will be sent to corporate services to address.</p> <p>S Nicholson asked for a recent report on mixed gender rooms at POWH – this will be tabled at the next meeting.</p> <p>S Nicholson asked if the new Cancer centre would participate in accreditation as part of POWH – this was confirmed.</p> <p>S Nicolson asked if members of the CAC still get reimbursed for travel costs following the introduction of the OPAL card – this was confirmed.</p> <p>J West, N Turner and P South did not have any questions.</p>	<p>Feedback to T Kant</p> <p>Update at next meeting</p> <p>Update at next meeting</p>	<p>H Walker</p> <p>B Rabet</p> <p>B Rabet</p>	<p>Prior to next meeting</p> <p>Next meeting</p> <p>Next meeting</p>
4.5	Complaints and Compliments – monthly review	CPIU presentation given	nil		

4.6	Minutes from Committees	<p>Consumer representatives provided updates on the following meetings attended:</p> <p>S Nicholson: POWH Forum:</p> <ul style="list-style-type: none"> <li>• Presentation on 'SIBR' – regular multidisciplinary rounding project which was trialled on the Aged Care Rehab unit was given.</li> <li>• A presentation on the new staff counselling program was given.</li> </ul> <p>Teleconference:</p> <ul style="list-style-type: none"> <li>• S Nicholson participated in a teleconference held on the Bureau of Health Information patient survey results.</li> </ul> <p>SSEH Clinical Quality and Risk Management committee:</p> <ul style="list-style-type: none"> <li>• The Centennial clinic now has an outdoor waiting area suitable for all patients with heating and plants – this has increased the size of the waiting area for comfort of patients.</li> <li>• The interpreter service was discussed.</li> </ul> <p>QOCC (Nursing):</p> <ul style="list-style-type: none"> <li>• The documentation project has commenced which will be followed by a project on patient property</li> </ul> <p>Delirium screening:</p> <ul style="list-style-type: none"> <li>• S Nicholson attended a meeting regarding a project to be carried out in conjunction with surgery and Aged Care and ACT.</li> </ul> <p>POWH Clinical Quality and Patient Safety Committee</p> <ul style="list-style-type: none"> <li>• Venepuncture and cannulation presentation was given describing a catalogue of equipment developed to standardise the process across the facility.</li> <li>• Ethics approval process discussed.</li> <li>• Discussion held around a medication safety walk-around which confirmed that not all treatment rooms have doors – pharmacy are preparing a brief for the executive.</li> </ul> <p>Community Dementia meeting:</p> <ul style="list-style-type: none"> <li>• The group are looking at a GP and consumer survey to collect information.</li> </ul> <p>A Eleftheriou: SSEH Infection Control:</p>	Noting only	
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		<ul style="list-style-type: none"> <li>The main focus at present is on refurbishments to endoscopy.</li> </ul> <p>J West: Care of the confused older persons project:</p> <ul style="list-style-type: none"> <li>First meeting held today looking at baseline data collection</li> <li>Interviews with carers are planned.</li> </ul> <p>J Titterton: Access Meeting:</p> <ul style="list-style-type: none"> <li>Rehabilitation patient flow discussed and length of stay for rehab patients.</li> <li>ED 'frequent flyers' and avoidable admissions discussed.</li> </ul>			
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**5. General Business**

Issue	Discussion	Action Required	Who	Due
5.1	NIL			

**6. New Business without notice.**

Issue	Discussion	Action Required	Who	Due
6.1	NIL			

The next meeting will be held on Monday 11<sup>th</sup> August 2014 – POWH EDU A

There being no further business the meeting closed at 5.15pm

Accepted as a true record: G. CONSTANTIN Chair: [Signature] Date: 8/9/14

Signature Chair